
HOTLINE REPORT

CREATION DATE: April 4, 2006

The purpose of the Hotline is to screen reports of alleged or suspected abuse and neglect of children. The **Hotline Report** screen is the first point of entry in FACES.NET for any report of abuse or neglect. This tip sheet will discuss how to enter a hotline report.



Pointers to Remember:

1. A hotline report should contain as much information that the reporter is able to provide;
2. CFSA has established and maintains a Hotline system, which is operated and staffed on a 24-hour, 7-day per week basis;
3. Remember to enter data into the **Intake Date**, **Intake Time**, and **AM/PM** fields first, before anything else. If a worker begins writing in the view notes screens without first entering the above information, then the system will not allow the worker to save the notes they have created.

Steps Include:

Step 1: Place the cursor over the **Referral** menu and click **New**.



Figure 1

Step 2: Select the **Intake Date**, **Intake Time**, and **AM/PM**.



Note:

- The **Intake Date**, **Intake Time**, and **AM/PM** are the only fields required to save the screen and generate a report number.

Step 3: Click the **View Notes** button.

**DISTRICT OF COLUMBIA
CHILD AND FAMILY SERVICES AGENCY** FACES.NET

Referral Case Client Provider Admin Case [] Go

2: Enter Intake Date, Intake Time, and AM/PM.

3: Click View Notes button.

Hotline Report
* Denotes Required Fields ** Denotes Half-Mandatory Fields † Denotes AFCARS Fields

Date Created [] Time Created [] Referral ID []

Intake Date* [2/2/2006] Intake Time* [10:00] AM/PM* [AM] Referral Type [I&R] Contact Type [Telephone]

Household Name [Jackson] Staff Name [ANNETTE SIMON] Find

Institutional Abuse

CFSA Facility [] Provider [] Other Facility [] Find

Reporter Information

Prefix [] First [] Middle [] Last [] Suffix [] Relationship to Report []

Anonymous Reporter's Agency []

Mandated Reporter []

Address [] Phone 1 Type [] Phone 1 [] Extn []
Phone 2 Type [] Phone 2 [] Extn []
Phone 3 Type [] Phone 3 [] Extn []

Critical Locations Client Details

Incident Address [] Home Phone [] Work Phone [] Extn []
Phone Type [] Other Phone [] Extn [] Edit

Household Address Same as Incident Address Home Phone [] Work Phone [] Extn []
Phone Type [] Other Phone [] Extn [] Edit

Current Location/Condition of Child and Parent. Perpetrator's access to child. Any other individual aware of the situation. When, where and who saw the child last?

Save Cancel Validate

Figure 2

Note:



- The **View Notes** notebook is a new functionality and is like that of a digital notebook. It is an unofficial notebook for the worker to use to record the conversation they have with the reporter. Once a Referral, whether I&R or CPS, has been closed, the notes are no longer viewable and are not kept for official record;
- **View Notes** is accessible from every screen within a referral track until the referral is closed.

Step 4: Enter your **Referral Notes**.

