

Referral Management **Intake**

Referral

The originating point for information in Child Welfare Services/Case Management System (CWS/CMS) is Referral. The term “client” refers to someone who has the potential of receiving services from Child Protective Services. Child Protective Services usually begin when the department receives an allegation of possible abuse. Information may be in the form of a telephone call, a personal visit, a fax or some other method. The person receiving that information is usually provided with the name of a potential victim or victims, where to locate the victim or victims, what is happening that may be considered child abuse and who is doing whatever is going on that the reporting party believes may be abuse. The person getting this information then enters it into Referral in CWS/CMS.

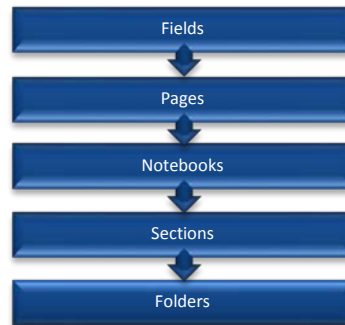
It is important to understand the basic difference between a Referral and a Case. In CWS/CMS, a Case is a Referral in which some form of abuse or neglect has been substantiated. That is, there has been an investigation of a report of abuse or neglect that the investigating worker found to be substantiated or true, and the Referral was disposed of (closed) by opening a new Case for a child.

The process or "life" of a Referral usually follows this structure.

- A Referral is received--information regarding the possible clients is obtained and a Referral document is prepared.
- The clients are checked for possible history of other abuse allegations.
- A decision is made regarding whether or not the information is an allegation to which a response needs to be made (an in-person visit made).
- The Referral is assigned to an investigating worker if the Referral is to be investigated.
- The investigating worker makes face-to-face contacts, collateral contacts and any other investigation determined to be appropriate.

- A determination is made as to whether or not the family needs services, the services are voluntary or the court should be involved.
- The Referral is either closed or promoted to Case.
- All continuing work in this matter is documented in the Case.

In CWS/CMS, the above process which are on "pages" which are "folders."

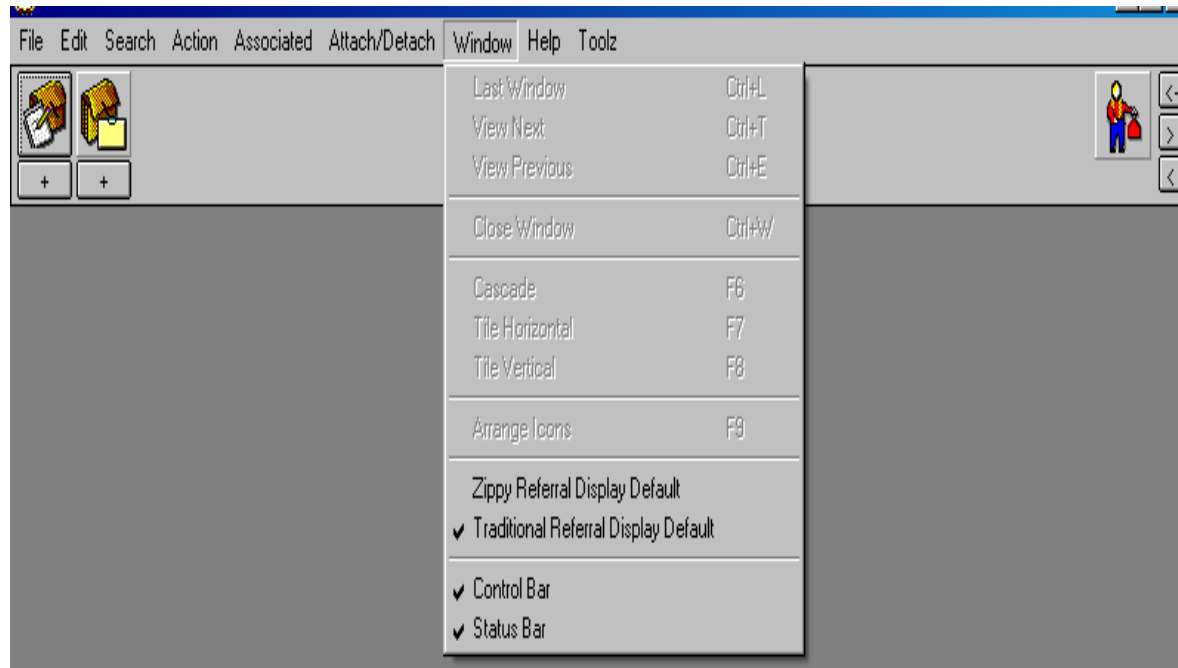


is documented by entering information in "fields" in "notebooks" which are in "sections" which are in

There are two ways to initiate a Referral in CWS/CMS. The original method was to use the "Traditional Referral" pages. A "Zippy Referral" was added later that initially uses only six (6) notebooks to capture the minimum required data that a "screener" must enter into CWS/CMS, saving for access by others. In order to finish the Referral, the work must be recorded in the Traditional Referral Notebooks. Some workers prefer to use the "Traditional Referral" and other workers prefer to use the "Zippy Referral" to start a Referral. The choice may be personal or may be determined by practice in the county in which a worker is employed.

To choose which "Referral" will be used initially, click on window in the "Client Services" drop down menu before opening a new Referral. The following drop down menu will appear. Either "Zippy Referral" or "Traditional Referral" will be selected. The check mark will indicate which is chosen.

Below is an example of the Window, “Drop Down” Menu.



Zippy Referral

In this example, the Traditional Referral Display Default is selected. To change to “Zippy Referral Display Default,” click on the line that says “Zippy Referral Display Default.”



Click the “+” under the “Open Existing Referral” icon.

You will notice that there are two folders and only six pages. There are no sections or notebooks to navigate through. These six pages represent the minimum information that is needed to save a referral to the database.

Below is the full page.

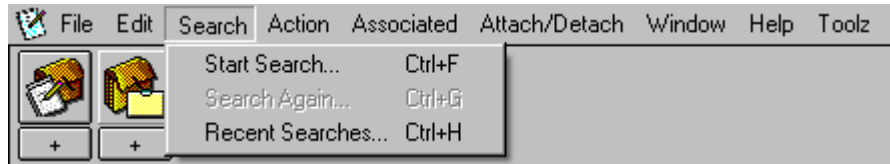
On the bottom of this page are two (2) items: The "Screener Text" text box and the "Create New Screener Narrative Document" button. Use the text box to input up to 4000 characters that will be used to automatically create and populate the "Screener Narrative Document." When finished entering information, the "+" next to "Create New Screener Narrative Document" must be clicked. That will create a new word document named "Screener Narrative" which is the same document that may be created in a "Traditional" referral format.

Once the document has been saved, the "+" will become disabled preventing the user from creating two screener documents.

The next page unique to "Zippy Referral" is the "Clients" page. The clients page is used to identify clients in the referral. Clients are those individuals, children and adults, who might be given services. Usually this is the immediate

family. CWS/CMS does not limit who may be a client. Before creating a client, always be sure to have done a complete search in CWS/CMS for the client ensuring that the client does not already exist.

To do a search, go to Windows Drop Down Menu and select “Search.”



From the options above, select “Start Search.” Below is the dialogue box that the selection would generate.

A screenshot of a 'Search' dialog box. At the top, there's a 'Search Type' dropdown menu with 'Client' selected. To the right of this are three buttons: 'OK', 'Cancel', and 'Help'. Below the dropdown is a list of search criteria, each with a text input field and a checkbox to its right. The criteria are: Last Name, First Name, Middle Name, Social Security Number, Gender, Approximate Age, Ethnicity, Street Number, Street Name, City, County of Residence (with 'Glenn' entered), State (with 'California' entered), ZIP Code, Date of Birth, and Home Phone. To the right of these fields are three checkboxes: 'Phonetic Name Search', 'Phonetic Street Name Search', and 'Partial Address Match', all of which are currently unchecked.

Then fill out the white areas being sure to have “Client” in the blue line bar under the “Search Type” heading.

To create a new client, click on the “+” indicated in (A) on the previous screen. Then fill out the information on the page. Below is a completed “Clients Page.”

The screenshot displays a software application window titled "Clients Page". The interface includes a menu bar (File, Edit, Search, Action, Associated, Attach/Detach, Window, Help, Tools) and a toolbar with a "+" button. Below the toolbar is a tabbed interface with tabs for "ID", "Reporter", "Clients", "Related Clients", "Allegations", and "Assignment". The "Clients" tab is active, showing a table with the following data:

	Client Name	Age(Yrs)	Gender	Date of Birth
1	Training, Father	40	M	01/01/1970
2	Training, Child	10	U	01/14/2000
3	Training, Mother	39	F	01/01/1971

Below the table is a "Grid Refresh" button. The "Client Information" form is visible, containing the following fields:

- Name Information:** First (Mother), Middle (Training), Last (Legal), Suffix, Name Type (Legal).
- Gender:** Female.
- Marital Status:** Married.
- SSN:** - -
- Date of Birth or Age and Age Unit:** 01/01/1971 or 39 Years.
- Client Number:** 0810-9955-4187-0000153.
- Self Reporter:** ☐ Self Reporter.
- Client is a Minor Mother:** ☐ Client is a Minor Mother.
- Language:** Primary Language (English), Secondary Language.
- Race/Ethnicity:** Specify Race* if known, Primary Ethnicity (Unable to Determine*), Unable to Determine - Reason (Individual Does Not Know).

The next unique page is “Related Clients.” Build the relationships between clients on this screen. Be careful not to reverse the order or make clients related in ways that they are not.

Related Clients
[Training Child /](#)
[Training Child](#)

☐ Live at the same location
☐ Parent's Whereabouts Unknown

	Child Training (9)	Mother Training (38)	Father Training (39)	
Child				
Mother				
Father				

Below is a completed “Related Clients” page.

Related Clients
[Training Father /](#)
[Training Mother](#)

☒ Live at the same location
☐ Parent's Whereabouts Unknown

	Child Training (8)	Mother Training (29)	Father Training (31)	
Child		Son/Mother (Birth)	Son/Father (Alleged)	
Mother	Mother/Son (Birth)		Spouse/Spouse	
Father	Father/Son (Alleged)	Spouse/Spouse		

The next page specific to “Zippy Referral” is the “Allegations” page shown below.

