

**Cuyahoga County Division of Children and Family Services  
(CCDCFS)  
Policy Statement**

**Policy Chapter:** Management  
**Policy Number:** 10.08.01  
**Policy Name:** Accessibility of the Agency Administrator

**Original Effective Date:** 01/01/1998  
**Revision Date(s):** 07/01/2013, 04/15/2004  
**Current Revision Date:** 08/01/2016  
**Approved By:** Thomas D. Pristow

**PURPOSE:** To assure an open door for all employees to have access to the CCDCFS Administrator or a designee at all times for decisions regarding the safety, permanency and well-being of children and the safety and health of employees.

**SCOPE:** This policy pertains to all staff of the Cuyahoga County Division of Children and Family Services (CCDCFS), ODJFS representatives, resource parents, community partners, service providers, and government officials.

**POLICY**

- I. CCDCFS believes child safety, permanency, and well-being are the highest priority. The Administrator or designee is available at all times to utilize the executive authority when needed for decisions or recommendations made about a child's safety, permanency and well-being who has current or past agency involvement.
- II. CCDCFS believes that to uphold a safe, healthy and professional work environment all employees will be included in transparent communication and decision making. This involves employee access to the CCDCFS Administrator to give input and insight into the impact of changes and decisions on the citizens of Cuyahoga County and the work environment at CCDCFS.

**PROCEDURES**

- I. Telephone Access
  - A. The Administrator is available by telephone (216) 432-3390 during regular business hours, 8:00 am to 4:30 pm Monday through Friday.
  - B. The Administrator provides the Hotline, all Deputy Administrators, the Administrator's Special Projects Coordinator, and the Administrator's Administrative Officer with his/her cell and other phone numbers for immediate contact when away from the office.

- C. During non-business hours, on weekends, holidays, or any time the agency is closed on an emergency basis, the Administrator or designee will be available by telephone.
  - 1. During these specified times, the Hotline Senior Manager or Supervisor must contact the Administrator or designee by telephone regarding the following situations:
    - a. Serious injury to a child in substitute care
    - b. Major damage to agency property
    - c. Work-related injury to an agency employee
    - d. Potential media involvement
    - e. Death of a child on an open or recently closed family case
- D. Deputy Administrator's Telephone Numbers:
  - 1. Hotline and Short-term Services: (216) 432-3508
  - 2. Community-Based Extended Services: (216) 432-3334
  - 3. Resources and Placement: (216) 432-2642
  - 4. Business Services: (216) 881-4001
  - 5. HHS Performance Evaluation and Innovation (216) 881-4876
  - 6. HHS Communications (216) 432-3342
- E. Child Abuse & Neglect Hotline Telephone Number: (216) 696 (KIDS) or (216) 696-5437.

## II. Electronic Communication

- A. All County employees, ODJFS, government officials, resource parents, community partners, and service providers have access to the Administrator's electronic mail address which is available at all times.
- B. Employees must use face to face or live telephone contact to communicate critical needs regarding a child's safety and well-being.
- C. Employees may use electronic mail to communicate non-emergency non-urgent matters to the Administrator or designee.

## III. Other Methods of Contact

- A. Employees may submit suggestions in accordance to the procedures outlined in Policy 10.06.05 Suggestion Box.
- B. Employees attend regular Open Forums with the Administrator to ask questions and participate in discussions.
- C. U.S. Mail  
The Administrator may be reached at:  
The Cuyahoga County Division of Children and Family Services  
3955 Euclid Avenue  
Cleveland, OH 44115
- D. Facsimile  
Fax number is (216) 432-3379

**SEE ALSO:**

**Ohio Administrative Code (OAC)**

Section: 5101:2-5-13 (A) (18)

**Cuyahoga County Division of Children and Family Services Policies and Procedures Manual**

Policy 7.02.01 Timely Reporting of Alerts and Critical Incidents

Policy 7.02.02 Death of a Child

Policy 10.06.05 Suggestion Box

**FORM**

Critical Incident Report Form