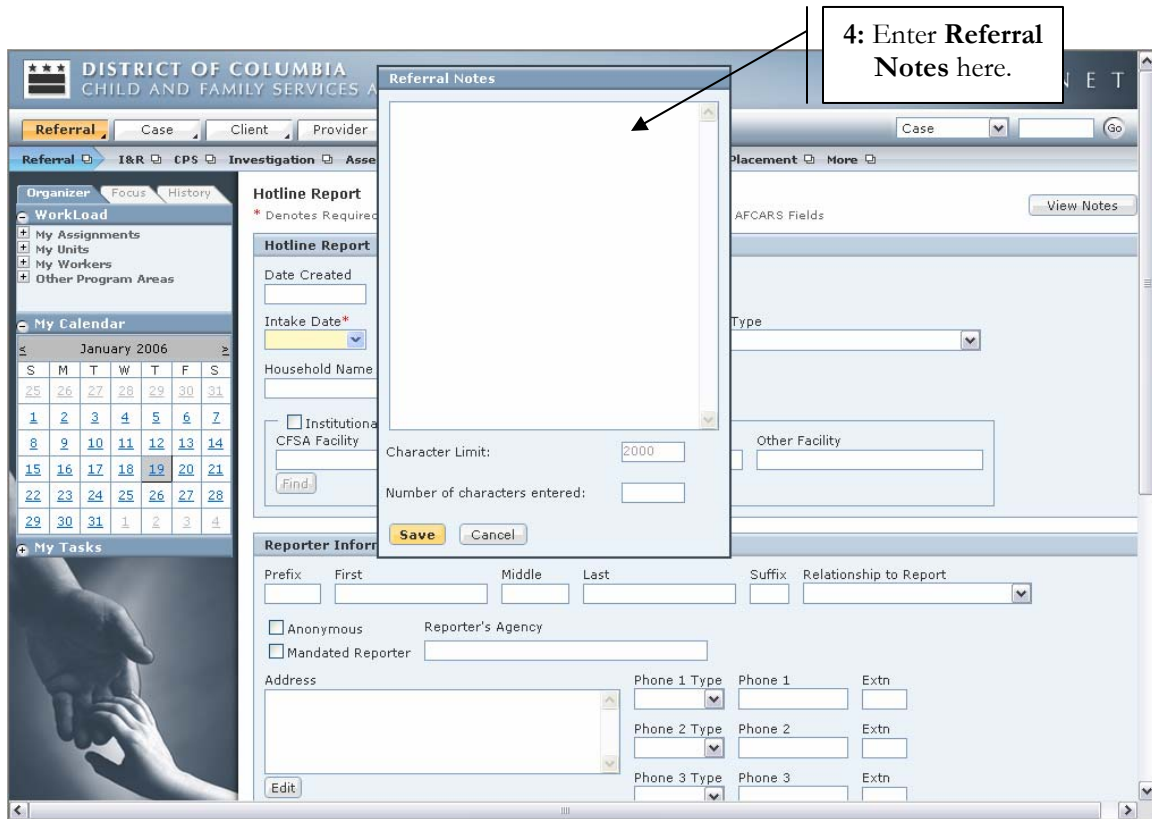


Figure 3

Step 5: Select the **Referral Type**.

Step 6: Select **Contact Type**.

Step 7: Enter a **Household Name**.

Step 8: Enter information into the correct fields in the **Reporter Information** area. The worker should get as much information as possible from the caller. If the caller refuses to supply his/her information, then worker can indicate that the caller is anonymous (as a last resort).



Note:

- Mandated Reporters cannot be anonymous.

5: Choose I&R as the Referral Type.

6: Select a Contact Type.

7: Enter Household Name.

8: Enter information about the reporter into the appropriate fields.

9: Click the Edit button to enter the address.

Figure 4

Step 9: Click the **Edit** button in the **Reporter Information** area and enter the **Address** information.

The screenshot shows the 'Enter Address' form with the following fields and values:

- Address Type:** Domestic Address (selected), P.O.Box, Foreign Address
- Address Details:**
 - Street#: 702
 - Street Name: h
 - Suffix: [Dropdown]
 - Quadrant: [Dropdown]
 - Unit Type: [Dropdown]
 - Unit No: [Text]
 - County: [Dropdown]
 - City: Washington
 - State: [Dropdown]
 - Zip: 20001-
- Comments:** [Text Area]
- Buttons:** OK, Find, Cancel
- Results Table:**

Address ID	Map	Photo	Full Address	Confidence Level
▶ 238409	Map It	Photo	702 H STREET NW	100

Callout 10: Click the **Find** button.

Callout 11: Click the **OK** button.

Figure 5

Step 10: Click **Find**. Clicking the **Find** button will search a database of District of Columbia addresses and display a list of results that match or closely match what was entered. The results that display allow workers to view a map and a photo of the address in the **Enter Address** window.

Step 11: Highlight your selection and click **OK**.



Note:

- Clicking **Find** and searching for the address is the only way to populate the Census Tract and Collaborative information.

Step12: Enter information on the **Critical Locations** tab.

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FACES.NET

Referral Case Client Provider Admin Case Go

Referral I&R CPS Investigation Assessments Clients Removal Legal Status Placement More

Organizer Focus History

WorkLoad

- My Assignments
- My Units
- My Workers
- Other Program Areas

My Calendar

January 2006

S	M	T	W	T	F	S
25	26	27	28	29	30	31
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

My Tasks

Hotline Report

* Denotes Required Fields ** Denotes Half-Mandatory Fields † Denotes AFCARS Fields

