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## CHILD ABUSE AND NEGLECT COMPLAINT REFERRAL FORM

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CREATION DATE: April 29, 2010



### Pointers to Remember:

#### Child Abuse and Neglect Complaint Referral Form Overview

1. The mission of the Child and Family Services Agency (CFSA) is to ensure the Safety, Permanence and Well Being of the abused and neglected children of the District of Columbia. In pursuit of this mission, this agency is integrally involved with the District of Columbia Family Court, as many of these children must endure multiple legal proceedings throughout their movement from unsafe environments through the foster care system and into a safe, permanent home setting.
2. The District of Columbia Superior Court is currently implementing an Integrated Justice Information System (IJIS). In support of this implementation, The Child and Family Services Agency and the D.C. Family Court have determined ways of increasing efficiency. The Child Abuse and Neglect Complaint Referral Form (Complaint Form) is the usually the first CFSA document delivered to the court upon initiation of court proceedings. As a result, the automation of the Child Abuse and Neglect Complaint Referral Form (Complaint Form) within the FACES.NET system was developed to initiate and track the processes at the court for a particular child that is involved in an abuse and/or neglect complaint. Complaint forms can be generated from both a referral and an already open case. Ultimately the information contained on the Complaint Form will be automatically transferred to IJIS via FACES.NET.
3. Much of the information that is needed for the CFSA complaint referral form should already exist in FACES.NET, particularly the clients' demographic information.

#### ADDRESS SCREEN

Entering the clients address on the **Enter Address** screen under the **Demographic** section is very important. Make sure that the complete address (i.e. Ward & Census Track) is listed for the client selected. Clicking **Find** and then selecting an address from the results is the only way to ensure that **Collaborative, Census Track, and Ward** information populate to the main address field. The **Find** feature on the **Enter Address** screen only searches for addresses in the District of Columbia. Other addresses can still be entered into the screen; however, maps, photographs, census track information, ward information and collaborative information will not be available. If the **Find** button is selected and the address is highlighted in the **Enter Address** window, then the ward, census track and collaborative information will display when you click Ok. The **Ward information** is then pulled to the Geographic Division section of the complaint form (found in the upper right hand corner).

If the **Find** button is not selected and the address is not highlighted in the **Enter Address** window then the ward, census track and collaborative information will not display when you click **OK**.

Refer to the Entering and Editing a Client Address Tip Sheet.

4. Additionally, the complaint screen can serve as one of the historical documents maintained on the client and can be accessed through the actual complaint screen as well as the client's file cabinet in FACES.NET where a permanent record of the official complaint form is stored.

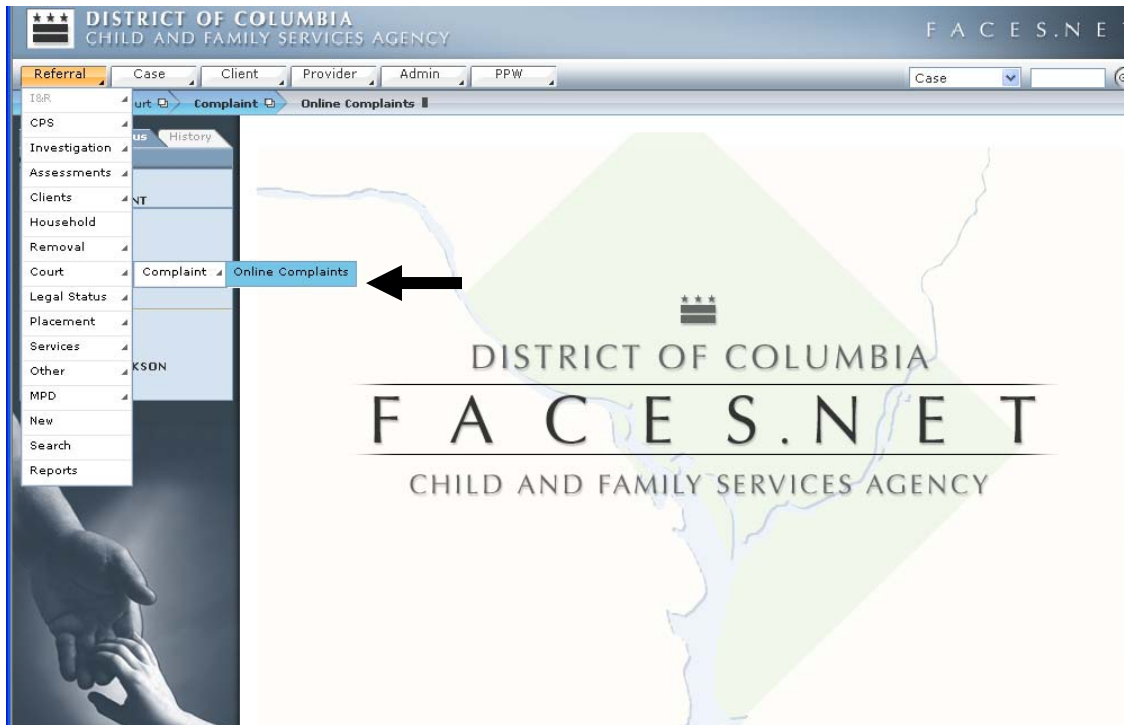
## Complaint Form (Referral)

### Steps Include:

*First place a Referral into focus*

**Step 1:** Hold cursor over **Referral, Court,** and then **Complaint.**

**Step 2:** Click on **Online Complaints.**  
*The **Select Complaint** screen will display showing any or all existing complaints.*



