
FACES.NET CPS DIFFERENTIAL RESPONSE: “FAMILY ASSESSMENT”

CREATION DATE: June 29, 2011

The scope of the Differential Response enhancements encompasses changes made to existing FACES.NET screens to provide an alternative means to respond to allegations of child abuse and neglect instead of having to solely rely on the investigation process. The changes will allow CPS to enter Family Assessment Referrals in FACES.

Differential Response (DR) is a philosophical practice shift for the Child and Family Services Agency (CFSA). It begins with the recognition that many differences exist within the pool of referrals coming to the Agency’s attention. By using the DR approach, CFSA’s Child Protective Services (CPS) Administration is able to differentiate the most appropriate initial responses to accepted reports of child abuse and neglect. DR is specifically designed to address the needs of families that have no immediate safety concerns, no criminal violation or no current formal substantiated allegations of child abuse or neglect.

The CPS practice guidelines specify that the following neglect allegations singly or in a combination could be considered for DR Family Assessment Response:

- Neglect- Unwilling or Unable to Provide Care (for alleged victims at least 13 years of age)
- Neglect- Inadequate Shelter
- Neglect- Inadequate Food
- Neglect- Inadequate Clothing
- Neglect- Inadequate Physical Care
- Neglect- Educational
- Neglect- Substance Abuse (impacts parenting) with answer to questions 1 & 5 as “Yes” on the maltreatment category

Pointers to Remember:



1. The Hotline worker must identify at least one alleged victim and one alleged maltreater at the time of creation of a Family Assessment Referral.
2. Users will not have the ability to add allegations after approving a Family Assessment Referral.
3. The type of referral cannot be changed after the referral has been approved.

Hotline Report

Steps include:

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

Step 2: Click **New**.



Figure 1



Note:

- “Institutional Abuse” section will be disabled for “FA” referrals.
- “Household Name” will be mandatory for “FA” referrals.
- “Child Fatality” check box will be disabled for “FA” referrals.
- For all referrals in FACES the entity type value will be shown as “Referral-FA” for “FA” referrals, “Referral-CPS” for CPS referrals and “Referral- I&R” will be shown for I&R referrals.
- The following Referral Type changes will be permitted prior to the referral being approved (*Changing the Referral Type will delete any request for approval from the Supervisor’s inbox*):
 - From “I&R” to “CPS” or “FA”
 - From “CPS” to “FA”
 - From “FA” to “CPS”

Step 3: Enter Date, Time, and select Referral Type “FA” (See figure 2).

The screenshot shows a web application interface for a 'Hotline Report'. The main form has the following fields and values:

- Date Created: [Empty]
- Time Created: [Empty]
- Referral ID: [Empty]
- Intake Date*: 06/29/2011
- Intake Time*: 09:00
- AM/PM*: AM
- Referral Type: CPS I&R FA
- Contact Type: [Empty]
- Household Name: [Empty]
- Institutional Abuse:
- CFSA Facility: [Empty]
- Provider: [Empty]

Below the main form is the 'Reporter Information' section with fields for Prefix, First, Middle, Last, Suffix, Relationship to Report, and Reporter's Agency. There are also checkboxes for 'Anonymous' and 'Mandated Reporter', and an 'Address' field. At the bottom, there is a 'Client Details' section with fields for Incident Address, Home Phone, Work Phone, and Extn.

A callout box with a black border and white background is positioned over the Intake Date, Intake Time, and Referral Type fields. It contains the text: '3: Enter Date, Time and Referral Type "FA"'. Three black arrows point from the top of the callout box to the Intake Date, Intake Time, and Referral Type dropdown menus respectively.

Figure 2

Step 4: Select Contact Type.

Step 5: Enter Household Name.

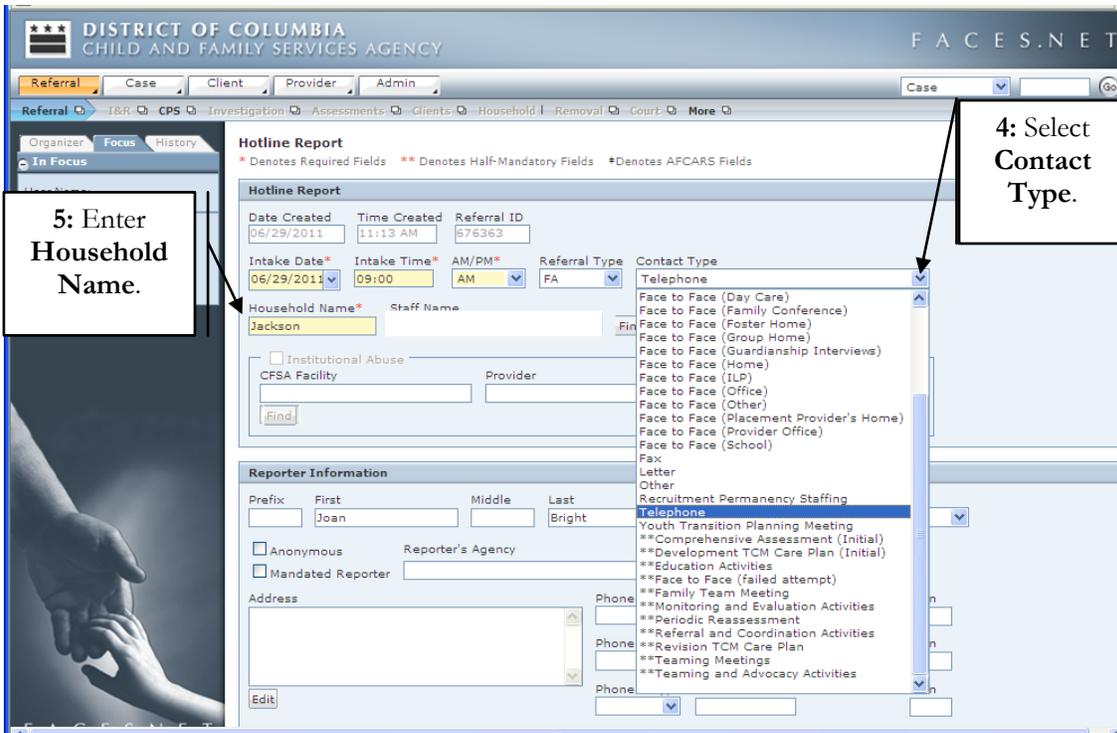


Figure 3

Step 6: Complete the remainder of the hotline report screen (**Household Name, Critical Locations and Reporter's and Client's information**).

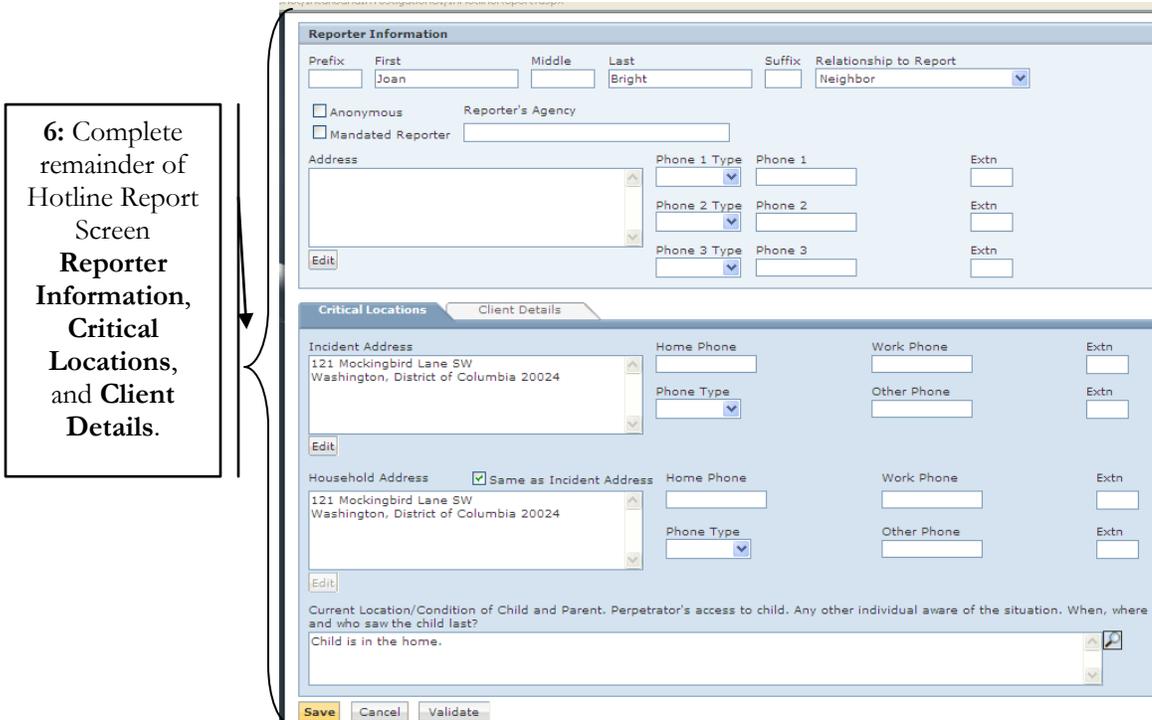


Figure 4

Step 7: Click **Validate** at the bottom of the screen.

Client Name	Age	Searched?	Existing Client
Shante Jackson	31	Y	
▶ Keyshawn Jackson	12	Y	

Save Client
New Client
Client Search
Delete Client

Client Information

Prefix First* Middle Last* Suffix Birth Date** Aprx. Age**
 Keyshawn Jackson 04/30/1994 12 Child Fatality

AKA Prefix AKA First AKA Middle AKA Last AKA Suffix Gender* SSN
 Male

Race & Ethnicity

Primary Race: Black or African Americ Hispanic: No
 Secondary Race: Diplomatic Immunity?:

Association to Referral

In Household? Yes Participating as Child?* No
 Role at Intake*: Alleged Victim Child

Client Contact Information

Same as Household Address of Incident Homeless
 Other Address Please Specify

Address: 121 Mockingbird Lane SW Washington, District of Columbia 20024

Work Phone: Extn:
 Other Phone: Extn:

Save Cancel Validate

7: Click Validate.

Figure 5

The following alert screen will generate confirming whether or not all information is completed on the Hotline Report Screen.

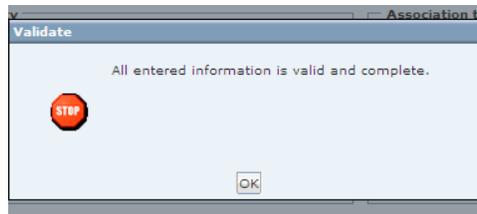


Figure 6

Step 8: Click on the **Relations Screen**. The Relationship Screen will allow workers to establish the relationship between the clients.

Step 9: Establish **Relationships**.

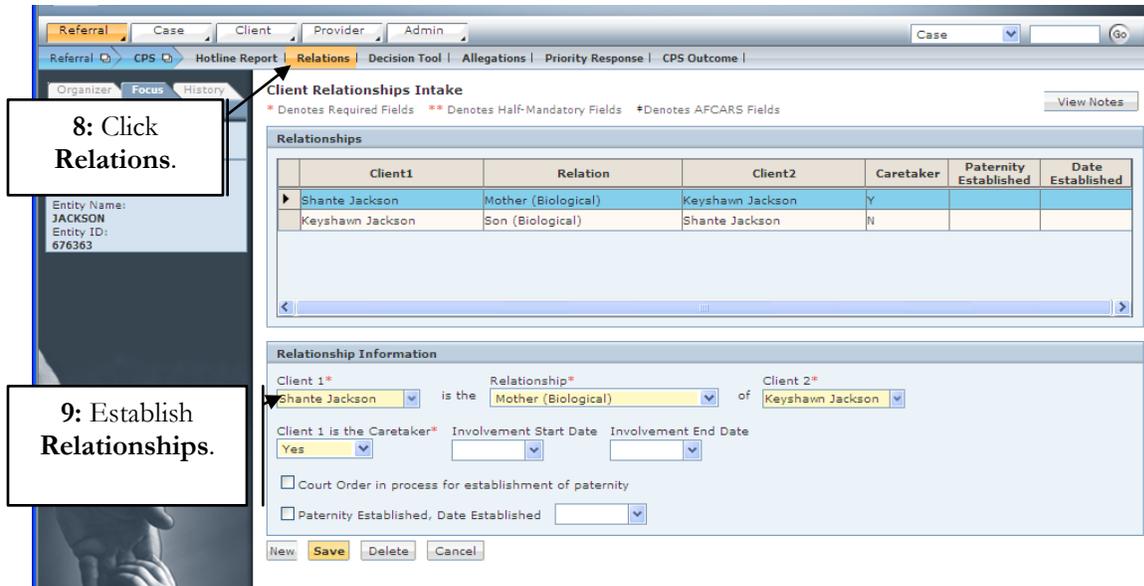


Figure 7

Step 10: Click on **Decision Tool** Screen.

Step 11: Select **Maltreatment Category**.

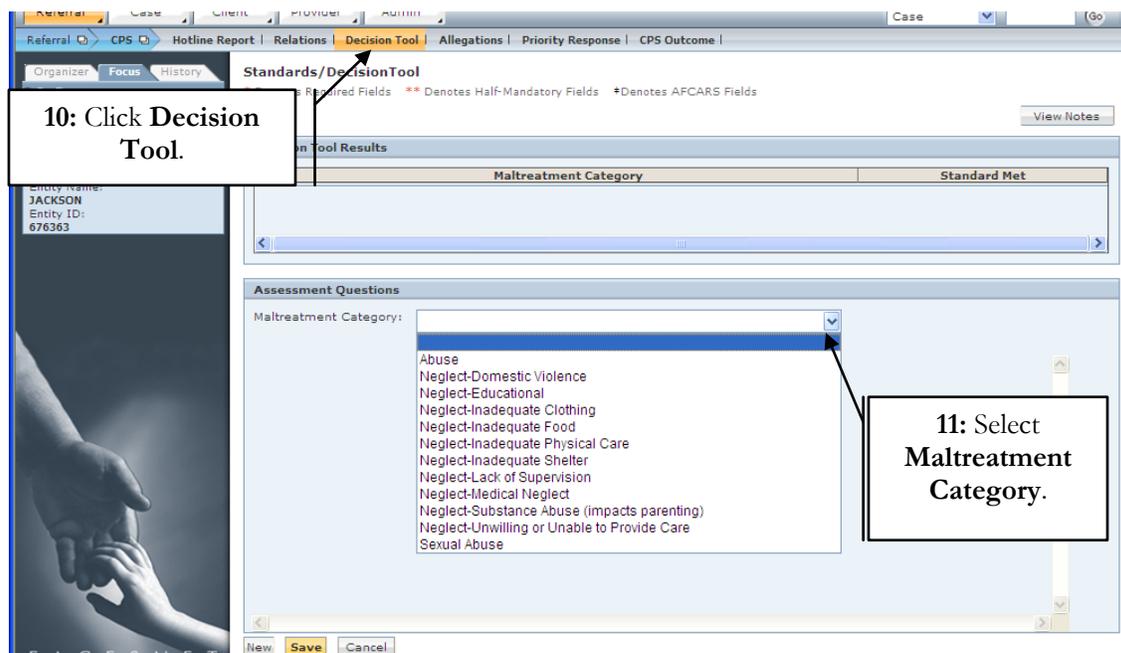


Figure 8

Note:



- The CPS practice guideline specifies that the following neglect allegations singly or in a combination could be considered for DR Family Assessment Response:
 - Neglect- Unwilling or Unable to Provide Care (for alleged victims at least 13 years of age)
 - Neglect- Inadequate Shelter

- Neglect- Inadequate Food
- Neglect- Inadequate Clothing
- Neglect- Inadequate Physical Care
- Neglect- Educational
- Neglect- Substance Abuse (impacts parenting) with answer to questions 1 & 5 as “Yes” on the maltreatment category

Step 12: Complete **Assessment Questions**.

Step 13: Click **Save**.

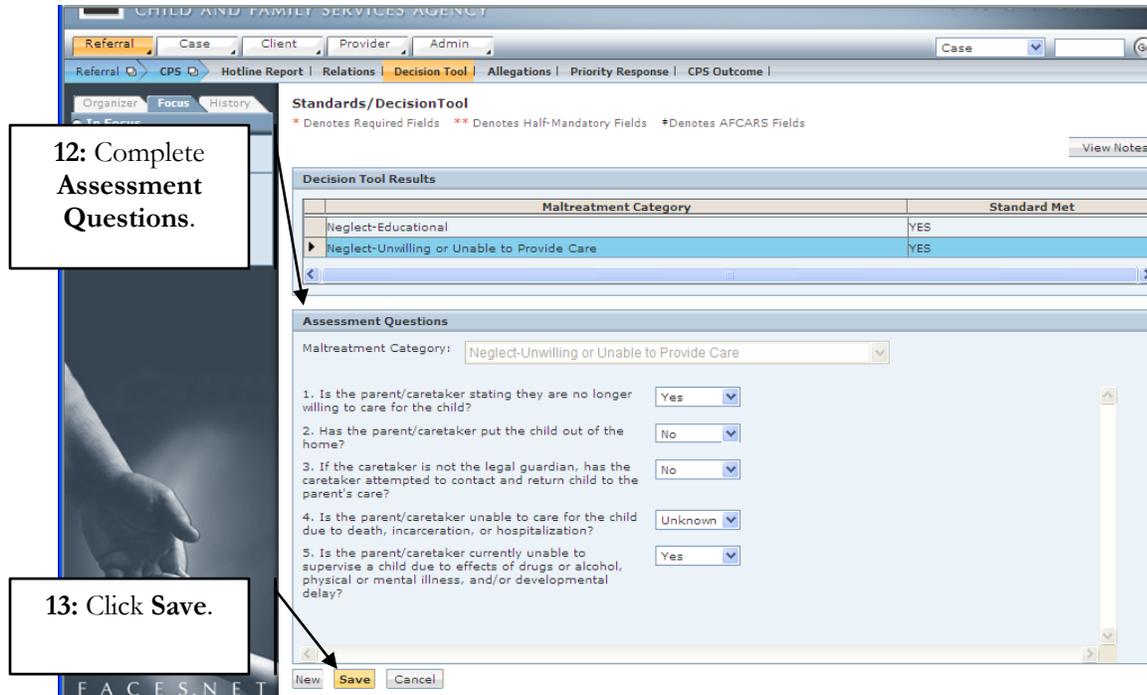


Figure 9

If a maltreatment category is selected other than the qualified “FA” selection, an edit message will alert the worker See figures 10 and 11.

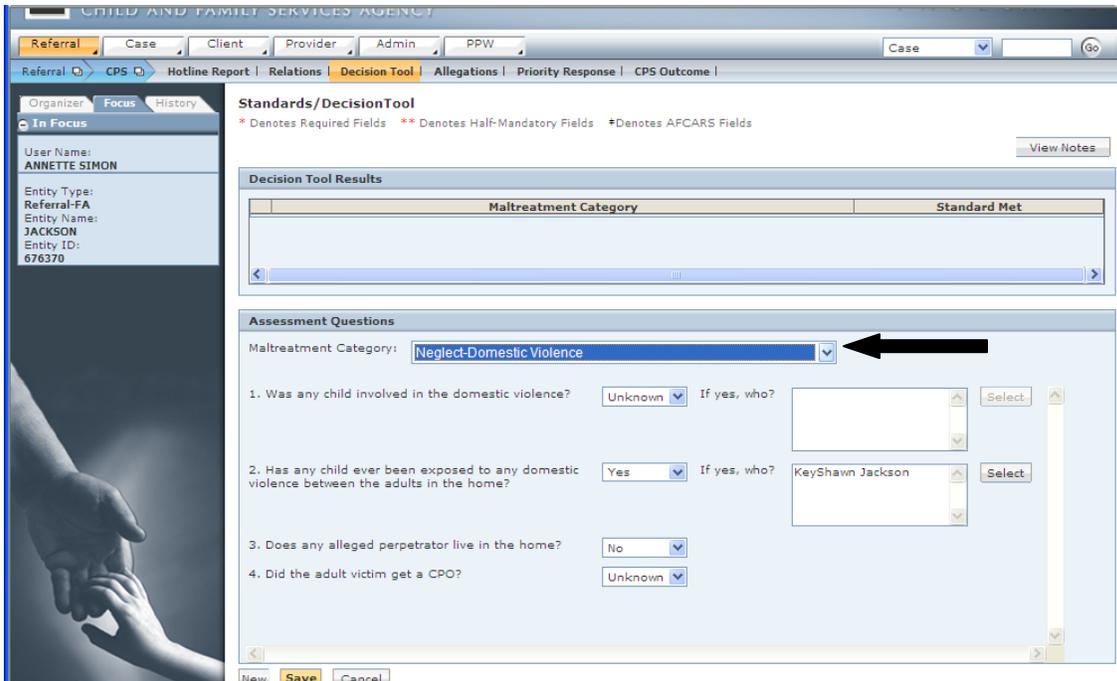


Figure 10

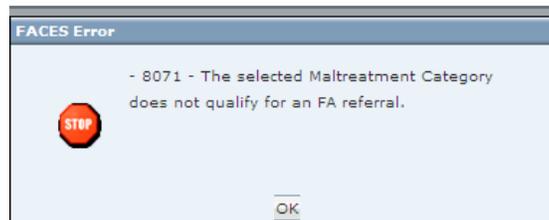


Figure 11

Step 14: Click on **Allegations** Screen.

Step 15: Complete **Allegations** Screen.

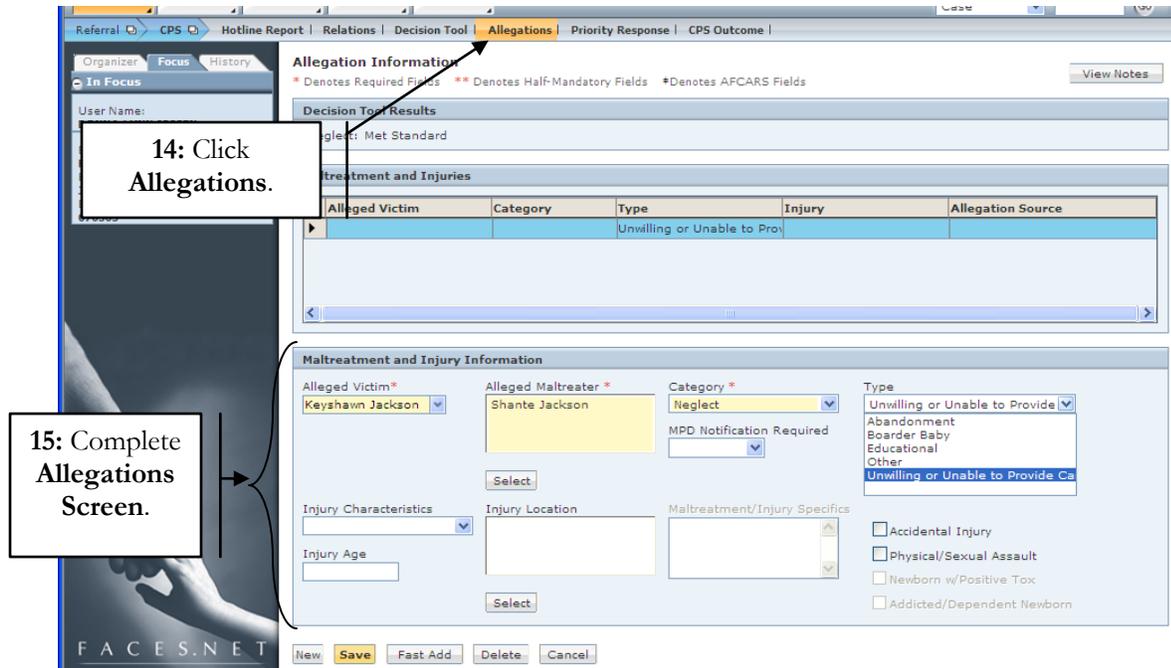


Figure 12

If there is one or more alleged victims under the age of 13 years of age (or the age has been entered as “00”) and the maltreatment category selected is “Caretaker is Unwilling or Unable to Provide Care”, then the worker will not be able to proceed as a “FA” referral (See figure 13).

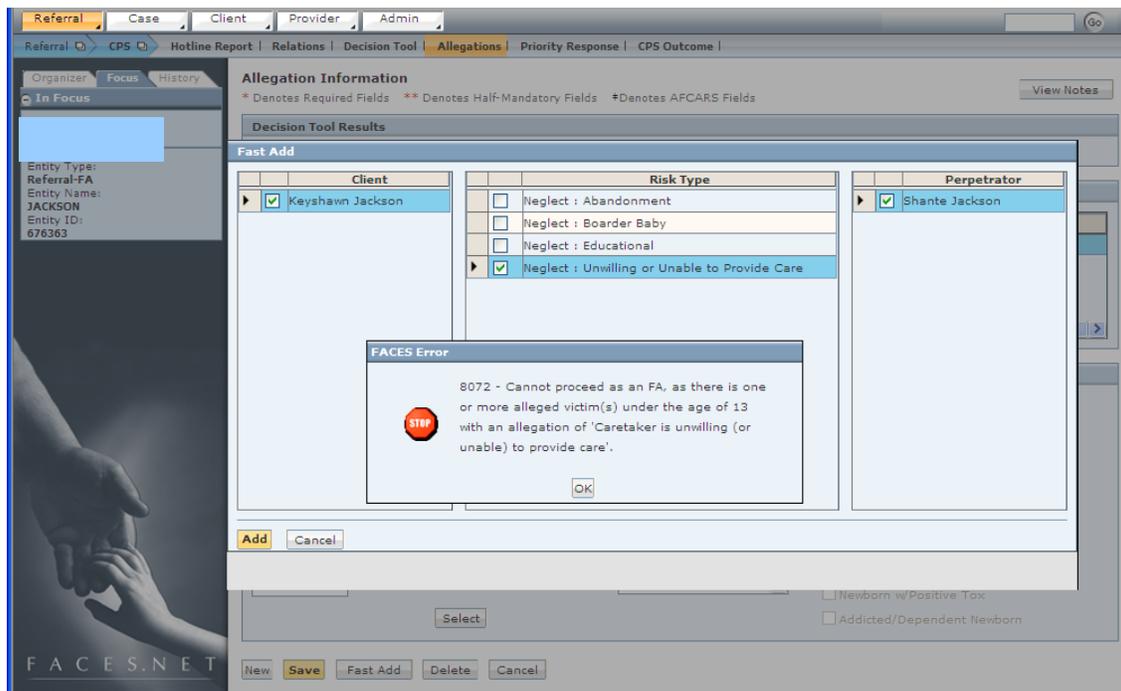


Figure 13

Step 16: Click on **Priority Response** Screen.

Step 17: Select “None” as the **Immediate Response Trigger** for “FA” referral.

Step 18: Click **Save**.

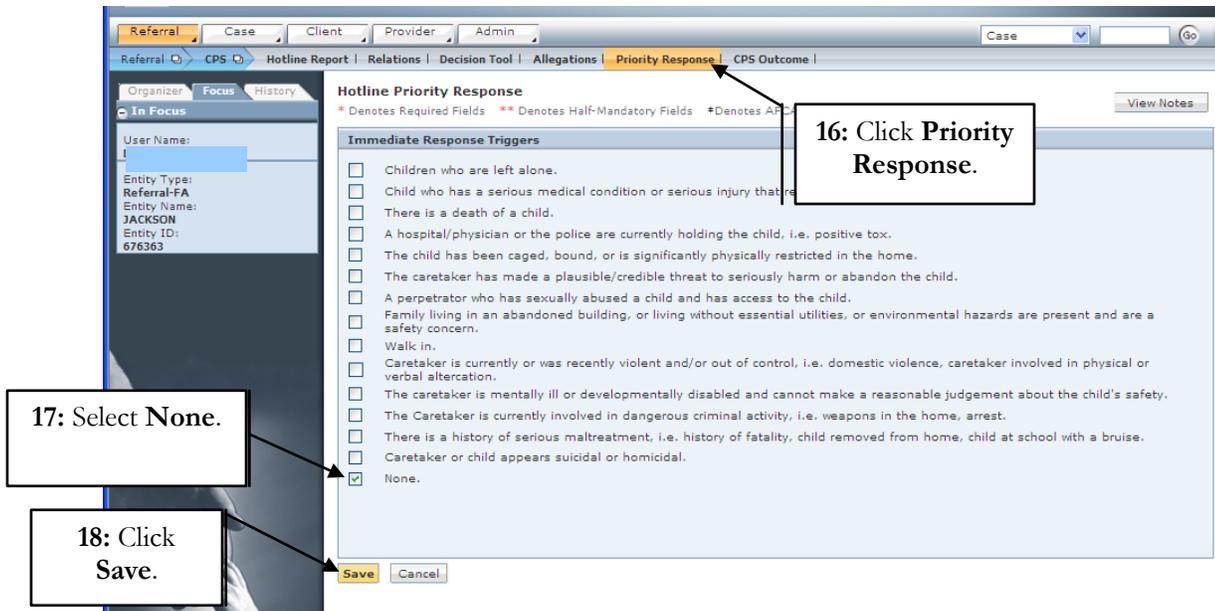


Figure 14

*If an **Immediate Response Trigger** is selected (other than **None**), the referral cannot proceed as a “FA” Referral. The “**None**” value is the only acceptable response to be accepted as a “FA” referral (See Figure 15).*

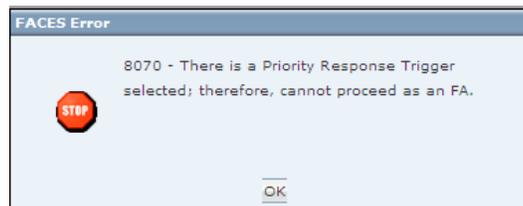


Figure 15

Step 19: Click on **CPS Outcome** Screen.

Step 20: Select to **Make Association** or **Link to a Referral**.

Step 21: Enter **Narrative Information**.

Step 22: Click **Save**.

19: Click CPS Outcome.

20: Select to Make Association, or Link to a Referral.

21: Enter Narrative Information.

22: Click Save.

Figure 16



Note:

- “FA” referrals can only be linked with another open investigation of “FA” type.
- If a “FA” referral is attempted to be linked to an open “CPS investigation the following message will appear “An FA referral cannot be linked to a CPS investigation”.
- A “CPS” referral cannot be linked to a “FA” investigation.
- If a “CPS” referral is attempted to be linked to an open “FA” referral the following message will be displayed “A CPS referral cannot be linked to a FA investigation”.
- “FA” referrals cannot be associated with a case.

Step 23: Click **Yes** to CPS Policy Alert.

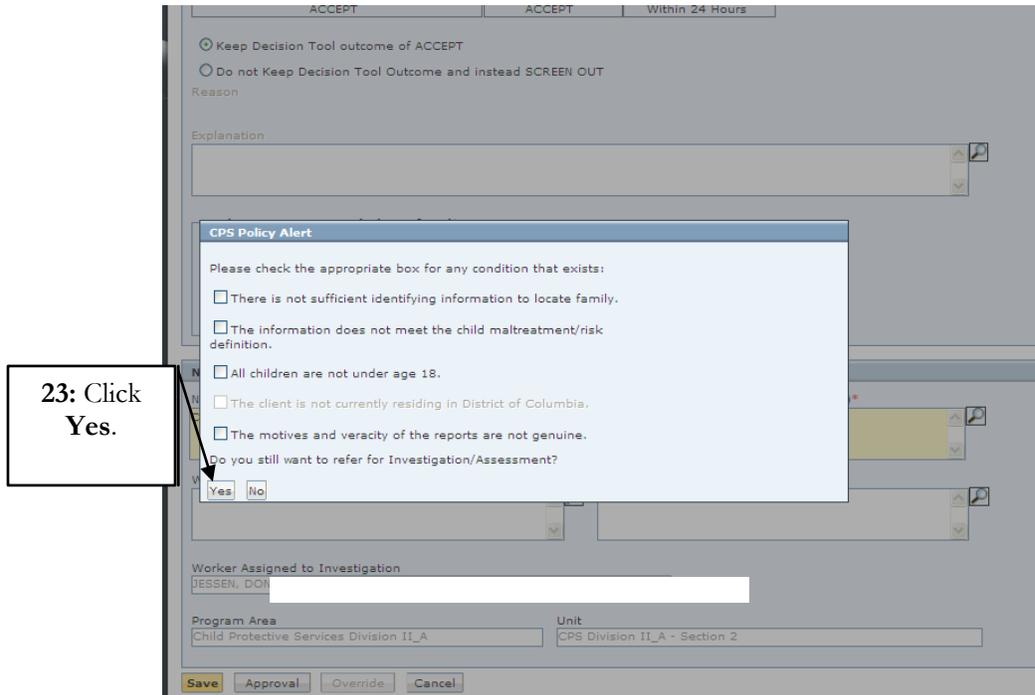


Figure 17

Step 24: Click on **Approval**.

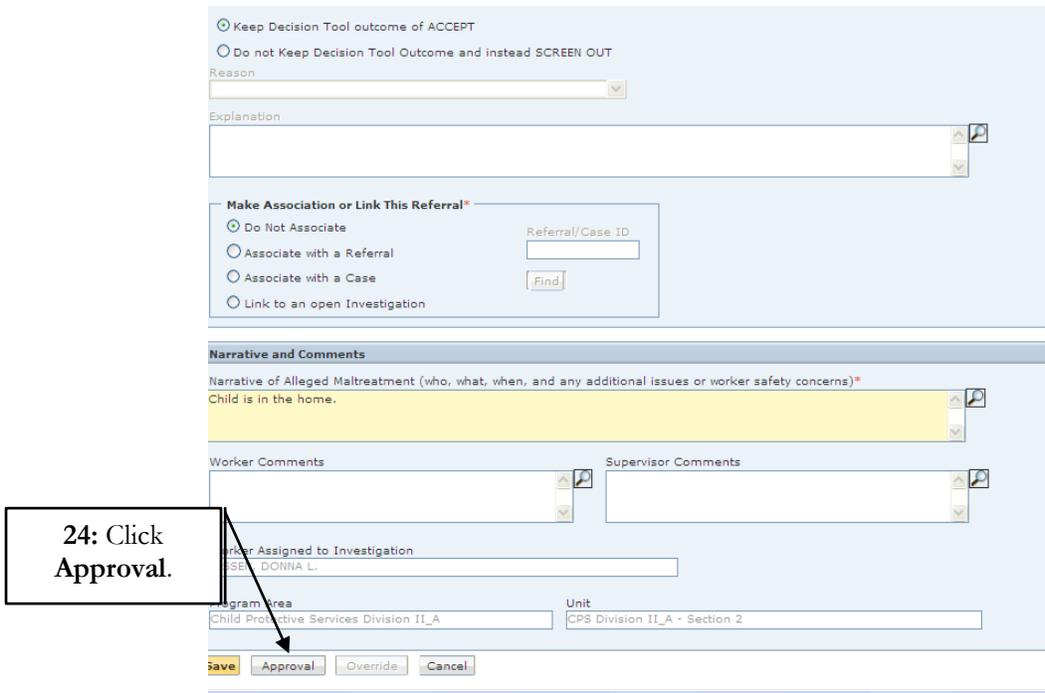


Figure 18

Step 25: Click Request.

Step 26: Click OK.

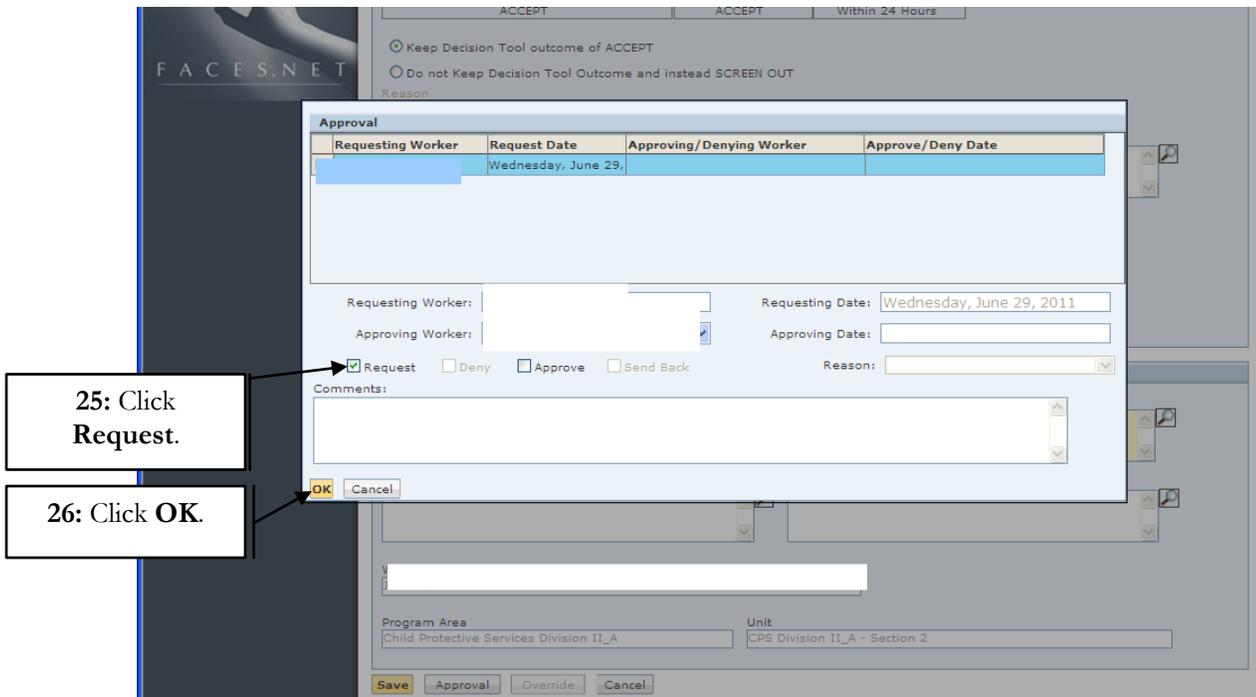


Figure 19

Step 27: Click OK to approval message.

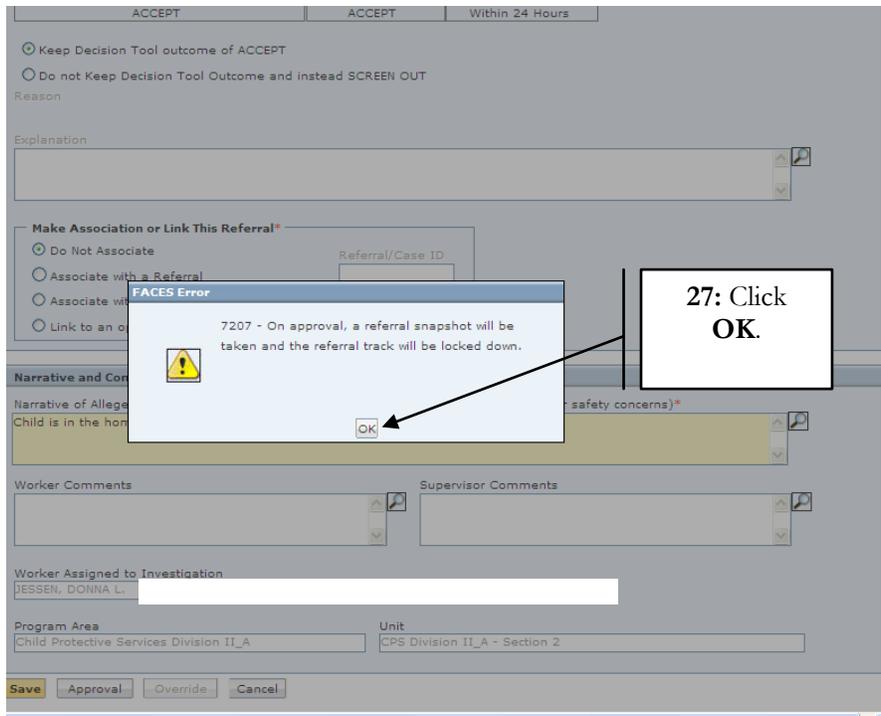


Figure 20

Step 28: Supervisor will approve by clicking **Approve**.

Step 29: Click **OK**.

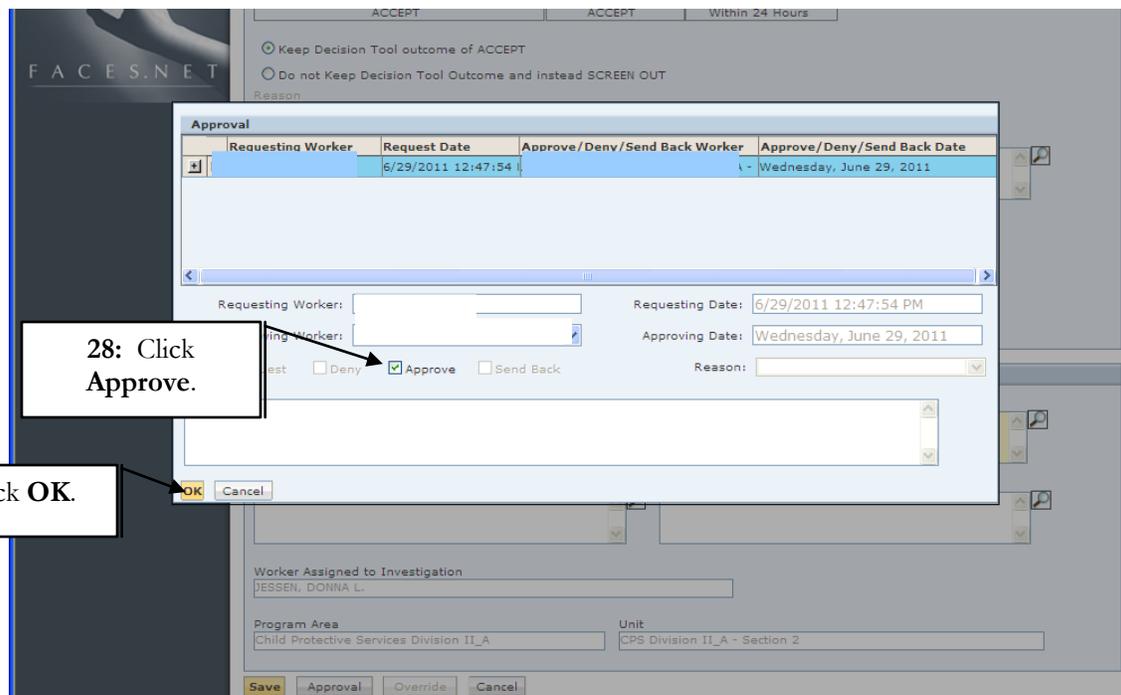


Figure 21

Step 30: Click **OK** to message.

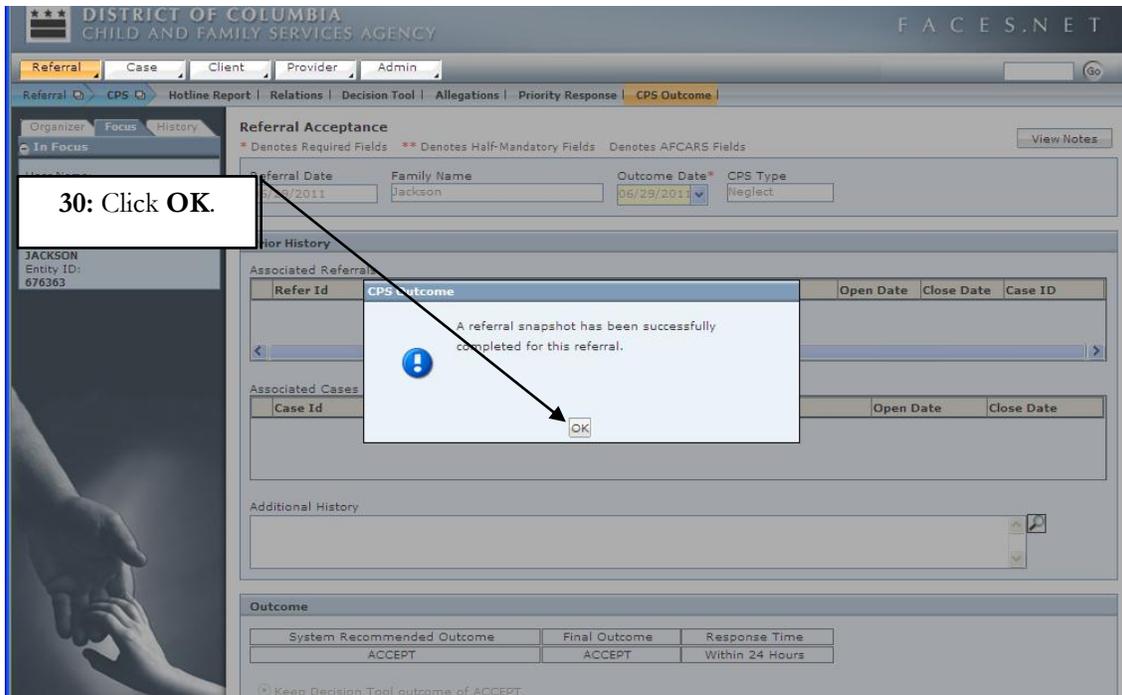


Figure 22

Step 31: Supervisor will assign to Family Assessment Unit and click Save.

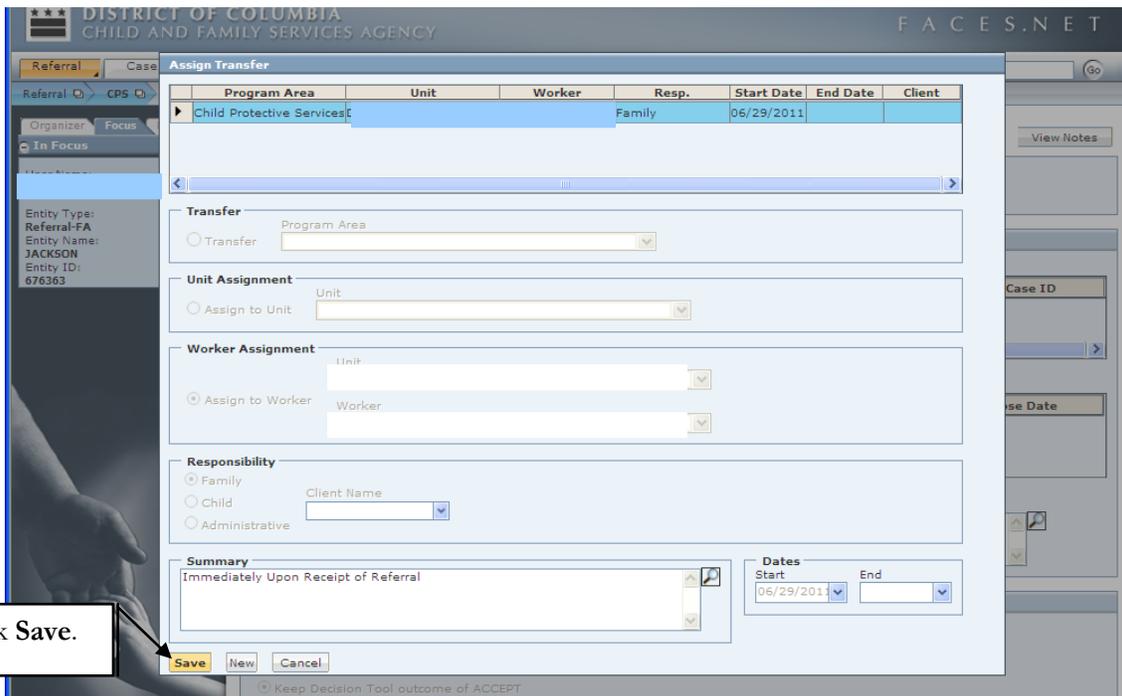


Figure 23

Investigation



If you have any additional questions, please call the HelpDesk at (202) 434-0009

Note: The allegations screen will be in Read-Only mode displaying all the allegations that were entered on the hotline report.

- The following screens will be available for the **“FA”** referrals on the Investigation screens:
 - Referral Narrative
 - Contacts
 - Allegations
 - Notes
 - Collateral
 - Associated Referrals
 - Associated Case
 - Safety Assessments
 - SDM Risk Assessments
 - Household
 - Client List
 - Client Related screens (Education, Health, General Info etc.)
 - Service Log
 - Reports
 - Other
 - Search

- Services that are provided for the clients and documented on the Service Log Screen should be closed when services have been completed.
- For “FA referral the “New” button will be disabled on the allegations screen (*See figure 24*).
- The following screens will not be available for the **“FA”** referrals on the Investigation screens:
 - Extension
 - Assessment Findings
 - Closure
 - Case connect
 - Transfer Summary
 - Removal
 - Placement

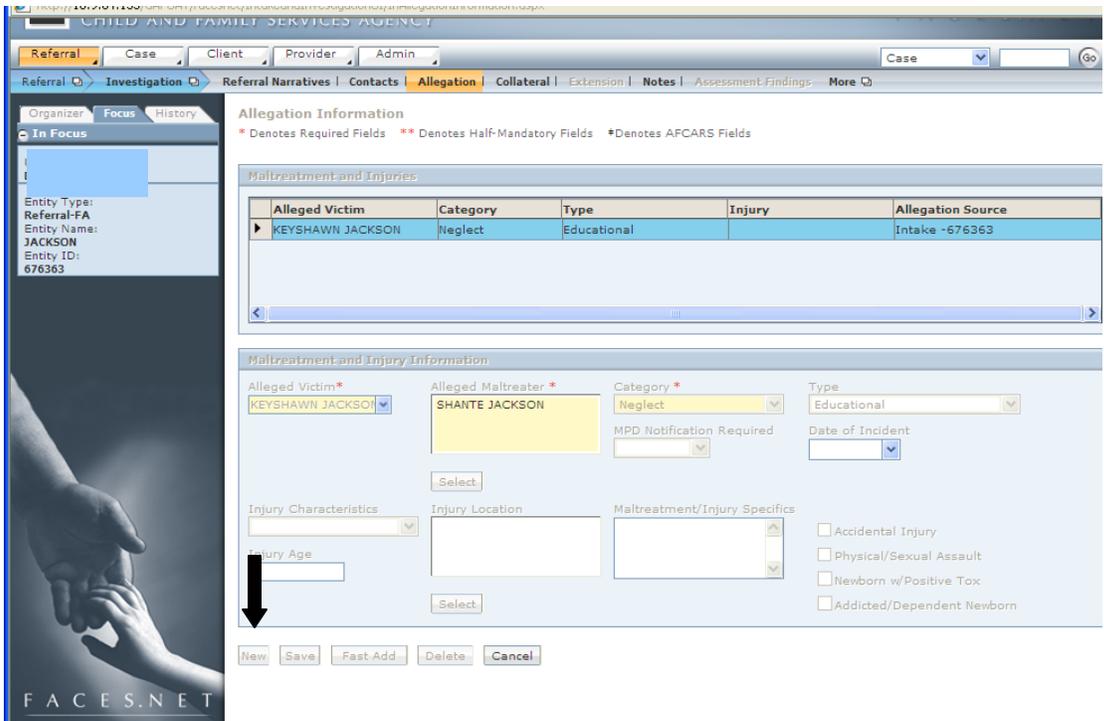


Figure 24

Referral “FA” Search

Step 1: Hold cursor over **Referral** then click **Search**.

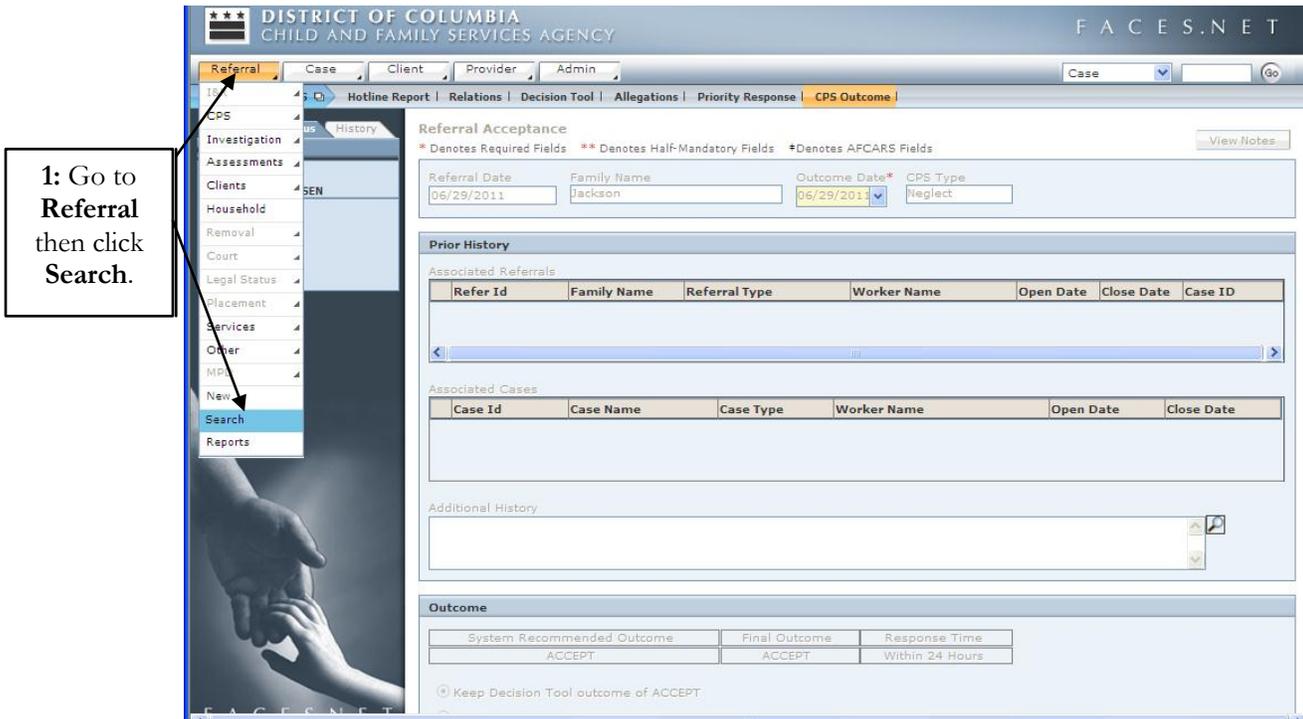


Figure 25

Step 2: Enter Referral Name.

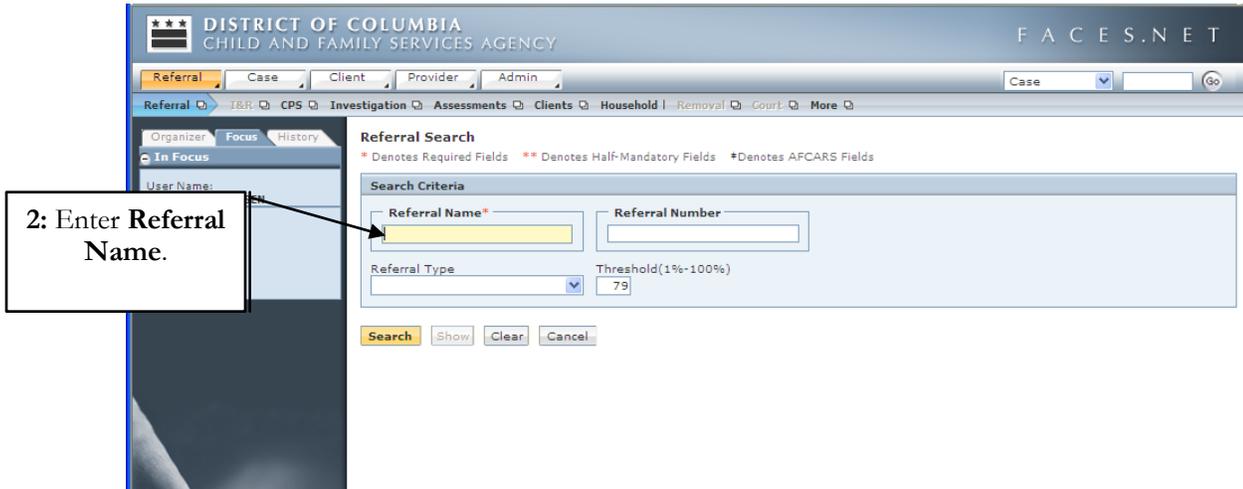


Figure 26

Step 3: Select Referral Type "Family Assessment".

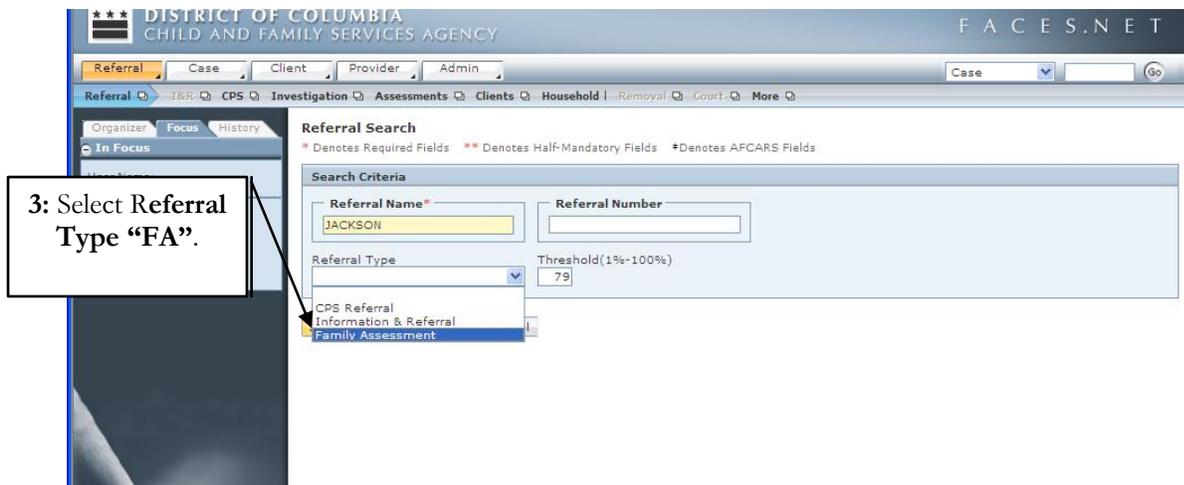


Figure 27

Step 4: Click Search.

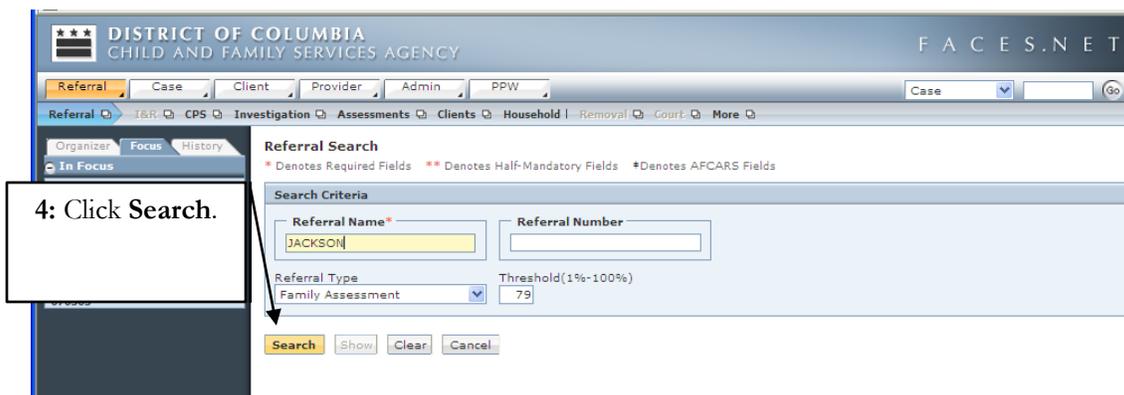


Figure 28

Step 5: Select **Referral**.

Step 6: Click **Show**.

The screenshot shows the 'Referral Search' application window. At the top, there are tabs for 'Organizer', 'Focus', and 'History'. Below the tabs, the user name 'ANNETTE SIMON' is displayed. The main search area is titled 'Referral Search' and includes a legend: '* Denotes Required Fields ** Denotes Half-Mandatory Fields *Denotes AFCARS Fields'. The 'Search Criteria' section contains a 'Referral Name*' field with 'JACKSON' entered, a 'Referral Number' field, a 'Referral Type' dropdown menu set to 'Family Assessment', and a 'Threshold(1%-100%)' field with '79' entered. Below this is a 'Search Results' section showing a table with 2 results. The first result is selected. A callout box labeled '5: Select Referral.' points to the first row of the table. Below the table is a 'Referral Details' section with tabs for 'Referral Client List', 'Linked Referrals', and 'Associated Referrals'. The 'Referral Details' section shows fields for 'Referral ID' (676370), 'Referral Date' (7/1/2011), 'Family Name' (JACKSON), 'Facility Name', 'Case ID', 'Referral Status', and 'Outcome Date'. A callout box labeled '6: Click Show.' points to the 'Show' button in the bottom right corner of the window. The window also has 'Search', 'Clear', and 'Cancel' buttons.

Referral ID	Restricted	Referral Name	Facility Name	Ref Date	% Match
676370	<input checked="" type="checkbox"/>	JACKSON		07/01/2011	100
676363	<input type="checkbox"/>	JACKSON		06/29/2011	100

Figure 29



Note:

- Users who have access to view the Workload List screen will be able to navigate to “FA” type of referrals. The Type column will display the word “Intake” for FA referrals.
- Supervisors will be able to navigate to “FA” referrals directly from Approval view/Awaiting Action supervisory inbox. The Type column will display “Investigation” for FA referrals.