ID	Reporter	Clients	Related Clients	Allegations	Assignment
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Identification

+	Alleged Victim	Alleged Perpetrator	Abuse Category	Perpetrator Type	Placement Facility Type

Occurrence Information

Start Date	End Date	Location of Incident
<input type="text"/>	<input type="text"/>	
Number of Occurrences		
<input type="text"/>	Per <input type="text"/>	

Allegations requires that at least one client be identified as a child by age. All children clients will be available to select as a victim or victims. All clients except who was chosen as a victim will be available to choose as an “Alleged Perpetrator.”

Following is an example of the “Allegations” page with the drop down menus for “Alleged Perpetrator” and “Abuse Category” shown.

The screenshot shows the 'Allegations' page with the following details:

- Identification Section:**

	Alleged Victim	Alleged Perpetrator	Abuse Category	Perpetrator Type	Placement Facility Type
1	Training Child(9)	Training Father(39) Training Mother(38) <None>	Caretaker Absence/Incap Emotional Abuse Exploitation General Neglect Physical Abuse Severe Neglect Sexual Abuse Substantial Risk	Perpetrator Not Ider	
- Occurrence Information Section:**
 - Start Date: [] End Date: []
 - Location of Incident: []
 - Number of Occurrences: [] Per []

Once all data has been entered in all six pages, “Save to Database.” Once the “Zippy Referral” has been saved, it becomes a traditional referral. It will open from “Open Existing Referrals” and all following documentation will be completed there.

Traditional Referral

Next, look at how to enter referrals using the traditional referral as the standard “template” for referrals. A lot of what is true for “Zippy Referral” is also true for “Traditional Referral” and will be referenced when appropriate.

Be sure that you have selected “Traditional Referral” in the windows drop down menu. As with Zippy, you start the referral intake process by clicking on the “+” below the “Open Existing Referrals” icon. That will produce the following page.

The screenshot shows a software window titled "Client Services - [Referral [0640-0273-2222-2000153]]". The window has a menu bar (File, Edit, Search, Action, Associated, Attach/Detach, Window, Help, Tools) and a toolbar with various icons. Below the toolbar is a tabbed interface with tabs for Summary, ID, Reporter, Assignment, and Spec Proj. The main content area is divided into several sections:

- Referral Identification**: Includes fields for Date (08/30/2010), Time (12:18pm), Referral Name, Screener (Weekly, Susan), Report Method, and Primary Agency Responsible (County Welfare Department).
- Common Address**: Includes fields for Street No., Street Name, City, State (California), ZIP, ZIP Ext, Phone, and a checkbox for Homeless.
- Location of Children**: A text area for providing location details.
- Address Comment**: A text area for additional comments.
- Screener Alerts**: A section for managing alerts.
- CACI Notice to Perpetrator**: Includes a table with columns Date Sent, Delivery Method, and Perpetrator, and a section for Date Sent, Delivery Method (In Person, By Mail), and Perpetrator.
- DOJ Grievance Request**: Includes a table with columns Request Date, Resolution Date, Outcome, and Filed By.

The status bar at the bottom indicates "Ready" and "Referral [0640-0273-2222-2000153]".

CWS/CMS automatically enters the current date and time, but they are changeable if not correct. CWS/CMS will, in most circumstances, automatically enter the name of the worker logged onto the computer in the "Screener" field. Fill in the "Referral Name." Follow county policy in determining what "Referral Name" to enter. Some counties use the youngest child, some use the oldest child and some use the mother's name. The name order may be first name first or last name first.

Next, select the "Report Method" from a drop down menu that appears when the down arrow is clicked. There are only five options: E-Mail, Fax, In-Person, Telephone and Written. It is possible to enter the first letter of the option rather than open the drop down menu and the application will select that option.

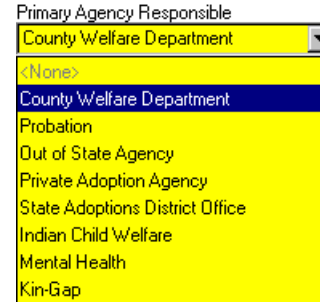
Closer examination of the screen will show that there are "information boxes" outlined by thin black lines on the page. Inside one box is the "Identification" box," which was discussed above. The next box, "Common Address," is used to record an address that is shared by one or more clients in the Referral. Also in this box is an area labeled "Location of Children." This is used to report where the child or children are located at the time of the Referral, such as a school or other location where the child or children can be located immediately if necessary. The "Address Comment" area is used to provide additional information regarding the address such as the residence is actually a converted garage behind the home but shares the same address as the home.

Immediately below the "Common Address" box, but still inside the larger information box, is a narrative field labeled "Screener Alerts." This area is used to record any data that a responder might need to be warned about such as a dangerous dog or a dangerous occupant also resides at the location or additional information regarding the referral.

The last data box on the page is the "DOJ Grievance Request" box. At this time in a referral, this box is inactive. The function of this information box later in the life of a referral will be addressed later.

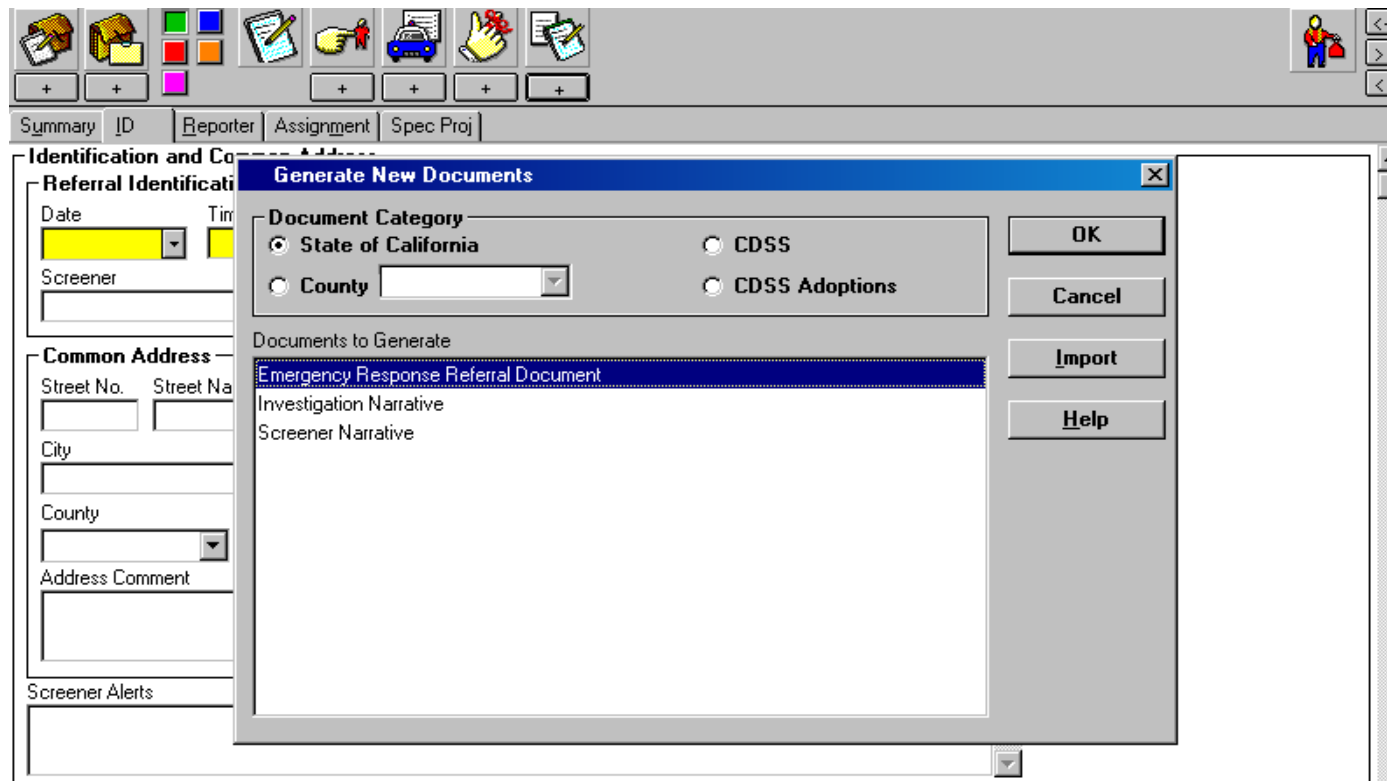
On the bottom of the page and to the far left of the page are "Scroll Bars." The horizontal scroll bar has two (2) arrows; one (1) arrow is pointed to the left on the left side, a button and a shaded bar; another arrow is pointed to the right on the right side. The vertical scroll bar on the far right side is made up of two (2) arrows: the top arrow on the left side, a vertical shaded button and a button at the bottom of the page. By moving the buttons within their respective bars, the page can be "moved." In CWS/CMS, when scroll bars are present, whether horizontal, vertical, or both, scroll the page to ensure there are no fields not visible on the page.

To the immediate right of the "Report Method" drop down menu is the "Primary Agency Responsible" drop down menu. It will default to "County Welfare Department." For social workers this is usually the correct answer and need not be changed. There may be times, however, when it is necessary to change the primary agency. The drop-down menu has the options shown on the side bar.



After completing the "ID" page of the "New Referral," enter what the reporting party reported. In "Zippy Referral" that was done by entering that data in a narrative field called "Screener Narrative" then clicking the "+" next to "Create New Screener Narrative Document." In the "Traditional Referral," that is done by creating a "New" document.

To create the "New Document," click on the "+" under the referral document icon. See the example on the next page.



From the drop down menu, click on the "Screener Narrative." Note that the selection would have to change from the "Emergency Response Referral Document" to the screener narrative. When Screener Narrative is selected, click on the okay button. CWS/CMS will then open a Word document named Screener Narrative. There is no limit to the amount of information that may enter into this document. At the top of the document is a description of the type of data that would be entered into the screener document.

Below is a sample of the Screener Document.