**Figure 1**

**Step 3:** Click on **New** to enter a new complaint on the **Select Complaint** screen.

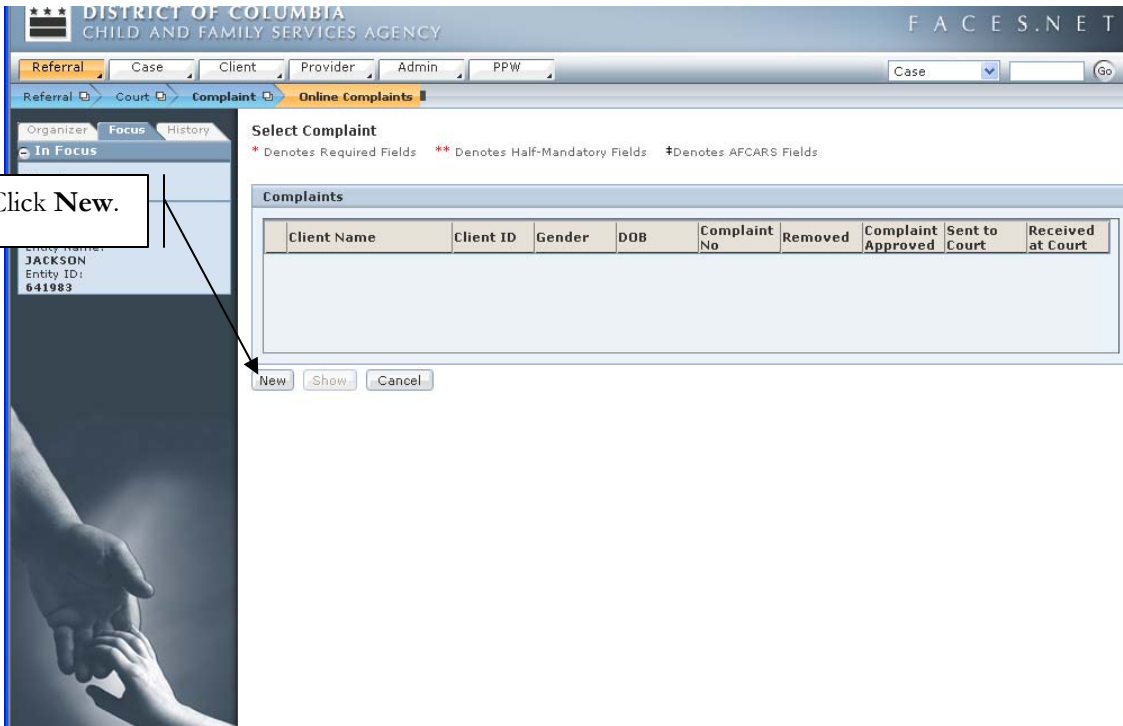


Figure 2

**Step 4:** Select client from the **Client Selection** pop-up window.

**Step 5:** Click **OK**.

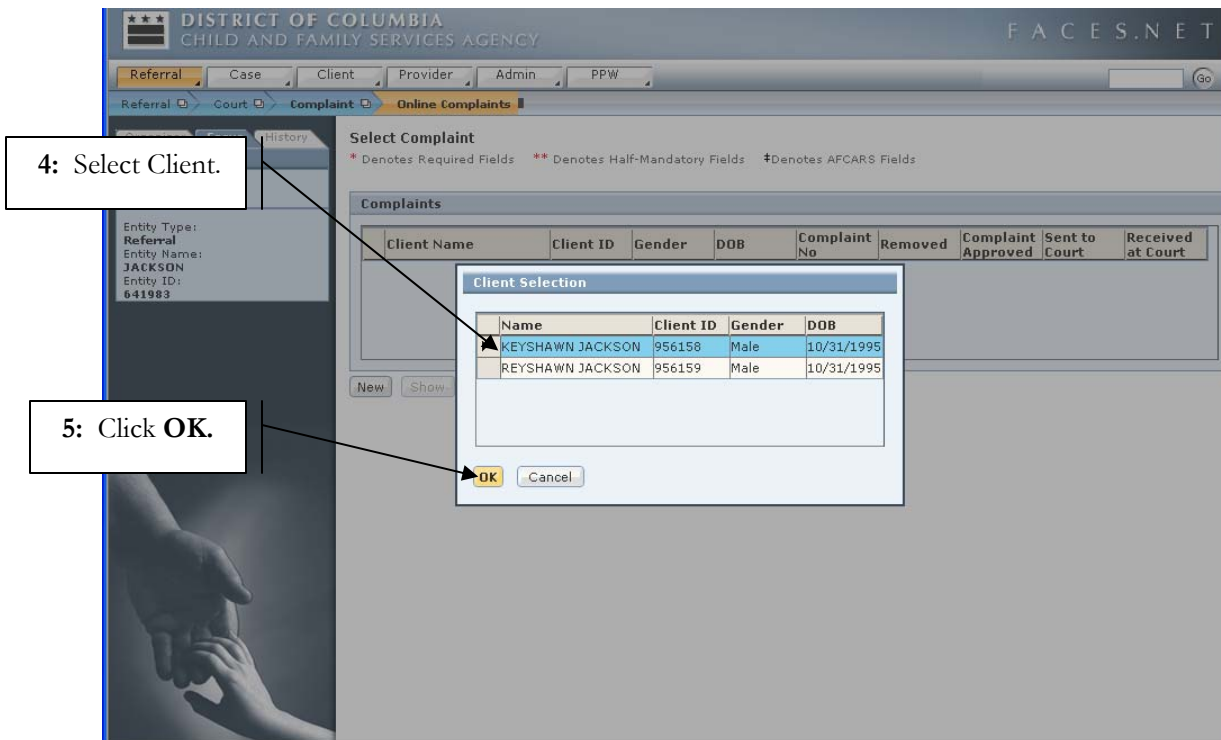


Figure 3

**Step 6:** Enter **Removal Information** on the **Pre-Hearing Removal** tab.



**Note:**

- If you select **Child Removed**, you must click on the **Removal** button and complete the removal information. The date, time and AM/PM indicators are essential to the complaint and must be entered.
- If child was not removed, select **Child Not Removed**. The Removal button will remain grayed out.
- Make sure that the complete address (i.e. Ward & Census Track) is listed for the client selected. (Refer to the Entering and Editing a Client Address Tip Sheet)

