

ASSESSMENT OF QUALITY OF CPS INVESTIGATIONS
Where do you go in FACES.NET to locate the information?

INTRODUCTORY INFORMATION

Referral Name: Left window pane → Focus tab → Entity Name

Referral Number: Left window pane → Focus tab → Entity Name

Investigative Worker: Referral → Other → Assign (*View information*)

Q13. What was the response time given to the report?

Referral → CPS → CPS Outcome

Q14. Based on the report and allegations is the response time reasonable?

Referral → CPS → CPS Outcome

Q15. Indicate the general reason for the current allegations:

Referral → Investigation → Allegations

Q16. Indicate the number of alleged children victims:

Referral → Investigation → Allegations

Q17. When were the alleged victim children seen during the initiation of the investigation?

1. Referral → Investigation → Contacts
2. Referral → Reports → Select “Contact Report” → Click Preview → Click Ok
(*Note: Hold down the Ctrl key after clicking OK. Hold until after you select “Open” to view report*)

Q18. For those alleged victim children seen within 24 or 48 hours, were the children seen outside of the presence of caretaker, parents or caregivers?

1. Referral → Investigation → Contacts
2. Referral → Reports → Select “Contact Report” → Click Preview → Click Ok
(*Note: Hold down the Ctrl key after clicking OK. Hold until after you select “Open” to view report*)

Q19. List the number of children seen outside the presence of caretakers, parents, or caregivers:

1. Referral → Investigation → Contacts
2. Referral → Reports → Select “Contact Report” → Click Preview → Click Ok
(*Note: Hold down the Ctrl key after clicking OK. Hold until after you select “Open” to view report*)

Q20. Indicate the good faith efforts made to see children. If the family is not at home, the Investigations Worker shall complete the following with 24 hours.

1. Referral → Investigation → Contacts
2. Referral → Reports → Select “Contact Report” → Click Preview → Click Ok
(Note: Hold down the Ctrl key after clicking OK. Hold until after you select “Open” to view report)

Q21. Were the other children in the household seen outside the presence of the caretakers, parents, or caregivers?

1. Referral → Investigation → Contacts
2. Referral → Reports → Select “Contact Report” → Click Preview → Click Ok
(Note: Hold down the Ctrl key after clicking OK. Hold until after you select “Open” to view report)

Q22. Did the Social Worker have face to face contact with following individuals to address the allegations?

1. Referral → Investigation → Contacts
2. Referral → Reports → Select “Contact Report” → Click Preview → Click Ok
(Note: Hold down the Ctrl key after clicking OK. Hold until after you select “Open” to view report)

Q23. List the date the safety assessment form was completed by the investigator?

Referral → Assessments → Safety Assessment → Safety Decision

Q24. By the time the safety assessment was completed, were all alleged victim children and their siblings in the household interviewed?

1. Referral → Assessments → Safety Assessment → Safety Decision
2. Referral → Investigation → Contacts

Q25. Did the assessment address the safety decision for all alleged victims and siblings in the household?

1. Referral → Assessments → Safety Assessment → Safety Decision
2. Referral → Household → Select Household → Click Show

Q26. In your opinion, did the Social Worker gather sufficient information to make safety decisions for all children? (Regardless of time period within which decision was made.)

1. Referral → Assessments → Safety Assessment → Signs of Present Danger
2. Referral → Assessments → Safety Assessment → Protective Capacity → Caretaker List → Select Caretaker → Click Show
3. Referral → Assessments → Safety Assessment → Child Vulnerability Factor → Client List → Select Client → Click Show

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4. Referral → Investigation → Contacts
5. Referral → Assessments → Safety Assessment → Safety Decision

Q27. Do you agree with the safety decision?

Referral → Assessments → Safety Assessment → Safety Decision

Q28. What is the date of Supervisory approval of the safety assessment?

Referral → Assessments → Safety Assessment → Safety Decision (*Decision Approval Date*)

Q29. If allegations related to serious physical or all sexual abuse, was there documentation of police involvement?

