



New Jersey Department of Children and Families Policy Manual

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Issuance:	9.45	CP&P Form 9-45, State Central Registry Call Back Message	

Click here to view, print or complete the CP&P Form [9-45](#) on-line.

PURPOSE AND USE:

The purpose of the new CP&P Form [9-45](#), State Central Registry Call Back Message, is to:

- Record telephone messages received at the State Central Registry (SCR).
- Document successful and unsuccessful efforts to return telephone calls.

The CP&P Form [9-45](#) is used by SCR staff.

INSTRUCTIONS FOR COMPLETING THE FORM:

1. In the top section of the Call Back Message form, the Message-Taking Team (MTT) member taking the telephone message records the:

- Date and time the message is taken.
- Required identifying information about the caller.
- Telephone number where the caller can be reached.
- Type of caller and call.
- Name of the MTT member.

2. The MTT member promptly gives each Call Back Message form to the Call Floor Supervisor.

3. The Call Floor Supervisor assigns each Call Back Message form to a SCR screener to return the telephone call.

4. In the bottom section of the Call Back Message form, the SCR screener records:

- Each attempt to return the telephone call.
- The time of the attempt.
- Whether the attempt was successful or unsuccessful and places a check mark as appropriate.
- The case name, if known.
- The SCR screener's identifying information.

5. The SCR screener returns the completed form to the Call Floor Supervisor.

Note: The assigned SCR screener notifies the Call Floor Supervisor of any unsuccessful attempts to return a telephone call before the end of the assigned SCR screener's shift.

DISTRIBUTION

Original - Call Floor Supervisor