**Step 7:** Enter the date that the petition was filed in the **Date Petition Finalized** field.

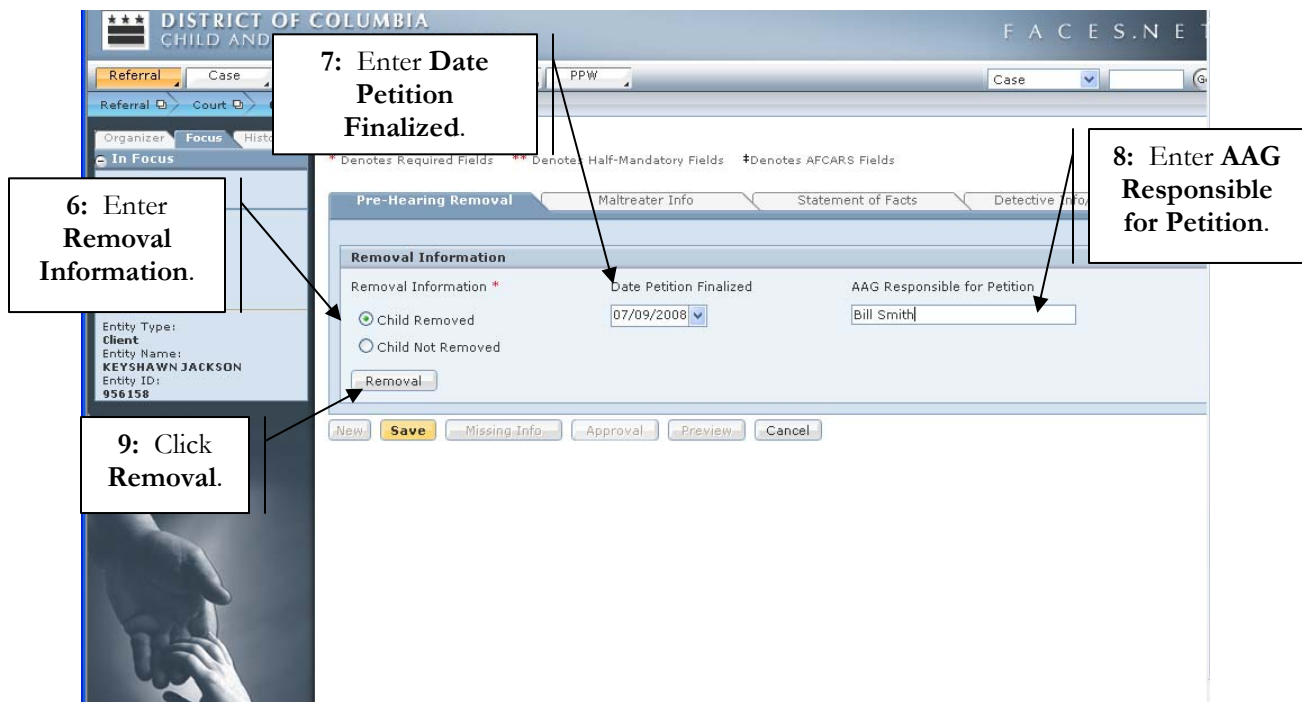
**Step 8:** Enter the responsible Assistant Attorney General's name.



**Note:**

- Steps 7 and 8 are only required for a non-removal complaint.
- If the “**Date Petition Filed**” in Step 7 or the “**AAG Responsible for Petition**” in Step 8 are not entered for a non-removal complaint, your complaint can NOT be supervisory approved.
- If the “**Date Petition Filed**” or the “**AAG Responsible for Petition**” are not yet known, a draft version of the complaint can be printed and hand signed by your supervisor. This signed version can then be taken to the AAG meeting. After the AAG meeting, these two pieces of information can be entered so that your complaint can be approved in FACES.NET.