SCREENER NARRATIVE
ALLEGATIONS (Who, What, Where, When, How, Who Else Knows, Why Now?)... COLLECT AND RECORD INFORMATION ABOUT THE FOLLOWING RISK FACTORS:
<ol style="list-style-type: none">1. PRECIPITATING INCIDENT (Severity, frequency; location and description of injury; history of abuse)2. CHILD CHARACTERISTICS (Age, vulnerability, special circumstances; perpetrator's access; behavior, interaction with caretakers, sibling and peers)3. CARETAKER CHARACTERISTICS (Capacity for child care; interaction with children, other caretakers; skill, knowledge; substance abuse, criminal behavior, mental health)4. FAMILY FACTORS (Relationships, support systems; history of abuse; presence of parent substitute; environmental conditions; family strengths)5. DOMESTIC VIOLENCE/ABUSE FACTORS (Safety risks; pattern of assaults on, threats to, and/or stalking of household members; forced social isolation or economic deprivation; weapons present in the home and used as a threat; prior law enforcement or emergency medical response(s); history of domestic violence/abuse; medical neglect; violation of restraining orders; mental health issues; other risk factors)
<div></div>

After entering the information on the ID page, go to the "Reporter" page. Some information must be entered on this page. The selection could be as simple as clicking in the "Reporters Page Unknown" box or may require completion of a number of fields.

Below is a "Reporter Page." This is the same in either the "Zippy" or "Traditional" Referral.

Summary ID Reporter Assignment Spec Proj			
Reporter			
Information			
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> Confidentiality <input checked="" type="radio"/> Requested <input type="radio"/> Waived </div> <div style="width: 55%;"> <input type="checkbox"/> Reporter's Name Unknown <input type="checkbox"/> Family Informed <input type="checkbox"/> Law Enforcement Cross Report Filed </div> <div style="width: 45%;"> <input type="checkbox"/> Application for Petition <input type="checkbox"/> Mandated Reporter <input type="checkbox"/> Self Reporter </div> <div style="width: 55%;"> SS8572 Received Date <input type="text"/> </div> </div>			
Identification			
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> Prefix <input type="text"/> First <input type="text"/> MI <input type="text"/> Last <input type="text"/> Suffix <input type="text"/> </div> <div style="width: 55%;"> Relationship to Referral <input type="text"/> </div> </div>			
Address			
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> Street No. <input type="text"/> Street Name <input type="text"/> City <input type="text"/> State <input type="text"/> ZIP <input type="text"/> ZIP Ext <input type="text"/> </div> <div style="width: 55%;"> Phone Primary Phone <input type="text"/> Ext <input type="text"/> Message Phone <input type="text"/> Ext <input type="text"/> </div> </div>			
Mandated Reporter			
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> Agency Name <input type="text"/> Law Enforcement <input type="text"/> </div> <div style="width: 55%;"> Badge Number <input type="text"/> </div> </div>			
Feedback Details			
<input type="checkbox"/> Feedback Required Feedback Method <input type="text"/> Feedback Sent <input type="text"/>			

All reporters are given confidentiality. The reporting party may waive the confidentiality, but unless they specifically waive it, they are to remain anonymous unless a Court orders the release of that information. Change the

Confidentiality
☒ Requested
☐ Waived

"Confidentiality" setting only if the reporting party waives their confidentiality.

Next, select at least one of the boxes shown below to indicate information regarding the reporting party.

<input type="checkbox"/> Reporter's Name Unknown	<input type="checkbox"/> Application for Petition	SS8572 Received Date
<input type="checkbox"/> Family Informed	<input type="checkbox"/> Mandated Reporter	<input type="text"/>
<input type="checkbox"/> Law Enforcement Cross Report Filed	<input type="checkbox"/> Self Reporter	<input type="text"/>

If the reporters name is unknown, click in the box next to “Reporters Name Unknown.” This will deactivate the rest of the page, as no further information regarding the reporter is available or necessary.

A check in the “Family Informed” box indicates that the family involved in the referral is aware that the report has been made.

A check in the “Law Enforcement Cross Report Filed” box indicates that the reporter has filed a Suspected Child Abuse Report with law enforcement.

A check in the “Application for Petition” box indicates that the reporter submitted the report in writing and included an affidavit as to the truth of it, to which your agency must respond within a set period of time.

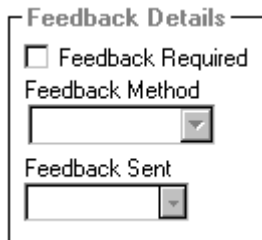
A check in the “Mandated Reported” box indicates that the reporter is required to file the report with the CWS agency.

The “SS8572 Received Date” shows the date that the Suspected Child Abuse Report (SS8572) was received from the Mandated Reporter. This field is not available unless Mandated Reporter is selected.

The “Self Reporter “ box and the field immediately to the right of it are “Blue” which indicates that this is a “Read Only” area and cannot be modified from here.

In the “Identification” information box, provide information regarding the report. In the case of a mandated reporter be sure to enter an address and the relationship of the reporter to the child. For a mandated reporter, also provide a telephone number. The telephone number is usefull information for any reporter and should always be requested.

In the “Mandated Reporter” information box, enter who the mandated reporter works for, or use the drop down menu associated to “Law Enforcement” to select the appropriate Law Enforcement agency.

A screenshot of a web form titled "Feedback Details". It contains three items: a checkbox labeled "Feedback Required", a dropdown menu labeled "Feedback Method", and another dropdown menu labeled "Feedback Sent".

Feedback Details	
<input type="checkbox"/>	Feedback Required
	Feedback Method
	Feedback Sent

If the reporting party is a mandated reporter, s/he is to get feedback on the referral. Use this box to indicate that by checking the “Feedback Required” box. A large number of counties are making it a policy to select “Written” from the drop down menu under “Feedback Method” at this time.

Next, it is necessary to search to see if Child Welfare Services anywhere in the state know the victim or members of his or her family. The search method is the same as detailed starting on the bottom of page 42. Go to the “Drop Down Menu” for “Search.” Select “Start Search”; confirm it is a client search. Enter child’s name. Keep the search to a minimum number of elements to ensure the widest possible search results. Do not add additional search elements unless the system is unable to show results due to “Too Many Hits.”

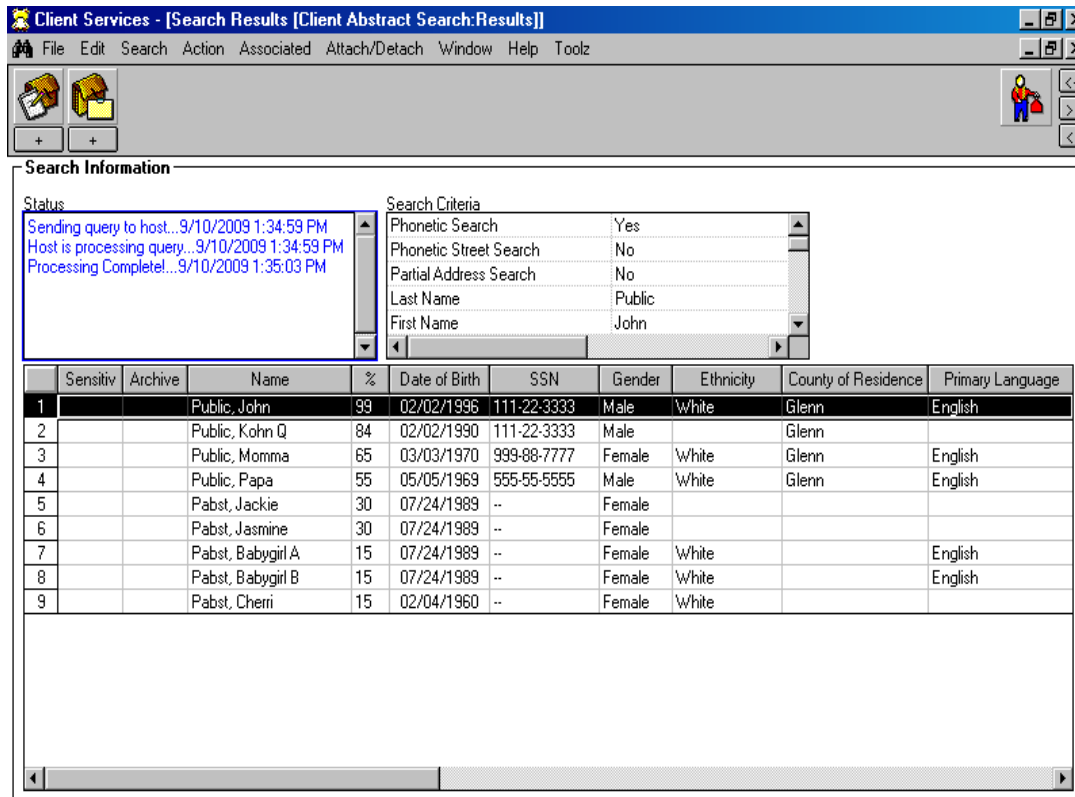
In the following example, a search will be preformed for an imaginary client named John Public.

Field	Value	Searchable
Last Name	Public	<input checked="" type="checkbox"/>
First Name	John	<input checked="" type="checkbox"/>
Middle Name		<input type="checkbox"/>
Social Security Number		<input type="checkbox"/>
Gender		<input type="checkbox"/>
Approximate Age		<input type="checkbox"/>
Ethnicity		<input type="checkbox"/>
Street Number		<input type="checkbox"/>
Street Name		<input type="checkbox"/>
City		<input type="checkbox"/>
County of Residence	Glenn	<input type="checkbox"/>
State	California	<input type="checkbox"/>
ZIP Code		<input type="checkbox"/>
Date of Birth		<input type="checkbox"/>
Home Phone		<input type="checkbox"/>

☒ Phonetic Name Search
☐ Phonetic Street Name Search
☐ Partial Address Match

Notice the **red** checks to the right of the imaginary child's name. Only the fields with a **red** check are being searched. Although Glenn is entered in "County of Residence" and California is entered in "State," those fields are not being searched at this time.

The results of the above search for the imaginary child "John Public" are shown on the next page.

