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## ASSESSMENT FINDINGS AND NOTICE OF INVESTIGATION RESULTS

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CREATION DATE: February 27, 2009

### Pointers to Remember:



#### Notice of Investigation Results

The District of Columbia's Child and Family Services Agency's Child Protection Services (CPS) administration is responsible for investigating alleged abuse and neglect reported to the agency, determining the legitimacy of the alleged maltreatment, and deciding if children need to be removed from home due to safety concerns or whether a family requires in-home services in order to remain intact. Allegations of maltreatment receive one of three dispositions (or **Assessment Findings**) as defined below:

**A. Substantiated:**

- A report which is supported by credible evidence that a child(ren) was/were abused or neglected and this credible evidence is not against the weight of the evidence.

**B. Inconclusive:**

- A report which cannot be proven to be either substantiated or unfounded.

**C. Unfounded:**

- A report which is made maliciously or in bad faith or which has no basis in fact.

### Assessment Findings Screen

#### Notes:

- The screen is divided into two tabs: "Results" and "Findings". The Findings tab includes the narrative boxes for "Pertinent Information" and "Findings/Recommendations", as well as the Staff Information display and the check boxes for "Criminal proceedings have been initiated" and "Conducted jointly with law enforcement".
- The Results tab contains a narrative box called "Investigation Results". All clients whose role in the referral was "Alleged Maltreater" will have a separate Investigation Results box.
- A person who has a substantiated allegation will have his/her name entered onto the Child Protection Registry (CPR) and this information can be reported to potential employers.
- A person whose allegation is found to be Unfounded will not be entered on the CPR.
- CFSA is abiding by the legal obligation to inform all individuals whose names have been entered on the CPR. In addition to its legal obligation, CFSA recognizes the importance of informing all parties of the outcome of the investigation regardless of the investigation finding (Substantiated, Inconclusive, or Unfounded); letting persons know the implications of being on the CPR (if applicable); and informing them of the investigation outcome.
- All persons who are entered on the CPR have the right to challenge the decision through a Fair Hearing process. Further instructions regarding the Fair Hearing process is noted on the last page of the Notice of Investigation Results letter.

## Changes to the Assessment Findings Screen

The **Investigation Results** narrative field on the **Results** tab will become mandatory for all alleged maltreaters regardless of investigation disposition (Substantiated, Inconclusive, or Unfounded). The text will populate to the Notice of Investigation Results letter.

- The **Investigation Results** field will not be mandatory until a disposition of Substantiated, Inconclusive, or Unfounded is entered.
- If the information is not entered, an error message will appear stating that “You must complete the investigation results text area and Case Opening Decision for every perpetrator”.
- The newly enhanced **Case Opening Decision** options listed on the **Investigation Results** section of the **Results** tab allows the investigator and/or supervisors the ability to acknowledge which follow-up service or action will take place as a result of the assessment findings by selecting the appropriate radio button value. It is mandatory to make a selection before saving the screen if a disposition has been selected.
- The **Case Opening Decision** value options will be different for Non-Institutional verses Institutional abuse investigations.
- The radio button options for **Case Opening Decision** for Non-Institutional abuse investigations are:
  - A. The Child and Family Services Agency (CFSA) has opened a case for your family. You will be visited by a CFSA social worker who will discuss additional services available to help your family.
  - B. Based on your consent, the Child and Family Services Agency (CFSA) has referred you to the neighborhood collaborative in your area. You will be contacted by a case worker from the collaborative who will discuss additional services available to help your family.
  - C. The Child and Family Services Agency (CFSA) will take no further action.
  - D. Because you do not live in the District, CFSA will ask the social services agency where you reside to provide services to you.
- The radio button options for the **Case Opening Decision** for Institutional abuse investigations are:
  - A. The Child and Family Services Agency (CFSA) will take no further action.
  - B. You will be contacted by the Office of Licensing and Monitoring regarding further actions.
  - C. You will be contacted by the Resource Development Specialist with additional information regarding this outcome decision.

## Changes to the Notice of Investigation Results letter

- The newly enhanced, Notice of Investigation Results letter, will be generated for all individuals investigated for allegations of abuse and/or neglect regardless of the investigation disposition. The letter will contain information regarding the findings for each of the allegations, the impact of being on the CPR (for Substantiated findings), and the **Case Opening Decision** (or what the individuals should expect).
- The only identifying information of the victim is the child’s first name and last initial.