**Step 9:** Click on the **Removal** button. *The Removal screen will pop-up.*



**Figure 4**

- Step 10: Enter the **Date Child Removed from Caretaker** on the **Removal Screen** (see Figure 5).
- Step 11: Enter **Time Removed**
- Step 12: Select **AM or PM**
- Step 13: Select the **Type Of Removal**

The screenshot shows a web-based form titled 'Removal'. At the top, there is a table with columns 'Date Removed' and 'Date Returned', containing the value '07/09/2008'. Below this are three tabs: 'Removal', 'Removal Context', and 'Parents'. The 'Removal' tab is active and contains several fields:
 

- Date Child Removed From Caretaker\***: A dropdown menu with '07/09/2008' selected.
- Time Removed**: A text input field with '10:00' entered.
- AM/PM**: A dropdown menu with 'AM' selected.
- Filing Date of Removal Petition**: A dropdown menu with '07/07/2008' selected.
- Date Order Was Entered**: A dropdown menu with '07/08/2008' selected.
- End of Care Date**: A dropdown menu.
- End of Care Reason**: A dropdown menu.
- Type Of Removal\***: A dropdown menu with a list of options: 'Court-Ordered Removal', '5 Day Police Hold', 'Administrative Hold', 'Court-Ordered Removal', 'Voluntary Placement', 'Voluntary Relinquishment', '\*\*Conditional Release - 3rd Party', and '\*\*Non-Committed Child of Teen'. 'Court-Ordered Removal' is selected.
- Voluntary Removal Reason**: A dropdown menu.
- Parent Signature Date**: A dropdown menu.
- Address of Parent/Guardian at Time of Removal**: A text area.

 At the bottom are 'New', 'Save', and 'Cancel' buttons. Callout boxes with arrows point to the 'Date Child Removed From Caretaker', 'Time Removed', 'AM/PM', and 'Type Of Removal' fields, each with a corresponding instruction.

Figure 5

- Step 14: Click on **Removal Context** tab (see figure 6).
- Step 15: Enter **Child Removed From** Information.
- Step 16: Enter **Caretaker Family Structure**.

The screenshot shows the 'Removal Context' tab selected. It contains the following fields:
 

- Child Removed From\***: A dropdown menu with 'Mother (Biological)' selected.
- Caretaker Family Structure\***: A dropdown menu with 'Single Female' selected.
- Reason for Removal**: A text area.
- Specify**: A text input field.
- Specify Child's Living Arrangement**: A dropdown menu.
- Child Lived with Specified Relative within 180 days Prior to Removal**
- Has Child Ever Been Adopted?**: A dropdown menu.
- Age When Previous Adoption Legalized**: A dropdown menu.

 At the bottom are 'New', 'Save', and 'Cancel' buttons. Callout boxes with arrows point to the 'Removal Context' tab, the 'Child Removed From' dropdown, and the 'Caretaker Family Structure' dropdown, each with a corresponding instruction.

Figure 6

- Step 17:** Click on **Parents** tab (*see figure 7*).
- Step 18:** Enter **Conditions of Removal** by clicking on the **Select** button
- Step 19:** Click **Save**.
- Step 20:** Click **Cancel** to return to the **Complaint Form Screen**.

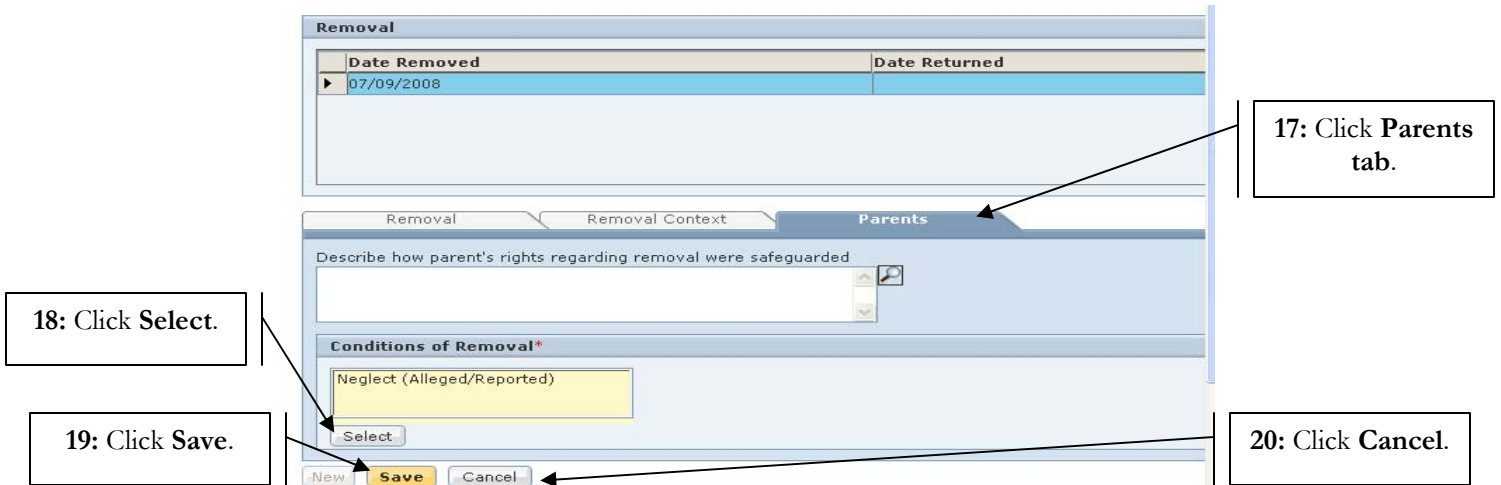


Figure 7

- Step 21:** Click on **Maltreater Info** tab.
- Step 22:** The **Alleged Victim** will automatically pull over from the **Client Selection** window (*see Figure 8*).
- Step 23:** Select the **Alleged Maltreater** from the pick list.
- Step 24:** Select **Physical Abuse**, **Sexual Abuse**, or **Neglect** from **Category**.



**Note:**

- The Category selection will be based on previously entered allegations.
- If one or more Neglect allegation has been previously entered for the victim, the “Neglect” category will be available.
- If one or more Abuse allegation has been previously entered for this victim, then the “Physical Abuse” category will be available.
- If one or more Sexual Abuse allegation has been previously entered for this victim, then the “Sexual Abuse” category will be available.

