FACES.NET HOTLINE REPORT

INFORMATION AND REFERRAL (I&R) APPROVALS

CREATED DATE: October 12, 2016

The FACES.NET I&R Approval Redesign allows CPS Hotline/Intake Workers and CPS Hotline Supervisors/Managers the ability to identify the referral type as an I&R while allowing for continued documentation until final I&R closure. This process will assist in tracking all referrals with an I&R status.

Pointers to Remember:

1. All I&R require <u>two</u> supervisory approval processes. The first supervisory approval will identify referral type as an I&R. The second supervisory approval will allow for I&R closure.
2. Hotline Workers will have the ability to record Contact Notes and track efforts pertaining to I&R post first supervisory approval, and up until second supervisory approval.
3. Both first and second approval functions are located on the Hotline Recommendation screen.

Recording an I&R

The following process will demonstrate how to document and close an I&R via the **Hotline Report**, **Contacts**, and **Hotline Recommendation** screens in FACES.NET.

Steps include:

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

Step 2: Click **New** to begin a new referral.

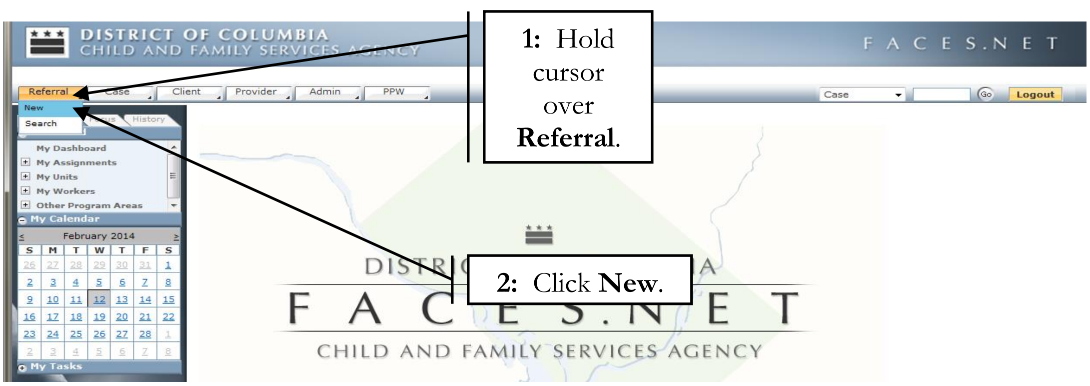

Figure 1

Recording Hotline Report

Step 3: Enter **Narrative** of **Alleged Maltreatment** information in text box while interviewing reporter.

Step 4: Enter **Referral Details** (**Intake Date**, **Intake Time**, **Contact Type**, **Household Name**).

Step 5: Enter **Reporter Information** (**Name**, **Relationship to Report**, **Address**, etc.)

Step 6: Enter **Critical Location** addresses and phone numbers (**Incident**, **Household**, **Current**).

