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.



- "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"
 - o From "CPS to "FA"
 - o From "FA to "CPS"

R	eferra	al "		Case	_	Cl	ent Provider Admin	Case	▼ @
Organizer Focus History • WorkLoad				5	Histo	Y	Hotline Report * Denotes Required Fields ** Denotes Half-Mandatory Fields +Denotes AFCARS Fields		View Notes
•	My As	signn	nents	5		^	Hotline		
±١	My Un	its				=	Date Clated Time Crasted Refinal ID		
•	My W	orker	5						
+	Other	Prog	ram /	Areas		~	Labela Data & Labela Tima & AM/DM& Defemal Tuna Contact Tuna		
• •	ly Cal	enda	r	_	_	_	06/29/2011 09:00 AM V	*	
≤	1	Jur	ne 20	011		2	CPS		
S	M	T	W	T	F	S	Household Name		
29	30	31	1	_ ≚	3	4	3: Enter Date	,	
5	6	Z	8	2	10	<u>11</u>	Time and		
<u>12</u>	13	<u>14</u>	<u>15</u>	<u>16</u>	17	<u>18</u>	CFSA Facility Provider Finite and		
<u>19</u>	20	21	22	23	24	<u>25</u>	Referral Type	e -	
26	27	28	<u>29</u>	30	1	2	"FA"		
3	4	5	6	Z	8	9			
e M	ly Tas	sks					Reporter Information		
	ĥ	1					Prefix First Middle Last Suffix Relationship to Re Anonymous Reporter's Agency Mandated Reporter Address Phone 1 Type	Extn	
	0	2					Edit Phone 2 Type Phone 2 Phone 3 Phon	Extn Extn	
F	A	C	E S	<u>S.</u> N	N E	Т	Critical Locations Client Details		
							Incident Address Home Phone Work Pho	one	Extn
							Figure 2		

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

Step 4: Select Contact Type.

Step 5: Enter Household Name.

CHILD AND FAN	COLUMBIA Mily Services Agency	FΑ	C E S.N E T
Referral Case Clie	nt Provider Admin	Case	▼ 60
Referral D I&R D CPS D Inve	estigation 🖓 Assessments 🖓 Clients 🖓 Household Removal 🖓 Court 🖓 More 🍳		4.0.1
Organizer Focus History In Focus	Hotline Report * Denotes Required Fields ** Denotes Half-Mandatory Fields *Denotes AFCARS Fields Hotline Report		4: Select Contact Type
5: Enter	Date Created Time Created Referral ID 06/29/2011 11:13 AM 676363	\square	Type.
Name.	Intake Date* Intake Time* AM/PM* Referral Type Contact Type 06/29/2011 09:00 AM FA Telephone Face to Face (Day Care) Face to Face (Family Confirmence) Fin Face to Face (Foster Home)	~	
	CFSA Facility Provider Pace to Pace (Home) Pace to Pace (Home) Pace to Pace (Home) Pace to Pace (Chere) Pace to Pace (Office) Face to Pace (Office) Face to Pace (Office) Face to Pace (Provider Office) Face to Pace (School) Face to Pace (School)	ie)	
	Reporter Information Letter Other		
	Prefix First Middle Last Recruitment Permanency Staffing Joan Bright Telephone Anonymous Reporter's Agency **Comprehensive Assessment (Initial) Mandated Reporter **Facto Face (failed attempt) Address **Pacto Face (failed attempt) **Reforal and Coordination Activities **Phone **Reforal and Coordination Activities **Taming and Advocacy Activities		
	Edit		