- Step 25:** Select response to **Maltreater Arrested**.

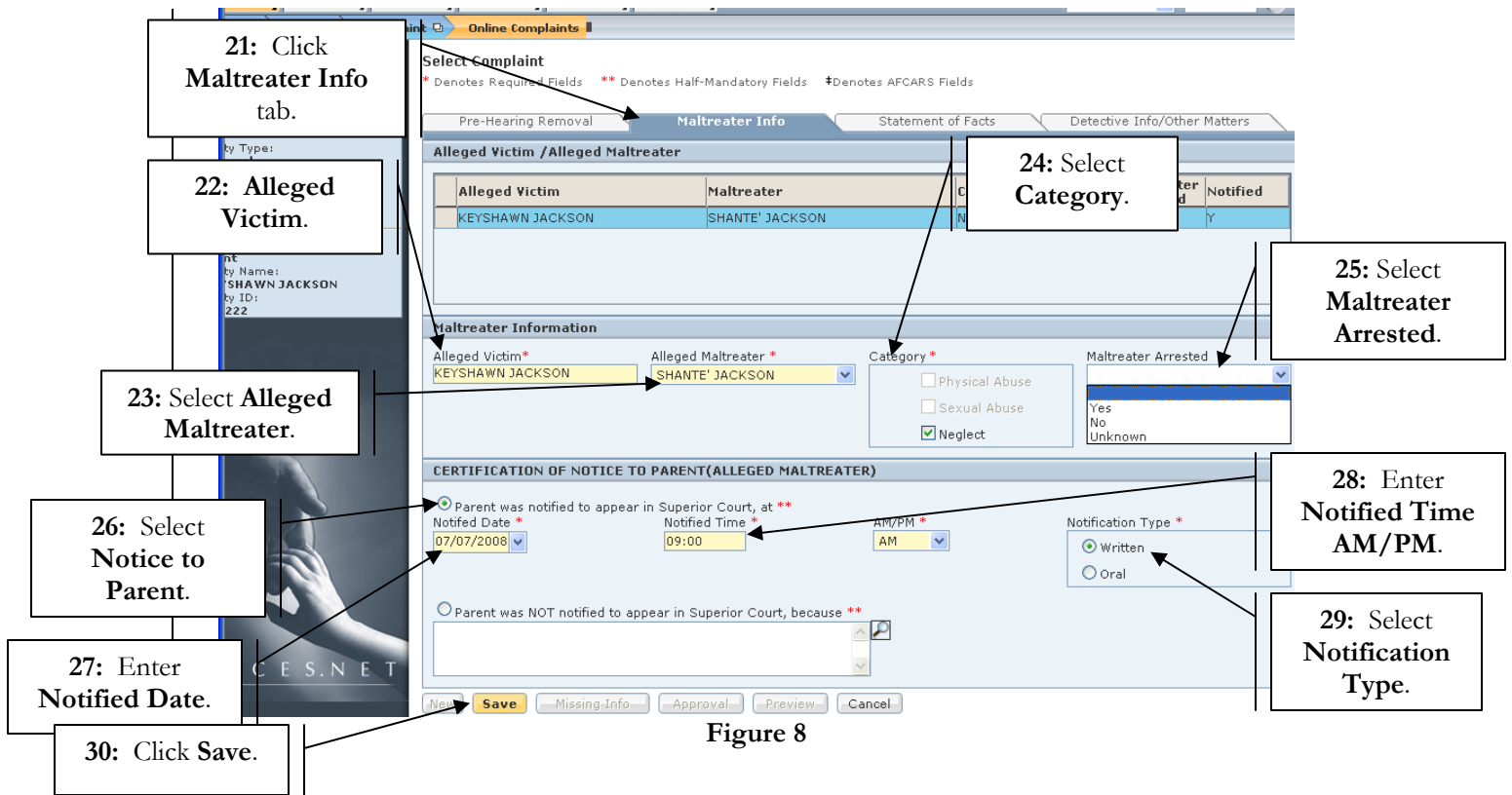


Figure 8

- Step 26: Select **Notice to Parent** (Alleged Maltreater) *Parent was notified to appear in Superior Court or Parent was not notified. If Parent was not notified to appear is selected, a response becomes mandatory.*
- Step 27: Enter **Date Parent Notified**.
- Step 28: Enter **Time** and select **AM or PM**.
- Step 29: Select **Notification type** (*Written or Oral*).
- Step 30: Click **Save**.
- Step 31: Click on **Statement of Facts** tab.
- Step 31a: Complete each **Narrative**.



**Note:**

- Before entering any narratives on this screen, if there are other complaints within this referral/case, a client name for whom that complaint exists will be listed in the “Copy Statement of Facts” box.
- If you do not want to begin entering the ‘Statement of Facts’ from scratch, you may select a client name in the “Copy Statement of Facts” box and click the “Copy From” button to automatically copy all statement of facts text from that clients complaint to this complaint.
- Selecting “**Copy From**” will automatically overwrite ALL boxes on this screen with the text from the complaint you are copying.

**Step 31b:** Complete each applicable **Narrative**.

**Step 31c:** Click on **Insert**.



**Note:**

- If you click on the insert button on the selected narrative a pre-defined response will populate in the narrative field.
- If you do not want to insert the pre-defined narrative, click on the text box you would like to enter and begin typing your narrative.