Step 7: Click **Save**. *Preliminary Screening button will enable.*

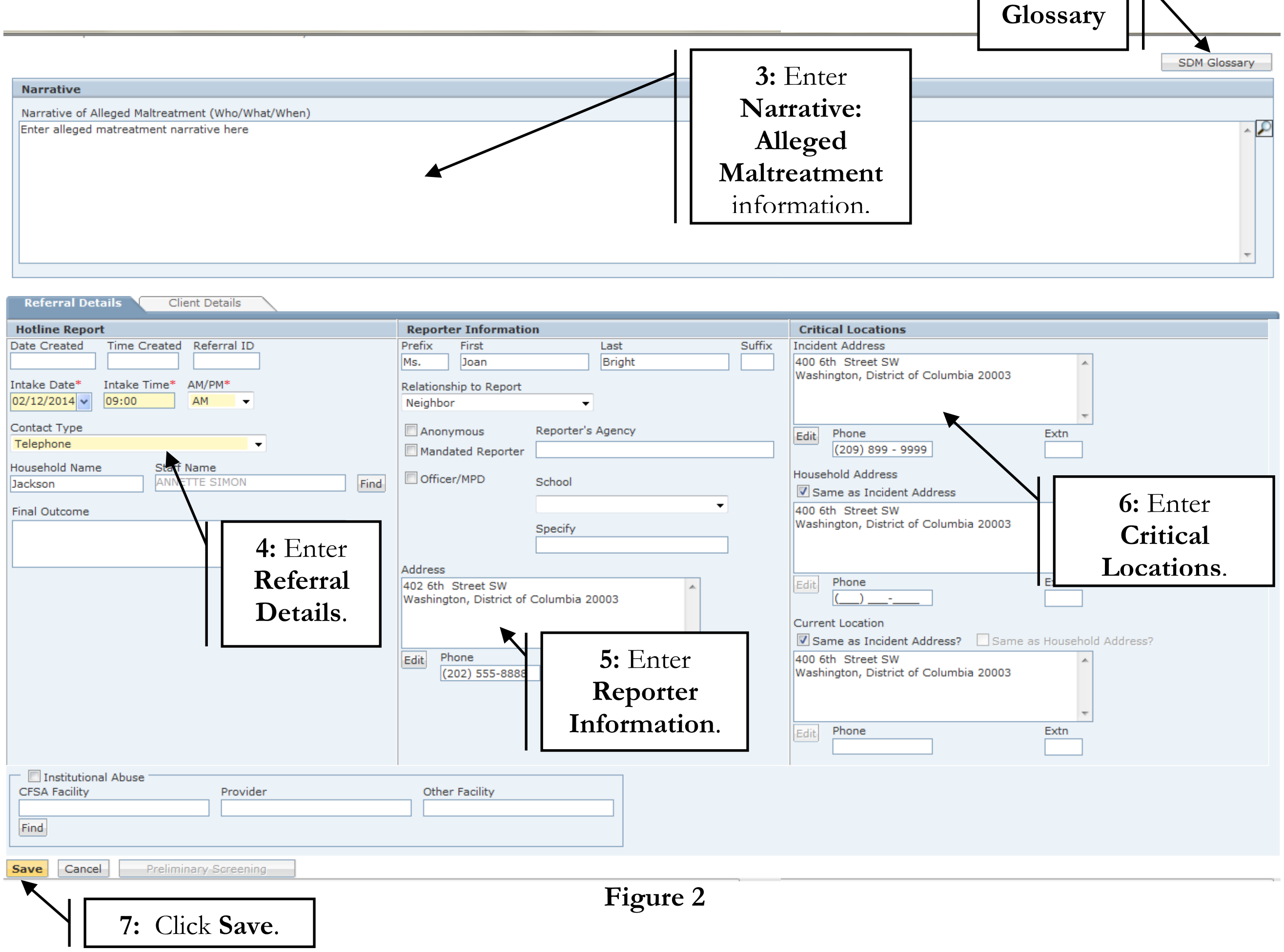

Figure 2

Step 8: Click **Preliminary Screening** button.

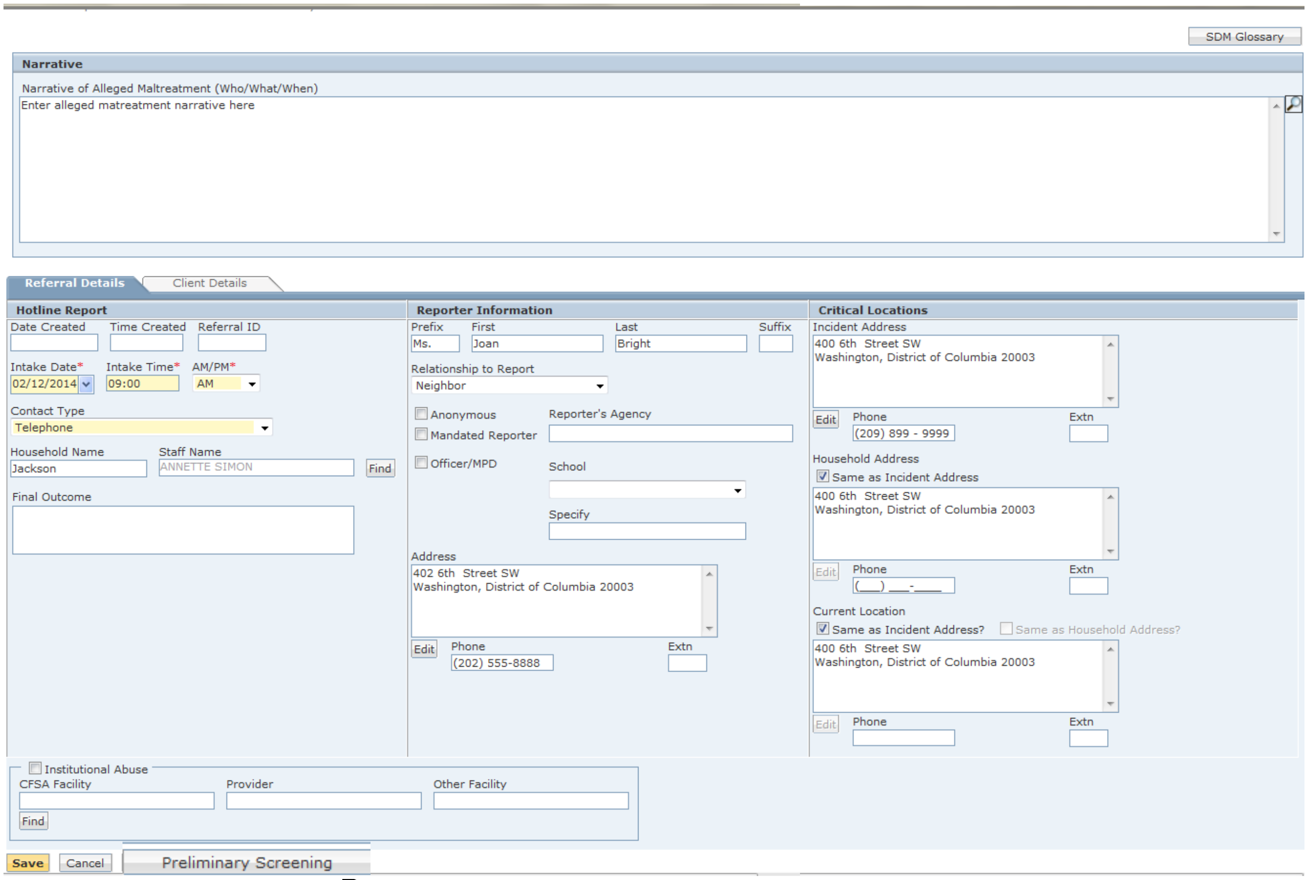

Figure 3

8: Click **Preliminary Screening**.