Hotline Report View Notes

Date Created Time Created Referral ID

Intake Date* Intake Time* AM/PM* Referral Type Contact Type

1/17/2006 10:00 AM CPS Telephone

Household Name Staff Name

JACKSON ADMIN TRAINER Find

Institutional Abuse

CPSA Facility Provider Other Facility

Find

Reporter Information

Prefix First Middle Last Suffix Relationship to Report

Ms. Joan Bright Neighbor

Anonymous Reporter's Agency

Mandated Reporter

Address 3698 King Street NW
Washington, District of Columbia 20001

Phone 1 Type Phone 1 Extn

Home (202) 333-3333

Phone 2 Type Phone 2 Extn

Phone 3 Type Phone 3 Extn

Edit

Critical Locations Client Details

Incident Address 3700 King Street NW
Washington, District of Columbia 20001

Home Phone Work Phone Extn

Phone Type Other Phone Extn

Edit

Household Address Same as Incident Address 3700 King Street NW
Washington, District of Columbia 20001

Home Phone Work Phone Extn

Phone Type Other Phone Extn

Edit

Current Location/Condition of Child and Parent. Perpetrator's access to child. Any other individual aware of the situation. When, where and who saw the child last?

Three children are still within the home. Location of the parents is unknown. Location of other children is unknown.

Save Cancel Validate

12: Enter information on the Critical Locations tab.

Figure 6

Step13: Click the **Client Details** tab.

Step14: Enter information into the correct fields on the **Client Details** tab.

13: Click the Client Details tab.


14: Enter client information.

15: Click Save Client button.

Validate is a tool used to ensure that all relevant information has been entered in the report.

Figure 7

Step15: Click **Save Client**.

 **Points to Remember:** Blue fields in FACES.NET are Federal Reporting fields. Although not mandatory in order to save the screen, they must be filled in.

Step16: Click **Client Search**. All clients entered into a Hotline Report must be searched in the FACES.NET database so as to not enter duplicate clients into the system.

Step17: Look through the set of **Potential Matches** that populate. Each potential match has detail information at which a worker can view. This detail information is located on multiple tabs at the bottom of the **Search Results** window. Each tab will show information for the client that is currently highlighted in **Potential Matches** section of the window. If the worker recognizes a potential match to be the same client they were attempting to add, then the worker should highlight the client and choose the **Select** button under the **Potential Matches** section of the window. If the worker does not see the same client they were attempting to add, then the worker should choose the **Select** button in the top right corner of the **Search Results** window.

Search Results (The client you are searching may already exist in the system.)

Name: SHANTE JACKSON
 Address: 3700 King Street NW
 Washington, District of Columbia 20001
 SSN:
 DOB: 4/21/1975

Potential Matches

Results 1 - 10 of 55

Entity Type	ID	First Name	Last Name	DOB	Duplicate	% Match
Client	845172	SHANTE	JACKSON		<input type="checkbox"/>	100
Staff	10120	JANET	JACKSON		<input type="checkbox"/>	86
Client	845191	SHANTE	JACKSON01	04/21/1975	<input type="checkbox"/>	85
Client	845201	SHANTE	JACKSON26	04/21/1975	<input type="checkbox"/>	85
Client	845216	SHANTE	JACKSON37	04/21/1975	<input type="checkbox"/>	85
Client	845230	SHANTE	JACKSON14	04/21/1975	<input type="checkbox"/>	85
Client	845250	SHANTE	JACKSON27	04/21/1975	<input type="checkbox"/>	85
Client	845270	SHANTE	JACKSON39	04/21/1975	<input type="checkbox"/>	85
Client	845290	SHANTE	JACKSON40	04/21/1975	<input type="checkbox"/>	85
Client	845320	SHANTE	JACKSON50	04/21/1975	<input type="checkbox"/>	85

Figure 8



Notes:

- The bottom grid represents clients already in the FACES.NET system;
- FACES.NET intelligently searches the database for matches; including staff, providers, and previous clients;
- If a worker selects a client already existing in the database, then the existing client number will be pulled over into the referral being entered.
- It is a good idea to **Validate** information before moving on from the Hotline Report to ensure that all relevant and mandatory information has been entered for the referral. (See **Figure 7**)

Best Practice Reports Reference Guide

Data input for the above tip sheet will affect statistics recorded for **Best Practice # II.1 – INT003MS—Hotline Calls.**

INT003MS captures the following information:

- CPS stands for "Child Protective Services". This call type indicates that an allegation of child abuse or neglect has been made.
- The numbers above represent information entered into FACES as of the report run date. The numbers may change as further updates are made in FACES.