
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 two 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.

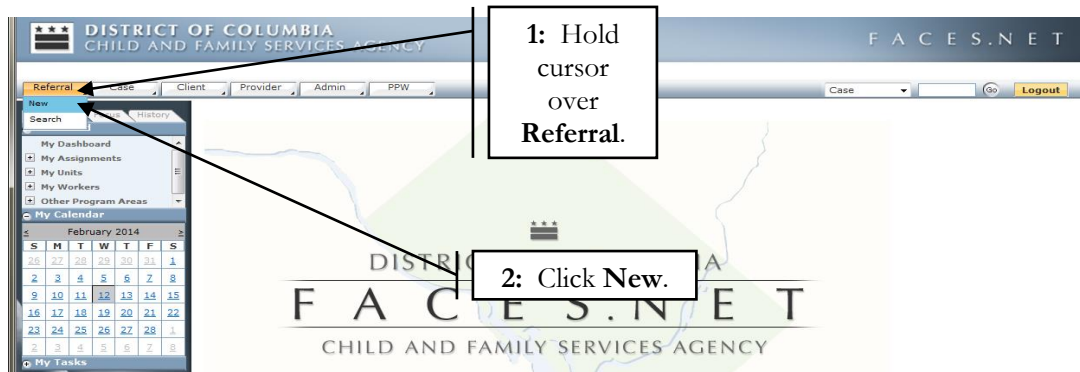


Figure 1

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**).

If you have any questions, please call the HelpDesk at (202) 434-0009.
Updated 10/9/2019

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

**SDM
Glossary**

SDM Glossary

**3: Enter
Narrative:
Alleged
Maltreatment
information.**

Narrative

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

Referral Details

Client Details

Hotline Report

Date Created Time Created Referral ID

Intake Date* Intake Time* AM/PM*

02/12/2014 09:00 AM

Contact Type

Telephone

Household Name Staff Name

Jackson ANNETTE SIMON Find

Final Outcome

**4: Enter
Referral
Details.**

Reporter Information

Prefix First Last Suffix

Ms. Joan Bright

Relationship to Report

Neighbor

☐ Anonymous Reporter's Agency

☐ Mandated Reporter

☐ Officer/MPD School

Specify

Address

402 6th Street SW

Washington, District of Columbia 20003

Edit Phone (202) 555-8888

**5: Enter
Reporter
Information.**

Critical Locations

Incident Address

400 6th Street SW

Washington, District of Columbia 20003

Edit Phone (209) 899 - 9999 Extn

Household Address

☒ Same as Incident Address

400 6th Street SW

Washington, District of Columbia 20003

Edit Phone () - - - - - Extn

Current Location

☒ Same as Incident Address? ☐ Same as Household Address?

400 6th Street SW

Washington, District of Columbia 20003

Edit Phone () - - - - - Extn

**6: Enter
Critical
Locations.**

☐ Institutional Abuse

CFSA Facility

Find

Provider

Other Facility

Save

Cancel

Preliminary Screening

7: Click Save.

Figure 2

Step 8: Click Preliminary Screening button.

The screenshot displays the SDM software interface. At the top right is a button labeled 'SDM Glossary'. Below it is a large text area for 'Narrative of Alleged Maltreatment (Who/What/When)'. The main section is divided into three tabs: 'Referral Details', 'Client Details', and 'Institutional Abuse'. The 'Referral Details' tab is active and contains several sections: 'Hotline Report' with fields for Date Created, Time Created, Referral ID, Intake Date, Intake Time, AM/PM, Contact Type, Household Name, Staff Name, and Final Outcome; 'Reporter Information' with fields for Prefix, First, Last, Suffix, Relationship to Report, Reporter's Agency, School, Address, and Phone; and 'Critical Locations' with fields for Incident Address, Household Address, and Current Location. At the bottom left, there are buttons for 'Save', 'Cancel', and 'Preliminary Screening'. An arrow points from a text box labeled '8: Click Preliminary Screening.' to the '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**.

The screenshot shows the 'Preliminary Screening' form. On the left, under 'Preliminary Response available', there are checkboxes for 'All alleged victims are 18 or older', 'Child who was allegedly abused/neglected resides outside of the District of Columbia and there is no emergency situation as defined by law?', and 'Alleged perpetrator is not a parent, guardian, or custodian'. Below these are radio buttons for 'Next Steps': 'Send to MPD', 'Send to External Agency', and 'No Action'. There are also fields for 'Recipient' and 'Email'. On the right, under 'Non-Investigatory Response Available', the checkbox is checked. Below it are several checkboxes for indicators: 'Service request/courtesy interview from another jurisdiction', 'Information and referral-Curfew violation' (checked), 'Information and referral-FASD', 'Information and referral-Protective service alert', 'Information and referral-Childrens Advocacy Center referral required', 'Information and referral-Educational Neglect Triage', and 'Other'. An 'Explain:' text area is at the bottom right. A callout box labeled '9: Select Non-Investigatory Response Available.' points to the checked checkbox. Another callout box labeled '10: Click Save.' points to the 'Save' button at the bottom left of the form.

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.*

The screenshot shows the FACES.NET interface. On the left is a sidebar with a logo and user information for ANNETTE SIMON. The main area has a 'Narrative' section at the top. Below it, the 'Referral Details' tab is active, showing a 'Hotline Report' section with fields for Date Created, Intake Date, Intake Time, Contact Type, Household Name, Staff Name, and Final Outcome. A modal dialog box titled 'Preliminary Responses Saved Successfully' is open in the center, with an 'Ok' button highlighted by a black arrow. A callout box with the text '11: Click Ok.' points to the 'Ok' button. To the right of the dialog, there are sections for 'Client Details' and 'Critical Locations'.

Figure 5

Step 12: Click Client Details tab.

The screenshot shows the FACES.NET interface with the 'Client Details' tab selected. The 'Narrative' section is at the top. Below it, the 'Referral Details' tab is active, showing a 'Hotline Report' section with fields for Date Created, Time Created, Referral ID, Intake Date, Intake Time, Contact Type, Household Name, Staff Name, and Final Outcome. The 'Client Details' section is expanded, showing 'Reporter Information' with fields for Prefix, First, Last, Suffix, Relationship to Report, and Reporter's Agency. The 'Critical Locations' section is also expanded, showing 'Incident Address', 'Household Address', and 'Current Location' with fields for Address, Phone, and Extn. A callout box with the text '12: Click Client Details tab.' points to the 'Client Details' tab. At the bottom, there are buttons for 'Save', 'Cancel', and 'Preliminary Screening'.

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.

The screenshot displays the FACES.NET web application interface for the District of Columbia Department of Family Services Agency. The top navigation bar includes links for Report, Contacts, Allegations, Hotline Recommendation, and Red Team Assessment. The main content area is divided into several sections:

- Narrative:** A text area for entering the narrative of alleged maltreatment.
- Client Details:** A table listing clients with columns for Client Name, Age, Searched?, and Existing Client. Below this is a form for entering client information, including fields for Prefix, First, Middle, Last, Suffix, Birth Date, Approx. Age, Gender, and SSN. There are also checkboxes for Child Fatality and fields for Race & Ethnicity.
- Relationships:** A table showing relationships between clients. The columns are Client1, Relation, Client2, and Caretaker. Below this is a form for entering relationship information, including fields for Client 1, Relationship, Client 2, and Client 1 is the Caretaker.

Annotations with arrows point to specific elements:

- 13: Enter Client Information.** Points to the Client Information form.
- 14: Enter Relationships Information.** Points to the Relationships table.
- 15: Click Save Relationship.** Points to the Save Relationship button.
- 16: Click New Relationship.** Points to the New Relationship button.
- 17: Click Save.** Points to the Save button at the bottom.

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 approval 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.

The screenshot shows the 'Hotline Recommendation' form in a web application. The left sidebar contains a 'In Focus' panel with user information: User Name: ANNETTE SIMON, Role: Referral, Referral Name: JACKSON, Birth ID: 756320. The main form area has a 'Narrative' section with a text area for 'Narrative of Alleged Maltreatment (Who/What/When)'. Below this is a 'Referral Date' field (10/12/2018) and a 'Family Name' field (Jackson). The 'Recommendation' section has two main categories: 'CPS - Investigation' and 'CPS - Family Assessment'. Under 'CPS - Investigation', there are two radio buttons: 'CPS Investigation - Immediate response required (mark at least one and all that apply)' and 'CPS Investigation - Response within 24 hours (mark at least one and all that apply)'. The first radio button is selected. Below it are several checkboxes for specific indicators: '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', and 'Other(specify):'. The second radio button has several checkboxes: 'Sexual abuse allegation', 'Child age 12 or younger has a visible injury due to abuse or neglect', 'Non-mobile child of any age has sustained bruises or other visible injuries', 'Referral includes allegations of child access to weapons, illegal drugs, or exposure to other criminal activity', 'Alleged perpetrator has a currently open CPS investigation', 'There is currently open/active in-home or placement case for the family', 'Allegation is against a licensed home or facility', 'Alleged perpetrator or child has been involved in three or more investigations or assessments in the past year', and 'Other'. Under 'CPS - Family Assessment', there are two radio buttons: 'Family Assessment - Response within 72 hours' and 'Family Assessment - Response within 120 hours'. Below these are checkboxes for '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', and 'Other'. The 'Other Recommendations' section has a radio button for 'Screen-out - No further action necessary' which is selected, and another for 'Screen-in referral - Forward to RED team'. Below this are checkboxes for '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)', and 'Other'. There are text areas for 'Recommendation Comments' and 'Supervisor Comments'. The 'Related Records' section shows 'Prior History' with tables for 'Associated Referrals' and 'Associated Cases'. At the bottom, there is a 'Link This Referral' section with a checkbox 'Link to an open Investigation' and a 'Referral*' dropdown. The bottom of the form has buttons for 'Save', 'Cancel', 'Validate', and 'Print'.

18: Select Recommendation: Screen-Out.

19: Click Save.

20: Click Validate.

Figure 8

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

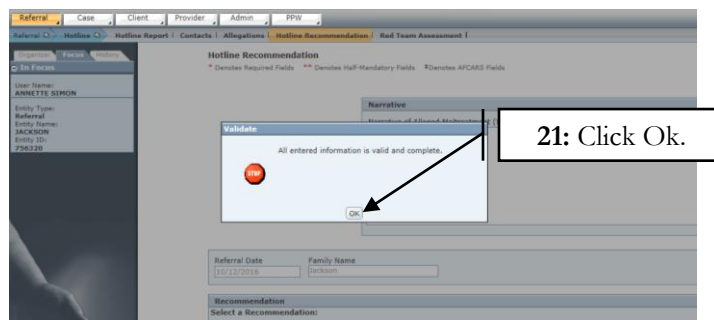


Figure 9

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

The screenshot shows the 'Family Assessment - Response within 72 hours' form. It includes various checkboxes for assessment criteria and a section for 'Other Recommendations'. At the bottom, there are buttons for 'Save', 'Cancel', 'Validate', and 'Approve'. An arrow points from a text box labeled '22: Click Approve.' to the 'Approve' button. The form also includes sections for 'Related Records' and 'Additional History'.

Figure 10

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

Step 24: Click **Ok**.

Step 25: Hotline Supervisor/Designee, select **Approve** to approve first 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.

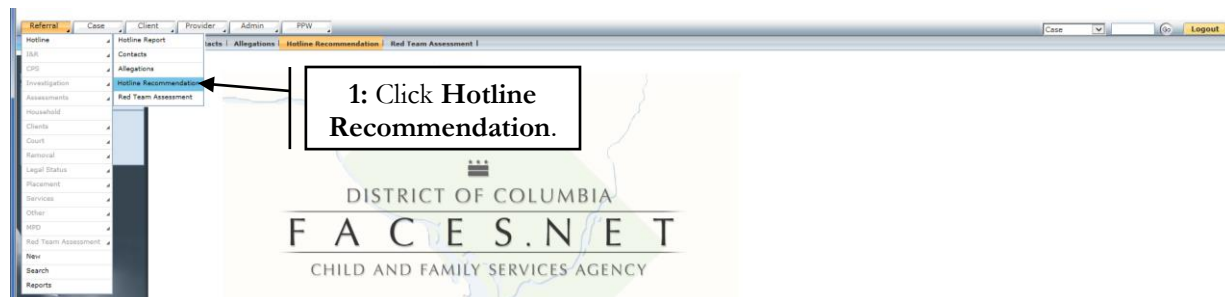


Figure 13

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

A screenshot of the 'Close I&R' form in the FACES.NET application. The form includes several sections: 'Other Recommendations' with checkboxes for various conditions (e.g., 'Youngest alleged child victim is age 5 or younger'), 'Recommendation Comments' and 'Supervisor Comments' text areas, 'Related Records' with tables for 'Prior History' (Associated Referrals and Associated Cases), and 'Additional History' text area. At the bottom, there is a 'Link This Referral' section with a checkbox for 'Link to an open Investigation' and a 'Referral*' dropdown. A callout box with an arrow points to the 'Close I&R' button at the bottom right, containing the text '2: Click Close I&R.'

Figure 14

Step 3: Select the **Approve** box. This will complete the second approval process.

Step 4: Click Ok.

The screenshot shows a 'Family Assessment' form with various sections. The 'Approval' section is highlighted, showing a table with columns: 'Requesting Worker', 'Request Date', 'Approve/Deny/Send Back Worker', and 'Approve/Deny/Send Back Date'. Below this, there are fields for 'Requesting Worker' (SIMON ANNETTE), 'Requesting Date' (10/12/2016 3:25:50 PM), 'Approving Worker' (WILDER SPENCER - Child Info), and 'Approving Date' (Wednesday, October 12, 2016). There are checkboxes for 'Request', 'Deny', 'Approve', and 'Send Back'. A callout box labeled '3: Select Approve.' points to the 'Approve' checkbox. Another callout box labeled '4: Click Ok.' points to the 'Ok' button at the bottom of the form.

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.

The screenshot shows a 'FACES Warning' dialog box with a yellow warning icon. The text inside the box reads: '7207 - On approval, a referral snapshot will be taken and the referral track will be locked down.' A callout box labeled '5: Click Ok.' points to the 'OK' button at the bottom right of the dialog box.

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.