FACES.NET FLEXIBLE FAMILY SERVICES

HOTLINE REPORT/SERVICES REQUESTS

CREATION DATE: December 4, 2012

The purpose of the Flexible Family Services Funds is to assist in family stabilization. These funds were appropriated by City Council to address a predicted rise in reports of abuse or neglect due to changes in TANF eligibility criteria, increase in reports of truancy, and cuts to homeless services. Funds will be available to meet the service needs of families that meet the criteria below. The funds will be accessible for both traditional CPS investigations and Family Assessment types.

This tip sheet is a guide on how to document families eligible for these funds in FACES.NET.

Pointers to Remember:

1. Families eligible for Flexible Family Services Funds must meet one or more of the following criteria:
   - A District of Columbia public, charter, or private school personnel makes a referral for educational neglect (i.e. one or more children in the family is truant).
   - The family's TANF benefits have expired.
   - The Virginia Williams Family Resource Center or DHS Strong Families reports a family due to inadequate housing (i.e. the family is homeless).
2. Families may be eligible based on more than one of the listed criteria. However, the reporting agency will take priority and determine how the family will be classified.
3. Funds distributed to families will be documented through both voucher payments (food, transportation, furniture, etc.) and Demand Payment vouchers. Demand Payment vouchers will be requested and approved in FACES.NET.
4. Flexible Family Services funds should be disbursed prior to the investigation closing.
5. Flexible Family Services funds will be tracked and reported via FACES.NET and manually.

Hotline Report: Recording Flexible Family Services

The following table and screen prints will guide the worker through the FACES.NET documentation process.

Criteria	Reporting Source	Allegation	Role at Intake
Truancy	School Personnel	Educational Neglect	N/A
TANF 60+ Months	Any reporting source	Any allegation	Flexible Family Services (60+ Months TANF)
Homeless Families	Virginia Williams Family Resource Center or DHS Strong Families	Inadequate or Dangerous Shelter	N/A

Figure 1

Allegation Information: Recording Educational Neglect/Truancy

All reports from school personnel related to truancy should be recorded as Educational Neglect on the Allegations screen.

The number of days reported absent from school should then be recorded in the **Injury Age** field in the following format: "**XX days absent**".

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

When entering referrals from school personnel, the school's name should be entered in the Reporter's Agency field <u>exactly</u> as it appears on the master list that was provided by CISA.

Figure 2

Services Requests: Recording Flexible Family Service Funds Expenditures

Vouchers (Not recorded in FACES.NET)
1. Food, Transportation (Metro cards)
   o Accessed through CPS Program Manager

2. Furniture, Clothing
   o Accessed through Ransom Washington or Carolyn Brockman

Demand Payments (Recorded in FACES.NET)
1. Service Types:
   o Tier I – Flexible Family Services
   o Tier II – Housing Support, Utility Assistance, Home Repair Maintenance, Environmental Issues, Security Deposit, Homemaker Services, and Other.
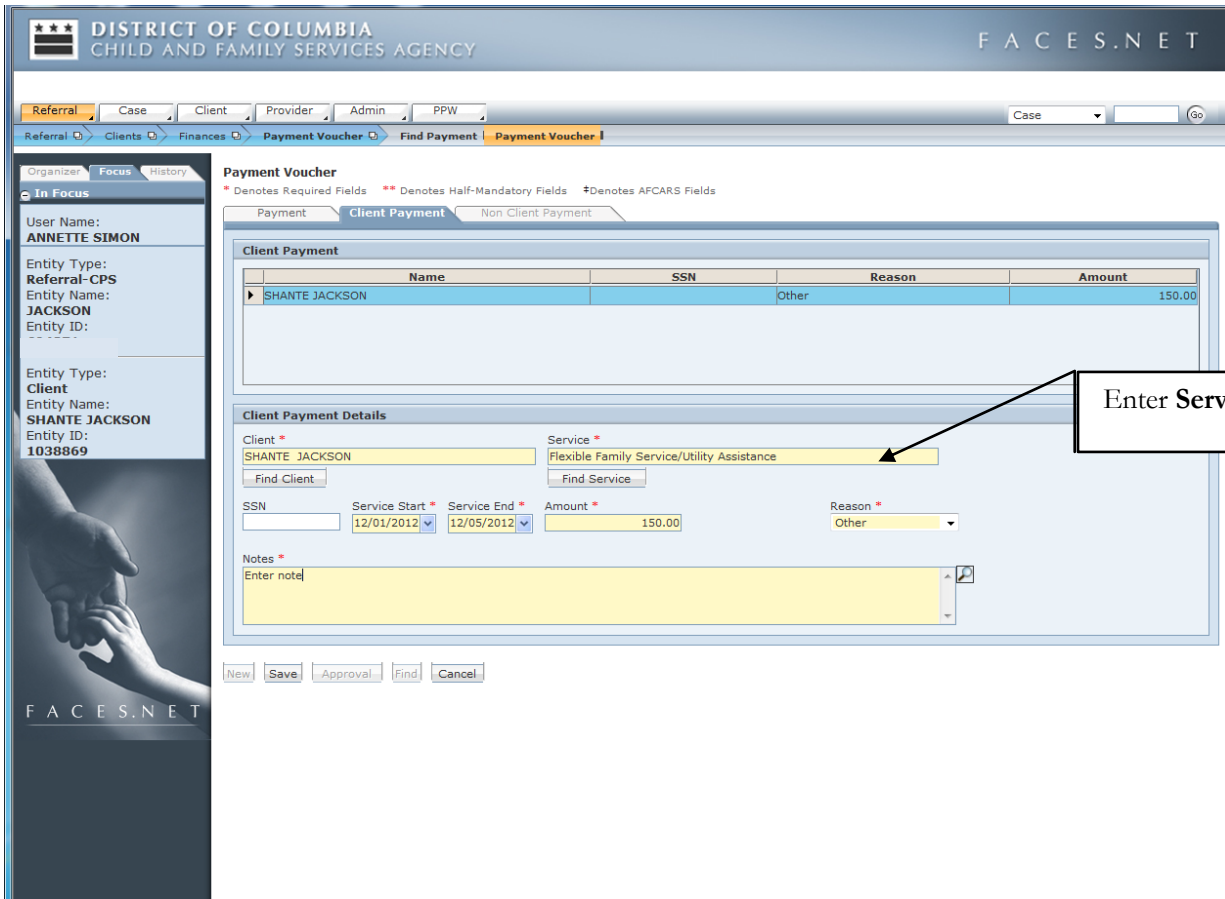
Figure 3

Notes:

- Flexible Family Service (60+ months TANF) role can be added at any time during the Investigation.
- All families' TANF benefits statue will be searched and verified through ACEDS.
- School Personnel, Virginia Williams Family Resource Center or DHS Strong Families Reporting Sources should be documented as Mandated Reporters.
- The full name of the Reporting Source should be documented.