Steps include:

After placing a Referral in focus,

**Step 1:** Hold cursor over **Referral**, then **Investigation**.

**Step 2:** Click **Assessment Findings**.

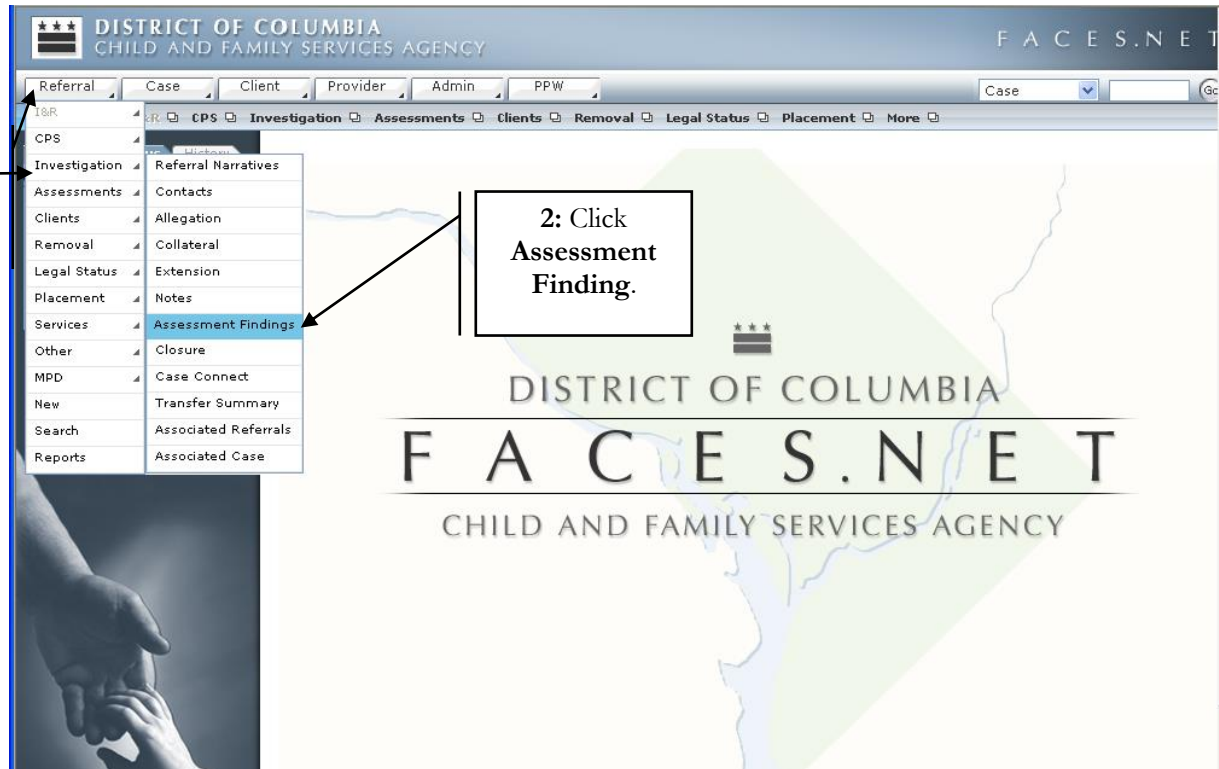


Figure 1

**Step 3:** Choose the appropriate finding from the pick list for each allegation.

**Step 4:** Select the appropriate **Case Opening Decision** radio button option for all alleged maltreaters on the **Results** tab.

**Step 5:** Complete the **Investigation Results** narrative for all alleged maltreaters on the **Results** tab.

**Step 6:** Click **Findings** tab.

**4: Complete the Case Opening Decision\*.**

**3: Choose the appropriate Findings.**

**5: Complete Investigation Results tab for all alleged maltreaters.**

**6: Click Findings.**

Name	Maltreatment Category	Maltreatment Type	Injury Characteristics	Perpetrator	Findings
PAUL WILLIAMS	Neglect	Educational		SHANTE JACKSON	
PAUL WILLIAMS	Neglect	Lack of Supervisi		SHANTE JACKSON	Unfounded
PAUL WILLIAMS	Neglect	Left Alone		SHANTE JACKSON	Unfounded

**Results** Findings

Investigative Results for SHANTE JACKSON

**Case Opening Decision\***

☐ The Child and Family Services Agency (CFSA) has opened a case for your family. You will be visited by a CFSA social worker who will discuss additional services available to help your family.