**Step 32:** Click **Save**.

**31c:** Click **Insert**.

**31a:** Complete each narrative.



**Medical Screening (if additional appointments, evaluations needed, list)**  
N/A

**Recommendations for Conditional Release of Child to Parent**  **Conditions of Release-N/A. Service...**  
Conditions of Release-N/A. Services-N/A.

**Shelter Care: Reasonable Efforts**  **Not Applicable.**  
Not Applicable.

**Shelter Care: Reasonable Efforts Not Made**  **Due to the emergency situation and ...**  
Due to the emergency situation and imminent danger, it was determined that no reasonable efforts could be made to prevent the removal.

**Shelter Care:Reasons Why Conditions of Release & Services Could Not Protect Child**  **Due to the emergency nature of the ...**  
N/A

**Shelter Care: Relatives Resources(Describe relative resources if they exist)**  **1) Relative resources are not known...**  
1) Relative resources are not known at this time; they will be explored through a Family Team Meeting, if appropriate, or through other means. 2) Relative resources exist. They are as follows:

**Current Placement**  **The child is currently placed in a ...**  
The child is currently placed in a CFSA approved foster placement.

**Services Offered To Prevent Placement**  **Due to the emergency nature of the ...**  
Due to the emergency nature of the situation, no services could be offered to prevent placement.

**Results of the Investigation**  
It was found that Ms. Jackson was acting in a neglect capacity towards her minor children in the home. Ms. Jackson is a substance abuser and failed to provide adequate food and clothing for her minor children.

**Distance from Home**  **According to Yahoo/ Mapquest/ Googl...**  
According to Yahoo/ Mapquest/ Google directions, the distance between the child's home and the child's placement is approximately

**Proposed Placement**  **The proposed placement is the least...**  
The proposed placement is the least-restrictive, most family-like setting.

**Title IV-E Eligibility**  **This determination will be made by ..**  
This determination will be made by a Supervisory Eligibility Specialist at CFSA based on the criteria established by the Social Security Act.

**Measures to Minimize Disruption**  **Visitation and services will be pro...**  
Visitation and services will be provided, as appropriate, to minimize disruption.

**Immediate Measures to Expedite Reunification**  **A Family Team Meeting will be sched...**  
A Family Team Meeting will be scheduled, as appropriate, and visitation and services will be provided as appropriate.

**Alternatives to Foster Care**  **Not applicable.**  
Not applicable.

**Recommendations for Visitation**  
At this time, it is recommended that visitation between the parent and child be supervised on a weekly basis.

**31b:**  
Complete each narrative.

**32:** Click Save.

**Figure 9**

**Step 33:** Click on **Detective Info/Other Matters** tab.

**Step 34:** Complete **Detective Information** in each field.

**Step 35:** Complete **Narrative information**.



**Note:**

- The **Other Court Numbers** section will automatically populate previously entered court numbers for a client to which prior court history exist.

**Step 36:** Click **Save**

**Step 37:** Click **Missing Information**. *This feature is used to check for any missing information on the complaint form prior to requesting approval. It is not mandatory to select missing information.*

**Step 38:** Click **Preview**. *The Preview button is used to preview the complaint form. It is not mandatory to preview the form prior to requesting approval.*

**Step 39:** Click on **Approval** button to request Supervisor's Approval.

The screenshot shows a web application interface for 'Select Complaint'. The 'Detective Info/Other Matters' tab is active. The 'Detective Information' section contains fields for First (Willie), Middle, Last (Lee), Badge Number (897), and Phone Number ((202) 555-8899). There is a radio button for 'Was This a Joint Investigation' with 'YES' selected. Below this is a text area for 'List any other Court Matters regarding this Family and Household Members that you are aware of (i.e. Custody, Child Support, Domestic Violence, Delinquency). Include Type of Case, Docket Number, IV D-UPI, if known:'. The 'Other Court Numbers' section has several empty input fields for XREF #, Social File #, Neglect #, Domestic Relations #, Juvenile #, Support #, Paternity #, and Court Identification #. At the bottom, there are buttons for 'New', 'Save', 'Missing Info', 'Approval', 'Preview', and 'Cancel'. Callout boxes with arrows point to various elements: '33: Click Detective Info/Other Matters.' points to the tab; '34: Enter Detective Information.' points to the 'Last' field; '35: Complete Narrative.' points to the text area; '36: Click Save.' points to the 'Save' button; '37: Click Missing Info.' points to the 'Missing Info' button; '38: Click Preview.' points to the 'Preview' button; and '39: Click Approval.' points to the 'Approval' button. The caption 'Figure 10' is centered below the screenshot.

