
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 Recommendation

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**

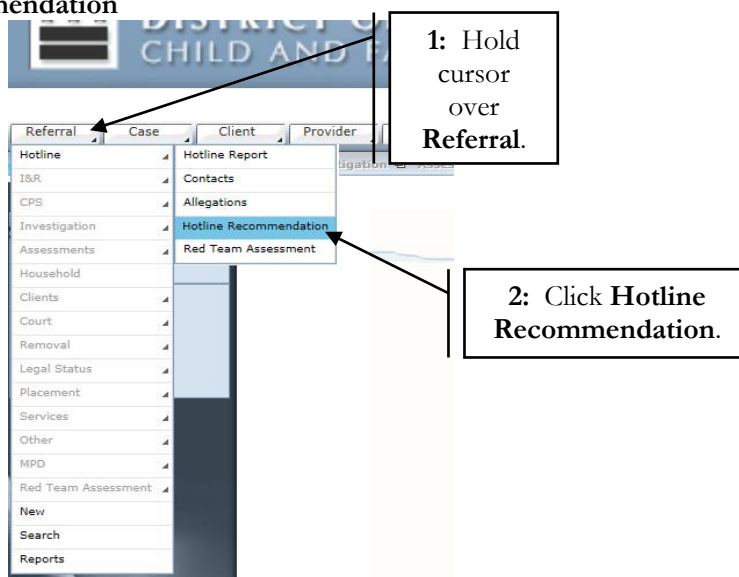


Figure 1

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.

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Admin PPW Case Go Logout

Hotline Recommendation | Red Team Assessment I

Denotes Required Fields Denotes Half-Mandatory Fields Denotes AFCARS Fields

SDM Glossary

Narrative
Narrative of Alleged Maltreatment (Who/What/When)
Enter alleged maltreatment information here.

Referral Date: 10/12/2016 Family Name: Jackson

Recommendation
Select a Recommendation:

CPS - Investigation
CPS Investigation - Immediate response required (mark at least one and all that apply)
 Child fatality or near fatality where abuse/neglect is suspected
 Child has a serious condition or serious injury that requires immediate medical attention
 Police are requesting immediate response
 Child is currently alone and requires immediate care
 It is likely that the child will be exposed to harm or unsafe conditions within the next 24 hours
 Family may flee, or workers may be otherwise unable to locate family
 Other(specify):

CPS Investigation - Response within 24 hours (mark at least one and all that apply)
 Sexual abuse allegation
 Child age 12 or younger has visible injury due to abuse or neglect
 Child has sustained bruises or other visible injuries
 Child has access to weapons, illegal drugs, or exposure to other criminal activity
 Currently open CPS investigation
 In-home or placement case for the family
 Child has been involved in three or more investigations or assessments in the past year

CPS - Family Assessment
Family Assessment - Response within 72 hours
 Youngest alleged child victim is age 5 or younger
 Alleged child victim is age 6-12 and without adequate supervision, food, or shelter
 Alleged child victim is limited by disability and without adequate supervision, food, or shelter
 Report includes current concerns of domestic violence or caregiver substance abuse
 Report includes current concern of caregiver with an untreated mental health issue
 Child is exhibiting behaviour that requires mental health evaluation
 Other:

Family Assessment - Response within 120 hours

Other Recommendations
Screen-out - No further action necessary
 Based on available information, concerns do not reach threshold for CPS response
 Insufficient information to locate child/family
 Report of historical event and no current risk of harm described (Indicate time since alleged incident below)
 Other:

Screen-in referral - Forward to RED team

Recommendation Comments Supervisor Comments

Related Records

Prior History

Associated Referrals

Refer Id	Family Name	Referral Type	Worker Name	Open Date	Close Date	Case ID
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Associated Cases

Case Id	Case Name	Case Type	Worker Name	Open Date	Close Date
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Additional History

5: Click Save.

6: Click Validate.

Link This Referral
 Link to an open Investigation Referral* Find

Save Cancel Validate Approve

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**.

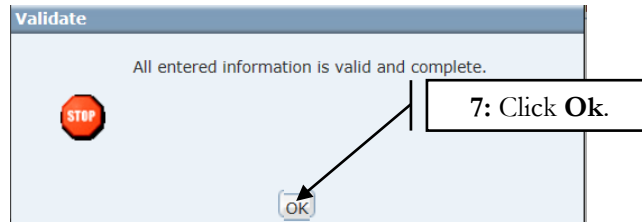


Figure 3

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.

The screenshot shows an 'Approval' dialog box with a table at the top and form fields below. The table has four columns: 'Requesting Worker', 'Request Date', 'Approving/Denying Worker', and 'Approve/Deny Date'. The first row contains: 'ANNETTE SIMON', 'Tuesday, October 18, 2016', 'WILDER, SPENCER - Child Information', and 'Tuesday, October 18, 2016'. Below the table, there are fields for 'Requesting Worker' (ANNETTE SIMON), 'Approving Worker' (WILDER, SPENCER - Child Info), and 'Approving Date' (Tuesday, October 18, 2016). There are four radio buttons: 'Request' (checked), 'Deny', 'Approve' (checked), and 'Send Back'. A 'Reason' dropdown menu is also present. At the bottom, there is a 'Comments' text area and 'OK' and 'Cancel' buttons. Three callout boxes with arrows point to: 1) 'Request' (labeled '9: Click Request.'), 2) 'Approve' (labeled '10: Click Approve.'), and 3) 'OK' (labeled '11: Click Ok.').

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**.

The screenshot shows a 'Hotline Recommendation' message box. It has a blue header with a white exclamation mark icon. The text inside says: 'A referral snapshot has been successfully completed for this referral.' At the bottom right, there is an 'OK' button. A callout box with an arrow points to the 'OK' button, labeled '12: Click Ok.'

Figure 6