1. Referral → Investigation → Allegations
2. Referral → Court → Complaint → Online Complaints → Select Client → Click Show (*View Maltreater Info tab and Detective Info/Other Matters tab*)
3. Referral → MPD → Investigation Details

Q30. If allegations related to serious physical abuse and/or all sexual abuse, were the children who needed to be interviewed as per the MOU criteria seen at the CAC, CAPSI, or another facility for a forensic interview/examination?

1. Referral → Investigation → Contacts
2. Referral → Reports → Select “Contact Report” → Click Preview → Click Ok (*Note: Hold down the Ctrl key after clicking OK. Hold until after you select “Open” to view report*)

Q31. Did the Social Worker make contact with the following persons to inform the Investigation? Include phone conversation, face-to-face interaction, and instances where hardcopy information was received and reviewed from the collateral party.

1. Referral → Investigation → Contacts
2. Referral → Reports → Select “Contact Report” → Click Preview → Click Ok (*Note: Hold down the Ctrl key after clicking OK. Hold until after you select “Open” to view report*)

Q32. What was the form of contact for this information?

1. Referral → Investigation → Contacts
2. Referral → Reports → Select “Contact Report” → Click Preview → Click Ok (*Note: Hold down the Ctrl key after clicking OK. Hold until after you select “Open” to view report*)

Q33. Did the child(ren) need a medical evaluation in order to make a determination on the allegation(s)?

1. Referral → Clients → Client List → Select Client → Click Show → Health → Appointments

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2. Referral → Investigation → Contacts
3. Referral → Reports → Select “Contact Report” → Click Preview → Click Ok
(*Note: Hold down the Ctrl key after clicking OK. Hold until after you select “Open” to view report*)
(*Note: View case plan if family is already known to the Agency*)

Q34. List the number of children that needed the medical evaluation:

1. Referral → Clients → Client List → Select Client → Click Show → Health → Appointments (*repeat this navigation for each child*)
2. Referral → Investigation → Contacts
3. Referral → Reports → Select “Contact Report” → Click Preview → Click Ok
(*Note: Hold down the Ctrl key after clicking OK. Hold until after you select “Open” to view report*)

Q35. For those children who needed the medical evaluation/exam, did the child(ren) receive the medical evaluation during the investigation?

Referral → Clients → Client List → Select Client → Show → Health → Appointments

Q36. List the number of children that received the medical exam:

1. Referral → Clients → Client List → Select Client → Click Show → Health → Appointments (*repeat this navigation for each child*)
2. Referral → Investigation → Contacts
3. Referral → Reports → Select “Contact Report” → Click Preview → Click Ok
(*Note: Hold down the Ctrl key after clicking OK. Hold until after you select “Open” to view report*)

Q37. Did the investigator gather general health information and/or an immunization history for all children?

1. Referral → Clients → Client List → Select Client → Click Show → Health → Appointments (*repeat this navigation for each child*)
2. Referral → Investigation → Contacts
3. Referral → Reports → Select “Contact Report” → Click Preview → Click Ok
(*Note: Hold down the Ctrl key after clicking OK. Hold until after you select “Open” to view report*)

Q38. If the allegation involved medical neglect, did the investigator or CFSA nurse gather medical information (beyond immunization status) to address the allegations and assess whether or not the child(ren)’s medical, safety, risk, and well-being needs were being met?

1. Referral → Clients → Client List → Select Client → Click Show → Health → Appointments
2. Referral → Investigation → Contacts

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3. Referral → Reports → Select “Contact Report” → Click Preview → Click Ok
(Note: Hold down the Ctrl key after clicking OK. Hold until after you select “Open” to view report)

Q39. What was the form of contact for this information?

1. Referral → Investigation → Contacts
2. Referral → Reports → Select “Contact Report” → Click Preview → Click Ok
(Note: Hold down the Ctrl key after clicking OK. Hold until after you select “Open” to view report)

Q40. Did the child(ren) need a mental health evaluation in order to make a determination on the allegation(s)?