Note:

- **Narrative** of alleged maltreatment text box will display throughout the referral process.
- The **Final Outcome** field will automatically populate the final referral outcome decision once it has been approved. This field populates upon final approval and is read-only.
- The **SDM Glossary** displays practice definitions. *See Figure 3*
- The **Preliminary Screening** button will enable upon initial Save.
- Baseline information needed for all Referral types are:
  - Narrative
  - Referral Details
  - Client Details (at least one client)

Step 9: Select **Non-Investigatory Response Available** by placing a check in the box, then select specific indicator option.

Step 10: Click **Save**.

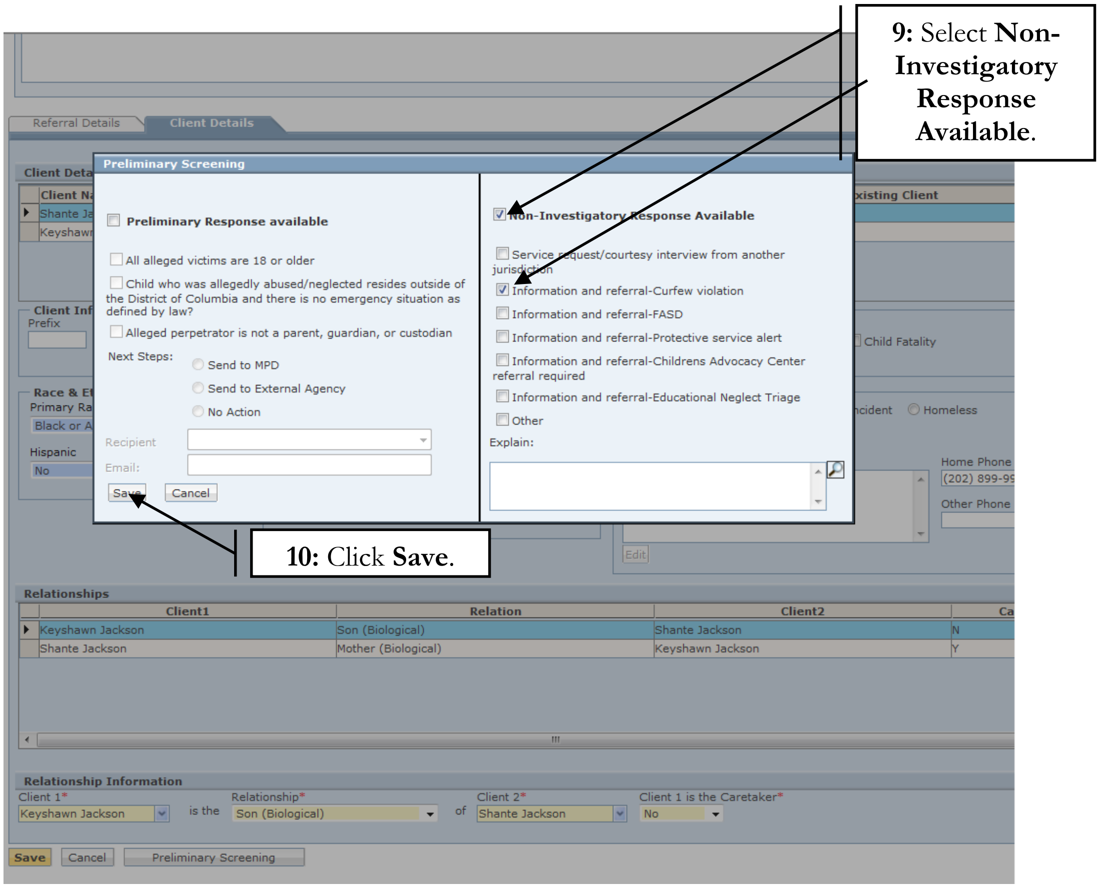

Figure 4

Note:

Preliminary Screening options are separated into two categories.

- **Preliminary Response available**
  These Hotline calls do not require any further action from CFSA other than possibly referring the caller to another agency or MPD. Preliminary Responses do not meet the standards for CFSA involvement.
- **Non-Investigatory Response Available**
  These Hotline call types require some form of action from CFSA other than an investigation. These are I & R call types, including Educational Neglect Triage.

Step 11: **Click Ok**. *The Preliminary Screening screen will be saved.*

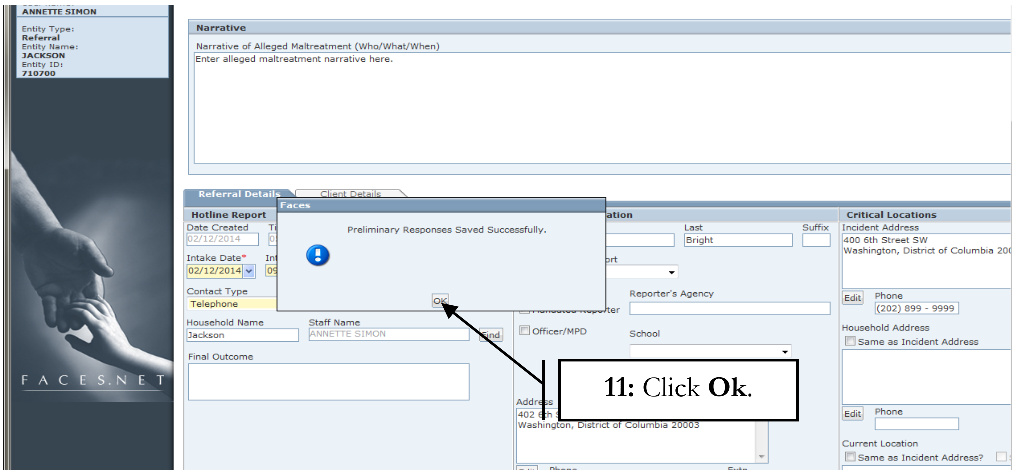

Figure 5

Step 12: Click **Client Details** tab.