☐ Based on your consent, the Child and Family Services Agency (CFSA) has referred you to the neighborhood collaborative in your area based on your consent. You will be contacted by a case worker from the collaborative who will discuss additional services available to help your family.

☐ The Child and Family Services Agency (CFSA) will take no further action.

☐ Because you do not live in the District, CFSA will ask the social services agency where you reside to provide services to you.

(Include the Reason for assessment finding(s) of each allegation. This information will print on the notice of Investigation Results)\*

Enter Reason for assessment findings of each allegation.

**Save** **Cancel**

**Figure 2**

**Step 7:** Enter **Pertinent Information** in text box on the Findings tab.

**Step 8:** Enter **Findings/Recommendations** in text box.

**Step 9:** Click **Save**.

**DISTRICT OF COLUMBIA**  
CHILD AND FAMILY SERVICES AGENCY

FACES.NET

Referral Case Client Provider Admin PPW

Referral Investigation Referral Narratives Contacts Allegation Collateral Extension Notes Assessment Findings More

Organizer Focus History

In Focus

User Name:  
ADMIN TRAINER

Entity Type:  
Referral

Entity Name:  
JACKSON65

Entity ID:  
586355

**Assessment Findings**

\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields #Denotes AFCARS Fields

Name	Maltreatment Category	Maltreatment Type	Injury Characteristics	Perpetrator	Findings
PAUL WILLIAMS65	Neglect	Educational		SHANTE JACKSON	Substantiated
PAUL WILLIAMS65	Neglect	Lack of Supervisi		SHANTE JACKSON	Unfounded
PAUL WILLIAMS65	Neglect	Left Alone		SHANTE JACKSON	Unfounded
PAUL WILLIAMS65	Neglect	Newborn w/Addic		SHANTE JACKSON	Unfounded

Results Findings

Pertinent Information

Findings/ Recommendations

Risk Rating: 4

**Staff Information**

Name: ADMIN TRAINER Program Area: FACESNET TRAINING

**Criminal Investigation**

☐ Criminal Proceedings have been initiated

☐ Conducted jointly with law enforcement

Save Cancel

7: Enter Pertinent Information.

8: Enter Findings/ Recommendations.

9: Click Save.

Figure 3

## Notice of Investigation Results Letter and Fair Hearing Request Form



### Pointers to Remember:

1. All alleged maltreaters, regardless of disposition, must receive a Notice of Investigation Results and Fair Hearing letter.
2. The **Investigation Results** narrative from the **Assessment Findings** screen will populate to the notice.

### Notes:

- The **Notice of Investigation Results** and **Fair Hearing Request** form are located under the **Reports** screen.
- The **Fair Hearing Request** form is a printable stand-alone document under **Reports**.
- Names of all clients who have allegations will appear in the client select list.
- The only identifying information of the victim is the child's first name and last initial.
- The **Allegations** are automatically mapped to the D.C. Statutes violated by the allegation.