**Step 40:** Click on **Request** box (see Figure 11)

**Step 41:** Click **OK**

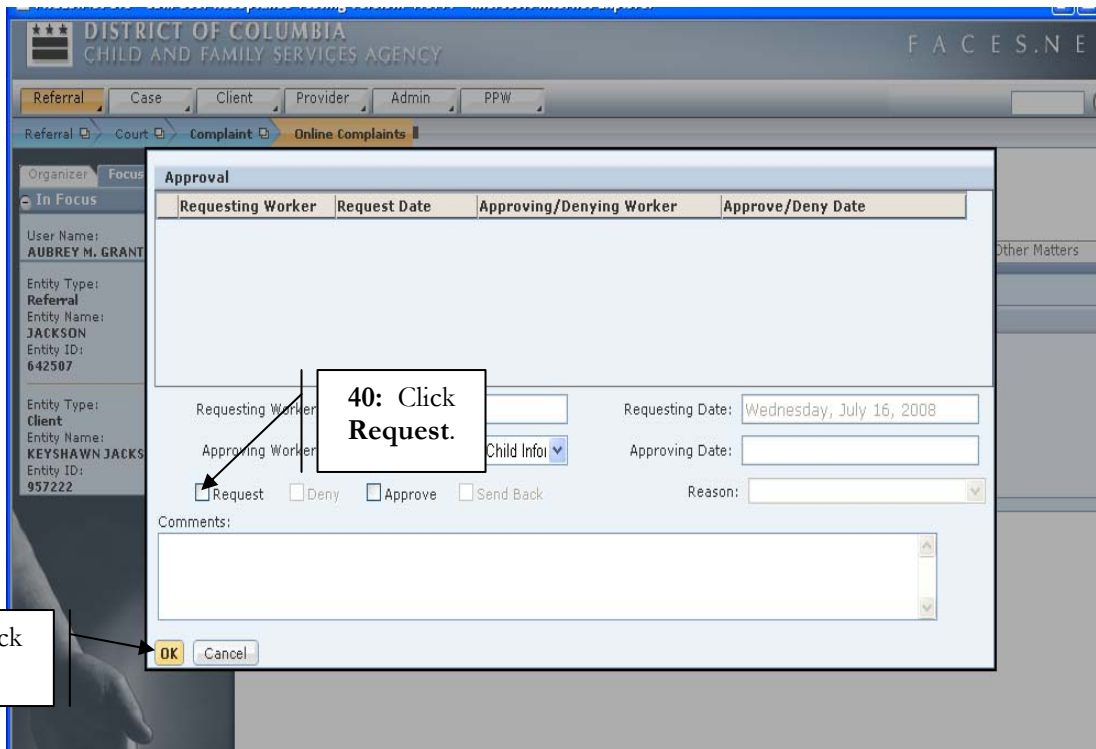


Figure 11



**Note:**

- Once the worker requests approval, the request will be sent to the Supervisor's inbox for final approval.
- Once the request is approved by the Supervisor, the complaint form will be sent electronically through the Interface with DC Family Court.
- A court hearing will be scheduled once the request is received by DC Family Court.

GOVERNMENT OF THE DISTRICT OF COLUMBIA



Child and Family Services Agency  
400 6th Street SW  
Washington, DC 20024

CHILD ABUSE NEGLECT COMPLAINT REFERRAL FORM

(Complaint #2)

<b>ALLEGATION:</b> <input type="checkbox"/> Physical Abuse <input type="checkbox"/> Sexual Abuse <input checked="" type="checkbox"/> Neglect	<b>REMOVAL:</b> <input checked="" type="checkbox"/> Child Removed <input type="checkbox"/> Child Not Removed	<b>GEOGRAPHIC DIVISION:</b> <input type="checkbox"/> Division 1(Wards 1, 4, 5, 7) <input checked="" type="checkbox"/> Division 2(Wards 2, 3, 6, 8)
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FAMILY INFORMATION			
<b>RESPONDENT</b> KEYSHAWN JACKSON42  SF#		<b>ADDRESS:</b> 400 6TH Street SW WASHINGTON District of Columbia 20024-	<b>REMOVAL DATE:</b> 07/09/2008  <b>REMOVAL TIME:</b> 10:00 AM
<b>DATE OF BIRTH:</b>	<b>SEX:</b> Male	<b>RACE:</b> Black	<b>SCHOOL:</b>
<b>MOTHER'S NAME AND DOB:</b> SHANTE JACKSON42 (Biological)  04/21/1975  <b>SSN:</b> - -		<b>ADDRESS:</b> 400 6TH Street SW WASHINGTON District of Columbia 20024-  <b>PHONE:</b> ()-	<b>PRIMARY LANGUAGE:</b> <input type="checkbox"/> English <input type="checkbox"/> Spanish <input type="checkbox"/> Other:
<b>FATHER'S NAME AND DOB:</b>   <b>SSN:</b>		<b>ADDRESS:</b>   <b>PHONE:</b>	<b>PRIMARY LANGUAGE:</b> <input type="checkbox"/> English <input type="checkbox"/> Spanish <input type="checkbox"/> Other:
<b>Respondent Living with:</b>		<b>Name and Relationship:</b>	
<b>Where was Respondent Placed:</b>			

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## ENTERING AND EDITING A CLIENT ADDRESS

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**Step 1:** Click the **Edit** button under the **Address** field. Addresses must be entered via the **Edit** button.

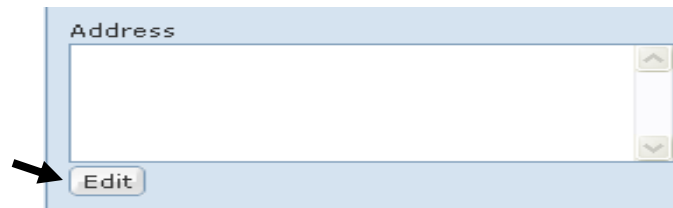


Figure 1

**Step 2:** Select the category of **Address** (**Domestic Address**, **P.O. Box**, or **Foreign Address**).

**Step 3:** Type the **Address Details**.

**Step 4:** Type additional **Comments** about the address if needed.

**Step 5:** Click **Find** to search for addresses that closely match your search. This Find feature also pulls maps and occasionally, pulls photographs of the District of Columbia addresses.