1. Referral → Clients → Client List → Select Client → Click Show → Health → Appointments
2. Referral → Investigation → Contacts
3. Referral → Reports → Select “Contact Report” → Click Preview → Click Ok
(Note: Hold down the Ctrl key after clicking OK. Hold until after you select “Open” to view report)

(Note: View case plan if family is already known to the Agency)

Q41. List the number of children that needed the mental health evaluation:

1. Referral → Clients → Client List → Select Client → Click Show → Health → Appointments *(repeat this navigation for each child)*
2. Referral → Investigation → Contacts
3. Referral → Reports → Select “Contact Report” → Click Preview → Click Ok
(Note: Hold down the Ctrl key after clicking OK. Hold until after you select “Open” to view report)

Q42. For those children who needed the mental health evaluation/exam, did the child(ren) receive the mental health evaluation during the investigation?

1. Referral → Clients → Client List → Select Client → Click Show → Health → Appointments *(repeat this navigation for each child)*
2. Referral → Investigation → Contacts
3. Referral → Reports → Select “Contact Report” → Click Preview → Click Ok
(Note: Hold down the Ctrl key after clicking OK. Hold until after you select “Open” to view report)

Q43. List the number of children that received the medical exam:

1. Referral → Clients → Client List → Select Client → Click Show → Health → Appointments *(repeat this navigation for each child)*
2. Referral → Investigation → Contacts
3. Referral → Reports → Select “Contact Report” → Click Preview → Click Ok
(Note: Hold down the Ctrl key after clicking OK. Hold until after you select “Open” to view report)

Q44. Did the Social Worker gather information from educational (day care or school) personnel about the children’s educational status (such as, information about educational attendance, performance)?

1. Referral → Investigation → Contacts
2. Referral → Reports → Select “Contact Report” → Click Preview → Click Ok
(Note: Hold down the Ctrl key after clicking OK. Hold until after you select “Open” to view report)
3. Referral → Investigation → Collateral
(Note: View case plan if family is already known to the Agency)

Q45. Did the information gathered from school personnel or day care/early childhood education providers provide enough information (beyond attendance records) to address the allegations and/or assess whether or not the child(ren)’s educational, safety, risk, and well-being needs are being met?

1. Referral → Investigation → Contacts
2. Referral → Reports → Select “Contact Report” → Click Preview → Click Ok
(Note: Hold down the Ctrl key after clicking OK. Hold until after you select “Open” to view report)
3. Referral → Assessments → Safety Assessment → Signs of Present Danger
4. Referral → Assessments → Safety Assessment → Protective Capacity → Caretaker List → Select Caretaker → Click Show
5. Referral → Assessments → Safety Assessment → Child Vulnerability Factor → Client List → Select Client → Click Show
6. Referral → Assessments → Safety Assessment → Safety Decision
7. Referral → Assessments → SDM Risk Assessment → Household List → Select household → Show → Risk Assessment
8. Referral → Client → Client List → Select Client → Health

Q46. What was the form of contact for this information?

1. Referral → Investigation → Contacts
2. Referral → Reports → Select “Contact Report” → Click Preview → Click Ok
(Note: Hold down the Ctrl key after clicking OK. Hold until after you select “Open” to view report)

Q47. Did the Social Worker gather sufficient information from all contacts to address the allegations and assess whether or not the children(ren)’s safety risk, and well-being needs are being met?

1. Referral → Investigation → Contacts
2. Referral → Reports → Select “Contact Report” → Click Preview → Click Ok
(Note: Hold down the Ctrl key after clicking OK. Hold until after you select “Open” to view report)

Q48. Did the Social Worker gather enough information to complete the risk assessment?

1. Referral → Investigation → Contacts
2. Referral → Reports → Select “Contact Report” → Click Preview → Click Ok
(Note: Hold down the Ctrl key after clicking OK. Hold until after you select “Open” to view report)
3. Referral → Assessments → SDM Risk Assessment → Household List → Select household → Show → Risk Assessment

Q49. Were the risk assessment responses reflective of the information gathered during the investigation?