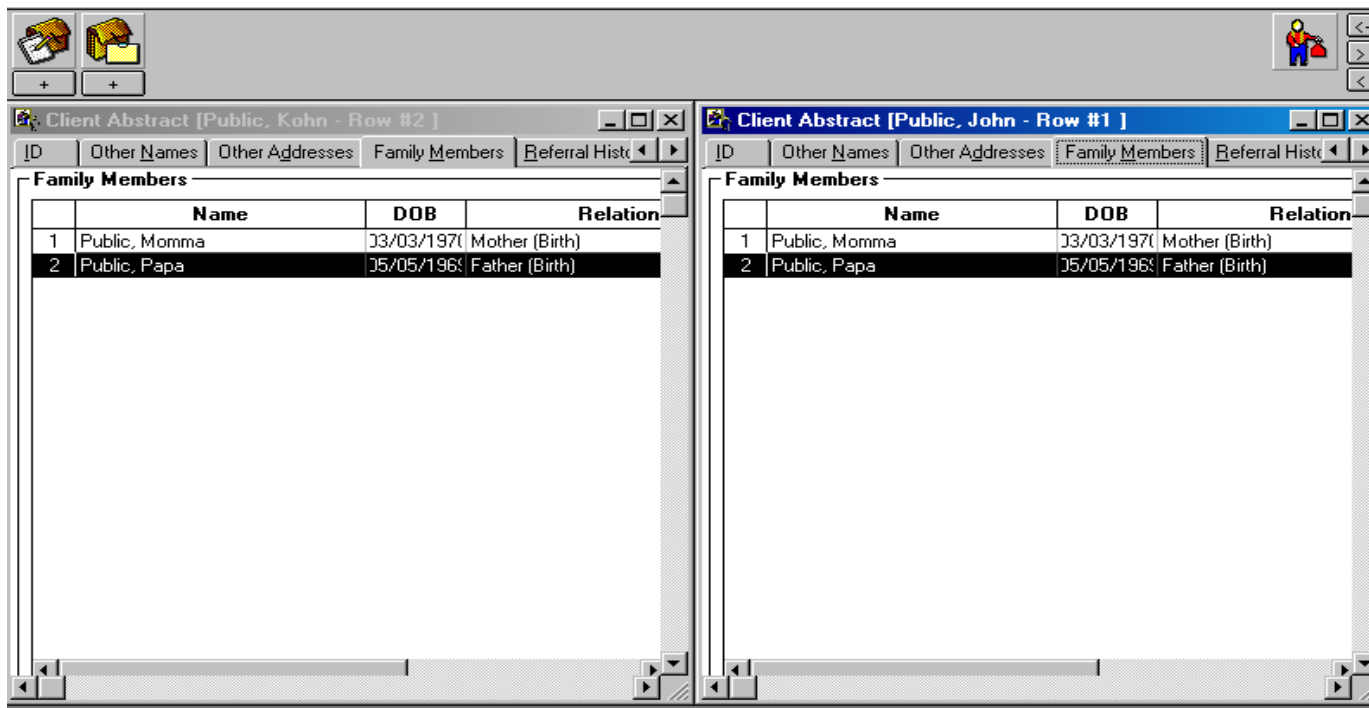


The application found nine possibilities in the database. Under the name column, there is exactly the name we typed, then the name spelled with a K, rather than a J, then other similar names. All names in this list are imaginary and do not exist in the real world.

Under the client known to the CWS/CMS application as John Public, is another client, Kohn Q. Public. If you compare the columns you will see that both clients share the same "County of Residence," "Gender," and "SSN (Social Security


Number).” The dates of birth are the same except for the year of birth. It is possible that these may be the same client, with one showing the results of sloppy data entry. It is possible to compare the two further.

Line 1, the John Public line, is in black with a white outline. That tells the user that line 1 is selected. Double click on that line. Doing so will produce a “Client Abstract” for the selected client. The abstract provided further information on the selected client to help further identify the client. After opening the abstract for John, navigate to “search results” and select the client Khon. Double click on Kohn’s line and open his abstract. This enables the comparison of both clients in order to decide if it is possible that the two are the same client.. On the next page, you will find a function of widows called “Tile Vertically.” That is reached from the drop down menu under the option of “Window.” After tiling the pages, the example below shows only the two abstracts open, other windows have been minimized.



In the above example “Family Members” for both clients are being shown. The family members are exactly the same. It is very likely that John and Kohn are the same client entered twice with errors on the second. Follow county procedure to bring this to the attention of the correct person to help resolve the problem. In some counties, this could be the supervisor, in other counties, it could be the “County Help Desk.” This does not prevent the completion of the referral.

The searching of records must be documented. One place for that documentation that is used by many counties is the “Screener Alerts” field. A one line entry that the database and county records were searched is all that is necessary in many counties.

As in “Zippy,” if the client does not exist, “NEW” clients would need to be created. In the traditional referral that is done by clicking on the Blue  button, or “Client Management Section.” When unsure of what each section is, hold the cursor over any unselect section button, and the application will display the name of that section.

Opening the “Client Management” section will give bring up the following notebooks. Note that the pages below the notebooks will not change until a new notebook is opened.



To create a new client, click on the “+” below the “Open Existing Client” icon.

Clicking on the “+” will open a new client page.

File Edit Search Action Associated Attach/Detach Window Help Tools

Summary ID Demog Address Names Related Clients ID Num Juv. Crt. # Search Log AFDC-FC Attorneys Service Providers ICWA/JUV-135 Adoption Info AAP Eligibility

Name and Identification

Client Information

Prefix First Middle Last Suffix Name Type
 Legal

Gender Marital Status SSN Alien Registration #
 Unknown

Driver's License - State/Number Date of Birth or Age and Age Unit

☐ Self Reporter ☐ Client is a Minor Mother ☐ Outstanding Warrant Exists
 Client Number: 0558-7628-6270-1000153

Confidentiality

☐ Confidentiality In Effect
 Ineffective Date:

Other Client Information

ICWA Eligible Incapacitated Parent
☐ Yes ☐ No ☐ Not Asked ☐ Pending ☐ Yes ☐ No ☐ Unknown ☐ Not Applicable

☐ Child has Indian Ancestry

Indian Ancestry Notification

County	Date
<input type="text"/>	<input type="text"/>

 County: Date Informed:

Language

Primary Language:
 Secondary Language:
 Literate: ☐ Yes ☐ No ☐ Unknown ☐ Not Applicable

Ethnicity

Primary Ethnicity:
 Other Ethnicity:
 Other Ethnicity:
 Hispanic or Latino Origin: ☐ Yes ☐ No ☐ Undetermined

Check the “Confidentiality in Effect” box when it is not desirable for the address of this client to be provided to everyone. By clicking in the box, the application is blocked from printing the address on many of the Court reports. This also advises that the address is confidential and should not be provided to everyone without first checking with his or her supervisor.

Notice that there are the **Yellow** fields that are mandatory and must have information entered into them before the system will allow saving to the database. There are also **Perriwinkle** fields. The **perriwinkle** fields are strongly encouraged to be completed. Although failure to complete them will not block the ability to save to the database, the information is critical and should be entered as soon as possible. There are a number of reports that rely on this information. Workers will be held responsible for entering data in these fields.

After completing the “ID” page, either complete as much as possible of the “Demographics” page or go directly to the “Address” page. Better practice would be to complete the “Demographics” Page. A sample of the “Demographics” page is shown below.

The screenshot shows the 'Client Services - Referral' application window for a client named 'Training, mother'. The 'Demographics' tab is active, displaying a form with various fields for data entry. The form is organized into several sections:

- Origin:** Includes fields for Birth Country, Immigration Status, Birth State, Religion, Birth City, Origin Country, Birth Place / Hospital Name, and a checkbox for Birth Place Verified.
- Deceased:** Includes fields for Date, Death Circumstances Type, Date of Death Verified, Place of Death, and Death Circumstances Comments.
- Education Information:** Includes checkboxes for Parental Right to Make Education Decisions for this Child Limited by Court and All Available Education Information On File, and a text area for Plans/Attempts To Acquire Education Information.
- Health Information:** Includes a checkbox for All Available Health Information on File and a text area for Plans/Attempts To Acquire Health Information.
- Comments:** A large text area for entering comments.
- Previously Adopted:** Includes radio buttons for Yes, No, and Unknown, and a field for Adoption Age.
- Client has been Arrested for:** A table with columns for Arrests.
- Unemployed Parent:** Includes radio buttons for Yes, No, Unknown, and Not Applicable.
- Military Status:** Includes radio buttons for Dependent, Active, Veteran, No Involvement, and Unknown.
- Adoption Status:** Includes radio buttons for Totally Free, Partially Free, Not Free, and Not Applicable.

The form also features a toolbar at the top with various icons for file operations and a status bar at the bottom showing the current window and taskbar icons.

After completing the “Demographics” page, complete the “Address” page. If no address is known, there is nothing to complete on this page. However, if an address was known at the time of the referral, and that address had been entered in the “Common Address” section on the referral “ID” page, when the “Address is opened,” a button named “Copy Common Address” would be enabled. By clicking on the button, all information entered in the “Common Address” section would be entered on this page. See the example below for an address page that was completed by clicking on “Copy Common Address.”

The screenshot shows the 'Client Services - Referral' application window. The 'Address' tab is active, displaying a table with one address entry:

ID	Type	Number	Street Name	City	State	Zip	County	Phone	Messages	Comment
1	Common	258	Parker Aven	Orland	California	95963	Glenn			

Below the table, the 'Common Address Referral' section is visible. It includes a 'History' button and an 'Information Displayed: Active' status. A 'Copy Common Address' button is highlighted. The form fields are populated with data from the selected address:

- Address Type: Common
- Street No.: 258
- Street Name: Parker Aven
- City: Orland
- State: California
- ZIP: 95963
- County: Glenn
- Start Date: 09/11/2009
- End Date: (empty)
- Comment: (empty)
- Booking/Inmate Number: (empty)

On the right side, there are radio buttons for 'AWDL/Abducted' (selected), 'AWDL', 'Abducted', and 'Not Applicable'. There are also fields for 'Phone' (Primary, Message, Emergency) and 'Ext'.