**Note:**

- Clicking **Find** and then selecting an address from the results is the only way to ensure that **Collaborative**, **Census Track**, and **Ward** information populate to the main address field.
- The **Find** feature on the **Enter Address** screen only searches for address in the District of Columbia. Other addresses can still be entered into the screen; however, maps, photographs, census track information, ward information and collaborative information will not be available.

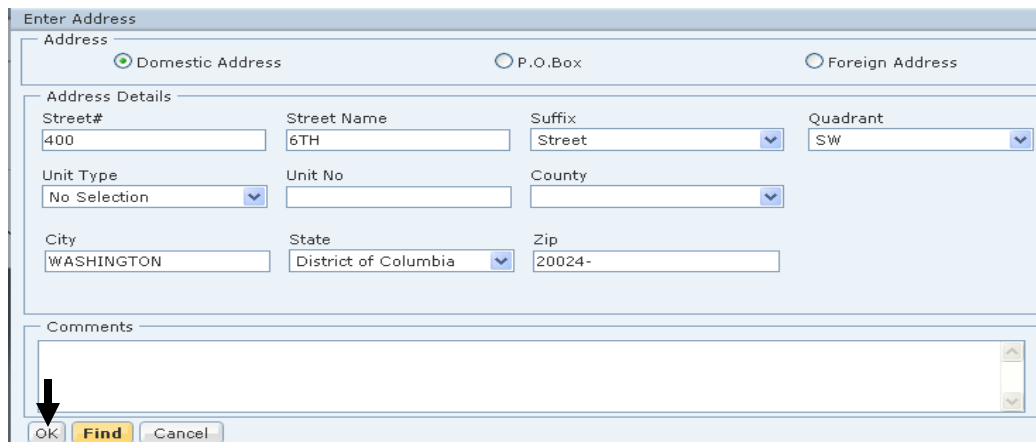
A screenshot of the 'Enter Address' form. The form has a title bar 'Enter Address'. Below the title bar, there are three radio buttons: 'Domestic Address' (selected), 'P.O.Box', and 'Foreign Address'. Underneath, there is a section titled 'Address Details' with several input fields: 'Street#' (400), 'Street Name' (6TH), 'Suffix' (Street), 'Quadrant' (SW), 'Unit Type' (No Selection), 'Unit No', 'County', 'City' (WASHINGTON), 'State' (District of Columbia), and 'Zip' (20024-). At the bottom of the form, there is a 'Comments' text area and three buttons: 'OK', 'Find', and 'Cancel'. A black arrow points to the 'Find' button.

Figure 2

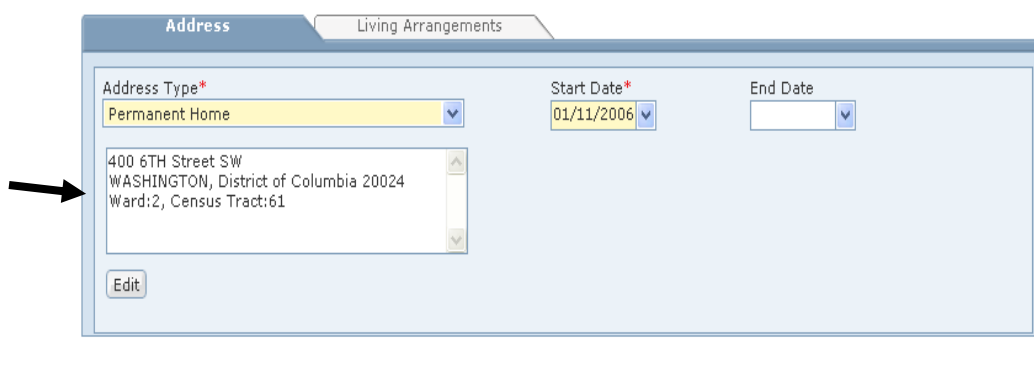
**Step 6:** Click **OK** to pull the address to the main address screen. (see Figure 3)



**Figure 3**



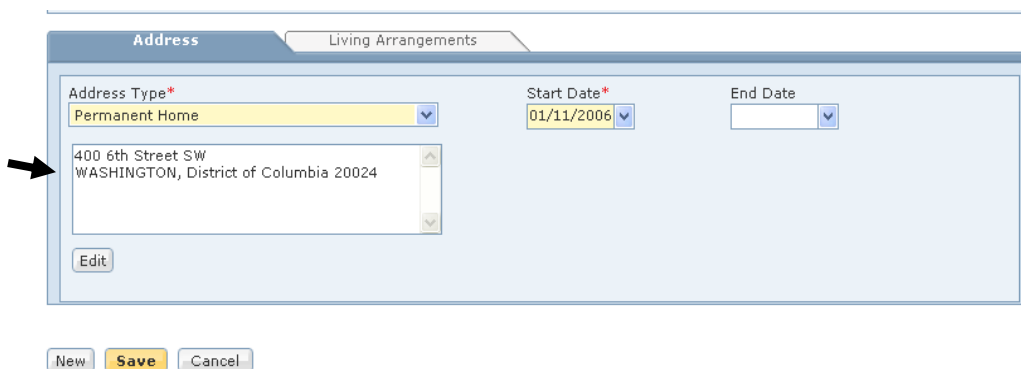
**Note:** If the **Find** button is selected and the address is highlighted in the **Enter Address** window, then the ward, census track and collaborative information will display when you click **OK**. (see Figure 4).



**Figure 4**



**Note:** If the **Find** button is not selected and the address is not highlighted in the **Enter Address** window then the ward, census track and collaborative information will not display when you click **OK**. (see Figure 5).



**Figure 5**

**Step 7:** Click **Save**.

