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*).

Figure 2

Step 4: Select **Contact Type**.

Step 5: Enter **Household Name**.
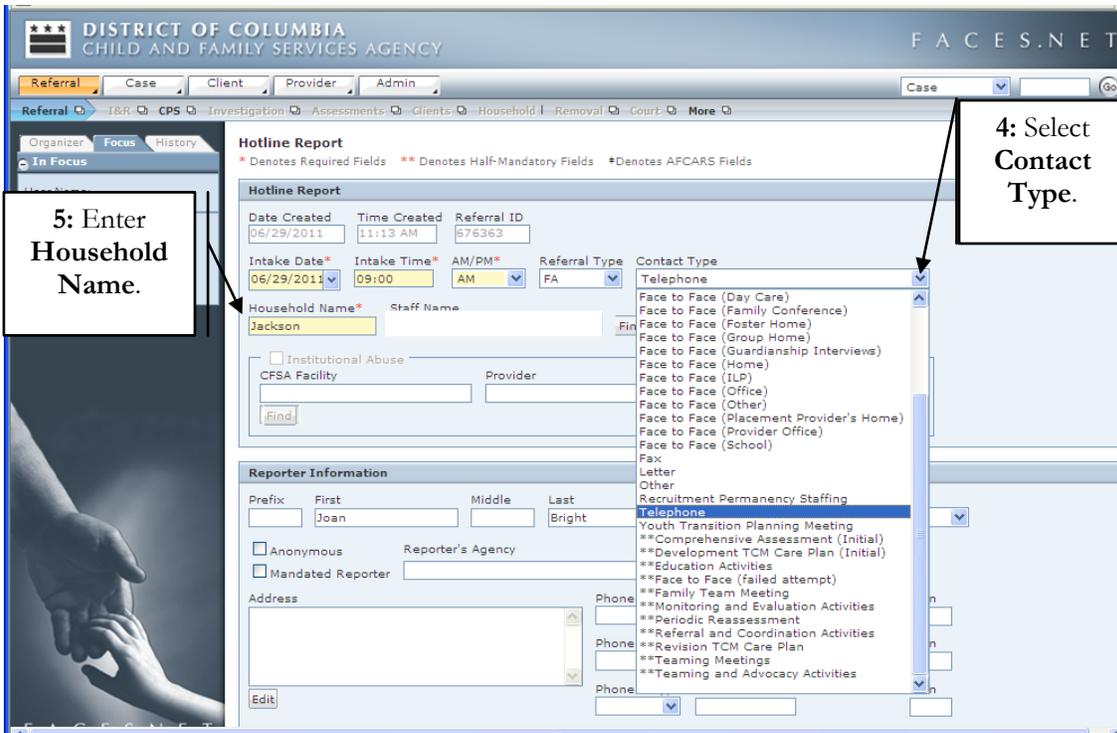
Figure 3

Step 6: Complete the remainder of the hotline report screen (**Household Name**, **Critical Locations** and **Reporter's** and **Client's information**).
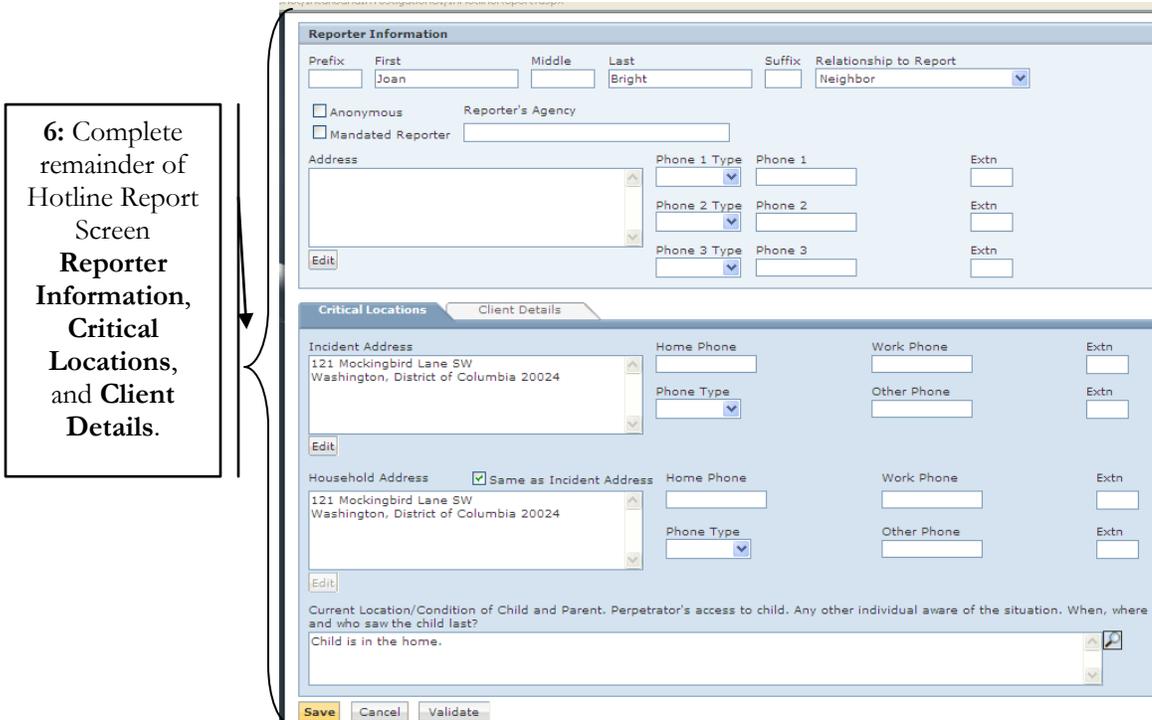
Figure 4

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

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

Figure 5

The following alert screen will generate confirming whether or not all information is completed on the Hotline Report Screen.
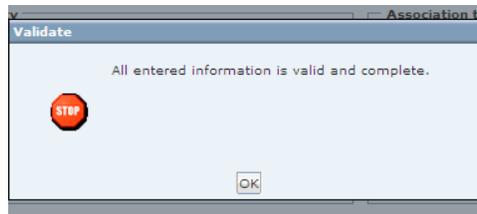
Figure 6

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

Step 9: Establish **Relationships**.
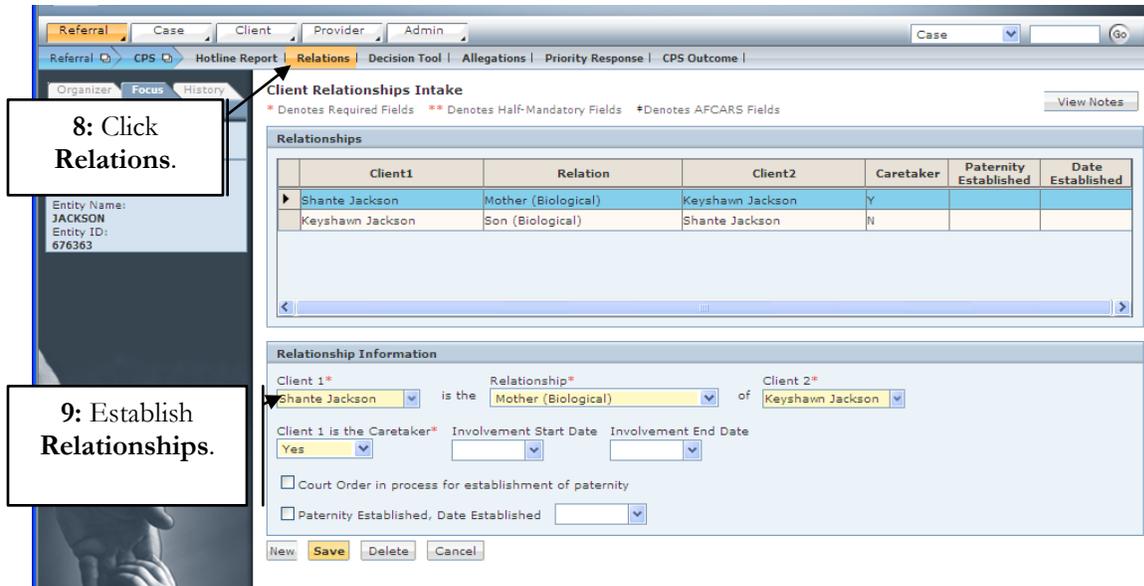
Figure 7

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

Step 11: Select **Maltreatment Category**.
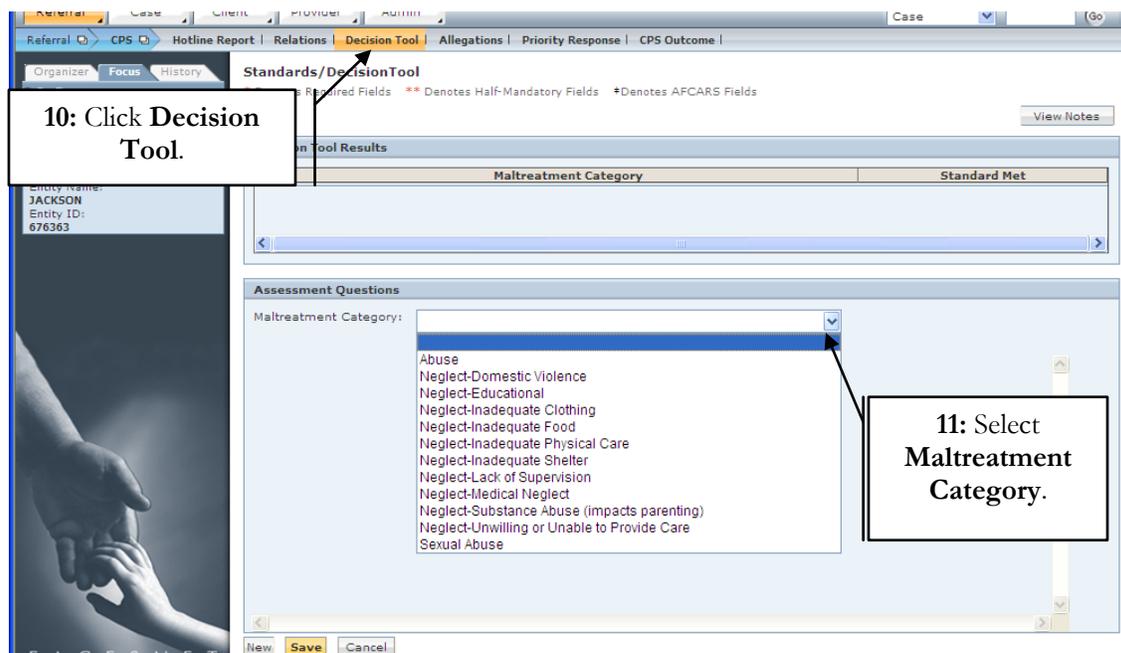
Figure 8

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**.
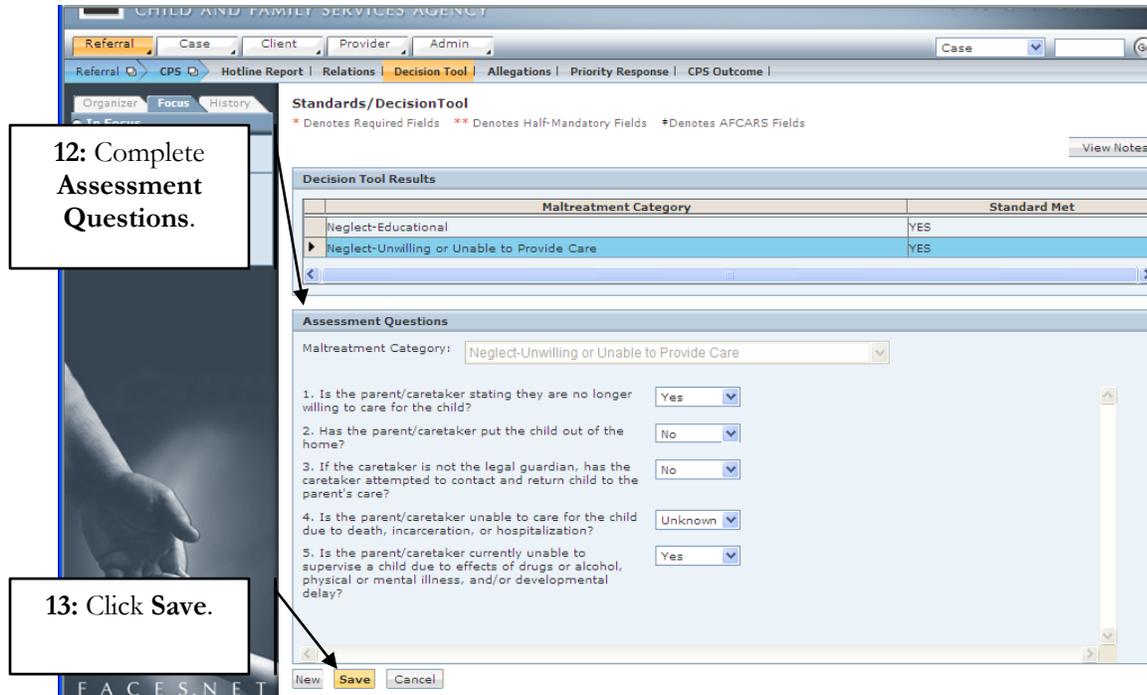
Figure 9

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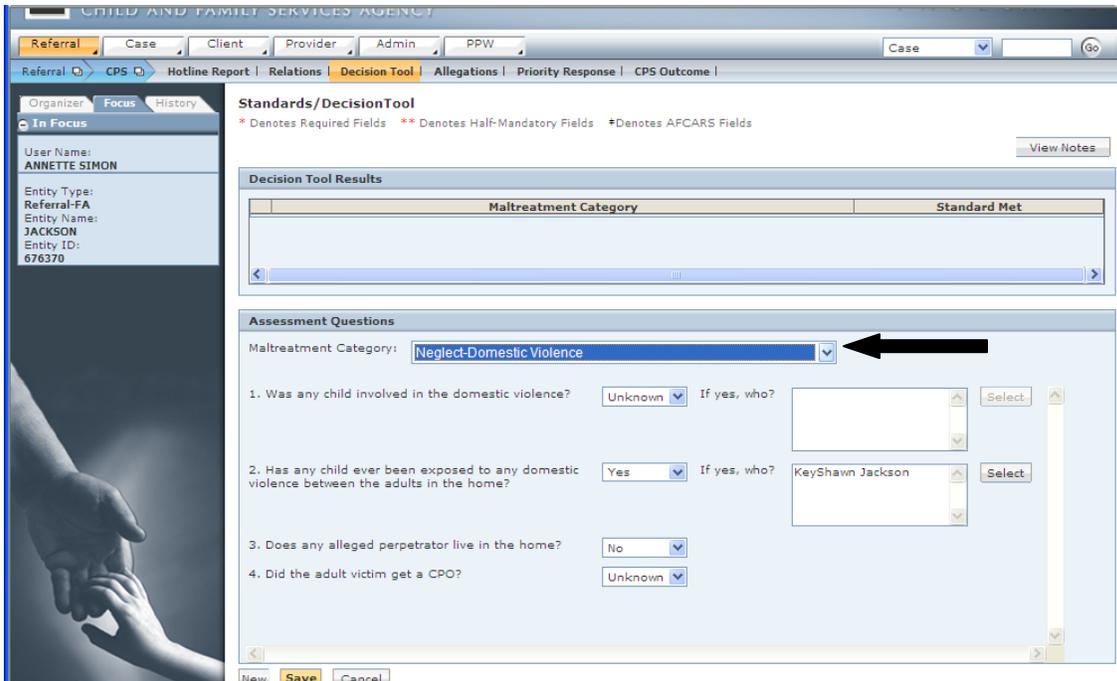
Figure 10
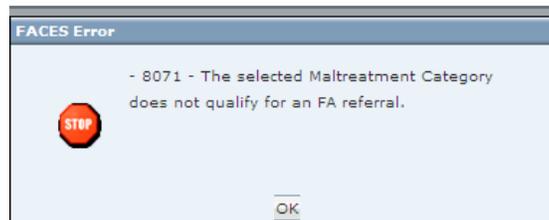
Figure 11

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

Step 15: Complete **Allegations Screen**.

14: Click **Allegations**.

15: Complete **Allegations Screen**.
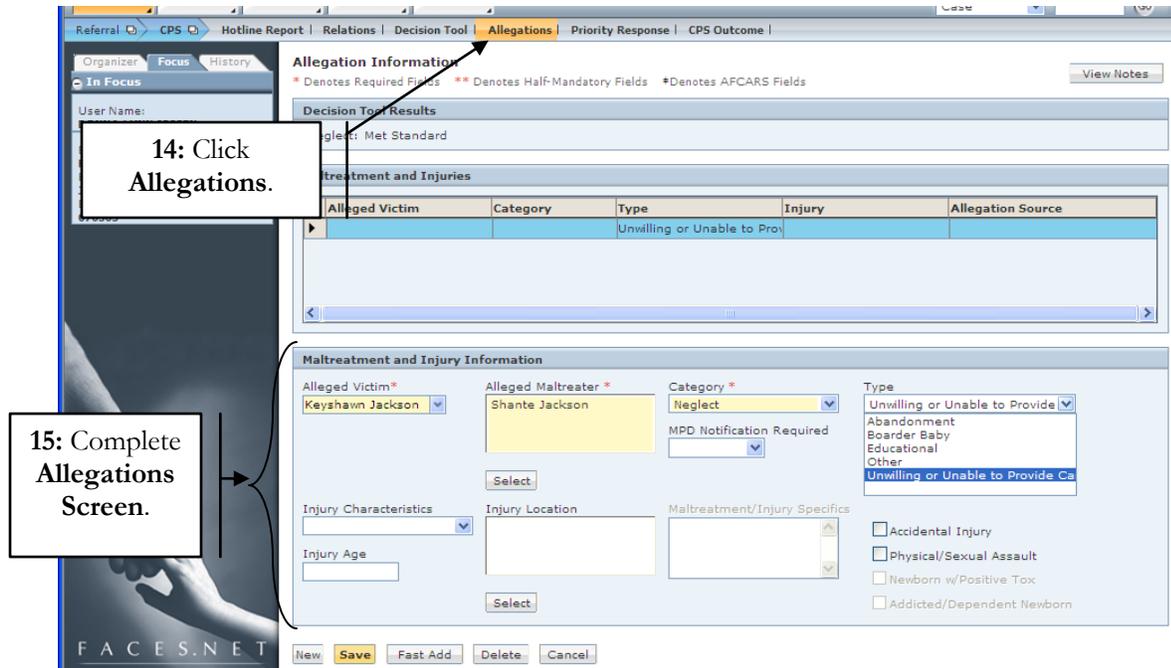
Figure 12

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).
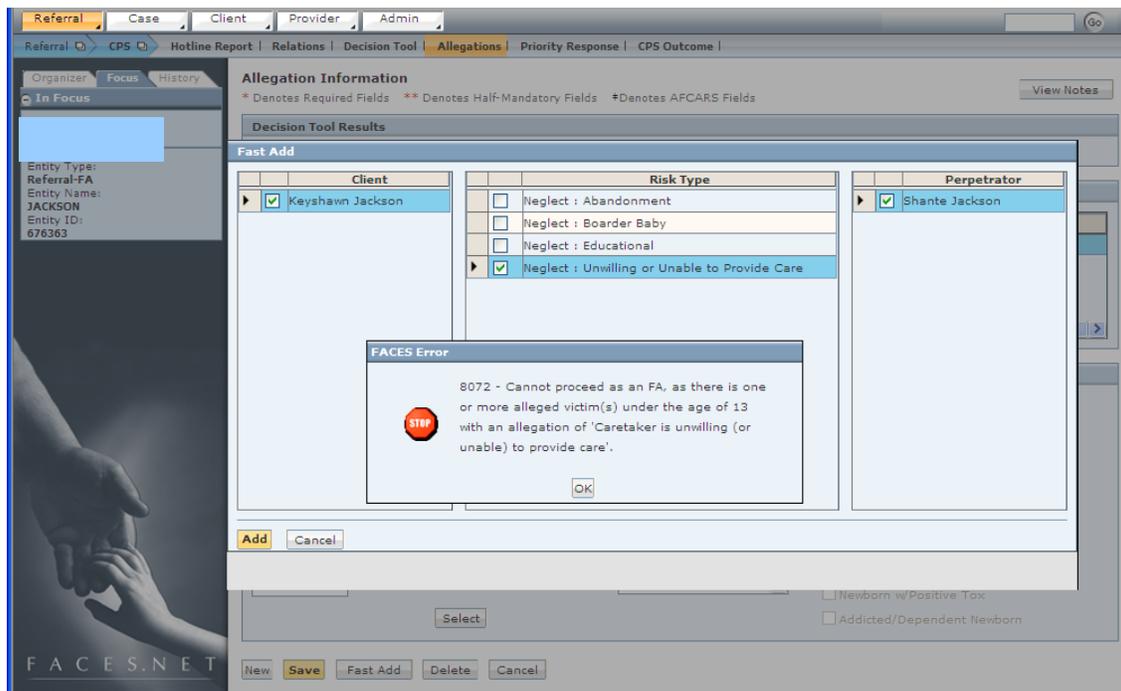
Figure 13

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

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

Step 18: Click **Save**.

16: Click **Priority Response**.

17: Select **None**.

18: Click **Save**.
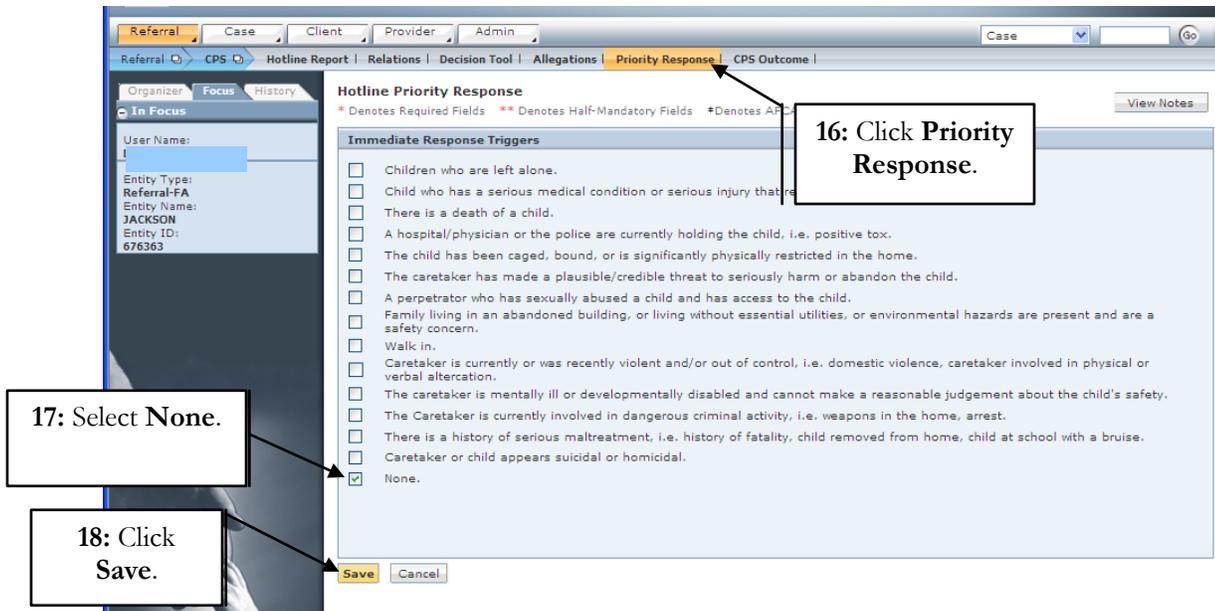
Figure 14

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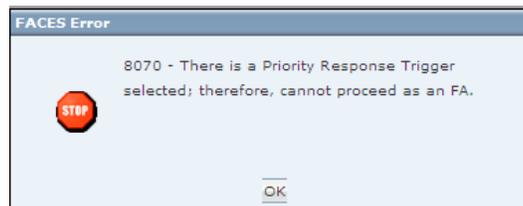
Figure 15

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**.

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.
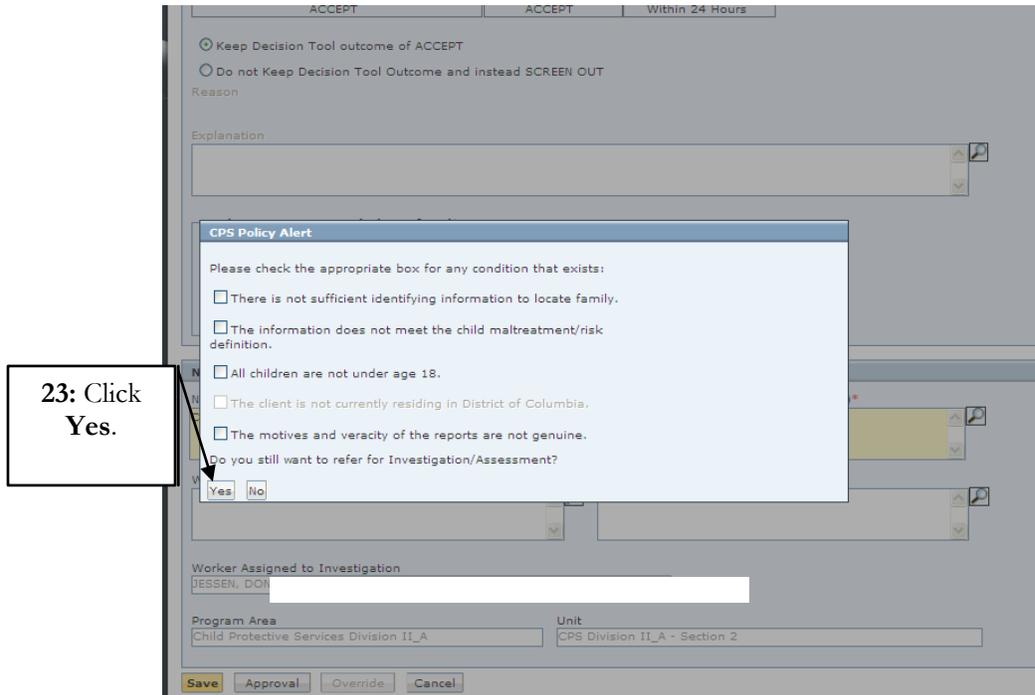
Figure 17

Step 24: Click on **Approval**.
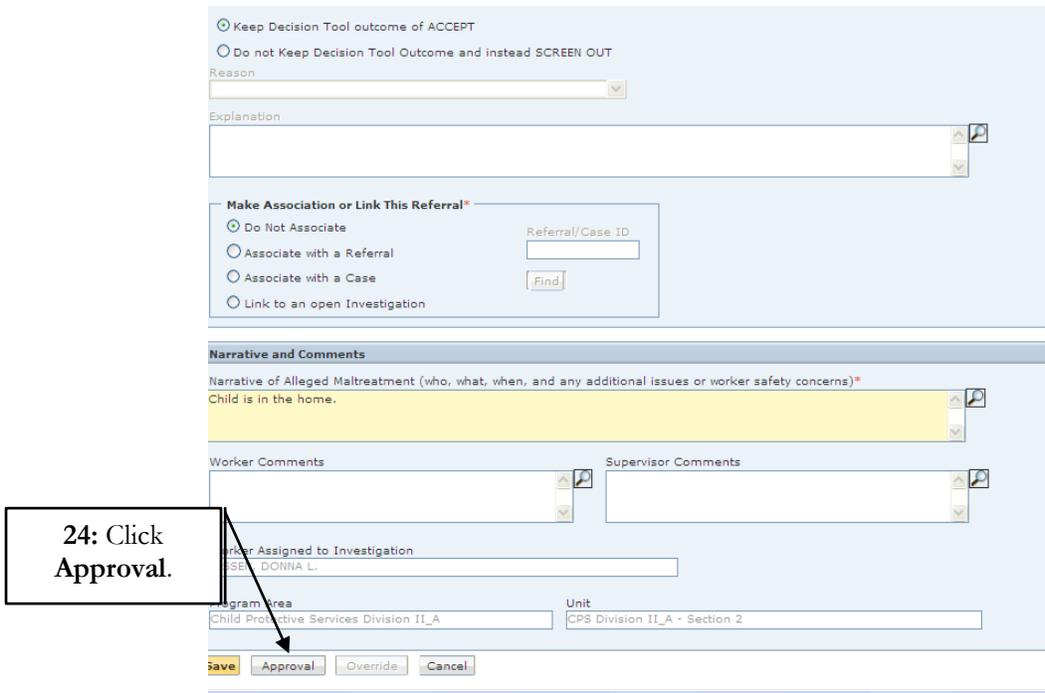
Figure 18

Step 25: Click **Request**.

Step 26: Click **OK**.
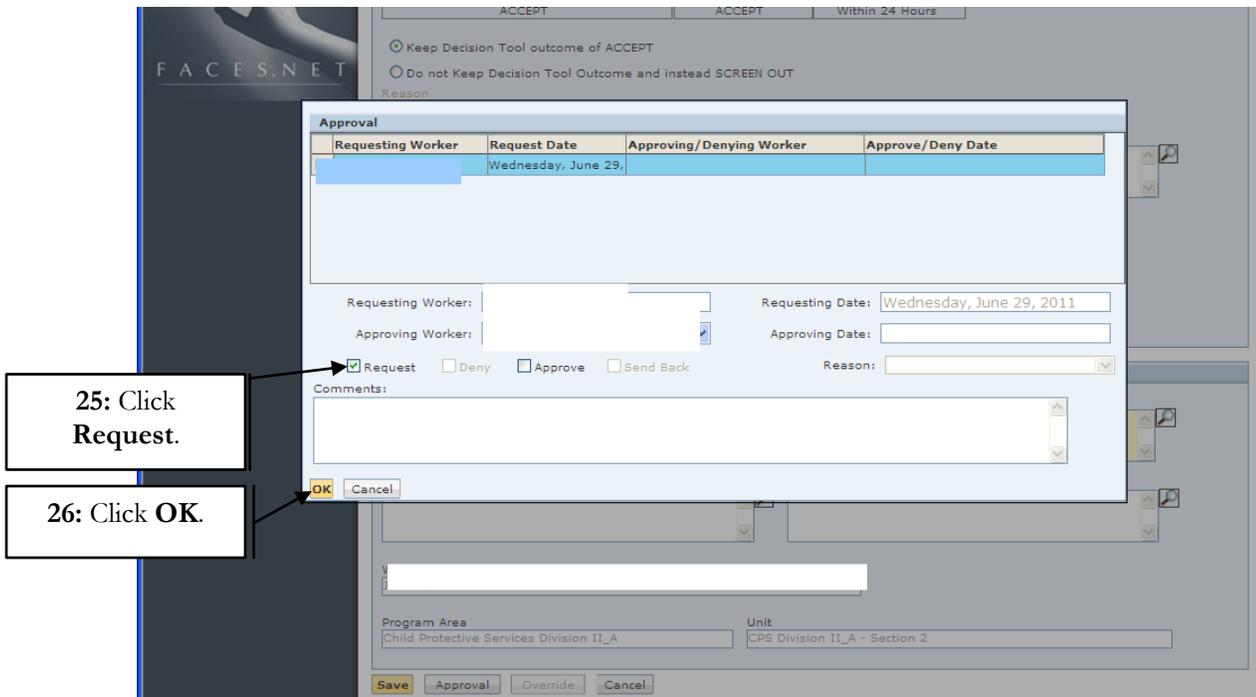
Figure 19

Step 27: Click **OK** to approval message.
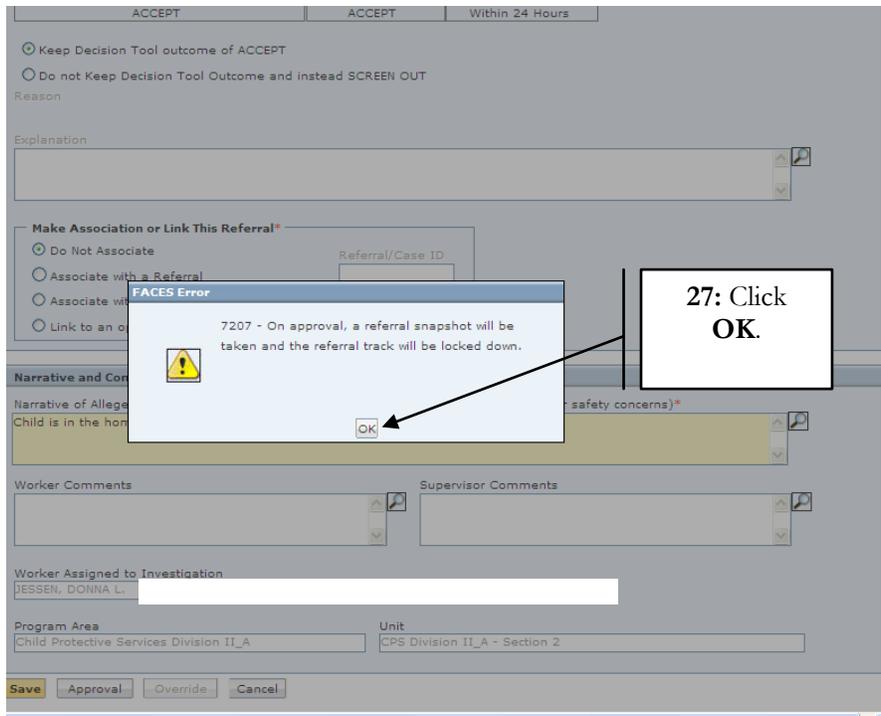
Figure 20

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

Step 29: Click **OK**.
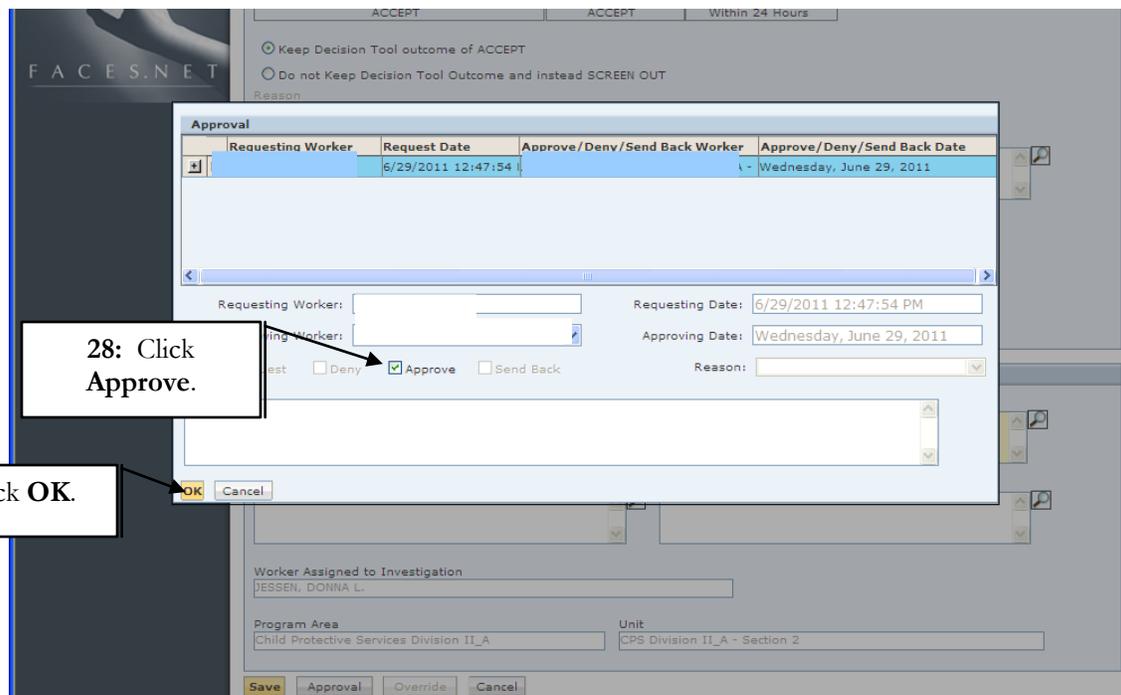
Figure 21

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

30: Click **OK**.
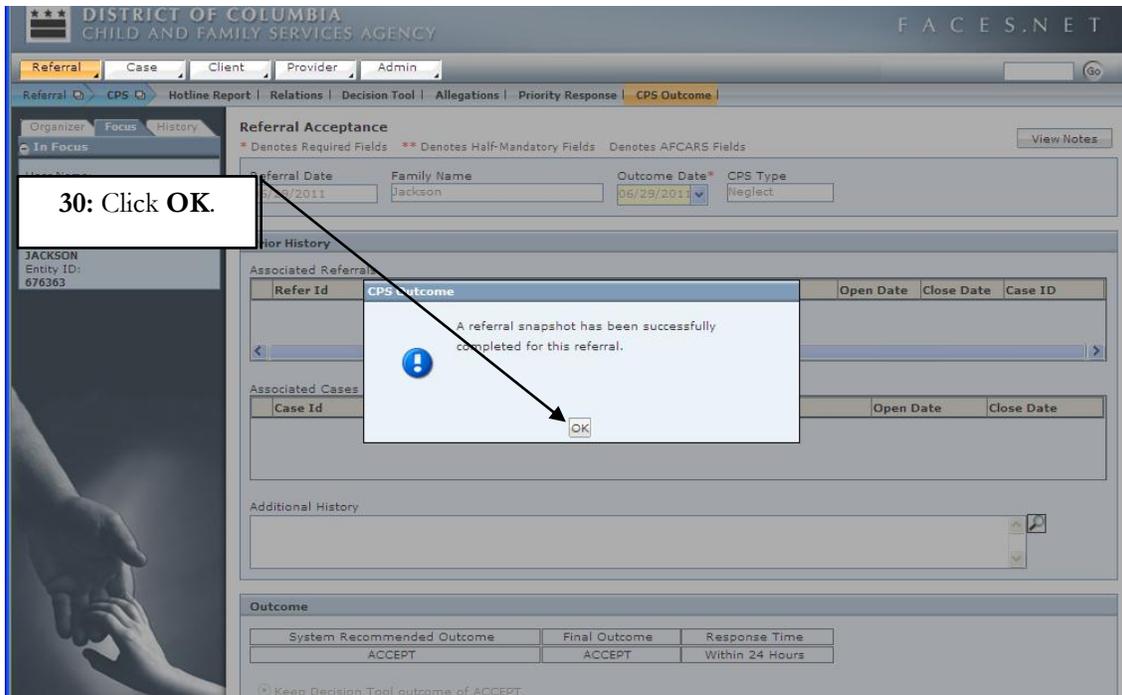
Figure 22

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

31: Click **Save**.
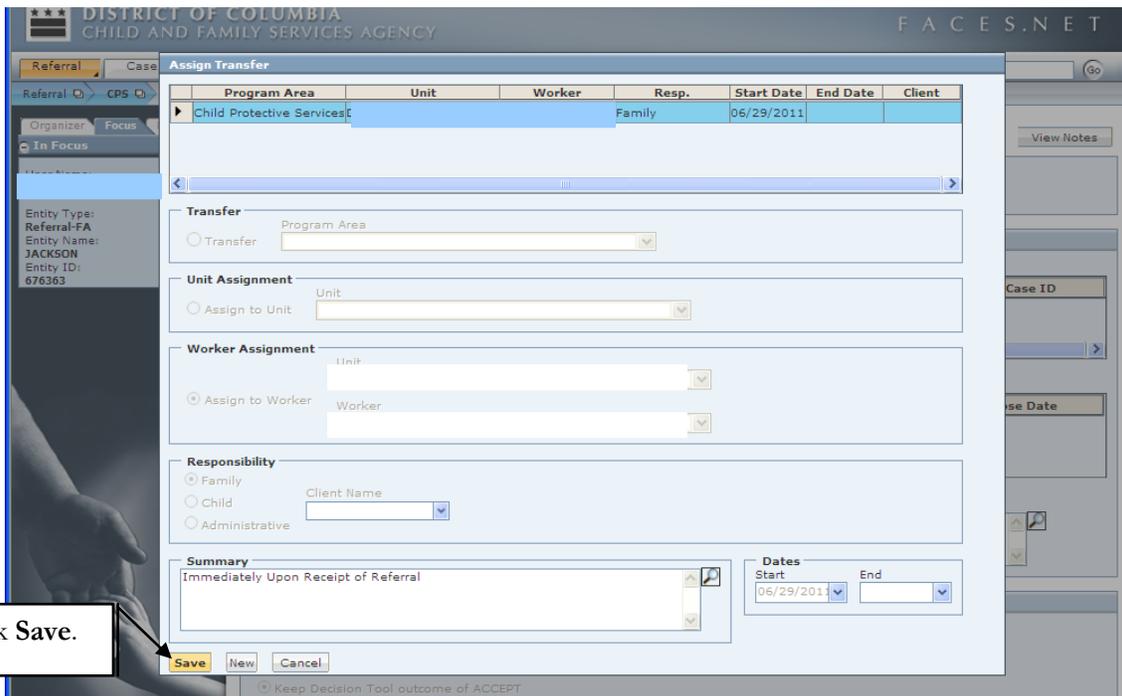
Figure 23

Investigation

If you have any additional questions, please call the HelpDesk at (202) 434-0009   15

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
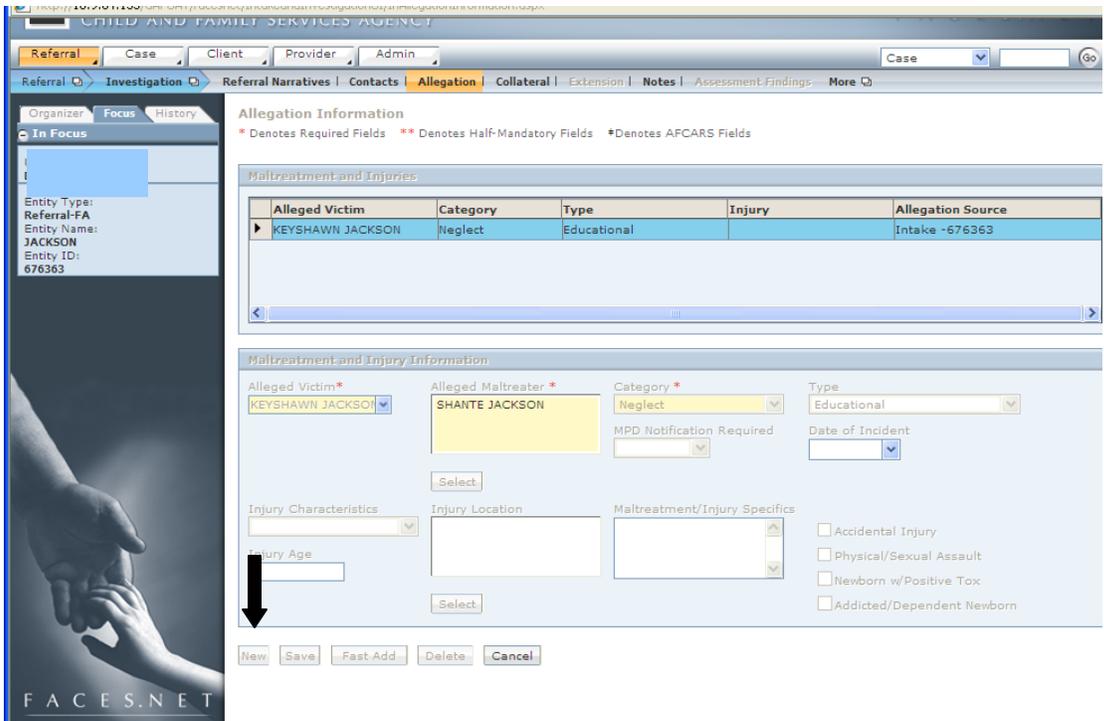
Figure 24

Referral "FA" Search

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

1: Go to **Referral** then click **Search**.
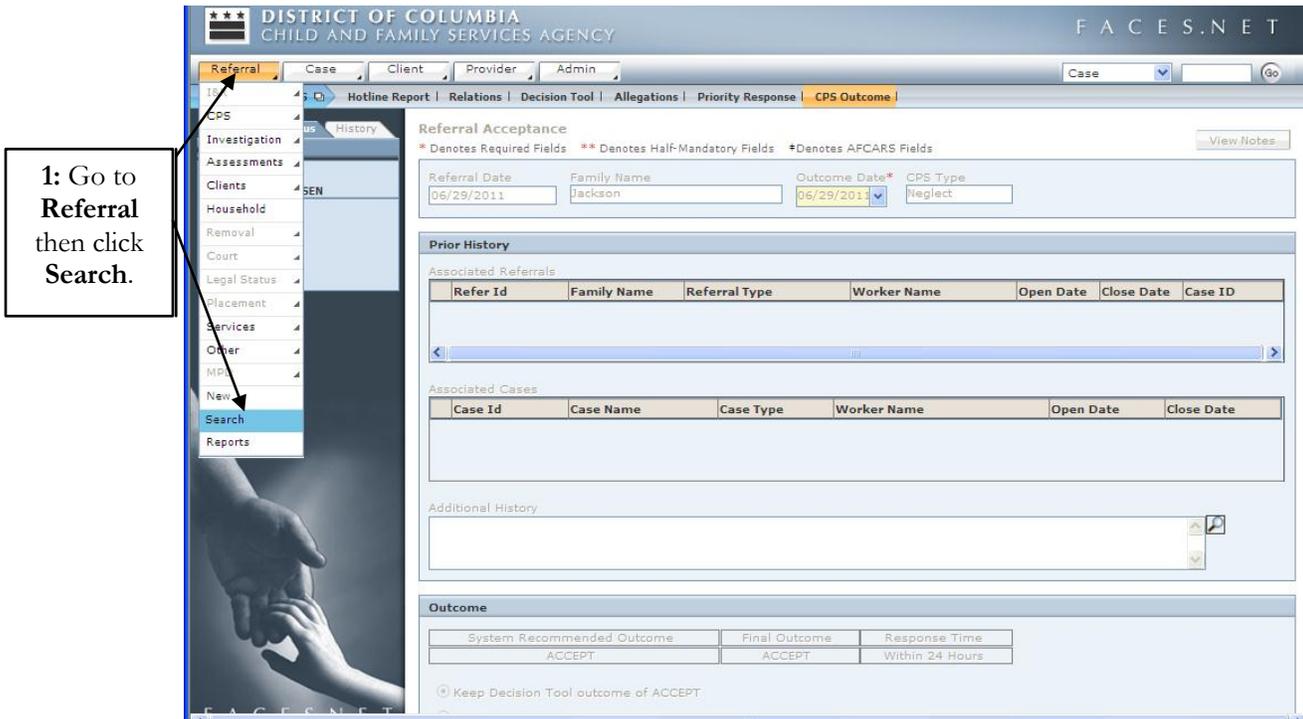
Figure 25

Step 2: Enter **Referral Name**.
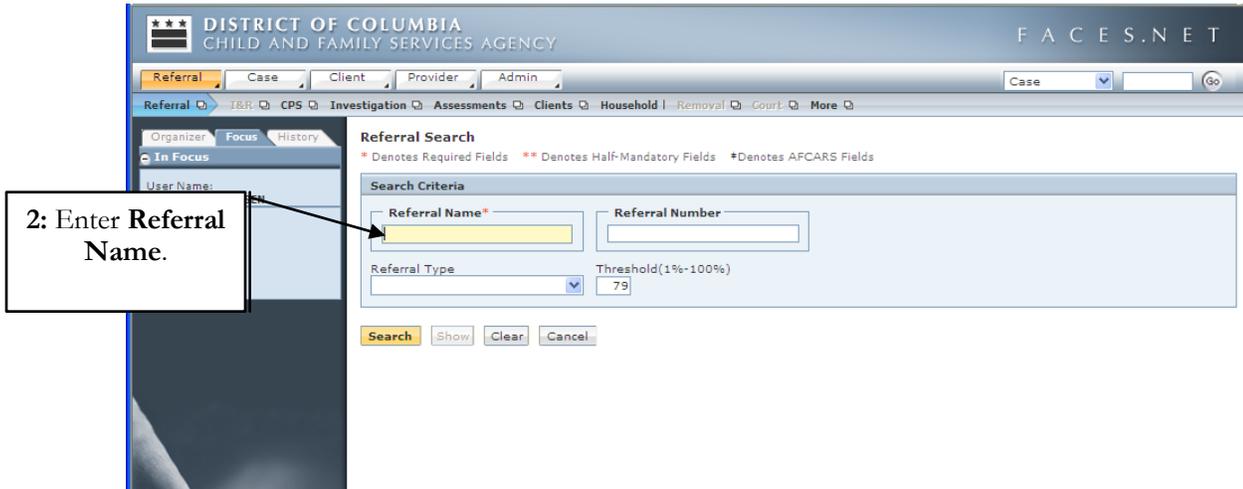
Figure 26

Step 3: Select **Referral Type "Family Assessment"**.
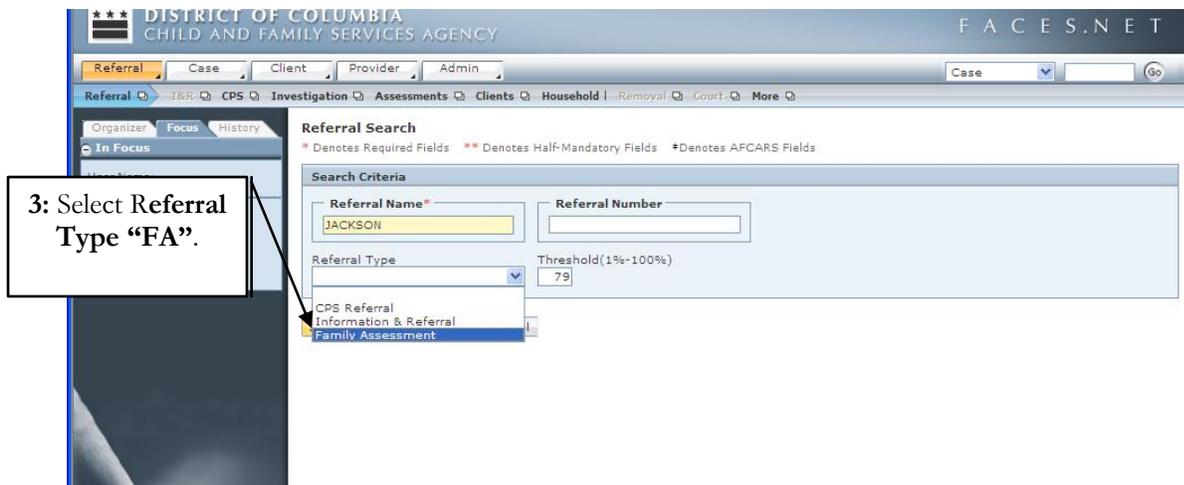
Figure 27

Step 4: Click **Search**.
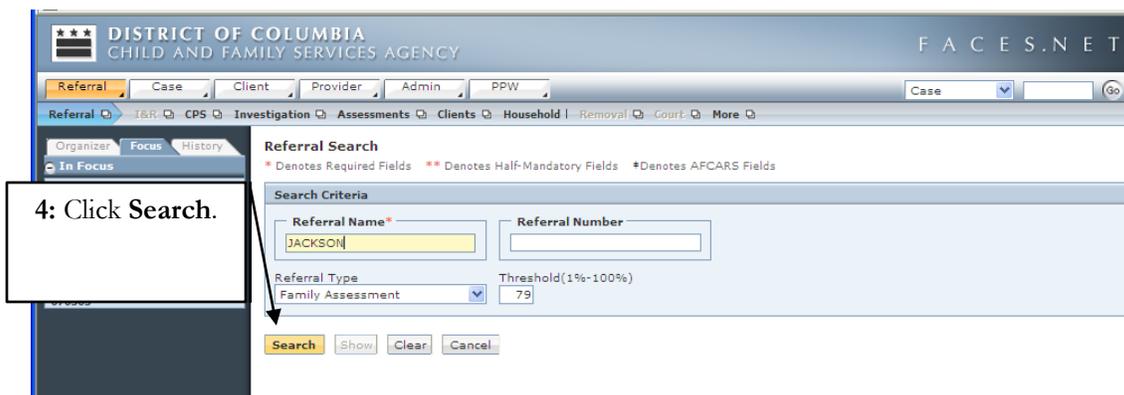
Figure 28

Step 5: Select **Referral**.

Step 6: Click **Show**.

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.