After two or more clients are created, go to the “Related Clients” page. The relationship among the clients is established here. This information is important and can be confusing when first learning the application. It is important to know how clients are related to each other and the order of that relationship. This is because the drop down menu for relationships always includes the reverse relationship. An example is that there is a relationship called brother/sister; there is also the reverse relationship, sister/brother. Should the wrong order be selected, a male client may have been made a sister to a female client who is now a brother. Caution is in order since this relationship populates directly to many reports, including Court reports.

Client Services - Referral [Pedro L] - [Client [Child Training]]

File Edit Search Action Associated Attach/Detach Window Help Toolz

Summary ID Demog. Address Names **Related Clients** ID Num Juv. Cr. # Search Log AFDC-FC Attorneys Service Providers I.C.W.A. Adoption Info AAP Eligibility

+	Relative	Related As	Family Finding	Rel. Notification
1	Training, Father	Father/Son (Birth)		
2	Training, Grandmother	Grandparent/Grandson (Maternal)		
3	Training, Mother	Mother/Son (Birth)		

Relative's Name

Training, Father /
 Training, Child

Start Date End Date

☒ Live at the same location ☐ Parent's Whereabouts Unknown

Family Finding Efforts

On Behalf Of Date Identified

+	Status	Start Date	End Date

Lifelong Connection Status Start Date End Date

Relative Notification

On Behalf Of

+	Date	Method/Exception	Response

Date Method/Exception
 Response

Above is an example of a related client's page. Note the Family Findings Efforts and Relative Notification information boxes at the bottom.

Another issue is selecting the paternal relationship. When selecting the paternal relationship, be careful to select the “actual” relationship. The application shows possible relationships for a father of adoptive, alleged, birth, foster, presumed and step. Before selecting a presumed status for a father, be certain that the father is a presumed father. As a general rule a “Presumed Father” is a legal finding. Until there is proof of the status, “birth father” could be used. Remember to correct the status when the Court finds the individual to be a presumed father or when such a record is documented.

Below is an example of choosing a “son/father” relationship in the application.

Related Clients	
Relative	Related As
1 Training, Father	Son/Father (Alleged)
2 Training, Mother	Mother/Son (Birth)

Relative's Name
Training, Father

Training, Child /
Training, Father

Start Date
End Date

☒ Live at the same location ☐ Parent's Whereabouts Unknown

Relative's Name
Training, Father

Training, Child /
Training, Father

Son/Father (Alleged)

Son/De Facto Parent

Son/Father (Adoptive)

Son/Father (Alleged)

Son/Father (Birth)

Son/Father (Foster)

Son/Father (Presumed)

Son/Father (Step)

Son/Mother (Adoptive)

Son/Mother (Alleged)

Son/Mother (Birth)

What if after performing the search, the finding is that the client does, or the clients do, exit.

Client Services - [Search Results [Client Abstract Search:Results]]

File Edit Search Action Associated Attach/Detach Window Help Toolz

Search Information

Status

Sending query to host...9/11/2009 8:43:29 AM
Host is processing query...9/11/2009 8:43:29 AM
Processing Complete!...9/11/2009 8:43:31 AM

Search Criteria

Phonetic Search Yes
Phonetic Street Search No
Partial Address Search No
Last Name Training
First Name

	Sensitiv	Archive	Name	%	Date of Birth	SSN	Gender	Ethnicity	County of Residence	Primary Language	SP Phone	In Open Case	Address
1			Training Child	99	01/01/2001	--	Male	White		English	(530) 555-1234	N	..
2			Training Father	99	01/01/1970	--	Male	White		English	(530) 555-1234	N	..
3			Training Mother	99	01/01/1971	--	Female	White		English	(530) 555-1234	N	..

If, after a search, the clients were found to exist, “new” clients would not need to be created since doing so would duplicate the existing clients. To place the existing clients in the new referral, use the “Drop Down” menu and select “Attach/Detach.” That action would result in the screen on the following page.

Client Services - Referral [Training, mother] - [Client [Child Training]]

File Edit Search Action Associated Attach/Detach Window Help Tools

Summary ID Demog Address Names Related Clients ID Num Juv. Crt # Search Log AFDC-FC Attorneys Service Providers ICWA/JV-135 Adoption Info AAP Eligibility

Related Clients

Relative	Related As
1 Training, Father	Son/Father (Alleged)

Relative's Name
Training, Father

Training, Child /
Training, Father

Son/Father (Alleged)

Start Date End Date

☒ Live at the same location ☐ Parent's Where

Attach Existing Client

Item to Attach
Client

For this Referral

Local	ID	Name	Received Date	Time
1	1574-5512-0599-7000153	Training, mother	09/11/2009	08:42 am

Attach this Client

	Name	Age(Yrs)	Gender	Birth Date
1	Training, Child	8	Male	01/01/2001

Additional items can be added to the list by performing a search on Client, then opening the abstract.

At this point, select the client to be attached from the list under “Attach this Client.” Note that there is only one client shown in this example. That is because the search was only for this child and not for the parents. After selecting the client to attach, click the “OK” button to the right. That would attach the client to the current referral; it would also bring all that client’s history and data with it.

Client Information

First: [Training] Middle: [Child] Last: [mother] Suffix: [] Name Type: [Training]
 Gender: [Male] Marital Status: [] SSN: [] Alien Registration #: [] Confidentiality: []
 Driver's License: [] State/Number: [] Effective Date: [09/11/2009]

Open Associated Referral

Item to Open: [Referral]

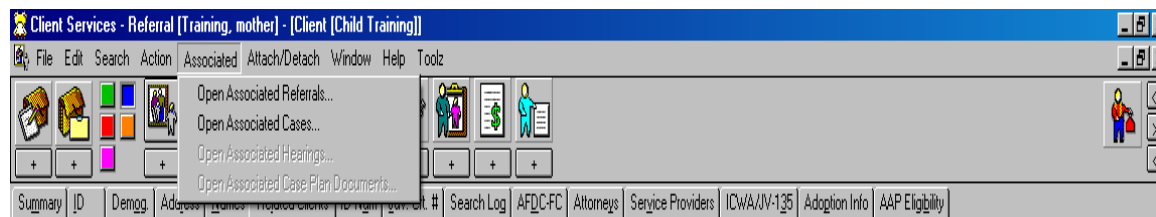
	Name	Age(Yrs)	Gender	Birth Date
1	Training, Child	0	Male	01/03/2001

Open this Associated Referral

	Local	ID	Name	Received Date	Time
1	Local	1574-5513-0909-7000153	Training, mother	09/11/2009	09:43 am
2	Local	0379-4136-4132-5000153	Training, Mother	09/11/2008	08:27 am

There are two ways to attach the remaining related clients to this referral. One way would be to search for each client and attach as demonstrated. A second method exists that some workers or situations might find preferable. To use the other method, again use the “Drop Down Menu.”

Open the existing client that was just attached. Select the “Associated” menu. This will result in the following drop down menu.





Select “Open Associated Referrals.” That would get the worker to the next screen.

The dialogue box will ask "For this Client," which in the example is only one choice, in the top box. In the second box there will be at least two referrals. The current referral, the one you are now entering will have a check next to the "ID number.." Choose any other referral and click on the "OK" button. That will result in the application opening the referral you selected. Once it is open, you can either just close it, or using the "Drop Down Menu," "Window," select the new referral and then go to the "Drop Down Menu," "Attach/Detach" option as before, and all family members should be there.

It does not matter who is selected. All family members will highlight. If there are any family members that are not to be attached, click on that family member and then hit "OK." That will attach all remaining family members. If the family members were related in the previous referral, they will bring those relationships with them, and you will not have to recreate them.

If there are any family members present in this referral that are were not part of the older referral, you will need to search to be sure they do not exist and then either attach them if they do exist, or create them if they do not exist.

When all family members are either attached to, or created in, the current referral, return to the "Referral Management" Section . In the "Referral Management Section, go to the "Allegation Notebook"  and click the "+" under the large icon. That will cause a new page to appear. The page is shown below.

Client Services - Referral [Training, Mother] - [Allegation {}]

File Edit Search Action Associated Attach/Detach Window Help Tools

ID Conclusion

Identification

People Involved

Alleged Victim
 Alleged Perpetrator
 Abuse Category
 Placement Facility Type

Perpetrator Type

☒ Perpetrator
☐ Perpetrator-SCP/Res. Facility Staff
☐ Non-Protecting Parent
☒ Perpetrator Not Identified

Occurrence Information

Start Date End Date
 Number of Occurrences
 Location of Incident

Information Source

☒ Alleged By Reporter ☐ Added By Investigator

Perpetrator History

Allegation Perpetrator History

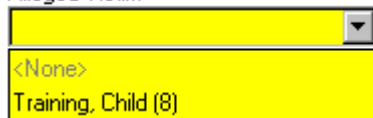
Date	Name

Ready Referral [Training, Mother] -> Allegation {}

The “alleged victim” drop down menu will show all “children” clients. To be considered a “child,” the client must have a birthdate that results in the client being 18 or under, or age of 18 years or under is entered in the age field in the “ID” page of the client notebook.

Alleged Victim
 Prior to clicking the down arrow.

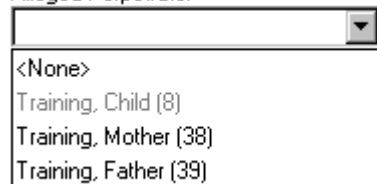
Alleged Victim



After clicking the down arrow, the selection box will show all child clients in the referral. Select only one child for this specific allegation. You may have to do this multiple times for each child or only once for the referral.

After selecting the one child for this specific allegation, click on the down arrow beside the “Alleged Perpetrator” line

Alleged Perpetrator



The child who was selected as the victim will be shown, but will be unavailable or “grayed out.” The resulting selection box will show all clients regardless of age.

From this list, select who the alleged perpetrator of the specific allegation is.

Next, select the “Abuse Category” drop down menu as shown below.

Abuse Category

<None>
<None>
At Risk, sibling abused
Caretaker Absence/Incapacity
Emotional Abuse
Exploitation
General Neglect
Physical Abuse
Severe Neglect
Sexual Abuse
Substantial Risk

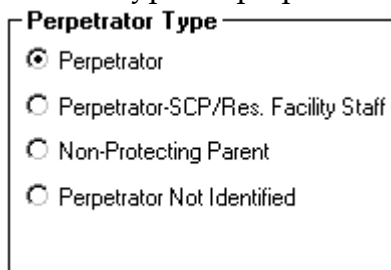
With the abuse category selected, the “People Involved” information box will look like the example below.