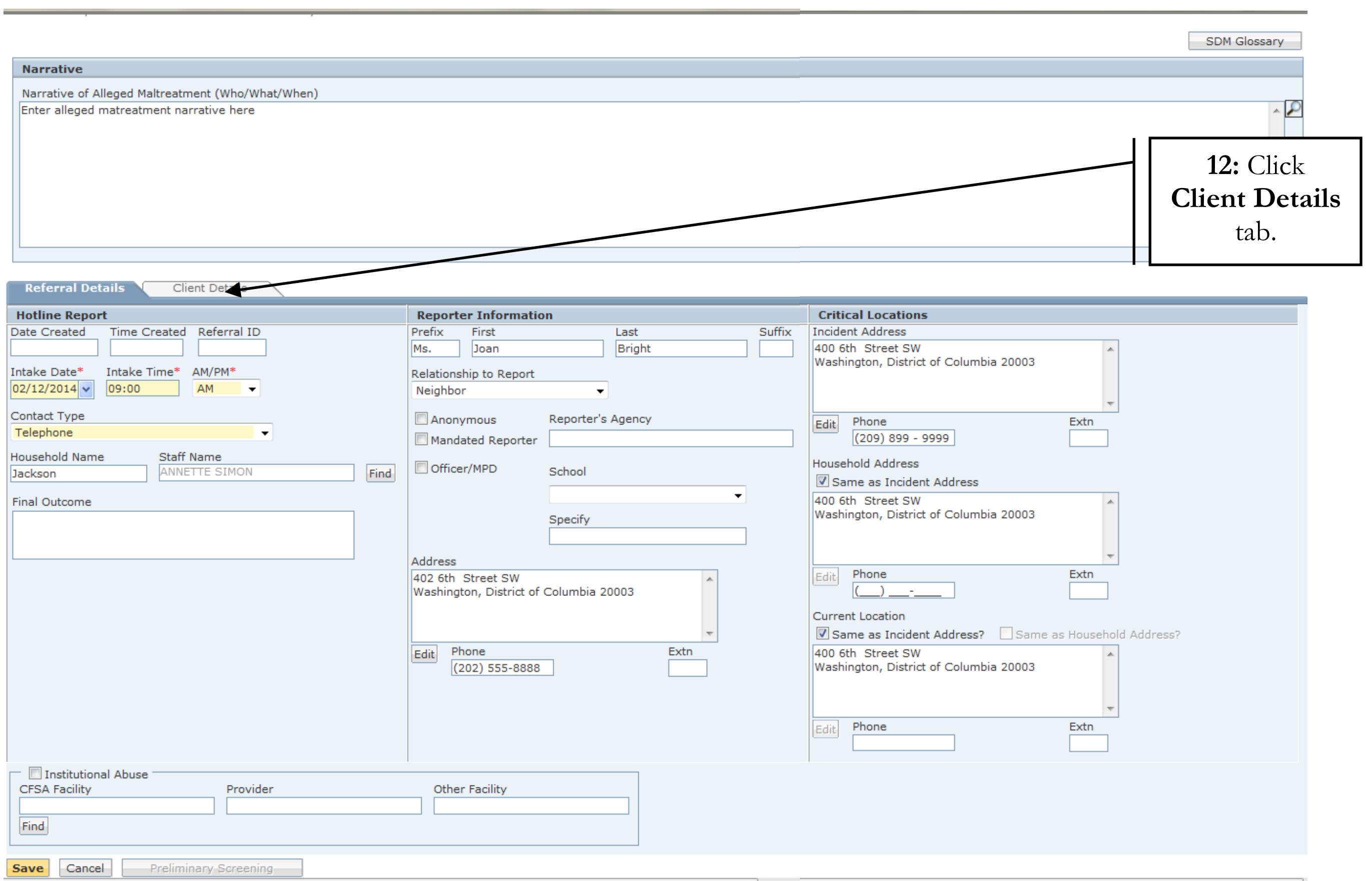

Figure 6

Step 13: Enter all known client(s) information.

Step 14: Enter **Relationship Information** between clients. *Names will display in the relationship pick list* *after clients have been entered and saved.*

Step 15: Click **Save Relationship**.

Step 16: Click **New Relationship** to enter additional relationships between clients. The transposed relationship will automatically populate.

Step 17: Click **Save** button to save record.