1. Referral → Investigation → Contacts
2. Referral → Reports → Select “Contact Report” → Click Preview → Click Ok
(Note: Hold down the Ctrl key after clicking OK. Hold until after you select “Open” to view report)
3. Referral → Assessments → SDM Risk Assessment → Household List → Select household → Show → Risk Assessment
4. Referral → Assessments → SDM Risk Assessment → Household List → Select household → Show → Assessment Narrative

Q50. What was the (final) overall risk rating for the investigation?

1. Referral → Assessments → SDM Risk Assessment → Household List → Select household → Show → Conclusion

Q51. Is the (final) risk rating reflective of a supervisory override?

1. Referral → Assessments → SDM Risk Assessment → Household List → Select household → Show → Conclusion

Q52. Do you agree with the (final) overall risk rating?

1. Referral → Assessments → SDM Risk Assessment → Household List → Select household → Show → Conclusion

Q53. Indicate, in your opinion, which services were needed during the investigation; Indicate services to which referrals were made; and those which the child/family are already receiving.

1. Referral → Services → Client List → Select Client → Show → Service Log
2. Referral → Services → Client List → Select Client → Show → Unmet Needs

Q54. Were any children at risk of removal or removed from their home?

1. Referral → Assessments → Safety Assessment → Safety Decision
2. Referral → Investigation → Contacts
3. Referral → Other → FTM Removal
4. Referral → Removal → Client List → Select Client → Show → Home Removal

Q55. Was a Family Team Meeting held for instance in which a child(ren) was at risk of removal?

1. Referral → Investigation → Contacts
2. Referral → Other → FTM Removal

Q56. Was the Family Team Meeting held prior to removal?

1. Referral → Investigation → Contacts
2. Referral → Other → FTM Removal

Q57. How many days after removal was the Family Team Meeting held?

1. Referral → Investigation → Contacts
2. Referral → Other → FTM Removal

Q58. Were there any systemic barriers affecting CPS' ability to complete the investigation? (Example include CAC delays, schools denying access, resource issues, and judicial interference)?

1. Referral → Investigation → Contacts
2. Referral → Investigation → Notes
3. Referral → Investigation → Closure

Q59. What was the overall determination made in this investigation?

1. Referral → Investigation → Assessment Findings
2. Referral → Investigation → Closure
3. Referral → Investigation → Case Connect

Q60. Does the information documented support the determination(s) for all allegations made in this investigation?

1. Referral → Investigation → Contacts
2. Referral → Investigation → Notes
3. Referral → Investigation → Assessment Findings
4. Referral → Investigation → Closure
5. Referral → Investigation → Case Connect
6. Referral → Reports → "Investigation Summary" → Click Preview
(*Note: Hold down the Ctrl key after clicking Preview. Hold until after you select "Open" to view report*)

Q61. In your opinion, overall, was the investigation thorough, comprehensive, and of good quality?

1. Referral → Investigation → Contacts
2. Referral → Reports → Select "Contact Report" → Click Preview → Click Ok
(*Note: Hold down the Ctrl key after clicking OK. Hold until after you select "Open" to view report*)

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3. Referral → Assessments → Safety Assessment → Signs of Present Danger
4. Referral → Assessments → Safety Assessment → Protective Capacity → Caretaker List → Select Caretaker → Click Show
5. Referral → Assessments → Safety Assessment → Child Vulnerability Factor → Client List → Select Client → Click Show
6. Referral → Assessments → Safety Assessment → Safety Decision
7. Referral → Assessments → SDM Risk Assessment → Household List → Select household → Show → Risk Assessment
8. Referral → Assessments → SDM Risk Assessment → Household List → Select household → Show → Assessment Narrative
9. Referral → Assessments → SDM Risk Assessment → Household List → Select household → Show → Conclusion
10. Referral → Investigation → Notes
11. Referral → Investigation → Assessment Findings
12. Referral → Investigation → Closure
13. Referral → Investigation → Case Connect
14. Referral → Reports → “Investigation Summary” → Click Preview
(*Note: Hold down the Ctrl key after clicking Preview. Hold until after you select “Open” to view report*)

Q62. Please list three factors contributing to your response regarding the quality of the investigation:

Q63. For families whose circumstances were determined to be of low or moderate risk, was the family referred to a Collaborative?