People Involved

Alleged Victim
Training, Child (8)
Alleged Perpetrator
Training, Father (39)
Abuse Category
Physical Abuse
Placement Facility Type

Beside the allegation drop down menus is an information box named “Perpetrator Type.”

Use this field to select from the options shown the type of perpetrator this allegation is regarding. In this

A rectangular box with a thin black border. At the top left, the text "Perpetrator Type" is written in a bold, black font. Below this text, there are four radio button options, each consisting of a small circle followed by the option text. The first option, "Perpetrator", has its radio button filled with a black dot. The other three options—"Perpetrator-SCP/Res. Facility Staff", "Non-Protecting Parent", and "Perpetrator Not Identified"—have empty radio buttons.

Perpetrator Type

- ☒ Perpetrator
- ☐ Perpetrator-SCP/Res. Facility Staff
- ☐ Non-Protecting Parent
- ☐ Perpetrator Not Identified

example, the father would be the perpetrator.

The “radial buttons” are mutually exclusive. Choose only one at a time. This is true any time a radial button appears when making a selection of options. If the perpetrator had failed to protect the child victim from the actions of someone else, then select “Non-Protecting Parent.”

To record the perpetrator as a substitute care provider or a residential facility staff, select the “Perpetrator-SCP/Res. Facility Staff” button. Then select the type of facility from the drop down menu to the left of the “Perpetrator Type” information box. The “Facility Type” will become [periwinkle](#). It is strongly encouraged that this section be completed.

If the perpetrator is known, enter the name in the client notebook then select that name is the perpetrator drop down menu. If the name is unknown, create a client with the name of the type of the facility as the first name and the name of the facility as the last name. When the name of the alleged perpetrator becomes known, change the name to the correct name.

Immediately under the “People Involved” and “Occurrence Information” information boxes is the “Information Source” box. It defaults to “Alleged by Reporter ” but can be changed. This would occur when the investigating worker adds a new allegation as the result of the investigation.

The final information box on this page is the “Perpetrator History” box. This box maintains an ongoing record of any perpetrator name entered and saved to that specific allegation and the date saved. Updating perpetrator information that is added to the Allegation Perpetrator History occurs through the use of the Update Allegation Perpetrator command (Client Services Action menu).

The next page shows a completed allegation “ID” page.

Client Services - Referral [Training, Mother] - [Allegation [Training, Child (8)]]

File Edit Search Action Associated Attach/Detach Window Help Tool

Identification

People Involved

Alleged Victim
Training, Child (8)

Alleged Perpetrator
Millhouse, Grouphome (Age unkno

Abuse Category
Physical Abuse

Placement Facility Type
Group Home

Perpetrator Type

☐ Perpetrator

☒ Perpetrator-SCP/Res. Facility Staff

☐ Non-Protecting Parent

☐ Perpetrator Not Identified

Occurrence Information

Start Date
09/01/2009

End Date

Number of Occurrences
3 Per Week

Location of Incident
Family home.

Information Source

☒ Alleged By Reporter ☐ Added By Investigator

Perpetrator History

Allegation Perpetrator History

	Date	Name
1	09/24/2009	Millhouse, Grouphome

Ready Referral [Training, Mother] -> Allegation [Training, Child]

After the allegation is completed, the user determines if an in-person response is required and how fast to respond if an in-person response is appropriate. The worker in some counties also determines what “Path” is the appropriate path to take. There are three paths.

Path 1 is when no in-person response is appropriate for the department but sending a partner to the home would be appropriate. For instance, when the information does not support a concern of child abuse, but sending a public health nurse to the home for further information would be appropriate.

Path 2 is when the department responds, but the response is coordinated with a partner.

Path 3 is the traditional referral response when the department responds without a partner.

Structured Decision Making (SDM)

The tool or application that is used for these considerations is outside of CWS/CMS. The application is Structured Decision Making. In production, the user will probably have a shortcut or a favorite in the intranet. For training use the web address https://www.sdmdata.org/ca_training/forms/loginlist.aspx and the User Name of "student1" with a password of "training."

After logging in to SDM, the user would have a home page.

Choose the “Hot Line Tool” from the “Create New” menu to the left of the case listing. This would result in the following screen.

California SDM: Hotline Tools - Windows Internet Explorer

https://www.sdmdata.org/ca_training/forms/Caseload.aspx

File Edit View Favorites Tools Help

California SDM: Hotline Tools

SDM
Structured Decision Making®

Hotline Tools

TRAINING
Extract Date: 02/21/2006
Server: NCCDWWW1

Main Menu Instructor1, SDM (SDM008) User Guide Policy & Procedures FAQ Email Help Desk Logout

Referral ID: Assessment Date:

Referral Name: Approving Unit:

Created: County of Completion:

Approval Status: Incomplete Last Update:

SECTION 1: APPROPRIATENESS OF A CHILD ABUSE/NEGLECT REPORT FOR RESPONSE

PART A: Screening Criteria

Instructions: Based on the caller's concerns, mark all criteria that apply. Do not mark items if the caller's information does not reach the threshold of the definition for an item.


Incomplete

First, complete the “Referral ID” box.

Referral ID:

That is done by putting the referral ID number in the box. One method is to copy the referral ID number from the referral ID page and paste it into this box, another is to manually copy the number on paper, then type it in.

Then, complete the “Assessment Date” box.

Assessment Date: 

That is done by either typing the date in the box, complete with slashes (/), or by clicking on the calendar icon to the right of the box and then clicking on the date.

Once the Referral ID and the Assessment Date are filled in, continue completing the tool.

This is not SDM training; it is merely an overview of the web version of the tool. Workers should be sure to complete formal SDM training for proper use of this tool. At present, SDM is the “Core 3” training of the required statewide training for new social workers.

The hotline tool continues as shown in the next pages.

SECTION 1: APPROPRIATENESS OF A CHILD ABUSE/NEGLECT REPORT FOR RESPONSE

PART A: Screening Criteria

Instructions: Based on the caller's concerns, mark all criteria that apply. Do not mark items if the caller's information does not reach the threshold of the definition for an item.

PHYSICAL ABUSE

☐ Non-accidental injury

- ☐ Death of child/another child in home
- ☐ Severe
- ☐ Other injury

☐ Cruel or excessive corporal punishment

☐ Threat of physical abuse

- ☐ Threats of physical harm
- ☐ Dangerous behavior toward child or in immediate proximity of child
- ☐ Prior death of a child due to abuse or neglect and new child in the home

EMOTIONAL ABUSE

☐ Caregiver actions have led to child's severe anxiety, depression, withdrawal, or aggressive behavior toward self or others

☐ Threat of emotional abuse

- ☐ Domestic Violence
- ☐ Bizarre or cruel behavior
- ☐ Caregiver's mental health concerns
- ☐ Caregiver's substance abuse concerns

NEGLECT☐ ? Severe neglect

- ☐ Diagnosed malnutrition
- ☐ Non-organic failure to thrive
- ☐ Child's health/safety is endangered
- ☐ Unexplained and/or suspicious death of a child and there are other children in the home

☐ ? General neglect

- ☐ Inadequate food
- ☐ Inadequate clothing
- ☐ Inadequate/hazardous shelter
- ☐ Inadequate supervision
- ☐ Inadequate medical/mental health care
- ☐ Child has no parent or guardian capable of providing appropriate care
- ☐ Failure to protect

☐ ? Threat of neglect

- ☐ Prior failed reunification or severe neglect, and new child in household
- ☐ Allowing child to use alcohol or other drugs
- ☐ Prenatal substance abuse
- ☐ Other high risk birth

SEXUAL ABUSE☐ ? ☐ Any sexual act on a child by an adult caregiver or other adult in the household, or unable to rule out household member as alleged perpetrator☐ ? ☐ Sexual act(s) among siblings or other children living in the home☐ ? ☐ Sexual exploitation☐ ? Threat of sexual abuse

- ☐ Known or highly suspected sexual abuse perpetrator lives with child
- ☐ Severely inappropriate sexual boundaries

The “?” to the left of the choices will provide the user with further definitions of the choices. After making the appropriate choices in the fields shown above, the SDM application will provide a recommended response. Following the recommendation are a number of override capabilities. Choose to continue with the recommended response, or if appropriate, override the recommendation and choose a different response.

If the recommended response is an in-person response, the SDM application will lead to the appropriate response, expressed in days. Should the response be immediate or 10 day? Although Division 31 Manual of Policies and Procedures only recognized immediate or 10 day response time, within CWS/CMS there are also 3 day and 5 day response times. Some counties may still use these designations.

The next two pages display examples of the recommended responses and overrides, and the “Decision Tree” to determine how fast any response should be.

SDM®

Structured Decision Making®

Hotline Tools

Extract Date: 6/21/2016

Server: HCCONVW

Main Menu

Instructor's SDM (528900)

User Guide

Policy & Procedures

FAQ

Email Help Desk

Logout

PART B: Recommended Screening Decision

Instructions: Indicate the appropriate screening decision below.

1. ☐ Evaluate out (no criteria marked)

2. ☒ In-person response (one or more criteria are marked)

3. ☐ Review of criteria not required

PART C: Screening Overrides

RECOMMENDED SCREENING DECISION

Recommended Screening Decision: In-Person Response (one or more criteria marked)

Screening Criteria Allegation Type(s): Physical Abuse

OVERRIDES

INSTRUCTIONS: Select the appropriate override below. If there are no overrides, select "No Overrides," and the screening decision will remain the same.

No Override

☐ 1. No override

Override to In-Person Response

☒ 2. In-person response: no criteria are marked, but report will be opened as a referral. No further SDM assessments required. Mark any that apply:

☐ Courtesy interview at law enforcement's request

☐ Residency verification

☐ Response required by court order

☐ Local protocol (explain in Comments below)

☐ Other (explain in Comments below)

Comments:

Override to Evaluate Out

☐ 3. Evaluate out: one or more criteria are marked, but referral will be evaluated out. No further SDM assessments required. Mark all that apply:

☐ Insufficient information to locate child/family

☐ Another community agency has jurisdiction

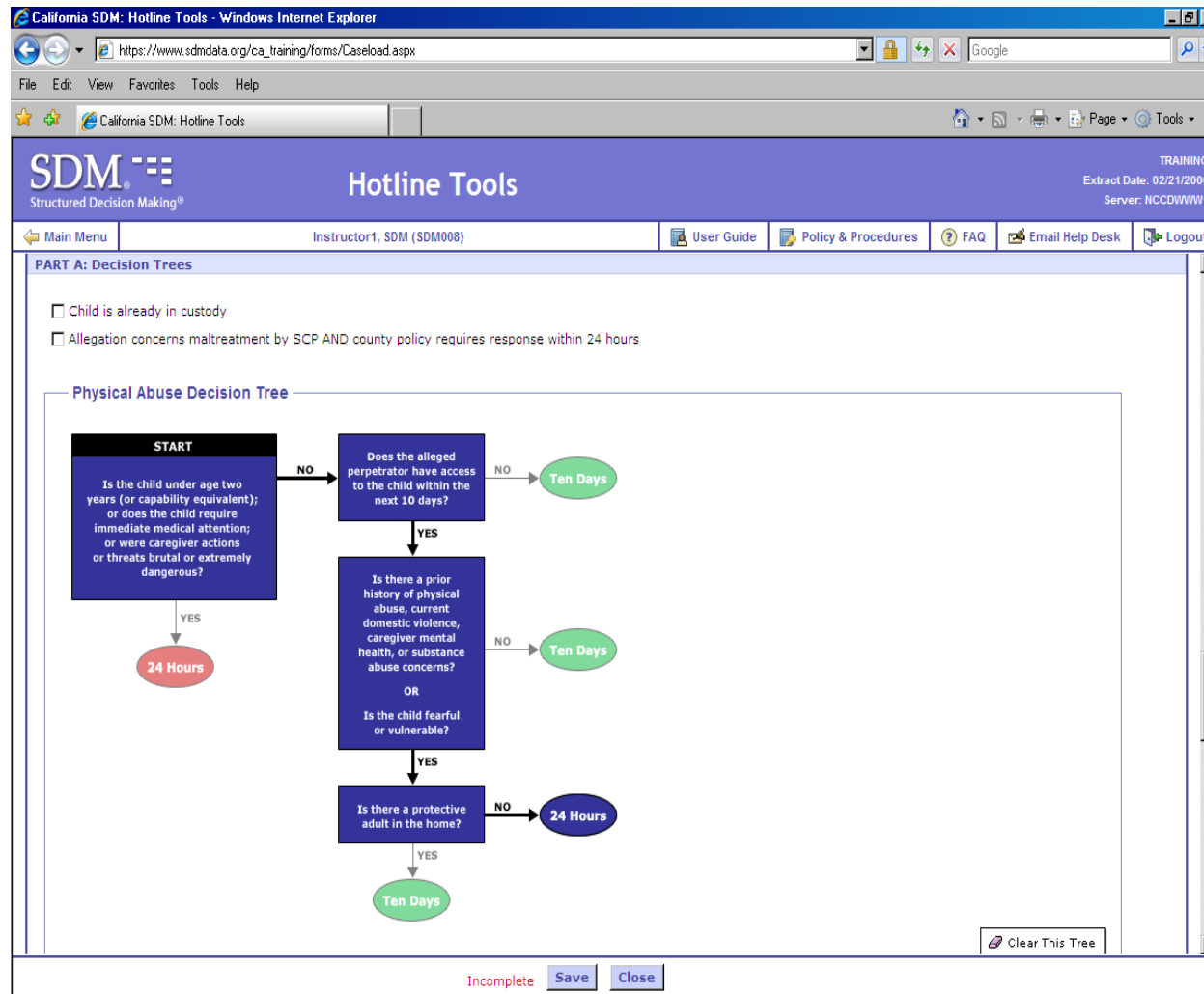
☐ Historical information only

FINAL SCREENING DECISION

Final Screening Decision:

C 2, Page 45

Nyal Homsher
 Northern California Training Academy
 CWS/CMS for New Users Chapter 2 Referral Management, Intake



There will be a different “Decision Tree” for each type of allegation. When the tree or trees are completed, a recommended response time will be displayed.

At this point, if all fields have been completed, save the “Hotline Tool.” Prior to this point, the tool has been incomplete, and it has not been possible to save.

Below is a completed “Recommended Response Priority” page.

The screenshot shows a web browser window titled "California SDM: Hotline Tools - Windows Internet Explorer". The address bar displays "https://www.sdmdata.org/ca_training/forms/CaseLoad.aspx". The page header includes the "SDM" logo, the title "Hotline Tools", and a "TRAINING" status with "Extract Date: 02/21/2006" and "Server: NCCDWWW1". A navigation bar contains links for "Main Menu", "Instructor1, SDM (SDM008)", "User Guide", "Policy & Procedures", "FAQ", "Email Help Desk", and "Logout".

The main content area is titled "RECOMMENDED RESPONSE PRIORITY" and shows a "Response Priority: 24 Hours". Below this is the "OVERRIDES" section with the following instructions: "INSTRUCTIONS: If there are no overrides, select 'No Overrides' (1); response priority will remain the same. If there is a policy override, select the appropriate override (2-7); the response priority will either increase or decrease depending upon your selection. If you select a discretionary override (8), the response priority will either increase or decrease depending upon the original response time, and you must enter a reason in the box provided."

The "No Overrides (no change to response priority)" section has a radio button selected for "1. No override".

The "Policy Overrides" section has two sub-sections: "Increase to 24 hours whenever:" and "Decrease to 120 days whenever:". Under "Increase to 24 hours whenever:", there are three radio buttons: "2. Law enforcement is requesting immediate response", "3. Forensic considerations would be compromised by slower response", and "4. There is reason to believe that the family may flee". Under "Decrease to 120 days whenever:", there are three radio buttons: "5. Child safety requires a strategically slower response", "6. The child is in an alternative safe environment", and "7. The alleged incident occurred more than six months ago AND no maltreatment is alleged to have occurred in the intervening time period".

The "Discretionary Override (increase or decrease one level)" section has a radio button selected for "8. Discretionary override". Below this is a text field for "Override response priority:" and a larger text field for "Discretionary Override Reason:". A small "ABC" button is located next to the "Discretionary Override Reason:" field.

At the bottom of the form are three buttons: "Complete", "Save", and "Close".

Click the “Save” button, and there will be the following changes to the options at the bottom of the page.



Select “Print View,” then print the document. The printed document will become a part of the “paper” file.

Again, this brief overview should not be substituted for the full SDM training.

At this time, return to the CWS/CMS application. From the “Drop Down Menu” select the “Action” menu. This drop down menu will appear.



Select "Determine Response." That will result in the following page.

Determine Response

Decision: [Dropdown Menu]

Agency Referred To: [Dropdown Menu]

Rationale: [Text Area]

Approval

Approval Status: Request Not Submitted

Date: [Text Field]

Response Guidelines

☐ Yes ☐ No Is there sufficient information to locate the family?

☐ Yes ☐ No Is this an open service case with DSS AND is the current intervention adequately addressing the problem described in the allegation?

☐ Yes ☐ No Does the allegation meet one or more of the legal definitions of abuse?

☐ Yes ☐ No Is the perpetrator a caretaker of the child or is there reason to believe that the caretaker was negligent in allowing or unable or unwilling to prevent the perpetrator having access to the child?

☐ Yes ☐ No Are specific acts and/or behavioral indicators of abuse, neglect, or exploitation included in the allegation?

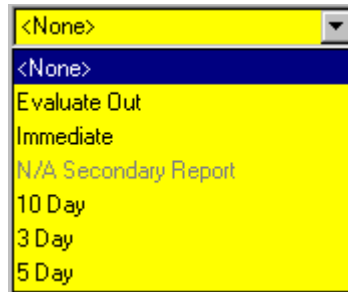
☐ Yes ☐ No Does additional information obtained from collateral contacts or record material invalidate the report?

☐ Yes ☐ No Does this report represent one in a series of previously investigated, unsubstantiated or unfounded reports from the same party in which no new allegations or risk factors are revealed?

Advice: [Text Area]

OK Cancel Approval... Help

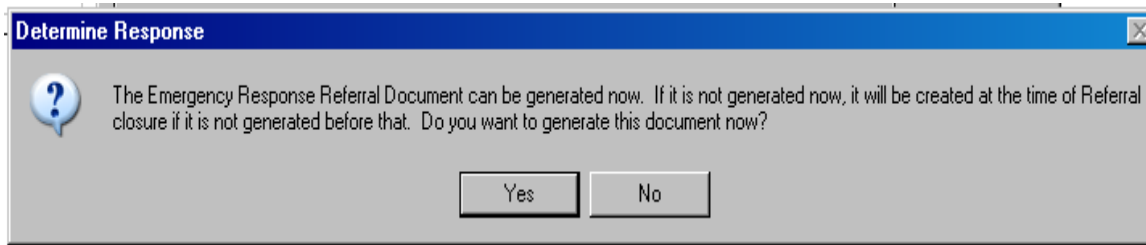
Select the appropriate selection from the “Decision” drop down menu .



In the example case the choice was “Immediate.” When “Immediate” is clicked on, the four buttons to the right of the page become "enabled," or turn from grey to black. County policy or regulation will determine whether the “OK” or the “Approval” button should be clicked at this time.

If County policy requires that every response need approval, then click on the “Approval” box. If there is no County policy, CWS/CMS will require an approval on response types of “Evaluate Out.” The “OK” button will be available, but choose the “Approval” button.

Either selection will result in the following dialogue box.



The most common action at this time is to click on the “Yes” button. This will create what is called an “Emergency Response Referral Document.” The responding worker may use this document during the investigation or response. The document will have information regarding this referral, the cross report information, any prior referral or case history and address information.

This document also will have information regarding the reporting party. It is the last section of the document. Because the identity of the reporting party is usually confidential, it is not a good idea to take that portion of the documents into the field. One method to remove the possibility of having the information become accessible to the referred family is to cut off the end of the document with the reporting party information on it and leave that portion in the office.