### Notice of Investigation Results letter

After placing a Referral in focus,

#### Steps include:

**Step 1:** Hold cursor over **Referral**.

**Step 2:** Click on **Reports**.

**Step 3:** Select the **Notice of Investigation Results**.

**Step 4:** Click **Preview**.

**Step 5:** Select Perpetrator from the **Select Client Window**.

**Step 6:** Click **OK**.

**Step 7:** Click **Open** to download file.

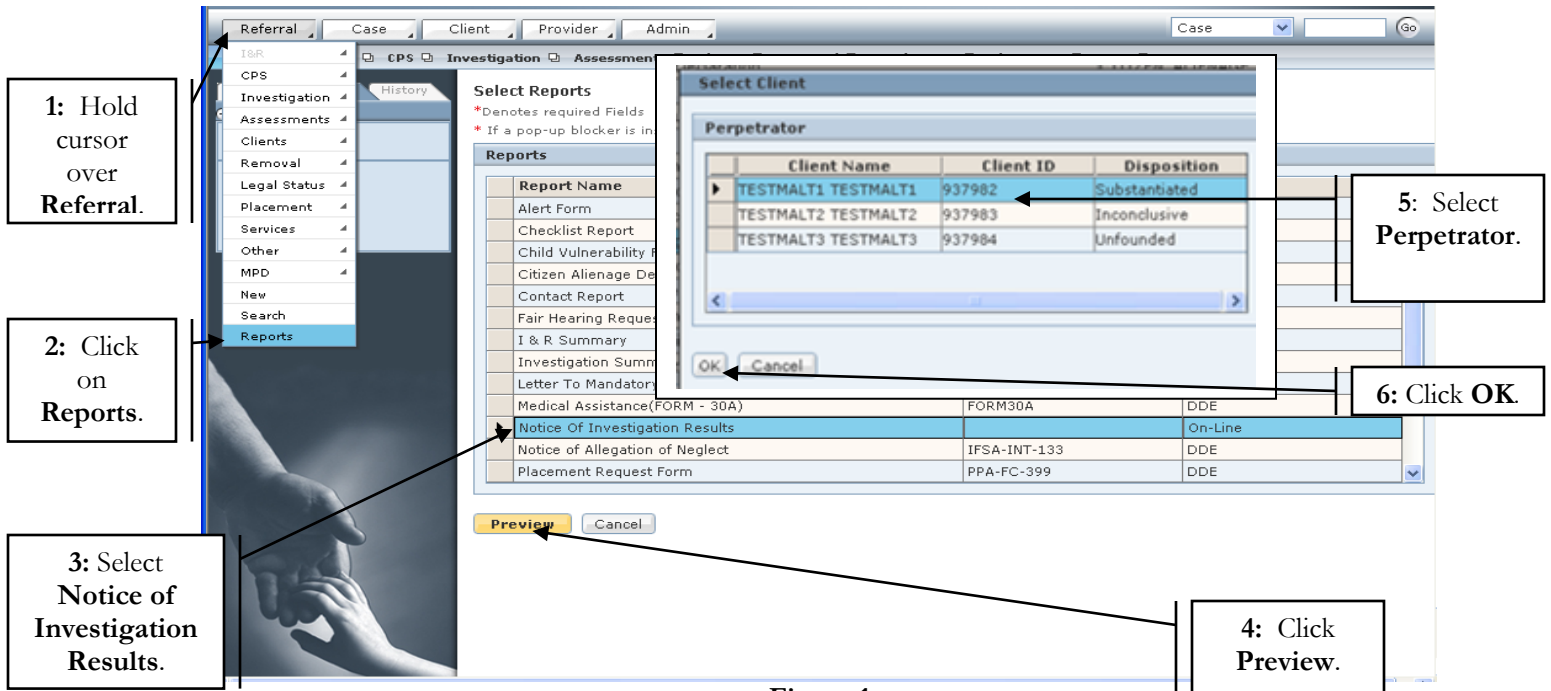


Figure 1

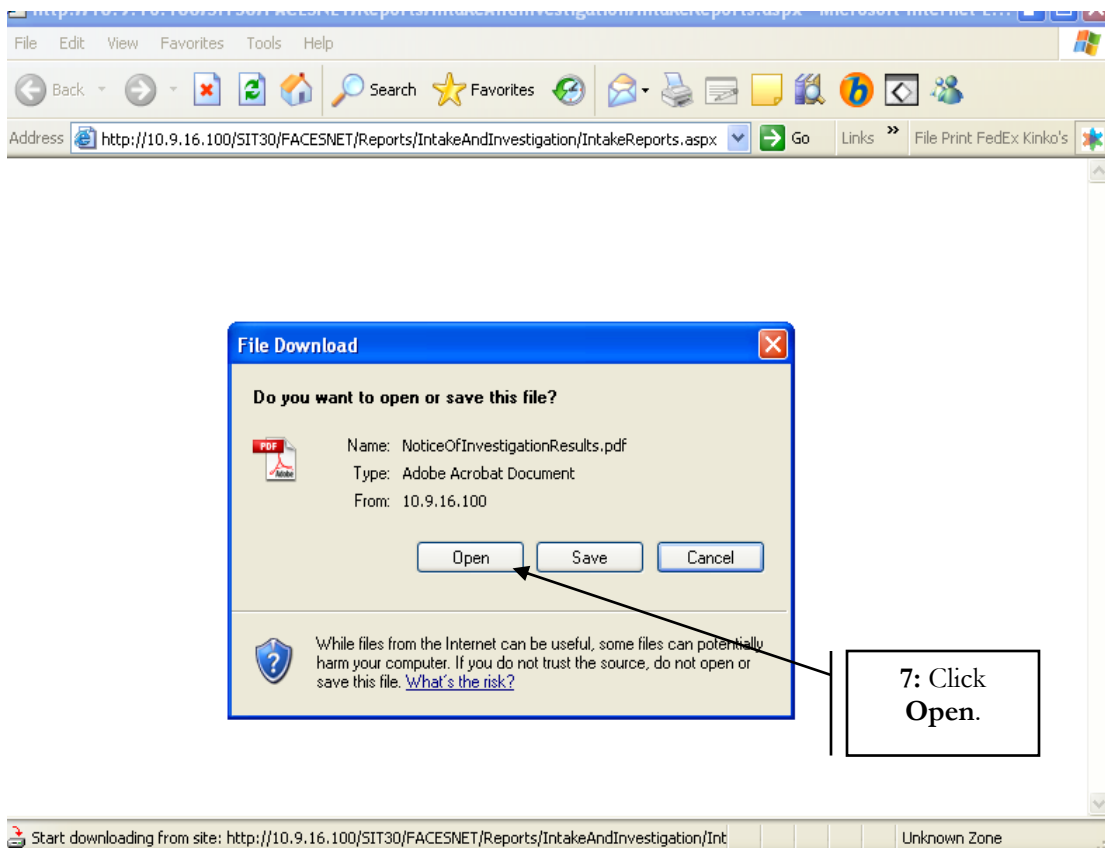


Figure 2

GOVERNMENT OF THE DISTRICT OF COLUMBIA  
Child and Family Services Agency



**Official Notice of Investigation Results**  
Please read this letter and keep it with your important papers.

April 24, 2008

SHANTE JACKSON  
1702 H Street NW

WASHINGTON, District of Columbia

Dear SHANTE JACKSON:

On April 23, 2008, the DC Child and Family Services Agency (CFSA) received a report that a child in your family or care might be abused or neglected. We investigated this report. The box below tells what we found.

Child	What the report claimed	DC law that applies	What CFSA found
PAUL W.	Neglect / Educational	D.C. Code 16-2301(9) (A)(ii)	Substantiated
PAUL W.	Neglect / Lack of Supervision	D.C. Code 16-2301(9) (A)(ii)	Unfounded
PAUL W.	Neglect / Left Alone	No Statutory Provisions in D.C. Cases are handled on case by case circumstances depending on the judgement of CFSA.	Unfounded

**What Do Our Findings Mean?**

- **"Substantiated"** means we found convincing proof that the child was abused or neglected. As the box above shows, we found at least one instance of child abuse or neglect. We also found you are responsible for the abuse or neglect. As District law requires, CFSA put your name in the Child Protection Register on April 23, 2008.
- **"Unfounded"** means our investigation showed this report was not true.

**What Facts Did We Use to Make This Finding?**

Include the reason for assessment findings of each allegation.

**What Will Happen Now?**

CFSA has ended this investigation. The Child and Family Services Agency (CFSA) has opened a case for your family. You will be visited by a CFSA social worker who will discuss additional services available to help your family.

**What is the Child Protection Register?**

CFSA keeps records about child abuse and neglect in the District. By law, when we find a report is inconclusive or

400 6th Street, SW Washington, DC 20024-2753 202-442-6000 [www.cfsa.dc.gov](http://www.cfsa.dc.gov)

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substantiated, we must put information about that case in the Child Protection Register (CPR). This includes the names of people who:

- Have an inconclusive finding because we could not prove or disprove they abused or neglected a child.
- Have a substantiated finding because we found they did abuse or neglect a child.

The box below tells how long CFSA must keep your name in the CPR.

Findings	How long names stay in the Child Protection Register
Inconclusive:	Until one of the following dates, whichever comes first: <ul style="list-style-type: none"><li>• Five years after CFSA closes our case with the abused/neglected child.</li><li>• The abused/neglected child reaches age 18.</li></ul>
Substantiated:	Always

By law, information in the CPR is private. But the law does allow some people to see the information for certain reasons. For example, police, lawyers, and doctors can get information to help them work on a child abuse or neglect case.

Organizations that work directly with children must make sure their workers and volunteers do not have a record of abuse or neglect. Some of these organizations are schools, day care centers, foster care networks, and adoption agencies. By law, you must give permission in writing before CFSA can tell these organizations that your name is in the CPR and CFSA will say you are in the CPR only for substantiated findings. We will not report inconclusive findings to these organizations.

#### What If You Don't Agree with Our Finding?

**IMPORTANT:** Because CFSA put your name in the Child Protection Register, you have rights under the DC Code of Municipal Regulations (Title 29, Section 5900, *et seq.*). But you must act quickly. Please read the following information carefully.

Figure 3

### Fair Hearing Request Form

After placing a Referral in focus,

#### Steps include:

**Step 1:** Hold cursor over **Referral**.

**Step 2:** Click on **Reports**.

**Step 3:** Select the **Fair Hearing Request Form**.

**Step 4:** Click **Preview**.

**Step 5:** Select **Perpetrator** from the **Select Client** window.

**Step 6:** Click **OK**.

#### Note:

- The **Perpetrator** select client grid will display columns for Client Name, Client ID, and Disposition. All perpetrators will show in grid.

**1: Hold cursor over Referral.**

**2: Click Reports.**

**3: Select Fair Hearing Request Form.**

**4: Click Preview.**

**DISTRICT OF COLUMBIA  
CHILD AND FAMILY SERVICES AGENCY**

**FACES.NET**

Referral Case Client Provider Admin

CPS Investigation Assessments Clients Removal Legal Status Placement More

History

SSSEN

Checklist Report UNIV-386 On-Line

Child Vulnerability Factors SFTY\_IN\_003 Template

Citizen Alienage Declaration CITIZEN\_ALIENAGE DDE

Contact Report UNIV-630 On-Line

Fair Hearing Request Form On-Line

I & R Summary INR-INT-001 On-Line

Investigation Summary IFSA-INT-470 On-Line

Letter To Mandatory Reporters IFSA-INT-469 DDE

Medical Assistance(FORM - 30A) FORM30A DDE

Notice Of Investigation Results On-Line

Notice of Allegation of Neglect IFSA-INT-133 DDE

Placement Request Form PPA-FC-399 DDE

Police Notification IFSA-INT-468 DDE

Protective Capacities SFTY\_IN\_002 Template

Preview Cancel

Figure 1

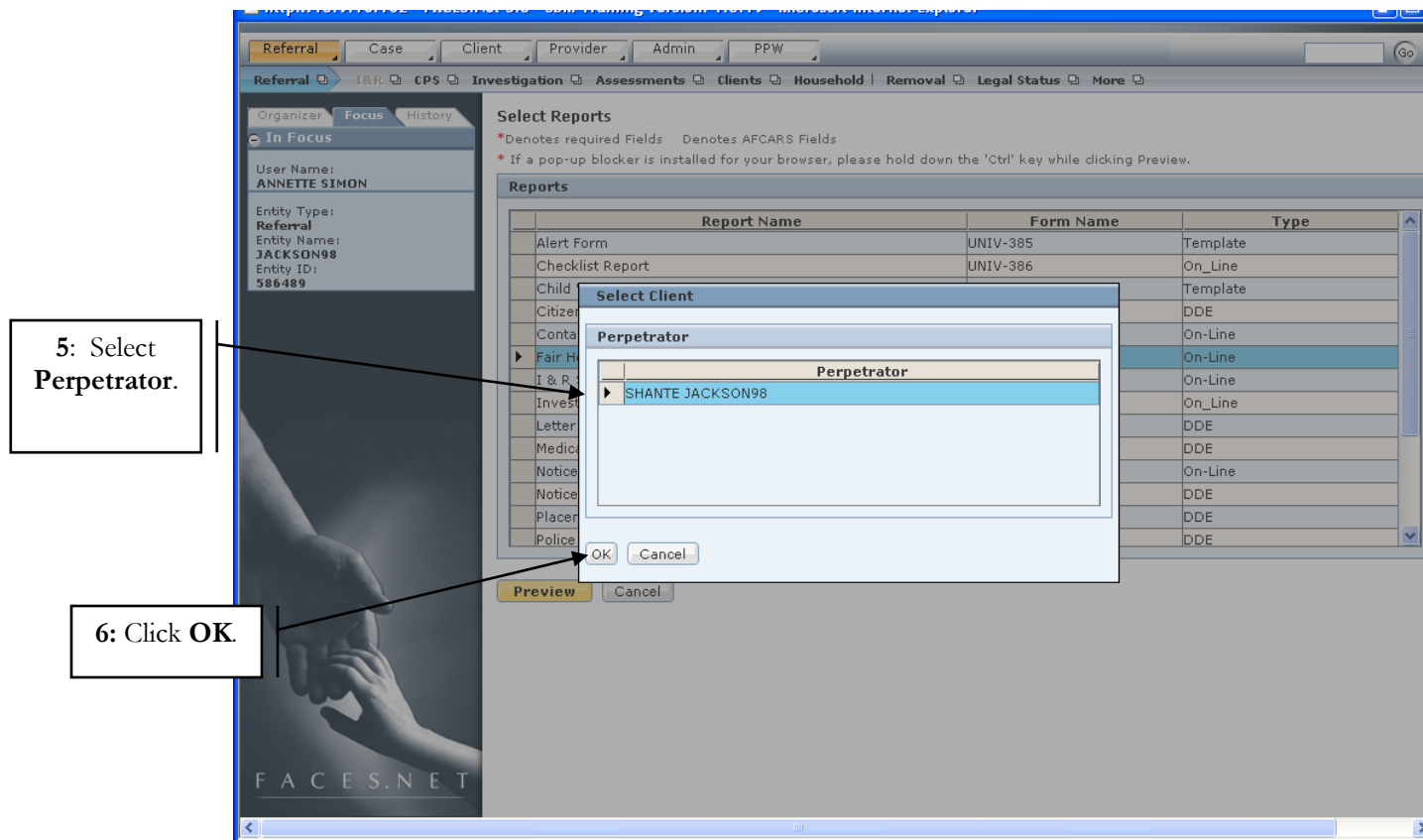


Figure 2

Step 7: Click **Open** to download file.

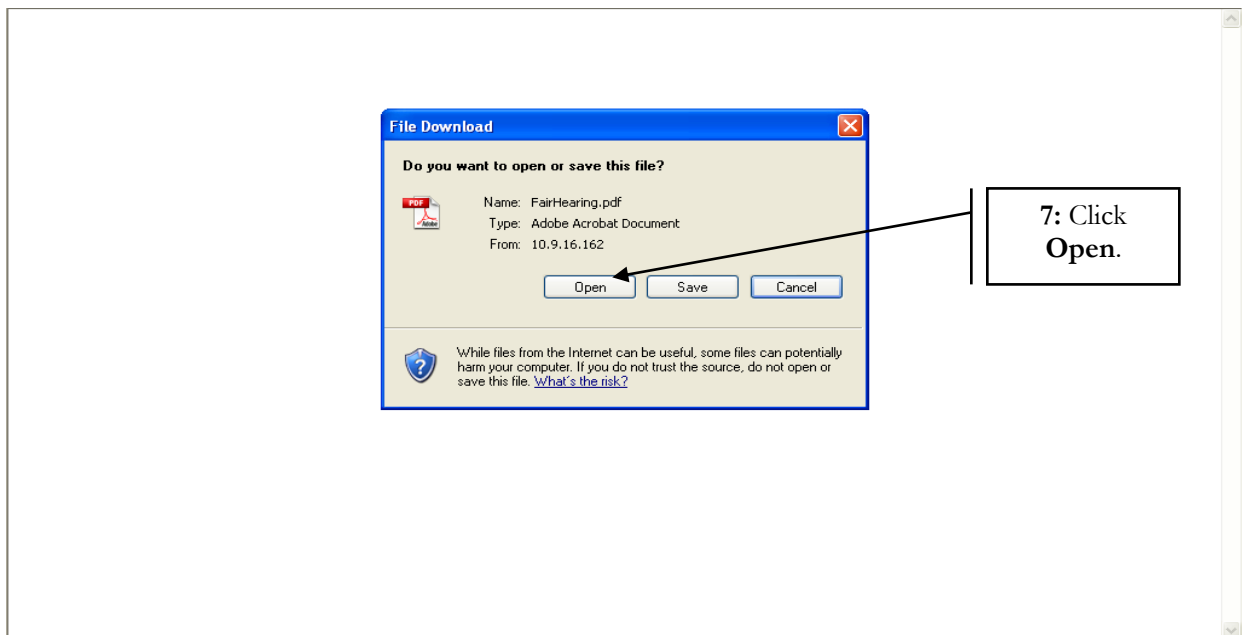


Figure 3



<b>Person Appealing</b>	<b>Daytime Telephone Number</b>
SHANTE JACKSON98	
<b>Referral Id:</b> 586489	<b>Email Address</b>
<b>Address</b> 1254 EDGEFIELD Terrace NE Apartment T105 16586 WASHINGTON, District of Columbia 20001	
<b>REASON(S) FOR REQUEST (ATTACH ADDITIONAL SHEETS IF NECESSARY):</b>	
If not included, CFSA may refuse to consider the request or require re-submission of the statement before it will consider the request.	
<b>Requester's Signature</b> _____	<b>Date of Request</b> _____
Are the services of an interpreter required? <input type="checkbox"/> Yes <input type="checkbox"/> No                  If yes,what type	
<b>REPRESENTATIVE AUTHORIZATION</b>	
I authorize the following person to represent me, the claimant, in this matter.	
Name _____	
Address _____	
Email Address _____	
Claimant's Signature _____	
<b>DATES NOT AVAILABLE</b>	
I am not available during the following hours or days (When identifying hours/days you will not be available, please keep in mind that the fair hearing will be held within 45 days after the receipt of your request):	
<b>Signature of Claimant or Authorized representative</b> _____	
Distribution: Office of Fair Hearings & Appeals; Claimant; Attorney for Claimant; Program Administrator; Office of General Counsel	

( Attach a copy of Notice of Action of Intended Action )

The Agency provides an opportunity for a Fair Hearing as a mechanism for review of certain CFSA decisions. The Agency's decisions for which a Fair Hearing may be requested are as follows:

- (a) An applicant for, or recipient of, an adoption subsidy under D.C. Code §3-115, who appeals from a decision by CFSA to deny, reduce or terminate the subsidy;
- (b) An applicant for, or recipient of, a permanent guardianship subsidy under D.C. Official Code §4-302 who appeals from a decision by CFSA to deny, reduce or terminate the subsidy;
- (c) A person identified in the Child Protection Register who appeals a finding by CFSA of abuse or neglect (Except in court cases involved in a fact-finding hearing or criminal trial);
- (d) An applicant for a foster home license or a licensed foster parent who appeals from a decision to deny, modify, suspend, convert, revoke or take another action concerning the application or license;
- (e) An applicant for a license to operate a youth residential facility or independent living program, or a person who is licensed to operate a youth residential facility or independent living program who appeals from a decision to deny, modify, suspend, convert, revoke or take another action concerning the application or license; and
- (f) A foster parent, where the foster child has been removed from the home.

#### YOUR APPEAL RIGHTS

1. You have the right to a fair hearing.
2. You may be represented by legal counsel or by an individual who is not a lawyer, at your own expense or you may represent yourself. Your representative may not be a District Government or CFSA employee.
3. You have the right to be present in all proceedings to present written and oral evidence.
4. You have the right to confront and cross-examine witnesses.
5. You or your authorized representatives have the right to access and examine records prior to any meeting or hearing.
6. You have the right to an interpreter.
7. You have the right to an informal meeting. Notification of the proposed date, times and places for an informal meeting shall be provided by CFSA.

#### INSTRUCTIONS

You may request a fair hearing by doing the following:

1. A written request for a fair hearing which must be received within thirty (30) days of the date of the notice of action or intended action was sent to you (within seven (7) days for an expedited preliminary hearing request). If eligible, a Fair Hearing will be scheduled within forty-five (45) working days.
2. The written request for a fair hearing must include the date and a clear, brief statement of the grievance with factual support if appropriate and an explanation of why the proposed decision by CFSA is incorrect (see attached form). If not included, CFSA may refuse to consider the request or require re-submission of the statement before it will consider the request.
3. The written request is to be sent to the Office of Fair Hearing & Appeals, 400 Sixth Street, SW, Washington, DC 20024. You may hand-deliver the form to 955 L'Enfant Plaza, North Building, Suite P101. You may also fax the form to 202-727-5619.
4. A hearing decision will be rendered within 30 days of the Fair Hearing and will be mailed to all parties.

**Figure 4**