1. Referral → Investigation → Case Connect

Q64. For families whose circumstances were determined to be of high or intensive risk was their case transferred to a CFSA on-going unit (or linked to an already open case, if applicable)?

1. Referral → Investigation → Case Connect

Q65. Last date of an investigative activity (investigator made a contact, attempted a contact, or reviewed faxed information):

1. Referral → Investigation → Contacts
2. Referral → Reports → Select “Contact Report” → Click Preview → Click Ok
(*Note: Hold down the Ctrl key after clicking OK. Hold until after you select “Open” to view report*)

Q66. Date investigation submitted for supervisory approval:

1. Referral → Investigation → Closure → Approval → Requesting Worker → View Date and Time

Q67. Date of supervisory approval:

1. Referral → Investigation → Closure → Approval → Approving Worker → View Date and Time

Q68. If the investigation entered backlogged status, does the documentation reflect the reason(s)?

1. Referral → Investigation → Contacts
2. Referral → Investigation → Notes
3. Referral → Investigation → Extension

Q69. Is there evidence of supervisory/managerial consultation/directives/decisions (not just the approval of forms) with the Social Worker during the investigation (include directives issued immediately before investigation closing)?

1. Referral → Investigation → Contacts
2. Referral → Reports → Select “Contact Report” → Click Preview → Click Ok
(Note: Hold down the Ctrl key after clicking OK. Hold until after you select “Open” to view report)

Q70. For family situations rated high or intensive risk, is there documentation of a transfer staffing?

1. Referral → Investigation → Transfer Summary
2. Referral → Investigation → Contacts
3. Referral → Reports → Select “Contact Report” → Click Preview → Click Ok
(Note: Hold down the Ctrl key after clicking OK. Hold until after you select “Open” to view report)
4. Referral → Investigation → Associated Case → Show → **Case** (Module) → Contacts

Q71. Indicate participants in transfer staffing (check all that apply):

1. Referral → Investigation → Transfer Summary
2. Referral → Investigation → Contacts
3. Referral → Reports → Select “Contact Report” → Click Preview → Click Ok
(Note: Hold down the Ctrl key after clicking OK. Hold until after you select “Open” to view report)
4. Referral → Investigation → Associated Case → Show → **Case** (Module) → Contacts

Q72. Were any children removed from the home?

1. Referral → Removal → Client List → Select Client → Show → Home Removal

Q73. List the number of children removed from the home?

1. Referral → Removal → Client List → Select Client → Show → Home Removal

Q74. Were efforts made to avoid placement and maintain the children(ren) safely at home?

1. Referral → Investigation → Contacts
2. Referral → Reports → Select “Contact Report” → Click Preview → Click Ok
(*Note: Hold down the Ctrl key after clicking OK. Hold until after you select “Open” to view report*)
3. Referral → Assessments → Safety Assessment → Signs of Present Danger
4. Referral → Assessments → Safety Assessment → Protective Capacity → Caretaker List → Select Caretaker → Click Show
5. Referral → Assessments → Safety Assessment → Child Vulnerability Factor → Client List → Select Client → Click Show
6. Referral → Assessments → Safety Assessment → Safety Decision
7. Referral → Assessments → SDM Risk Assessment → Household List → Select household → Show → Risk Assessment
8. Referral → Assessments → SDM Risk Assessment → Household List → Select household → Show → Assessment Narrative
9. Referral → Assessments → SDM Risk Assessment → Household List → Select household → Show → Conclusion

Q75. List the number of children for whom efforts were made to avoid placement:

1. Referral → Investigation → Contacts
2. Referral → Reports → Select “Contact Report” → Click Preview → Click Ok
(*Note: Hold down the Ctrl key after clicking OK. Hold until after you select “Open” to view report*)
3. Referral → Assessments → Safety Assessment → Signs of Present Danger
4. Referral → Assessments → Safety Assessment → Protective Capacity → Caretaker List → Select Caretaker → Click Show
5. Referral → Assessments → Safety Assessment → Child Vulnerability Factor → Client List → Select Client → Click Show
6. Referral → Assessments → Safety Assessment → Safety Decision

Q76. If this child was part of a sibling group coming into placement, was he/she placed with siblings?

1. Referral → Other → FTM Removal
2. Referral → Investigation → Contacts
3. Referral → Reports → Select “Contact Report” → Click Preview → Click Ok
(*Note: Hold down the Ctrl key after clicking OK. Hold until after you select “Open” to view report*)

The following steps can be completed post Case Connect

4. Referral → Investigation → Associated Case → Show → Case (module) → Case Plan → Permanency Plan

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5. Referral → Investigation → Associated Case → Show → Case (module) → Placement → List of Clients → Select Client → Show → Placement Plan → List of Placement Plans
6. Referral → Investigation → Associated Case → Show → Case (module) → Placement → List of Clients → Select Client → Show → Place → List of Placement Episodes → Show → Entry

Q77. Were relatives explored or identified as placement resources for the child(ren)?

1. Referral → Other → FTM Removal
2. Referral → Investigation → Contacts
3. Referral → Reports → Select “Contact Report” → Click Preview → Click Ok
(Note: Hold down the Ctrl key after clicking OK. Hold until after you select “Open” to view report)

Q78. Please list the number of children for whom relatives were explored or identified?

1. Referral → Other → FTM Removal
2. Referral → Investigation → Contacts
3. Referral → Reports → Select “Contact Report” → Click Preview → Click Ok
(Note: Hold down the Ctrl key after clicking OK. Hold until after you select “Open” to view report)

The following steps can be completed post Case Connect

4. Referral → Investigation → Associated Case → Show → Case (module) → Placement → List of Clients → Select Client → Show → Placement Plan → List of Placement Plans → Child Information

Q79. Please indicate how relatives were explored or identified:

1. Referral → Other → FTM Removal
2. Referral → Investigation → Contacts
3. Referral → Reports → Select “Contact Report” → Click Preview → Click Ok
(Note: Hold down the Ctrl key after clicking OK. Hold until after you select “Open” to view report)

The following steps can be completed post Case Connect

4. Referral → Investigation → Associated Case → Show → Case (module) → Placement → List of Clients → Select Client → Show → Placement Plan → List of Placement Plans → Child Information

Q80. Did the children(ren) receive a health screening prior to placement? Note: Children discharged from a medical facility/hospital are medically cleared.

1. Referral → Investigation → Contacts

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2. Referral → Reports → Select “Contact Report” → Click Preview → Click Ok
(*Note: Hold down the Ctrl key after clicking OK. Hold until after you select “Open” to view report*)
3. Referral → Clients → Client List → Select Client → Show → Health
→ Appointments

Q81. What was the type of placement identified for this child upon removal?

1. Referral → Other → FTM Removal
2. Referral → Investigation → Contacts
3. Referral → Reports → Select “Contact Report” → Click Preview → Click Ok
(*Note: Hold down the Ctrl key after clicking OK. Hold until after you select “Open” to view report*)

The following steps can be completed post Case Connect

4. Referral → Investigation → Associated Case → Show → Case (module) → Case Plan → Permanency Plan
5. Referral → Investigation → Associated Case → Show → Case (module) → Placement → List of Clients → Select Client → Show → Placement Plan → List of Placement Plans
6. Referral → Investigation → Associated Case → Show → Case (module) → Placement → List of Clients → Select Client → Show → Place → List of Placement Episodes → Show → Entry

Q82. Please enter any comments regarding the case review: