FACES.NET HOTLINE RECOMMENDATION SCREEN

CREATED DATE: October 12, 2016

The Hotline Recommendation screen was redesigned and updated to give the Hotline Worker and their Supervisor the ability to record the recommended next steps and pathway for the referral. This partnership will help to reduce the response time and make a recommendation without holding a RED Team meeting. However, if a RED Team meeting is needed the option will be available. A validation process of data entered will occur at the end of the Hotline Recommendation process. The validation will alert the user if validation errors exist. If validation errors exist, user will not be able to either save data on the screen or request approval of the Referral.

The Hotline Recommendation decision outcomes will be recorded using six (6) optional categories as follows:

- CPS Investigation – Immediate
- CPS Investigation – Response within 24 hours
- Screen-Out – No further action
- Screen-in referral – Forward to RED Team

How to Record a Hotline Recommenation

For this example the Recommendation of CPS –FA Assessment –Response within 72 hours will be shown

Steps include:

First, begin by placing the referral in focus. Then, complete the Hotline Report, Contacts, and Allegations screens, as applicable.

Step 1: Hold cursor over **Referral** navigate to Hotline Recommendation

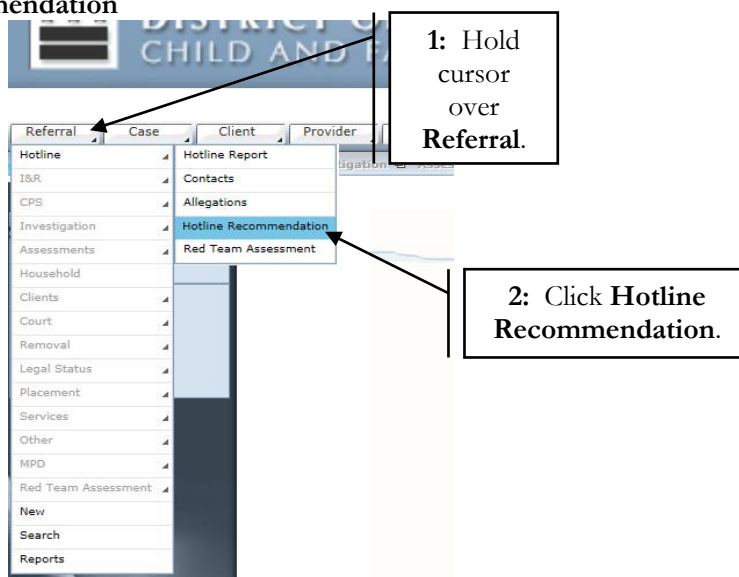**Step 2:** Click **Hotline Recommendation**

Figure 1

Step 3: Select the radio button, **CPS –Family Assessment – Response within 72 hours** radio button

Step 4: Select a sub category reason(s) by placing a check in the box.

Step 5: Click **Save**.

Step 6: Click **Validate** button to verify that information entered in the referral is valid and complete.

Figure 2

Note:

- Workers will still have the ability to Link Referrals prior to approval.

- If information is not valid and complete, the system will display a message noting the error issues.
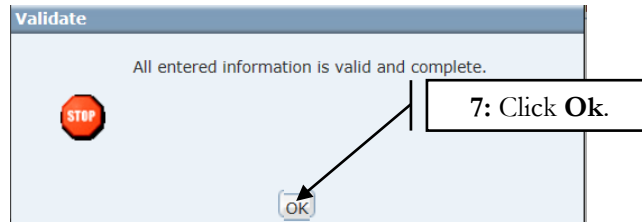
Step 7: Click **Ok**.

Figure 3

Step 8: Click **Approve** to request supervisory approval.

Figure 4

Step 9: Hotline Worker select **Request** to request approval.

Step 10: Hotline Supervisor/Designee, select **Approve** to approve request.

Step 11: Hotline Supervisor, click **Ok** to finalize approval.

Figure 5

Note:
- The Hotline worker's immediate supervisor's name will automatically default as the Approving Worker.
- If Hotline Worker's supervisor is not available/out of office, worker can select on-duty supervisor's name from Approving Worker pick list.
- In addition to Screened-out referrals, I&R and Immediate Response referrals also require a one-tier approval.

Step 12: *Upon supervisory approval,* a *message will appear noting that the Referral snapshot will be taken and the referral track will be locked down.* Click **Ok**.

Figure 6