Figure 3

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

	Reporter Information	
	Prefix First Middle Last Suffix Relationship to Report	
	Joan Bright Neighbor	*
	Anonymous Reporter's Agency	
6: Complete	Mandated Reporter	
remainder of	Address Phone 1 Type Phone 1 Extn	1
Hotline Report	Phone 2 Type Phone 2 Extr	
Screen]
Reporter	Edit Phone 3 Type Phone 3 Extr	1
Information.		
Critical	Critical Locations Client Details	
Locations	Incident Address Home Phone Work Phone	Extn
Locations,	Washington, District of Columbia 20024	Evto
and Chent		
Details.	Edit	
		Exto
	121 Mockingbird Lane SW	
	Washington, District of Columbia 20024 Phone Type Other Phone	Extn
	Edit	
	Current Location/Condition of Child and Parent. Perpetrator's access to child. Any other individual aware of the s	ituation. When, where
	Child is in the home.	<u>~</u>
	L Save Cancer Validate	
	Figure 4	

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

	Client Na	ime				Age	Searc	hed?	Existing	Client		Save C
	Shante J	ackson				31	Y					New Cli
۲	Keyshaw	n Jackson				12	Y					Herr Ch
												Client
												Delete
- 1	Client Inf	ormation										
Ρ	refix	First*		Middle	Last*		Suffix	Birth Da	te**	Aprx. Age	**	
Г		Keyshawn			Jackson			04/30/	1999 🗸	12		
P	KA refix	AKA First		AKA Middle	AKA Last	t	Suffix	Gende	r*	SSN		
Г							1	Male	~			
			_									
	Select						Selec	t				
- (Client Con	tact Information										
(Same a	as Household	Addr	ess of Incide	nt OHo	meless						
	-											
(Other A	ddress Please Spe	ecify									
A	ddress				_	011 1			Wor	k Phone		Ex
1	21 Mockii	ngbird Lane SW			7:	Click						
V	Vashingto	n, District of Colu	mbia	20024	T 7 1	• • •						
			/		v al	idate.			Othe	er Phone	_	Ex
			/									L
		/		-			I					

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.

Referral Case Cli	ent Provider Admin	1		Case	· · · ·	6			
Referral D CPS D Hotline Report Relations Decision Tool Allegations Priority Response CPS Outcome									
Constituent Forum Elistence Flight Relationships Intake									
	* Denotes Required Fields ** De	notes Half-Mandatory Fields	tes AFCARS Fields			View Notes			
8: Click	Relationships								
Relations.	Client1	Relation	Client2	Caretaker	Paternity Established	Date Established			
Entity Name:	Shante Jackson	Mother (Biological)	Keyshawn Jackson	Y					
JACKSON	Keyshawn Jackson	Son (Biological)	Shante Jackson	N					
	Relationship Information								
	Client 1*	Relationshin*	Client 2*						
0. Establish	Shante Jackson v is t	he Mother (Biological)	of Keyshawn Jacks	son 👻					
9: Establish	Client 1 is the Caretaker* Ir	volvement Start Date Involveme	ent End Date						
Relationships.	Yes 🗸	~	~						
	Court Order in process for	establishment of paternity							
5	Paternity Established, Date	e Established 💌							
P.S	New Save Delete Can	cel							

Figure 7

Step 10: Click on Decision Tool Screen.

Step 11: Select Maltreatment Category.

Referrar Case Cile	Addition a Addition a	Case 💌	Go
Referral Q CPS Q Hotline Rep	ort Relations Decision Tool Allegations Priority Response CPS Outcome		
Organizer Focus History	Standards/DecisionTool		
	Repaired Fields ** Denotes Half-Mandatory Fields #Denotes AFCARS Fields		
10: Click Decisio	on		View Notes
Teel	un Tool Results		
1001.	Malkaskerask Cakasan	Chandrad	Mat
Entity IO: 676363			
	Assessment Questions		
	Maltreatment Category:		
	Abuse Neglect-Domestic Violence Neglect-Educational Neglect-Inadequate Clothing Neglect-Inadequate Provide Care Neglect-Inadequate Shelter Neglect-Linadequate Shelter Neglect-Lack of Supervision Neglect-Medical Neglect Neglect-Substance Abuse (impacts parenting) Neglect-Unwilling or Unable to Provide Care Sexual Abuse	11: Se Maltrea Categ	lect tment ory.
			~
			2
	New Save Cancel		

Figure 8

- 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)
 - o Neglect- Inadequate Shelter

- o Neglect- Inadequate Food
- o Neglect- Inadequate Clothing
- o 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.



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

	ILT SERVICES AGENCT	
Referral Case Clie	nt Provider Admin PPW	Case 🕑 🙆
Referral Q CPS Q Hotline Rep	oort Relations Decision Tool Allegations Priority Response CPS Outcome	
Organizer Focus History	Standards/DecisionTool	
😑 In Focus	* Denotes Required Fields ** Denotes Half-Mandatory Fields +Denotes AFCARS Fields	
User Name: ANNETTE SIMON		View Notes
Entity Type:	Decision Tool Results	
Referral-FA Entity Name:	Maltreatment Category	Standard Met
JACKSON Entity ID:		
676370	<	>
		<u> </u>
	Assessment Questions	-
	Maltreatment Category: Neglect-Domestic Violence	
	1. Was any child involved in the domestic violence? Unknown 🖌 If yes, who?	Select
		~
	2. Has any child ever been exposed to any domestic Yes V If yes, who? KeyShawn Ja	
	violence between the adults in the home?	
		×
P	3. Does any alleged perpetrator live in the home? No	
n an	4. Did the adult victim get a CPO? Unknown 🖌	
	New Save Cancel	

Figure 10



Step 14: Click on Allegations Screen.

Step 15: Complete Allegations Screen.

	4 4	4			Case		00
Referral Q CPS Q Hotline Re	port Relations Decision Tool	Allegations Priority	Response CPS Outcome				
Organizer Focus History	Allegation Information * Denotes Required Fields **	Denotes Half-Mandatory	Fields #Denotes AFCARS Fi	ields			View Notes
14: Click Allegations.	glet: Met Standard						
	Alleged Victim	Category	Туре	Injury	Allegation	Source	
	<		ini .)>
	Maltreatment and Injury In	nformation					
: Complete	Alleged Victim* Keyshawn Jackson	Alleged Maltreater * Shante Jackson	Category * Neglect MPD Notification R	∨ equired	Type Unwilling or Unable to P Abandonment Boarder Baby Educational Other	rovide 💌	
Screen.	Injury Characteristics	Select	Maltreatment/Inju	ry Specifics	Accidental Injury	ault	<u>]</u>
		Select		~	Addicted/Dependent	Tox Newborr	
FACES.NET	New Save Fast Add	Delete Cancel	gure 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 <u>will not</u> be able to proceed as a "FA" referral (See figure 13).

Referral Case Clie	ent Provider Admin	Go					
Referral Q CPS Q Hotline Re	eport Relations Decision Tool Allegations Priority Response CPS Outcome						
Organizer Focus History Allegation Information The Focus Denotes Required Fields ** Denotes Half-Mandatory Fields #Denotes AFCARS Fields Decision Tool Results End Add							
Entity Type: Referral-EA	Client Deventral	tor					
Entity Name:	Keyshawn Jackson Neclect : Abandonment						
Entity ID:	Neglect : Boarder Baby						
676363	Neglect : Educational						
	Neglect : Unwilling or Unable to Provide Care						
	FACES Error						
	8072 - Cannot proceed as an FA, as there is one or more alleged victim(s) under the age of 13 with an allegation of 'Caretaker is unwilling (or unable) to provide care'.						
	Add Course						
	Select	pm					
FACES.NET	New Save Fast Add Delete Cancel						

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 <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.

Referral Q CPS Q Hotline	teport Relations Decision Tool Allegations Priority Response CPS Outcome
Organizer Focus History	Referral Acceptance
🕤 In Focus	* Denotes Required Fields ** Denotes Half-Mandatory Fields +Denotes AFCARS Fields Vie
	Referral Date Family Name Outcome Date* CPS Type 19: Click CPS
	06/29/2011 Jackson 06/29/2011 Neglect Outcome
Entity Type: Referral-FA	Outcome.
Entity Name: JACKSON	Prior History
Entity ID: 676363	Associated Referrals
	Refer tu ranniy name Referral type worker name Open Date Close Date Case It
	Associated Cases
	Case Id Case Name Case Type Worker Name Open Date Close Date
	Outcome
	System Recommended Outcome Final Outcome Response Time
	ACCEPT Within 24 Hours
FACESNET	Reep Decision fool outcome of ACCEPT
	Reason
	Explanation
20 , Salast ta	Make Association or Link This Referral*
20: Select to	O Do Not Associate Referral/Case ID
Make	O Associate with a Referral
ssociation, or	O Associate with a Case Find
Link to a	O Link to an open Investigation
Defermel	
Referral.	Narrative and Comments
	Narrative of Alleged Maltreatment (who, what, when, and any additional issues or worker safety concerns)*
21. Enter	Worker Comments Supervisor Comments
Narrative	
nformation.	Worker Assigned to Investigation
	Program Area Unit
	Child Protective Services Division II_A
	Save Approval Override Cancel
JICK Save.	

Figure 16



- "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 24: Click on Approval.

	(*) Keep Decision Tool outcome of ACCEPT
	O Do not Keep Decision Tool Outcome and instead SCREEN OUT
	Reason
	Explanation
	<u>₩</u>
	Make Association or Link This Referral*
	Do Not Associate Beferral/Case ID
	O Associate with a Referral
	O Associate with a Case
	Narrative and Comments
	New York of Alland Malkasterast (when what when and any additional terms are added as fate assessed).
	Child is in the home.
	Worker Comments Supervisor Comments
24: Click	
Approval	SEL DONNA L.
L	Child Protective Services Division II A CPS Division II A - Section 2
	ave Approval Override Cancel

Figure 18

Step 25: Click Request.

Step 26: Click OK.

	ACCEPT	ACCEPT	Within 24 Hours	
	O Kasa Davisian Tarl subscript of	COLDT		
EACESNET	Keep Decision Tool outcome of A	ACCEPT		
FACES.NET	O Do not Keep Decision Tool Outco	ome and instead SCREEN OUT		
	Reason			
Appr	oval			
Re	questing Worker Request Date	Approving/Denying Worker	Approve/Deny Date	
	wednesday, June 2	.9,		
F	Requesting Worker:	Requesti	ng Date: Wednesday, June 29, 2	2011
	Approving Worker:	Approvi	ng Date:	
	Request Deny Approve	Send Back	Reason:	
25: Click	ients:			
Request				
Request.				
	Cancel			
26: Click UK .				
	¥			
	Program Area	Unit		
	Child Protective Services Division II_	A CPS Divisio	n II_A - Section 2	
	Save Approval Override O	Cancel		
		Figure 19		

Step 27: Click OK to approval message.

ACCEPT	ACCEPT	Within 24 Hours		
O Reep Decision Tool outcome of ACCEPT				
O Do not Keep Decision Tool Outcome and	instead SCREEN OUT			
Make Association or Link This Referral*				
Do Not Associate				
Associate with a Referral			27. Cliab	
O Associate wit				
O Link to an op 7207 - On a	pproval, a referral sna	pshot will be	OK.	
taken and t	he referral track will be	e locked down.		
Narrative and Con				
Narrative of Allege	. /	· safety o	concerns)*	
Child is in the hor	ок		<u>~</u> 2	
Worker Comments	Su	pervisor Comments		
	<u>~</u>			
Worker Assigned to Investigation				
Program Area	Unit	tion II. A Sortion 2		
A				
Save Approval Override Cancel				

Figure 20

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

Step 29: Click OK.

Step 30: Click OK to message.

		ACCEPT	ACCEPT	Within 24 Hours	
E A C E C AL E	Keep Decision	Tool outcome of ACCEP	T		
FACES.NE	O Do not Keep D	ecision Tool Outcome ar	nd instead SCREEN OUT		
	Reason				
Ap	oproval				
	Requesting Worker	Request Date	Approve/Denv/Send Ba	ck Worker Approve/Deny/	Send Back Date
1		6/29/2011 12:47:54		۱ - Wednesday, Jun	29, 2011
					>
	Requesting Worker:		Reques	ting Date: 6/29/2011 12:4	7:54 PM
	ving Worker:		Appro	ving Date: Wednesday, Ju	ne 29, 2011
28: Chck					
Approve	.est 🗌 Deny	Approve Sen	d Back	Reason:	M
inppiove.					
	1				
29: Click OK .	Cancel				
	Worker Assigned t	o Investigation			
	Program Area		Unit		
	Child Protective Se	ervices Division II_A	CPS Divis	ion II_A - Section 2	
	Save Approval	Override Cancel			

Figure 21

CHILD AND FAM	C olumbia Ily services agency			FAC	ES.NET
Referral Case Clier	nt Provider Admin				60
Referral Q CPS Q Hotline Rep	ort Relations Decision Tool Allegations P	riority Response CPS Out	tcome l		
Organizer Focus History	Referral Acceptance * Denotes Required Fields ** Denotes Half-Man	datory Fields Denotes AF(CARS Fields		View Notes
30: Click OK .	eferral Date Family Name 3 7/2011 Jackson	Outcome	Date* CPS Type		
JACKSON Entity ID: 676363	Associated Referrals		0	pen Date Close Da	te Case ID
	A referral s Case Id	napshot has been succes for this referral.	safully	Open Date	Close Date
	Additional History				< P <
125	Outcome				
	System Recommended Outcome ACCEPT	Final Outcome ACCEPT	Response Time Within 24 Hours		
	• Keep Decision Tool outcome of ACCEPT				

Figure 22

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

Referral 🖸 CPS 🕒	Program Area Unit	Worker Resp.	Start Date End Date Client	
Organizer Focus	Child Protective Services	Family	06/29/2011	
🕒 In Focus				
i i i an Nama	<		>	
Entity Type:	Transfer			
Referral-FA Entity Name:	O Transfer	×		
Entity ID: 676363	Unit Assignment			
070505				Case
	Worker Assignment			
	Apping to Warker			
	Assign to Worker Worker	~		ise D
	Responsibility Samily			
	O child			
100	O Administrative			
	Summary		Dates	
	Immediately Upon Receipt of Referral	<u>~</u>	Start End	

Figure 23

Investigation

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:
 - o Referral Narrative
 - o Contacts
 - o Allegations
 - o Notes
 - 0 Collateral
 - o Associated Referrals
 - o Associated Case
 - o Safety Assessments
 - o SDM Risk Assessments
 - o Household
 - o Client List
 - o Client Related screens (Education, Health, General Info etc.)
 - o Service Log
 - 0 Reports
 - 0 Other
 - o 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:
 - o Extension
 - o Assessment Findings
 - o Closure
 - Case connect
 - o Transfer Summary
 - o Removal
 - 0 Placement

erral Case	Client Provider Admi	-		_	Case	
al Q Investigation Q	Referral Narratives Contacts	Allegation Collateral	Extension Notes As	sessment Findir	ngs More Q	
nizer Focus History	Allegation Information					
ocus	* Denotes Required Fields *	* Denotes Half-Mandator	y Fields	Fields		
	_					
	Maltreatment and Injurie					
Туре:	Alleged Victim	Category	Type	Injury	Allegation Source	,
ral-FA (Name:	KEYSHAWN JACKSON	Neglect	Educational		Intake -676363	
ON ID:						
3						
	<					
	Maltreatment and Injury	Information				
	Maltreatment and Injury Alleged Victim*	Information Alleged Maltreater	* Category *		Туре	
	Maltreatment and Injury Alleged Victim* KEYSHAWN JACKSON	Information Alleged Maltreater	* Category *	Y	Type Educational	~
	Maltreatment and Injury Alleged Victim* KEYSHAWN JACKSOF	Information Alleged Maltreater * SHANTE JACKSON	* Category * Neglect MPD Notification	▼ Required	Type Educational Date of Incident	~
	Maltreatment and Injury Alleged Victim* KEYSHAWN JACKSON	Information Alleged Maltreater - SHANTE JACKSON	* Category * Neglect MPD Notification	▼ Required	Type Educational Date of Incident	v
	Maltreatment and Injury Alleged Victim* KEYSHAWN JACKSON	Information Alleged Maltreater	* Category * Neglect MPD Notification	Required	Type Educational Date of Incident	~
	Maltreatment and Injury Alleged Victim* KEYSHAWN JACKSOI	Information Alleged Maltreater ¹ SHANTE JACKSON Select	* Category * Neglect MPD Notification	Required	Type Educational Date of Incident	V
	Maftreatment and Injury Alleged Victim* KEYSHAWN JACKSOT	Information Alleged Maltreater ' SHANTE JACKSON Select Injury Location	* Category * Neglect MPD Notification	Required	Type Educational Date of Incident	
	Maltreatment and Injury Alleged Victim* KEYSHAWN JACKSOT	Information Alleged Maltreater ' SHANTE JACKSON Select Injury Location	* Category * Neglect MPD Notification	Required	Type Educational	~
	Maltreatment and Injury Alleged Victim* KEYSHAWN JACKSON Injury Characteristics	Information Alleged Maltreater ' SHANTE JACKSON Select Injury Location	* Category * Neglect MPD Notification Maitreatment/In	Required	Type Educational Date of Incident	▼.
	Maltreatment and Injury Alleged Victim* KEYSHAWN JACKSOL Injury Characteristics	Information Alleged Maltreater SHANTE JACKSON Select Injury Location	* Category * Neglect MPD Notification Maltreatment/Ir	v Required	Type Educational Date of Incident Accidental Injury Physical/Sexual Assault	▼.
	Maftreatment and Injury Alleged Victim* KEYSHAWN JACKSOT Injury Characteristics	Information Alleged Maltreater ' SHANTE JACKSON Select Injury Location	* Category * Neglect MPD Notification Mpl Notification Maltreatment/Ir	Nequired	Type Educational Date of Incident Accidental Injury Physical/Sexual Assault Newborn w/Positive Tox	
	Maltreatment and Injury Alleged Victim* KEYSHAWN JACKSOT Injury Characteristics	Information Alleged Maltreater ' SHANTE JACKSON Select Injury Location Select	* Category * Neglect MPD Notification Maltreatment/In	Nequired	Type Educational	•
	Maltreatment and Injury Alleged Victim* KEYSHAWN JACKSON Injury Characteristics	Information Alleged Maltreater ' SHANTE JACKSON Select Injury Location .Select	* Category * Neglect MPD Notification Maitreatment/In	Required	Type Educational Date of Incident Accidental Injury Physical/Sexual Assault Newborn w/Positive Tox Addicted/Dependent Newbor	v
	Maftreatment and Injury Alleged Victim* KEYSHAWN JACKSOT Injury Characteristics	Information Alleged Maltreater ' SHANTE JACKSON Select Injury Location Select Delote Concol	* Category * Neglect MPD Notification Maltreatment/Ir	Required	Type Educational	v

Figure 24

Referral "FA" Search



	CHILD AND FAM	C OLUMBIA IILY SERVICES A	GENCY			F A C	ES.NET
	Referral Case Clie	nt Provider	Admin			Case	· 60
	18 4 D Hotline Re	oort Relations Decis	ion Tool Allegations	Priority Response C	PS Outcome		
Y	CPS Investigation Assessments	Referral Acceptan * Denotes Required Fie	ce Ids ** Denotes Half-N	Nandatory Fields +Deno	tes AFCARS Fields		View Notes
1: Go to	Clients 4 SEN	Referral Date	Family Name	Outo	ome Date* CPS Type		
Referral	Household	06/29/2011	packson	06/2	19/2011		
then click	Removal 🔺	Prior History					
Search	Court	Associated Referral	÷				
Scarch.	Diacement 4	Refer Id	Family Name	Referral Type	Worker Name	Open Date Close Da	ate Case ID
I	Services						
	Other 🖌	<					
	МРБ						
	New	Case Id	Case Name	Case Type	Worker Name	Open Date	Close Date
	Search			14			
	Reports						
							J
		Additional History					- D
	P						<u>~</u>
	121	Outcome					
		Gutcome		1		-	
		System Reco	mmended Outcome	Final Outcom ACCEPT	e Response Time Within 24 Hours		
	C. L. C. C. C. L. C. T.	Keep Decision 1	ool outcome of ACCE	PT			
	121						

Figure 25

Step 2: Enter Referral Name.

CHILD AND FA	COLUMBIA MILY SERVICES AGENCY	FΑ	CES.N	ЕТ
Referral Case Cl	ient Provider Admin	Case	~	60
Referral Q I&R Q CPS Q In	vestigation Q Assessments Q Clients Q Household Removal Q Court Q More Q			
Organizer Focus History In Focus	Referral Search * Denotes Required Fields ** Denotes Half-Mandatory Fields *Denotes AFCARS Fields			
User Name:	Search Criteria			
2: Enter Referral Name.	Referral Name* Referral Number Referral Type Threshold(1%-100%) Y 79			
	Search Show Clear Cancel			

Figure 26

Step 3: Select Referral Type "Family Assessment".

CHILD AND FAN	COLUMBIA Mily Services Agency	FACES.NET
Referral Case Cli Referral D I&R D CPS D Im	ent Provider Admin vestigation Q. Assessments Q. Clients Q. Household I. Removal Q. Court. Q. More Q.	Case 💽 🙆
Organizer Focus History C In Focus	Referral Search Denotes Required Fields Denotes Half-Mandatory Fields Denotes AFCARS Fields Search Criteria	
3: Select Referral Type "FA".	Referral Name* Referral Number JACKSON Image: State Sta	
	CPS Referral Information & Referral Family Assessment	

Figure 27

Step 4: Click Search.

CHILD AND FAM	COLUMBIA Mily Services Agency	FAC	E S.N	ЕТ
Referral Case Cli	ent Provider Admin PPW	Case	~	60
Referral Q I&R Q CPS Q In	vestigation 🖸 Assessments 🖓 Clients 🖓 Household Removal 🖓 Court 🖓 More 🤉			
Organizer Focus History	Referral Search * Denotes Required Fields ** Denotes Half-Mandatory Fields *Denotes AFCARS Fields			
4: Click Search.	Search Criteria Referral Name* ACKSON Referral Type Threshold(1%-100%)			
	Family Assessment 79 Search Show Clear Cancel			

Figure 28

Step 5: Select Referral.

Step 6: Click Show.

Organizer Focus History	Referral Search * Denotes Required Fields	** Denotes Ha	alf-Mandatory Fields	CARS Fields		
User Name:	Search Criteria					
5: Select Referral.	Referral Name*		Referral Number]		
	Search Results					
			📢 🖣 👖 2 3 4 5 6	578910 🕨 🔰	B	esults 1 - 2 of 2
	Referral ID	Restricted	Referral Name	Facility Name	Ref Date	% Match
	676370		JACKSON		07/01/2011	100
	676363		JACKSON		06/29/2011	100
	Referral Details	Referral C	lient List Linked Referrals	Associated Referrals]))
64	Referral ID 676370		F	Referral Date 7/1/2011		
	Family Name		F	Facility Name		
	JACKSON					
6: Click Show.	Case ID		1	Referral Status		
T	Atcome Date					
	Search Show Clea	ar Cancel	L			

Figure 29



- 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.