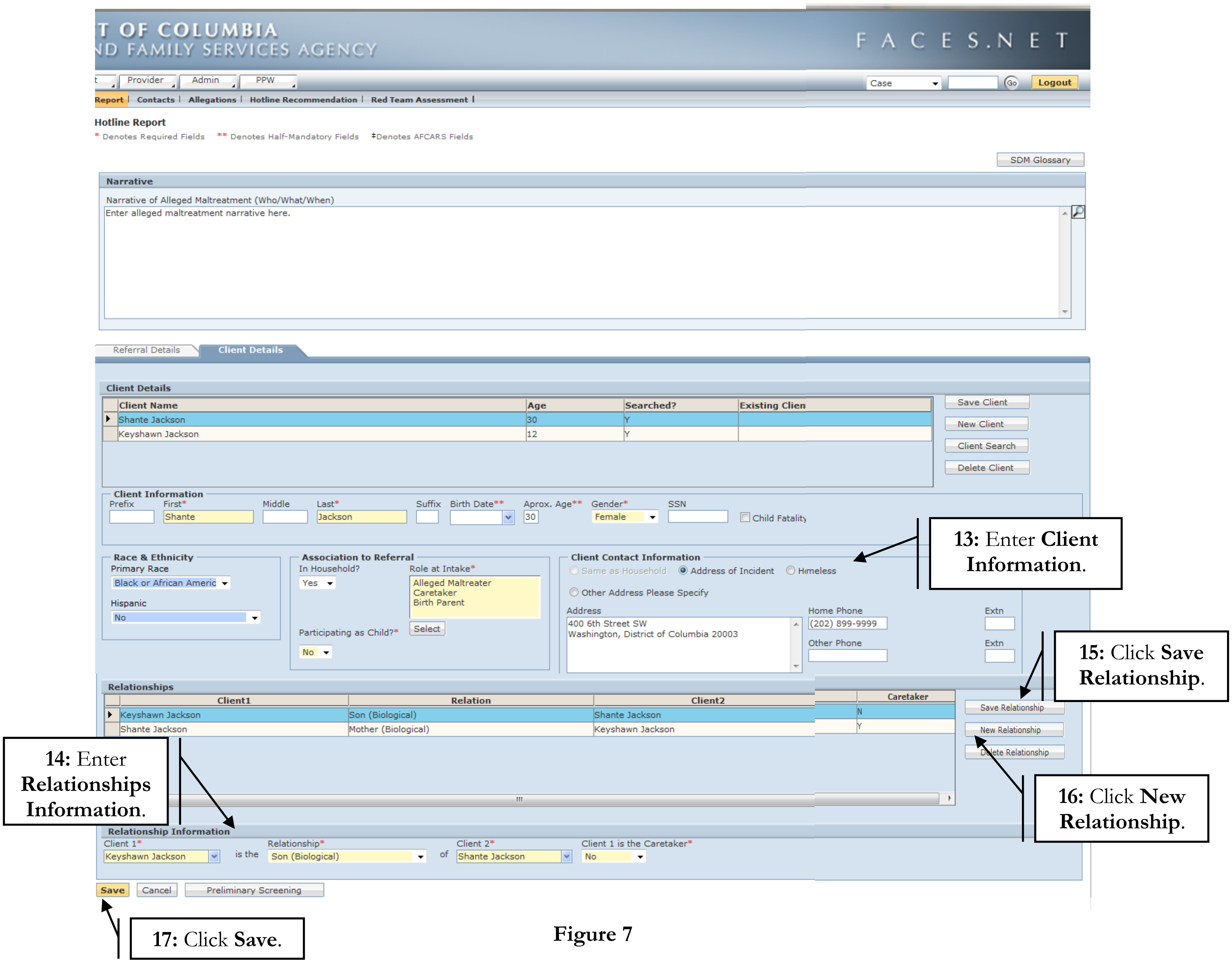

Figure 7

Recording Hotline Recommendation: I&R Screen-out Referral Type

The Hotline Recommendation screen records the hotline worker's recommended next steps pertaining to the I&R referral. Supervisory apporval is required. *Prior history will display if an existing client record was selected during the Client Details Client Search function.*

Steps include:

Click Hotline Recommendations from breadcrumbs.

Step 18: Select **Recommendation** of **Screen-out- No Further Action necessary** radio button**,** and select additional specific indicator(s).

Step 19: Click **Save**.

Step 20: Click **Validate** button to verify that information entered in the referral is valid and complete.

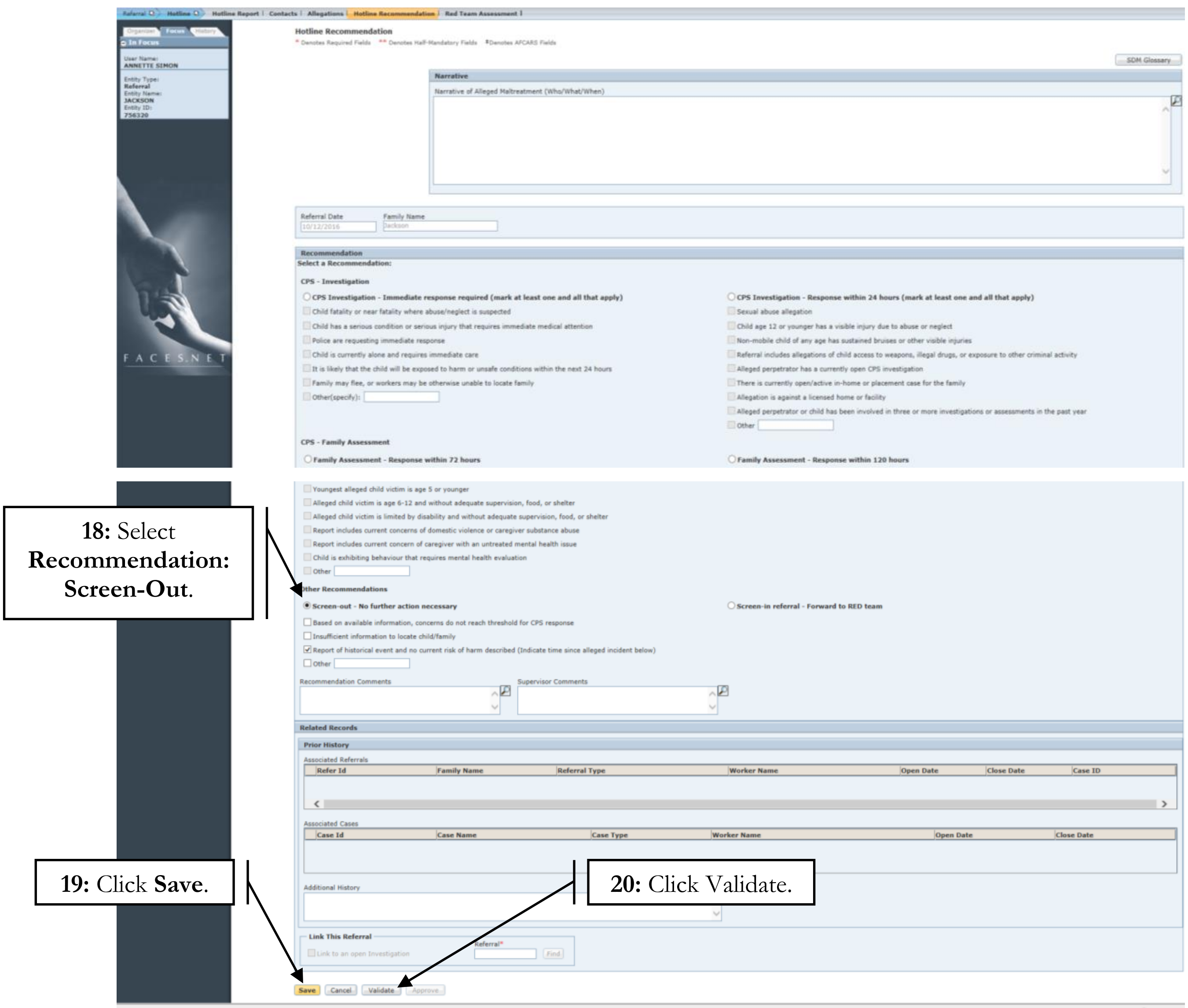

Figure 8

Step 21: Click **Ok** to message stating that all entered information is valid and complete.

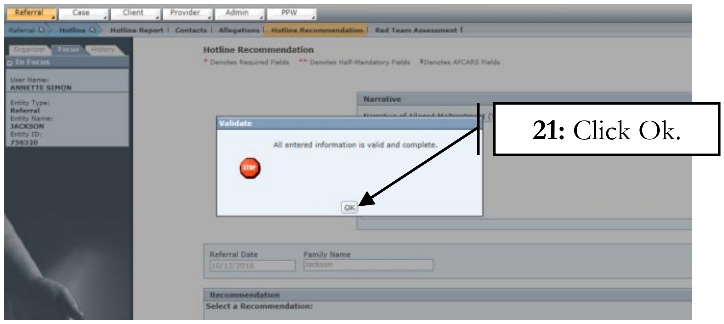

Figure 9

Step 22: Click the **Approve** button.

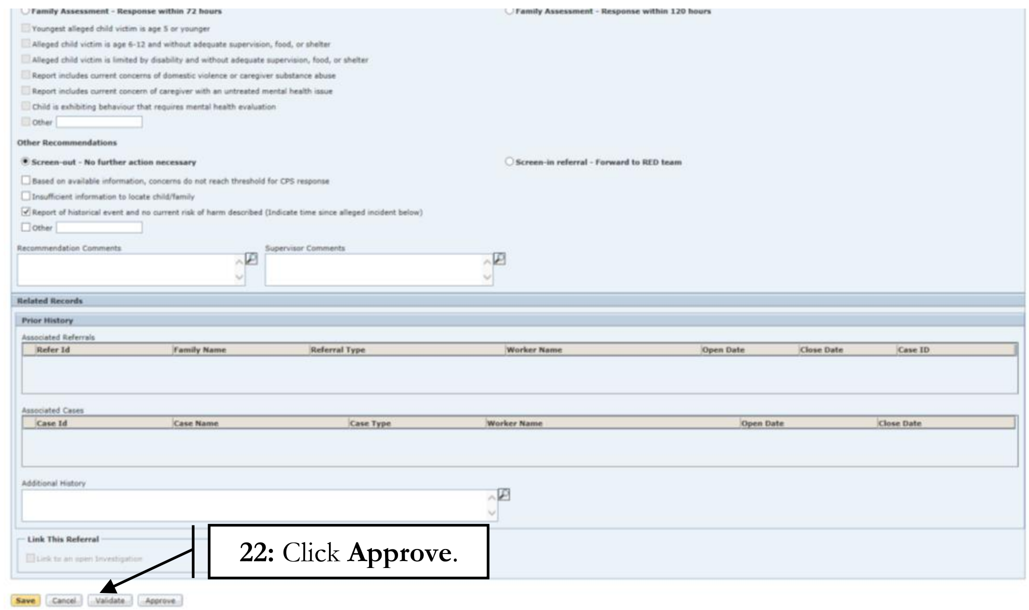

Figure 10

Step 23: Hotline Worker must select the **Request** box to request <u>first</u> supervisory approval.

Step 24: Click **Ok**.

Step 25: Hotline Supervisor/Designee, select **Approve** to approve <u>first</u> approval request. This will identify the referral type as I&R.

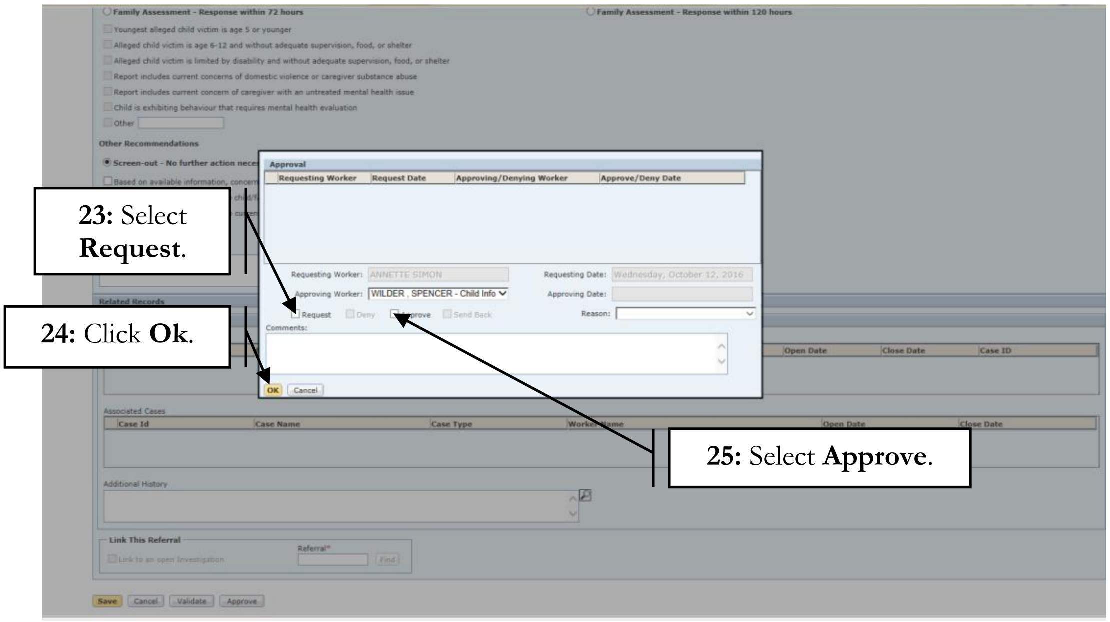

Figure 11

Recording Contacts

Click Contacts from breadcrumbs.

Step 1: Click on **New**. *See separate Contacts tip sheet for further instructions.*

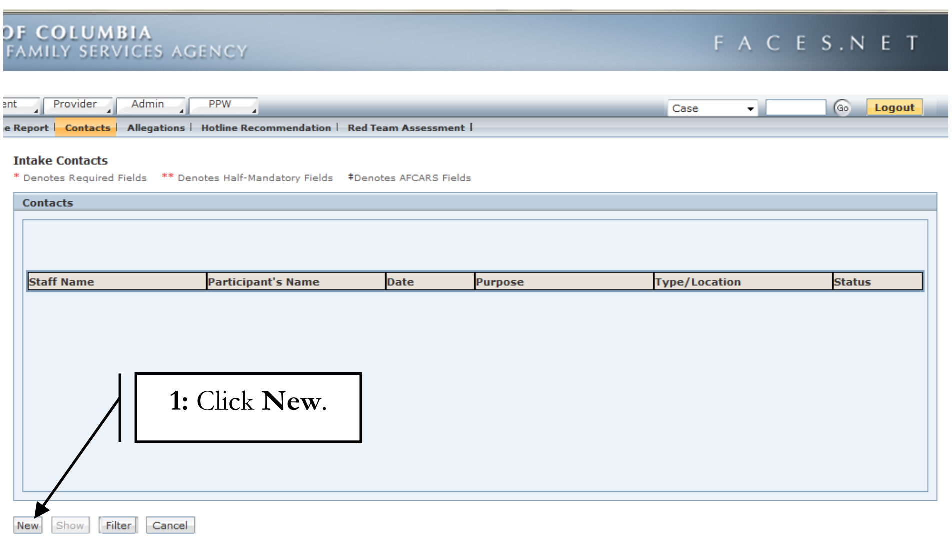

Figure 12

Note:

- The **Contacts** screen will remain available to add new contacts or update existing contacts for I & R referrals after first approval of the Hotline Recommendation.
- The Contacts screen will remain available until the second approval has been completed.

Closing I&R *(Supervisory Function)*

After all documentation has been completed within the referral, supervisors may complete the following I&R closure steps.

Place Referral in Focus

Step 1: Hold cursor over Referral, Hotline, and then click on **Hotline Recommendation** screen.

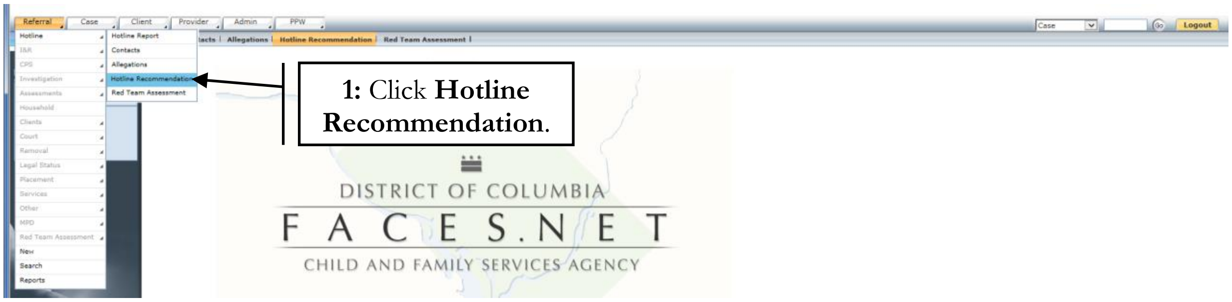

Figure 13

Step 2: Click **Close I & R** button to finalize I&R.

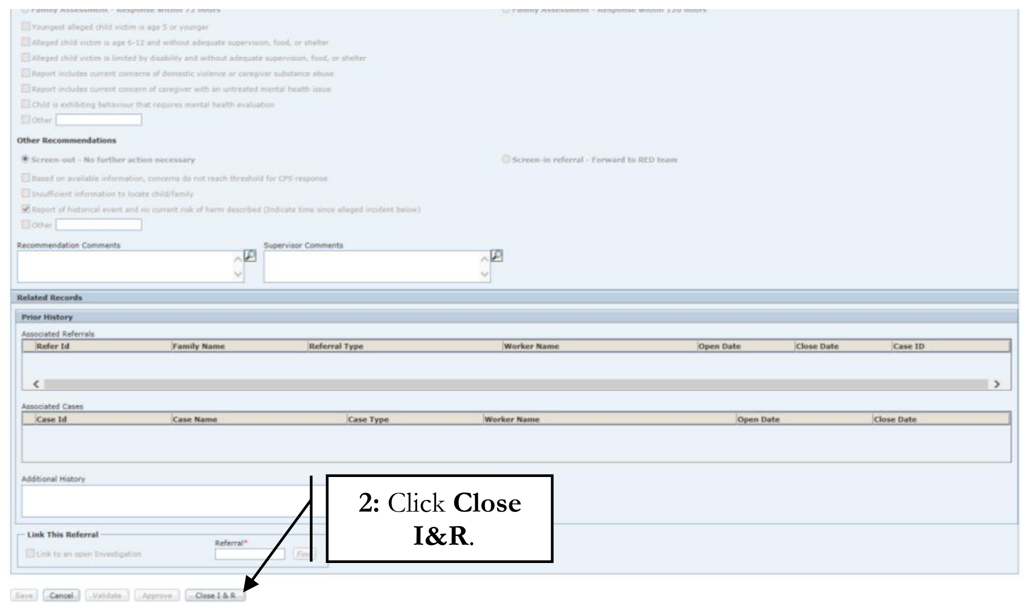

Figure 14

Step 3: Select the **Approve** box. This will complete the <u>second</u> approval process.

Step 4: Click **Ok**.

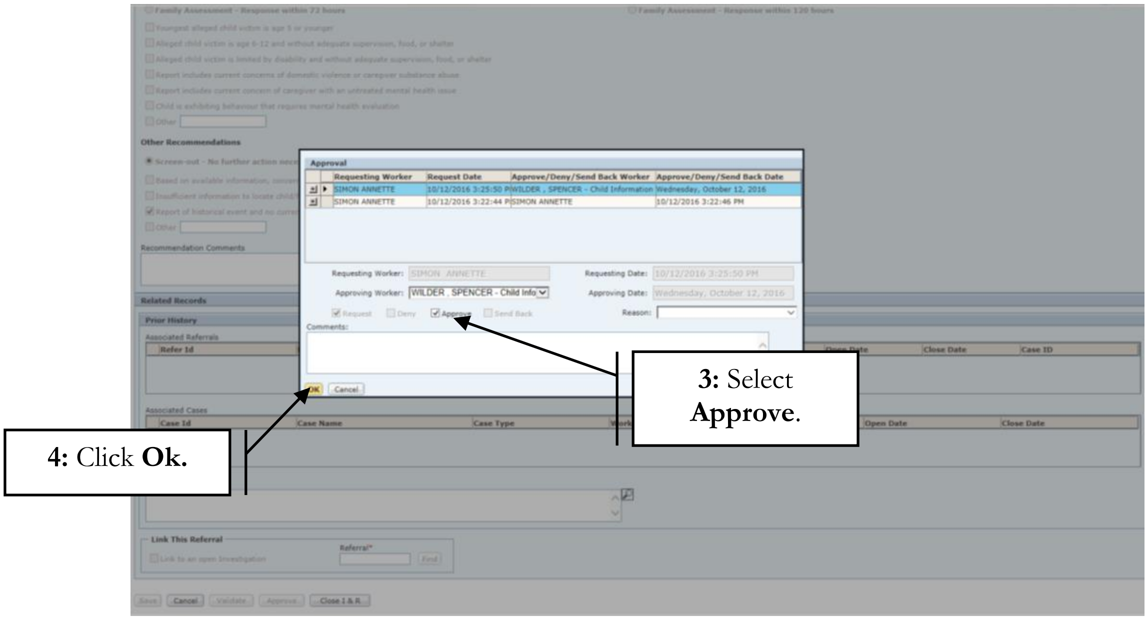

Figure 15

A message will appear noting that upon approval the Referral snapshot will be taken, and the referral track will be locked down.

Step 5: Click **Ok**.

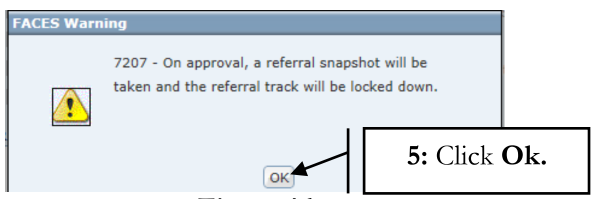

Figure 16

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 an on-duty supervisor's name from Approving Worker pick list.
- Screened-out I & R referrals require a second approval to finalize I&R closure.
- Upon second approval, all referral screens will grey-out.