The following pages show the “Emergency Response Referral Document” for this example.

inerr000 - Microsoft Word

File Edit View Insert Format Tools Table Window Help

Type a question for help

100% Read

Row 1 Courier New 10 B I U

1 2 3 4 5 6 7 8

REFERRAL NAME: Training, Mother		REFERRAL NUMBER: 0852-7626-8350-1000153	
NA	EVALUATE OUT	X	IMMEDIATE
	3 DAY	5 DAY	10 DAY
		N/A SECONDARY REPORT	

SCREENER INFORMATION			
NAME	TITLE	DATE	TIME
Weekly, Susan	Social worker trainee	09/25/2009	02:50pm
CASELOAD #	PHONE NUMBER	LOCATION	
Weekly 2	(530) 555-1234	Orland Training Center	
ALERTS:			
LAW ENFORCEMENT AGENCY		POLICE REPORT NUMBER	
HOME ADDRESS			
			PHONE NUMBER
California			
ADDRESS COMMENTS			
CURRENT LOCATION OF CHILD(REN)			

VICTIM INFORMATION						
NAME		AKA (if applicable)			SOCIAL SECURITY #	
Child Training						
DOB	AGE	AGE CODE	SEX	ETHNICITY	LANGUAGE	ICWA ELIGIBILITY
01/01/2001	8	Year (s)	M	White	English	Not Asked
SCHOOL/DAYCARE NAME						
SCHOOL/DAYCARE ADDRESS						
ABUSE CATEGORY (See Screener Narrative Attached)				ALLEGED PERPETRATOR NAME		
Physical Abuse				Grouphome Millhouse		
CASE WORKER NAME (FOR OPEN CASE)			PHONE # (FOR OPEN CASE)		CASELOAD #	

inerr00 - Microsoft Word

File Edit View Insert Format Tools Table Window Help

Type a question for help

100%

Row 1 - Courier New - 10

OTHERS IN THE HOME

NAME		AKA (if applicable)		SOCIAL SECURITY #
Mother Training				
SEX	DATE OF BIRTH/AGE	LANGUAGE	WORK PHONE	
F	01/01/1971	English		
ROLE		FOTO		
Mother (Birth)		Child Training		
CASE WORKER NAME		PHONE #	CASELOAD #	

OTHERS NOT IN THE HOME

NAME		AKA (if applicable)		SOCIAL SECURITY #
SEX	DATE OF BIRTH/AGE	LANGUAGE	WORK PHONE	
ROLE		FOTO		
ADDRESS		PRIMARY PHONE		
CASE WORKER NAME		PHONE #	CASELOAD #	

COLLATERAL INFORMATION

NAME			
ROLE	FOTO		
ADDRESS		PRIMARY PHONE	

inerr000 - Microsoft Word

File Edit View Insert Format Tools Table Window Help

Type a question for help

row 1 Courier New 10 B I U

1 2 3 4 5 6 7 8

COLLATERAL INFORMATION			
NAME			
ROLE		FOR/TO	
ADDRESS		PRIMARY PHONE	
CONTACT DATE	CONTACT METHOD	DESCRIPTION	

CROSS REPORT INFORMATION			
AGENCY	OFFICIAL CONTACTED	TITLE	
ADDRESS		PHONE NUMBER	BADGE NO.
CROSS REPORTED BY		DATE & TIME OF REPORT	

REFERRAL HISTORY			
REFERRAL ID	CLIENT NAME	REFERRAL ROLE	REFERRAL DATE
ALLEGATION TYPE	ALLEGATION DISPOSITION		

Below is an example of the “Reporter Information” section.

REPORTER INFORMATION		
NAME	AGENCY OR ORGANIZATION	RELATIONSHIP
UNKNOWN		
ADDRESS		PRIMARY PHONE
		SECONDARY PHONE
CONTACT DATE	CONTACT METHOD	DESCRIPTION

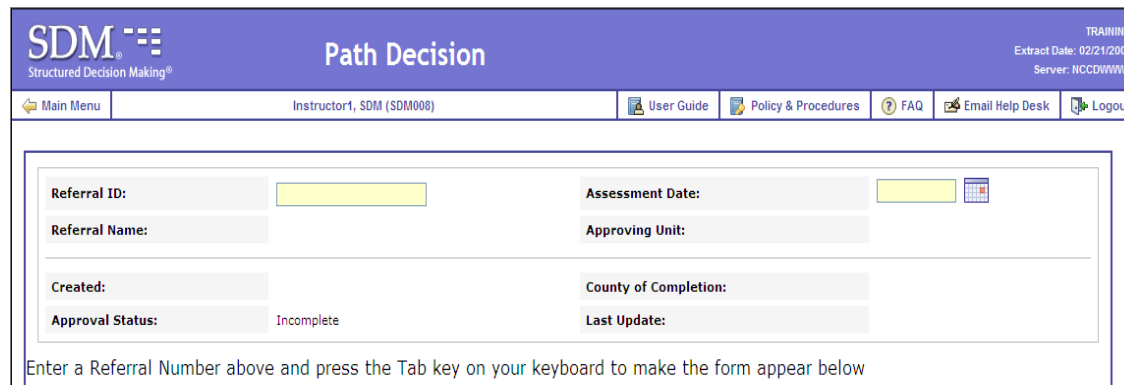
<input checked="" type="checkbox"/>	ANONYMOUS REPORTER	<input type="checkbox"/>	MANDATED REPORTER	<input type="checkbox"/>	FAMILY INFORMED
<input type="checkbox"/>	APPLICATION FOR PETITION	<input type="checkbox"/>	CONFIDENTIALITY WAIVED	<input type="checkbox"/>	FEEDBACK REQUIRED

—

There is a second SDM tool that would be used during referral intake if the county is a “Differential Response” county. That tool is the “Path Decision” tool. To open that tool, click on the “Path Decision” tool in the “Create New” dialogue box of the SDM opening page.



This would result in the following page.




SDM Structured Decision Making®

Path Decision

TRAINING
Extract Date: 02/21/2006
Server: NCCDWWW1

Main Menu Instructor1, SDM (SDM008) User Guide Policy & Procedures FAQ Email Help Desk Logout

Referral ID: Assessment Date: 

Referral Name: Approving Unit:

Created: County of Completion:

Approval Status: Incomplete Last Update:

Enter a Referral Number above and press the Tab key on your keyboard to make the form appear below

Copy or type the referral ID number in the Referral ID box, then complete the date field. After completing the ID number and date fields, the application would open the following page. In this example, “Part B” has been temporarily removed for instruction purposes.

The screenshot shows the 'Path Decision' page of the 'SDM Structured Decision Making' application. The header includes the SDM logo, the title 'Path Decision', and training information: 'TRAINING Extract Date: 02/21/2006 Server: NCCDWVW1'. A navigation bar contains links for 'Main Menu', 'Instructor1, SDM (SDM008)', 'User Guide', 'Policy & Procedures', 'FAQ', 'Email Help Desk', and 'Logout'. The main form area contains several input fields: 'Referral ID' (0052-7626-8350-1000153), 'Assessment Date' (09/23/2009), 'Referring Name', 'Approving Unit', 'Created', 'County of Completion', 'Approval Status' (Incomplete), and 'Last Update'. Below this is 'SECTION 1: PATH DECISION FOR IN-PERSON RESPONSE', which includes a box for 'Final Response Priority: 24 Hours'. Underneath is 'PART A: Automatic Path 3' with instructions: 'INSTRUCTIONS: If the response priority decision is within 24 hours, you may select an automatic Path 3 response. If an automatic Path 3 response is selected, skip the path decision factors in Part B below.' At the bottom, there is a question 'Apply automatic Path 3?' with radio button options for 'Yes' and 'No'.

Notice that it is possible to skip section “B” if the response priority is within 24 hours. In this example, Section “B” will be completed to demonstrate the application .

Going to Section “B,” answer each of the questions by selecting the appropriate radial button.

Path Decision

TRAINING

Extract Date: 02/21/2006

Server: NCCDWWW1

[Main Menu](#)

Instructor1, SDM (SDM008)

[User Guide](#)

[Policy & Procedures](#)

[FAQ](#)

[Email Help Desk](#)

[Logout](#)

PART B: Decision Factors

INSTRUCTIONS: Select "Yes" or "No" for each item based on information reported and/or available at the time of referral. If unknown at the time of report, answer "No."

1.	<input checked="" type="radio"/> Yes <input type="radio"/> No	Likelihood of caregiver arrest or juvenile court involvement as result of alleged incident
2.	<input type="radio"/> Yes <input checked="" type="radio"/> No	Allegation involves sexual abuse
3.	<input checked="" type="radio"/> Yes <input type="radio"/> No	Prior investigations (indicate number of prior investigations) <input checked="" type="checkbox"/> One or two <input type="checkbox"/> Three or more
4.	<input type="radio"/> Yes <input checked="" type="radio"/> No	Prior child protective services (previous ongoing case)
5.	<input type="radio"/> Yes <input checked="" type="radio"/> No	Four or more alleged child victims
6.	<input type="radio"/> Yes <input checked="" type="radio"/> No	Caregiver has a current mental health issue: <input type="checkbox"/> Primary caregiver <input type="checkbox"/> Secondary caregiver
7.	<input type="radio"/> Yes <input checked="" type="radio"/> No	Primary caregiver has a history of abuse/neglect as a child

SDMSM
Structured Decision Making[®]

Path Decision

TRAINING
Extract Date: 02/21/2006
Server: NCCDWWS01

Main Menu
Instructor's, SDM (SDM008)
User Guide
Policy & Procedures
FAQ
Email Help Desk
Logout

8.
☐ Yes
☒ No

Any child with:
☐ Mental health/behavioral problems
☐ Developmental or physical disability
☐ Medically fragile or failure to thrive
☐ Positive toxicology screen at birth
☐ Delinquency history

9.
☐ Yes
☒ No

Housing is unsafe, or family is homeless

10.
☒ Yes
☐ No

Prior injury to a child due to abuse or neglect

11.
☐ Yes
☒ No

Domestic violence in the last 12 months

12.
☐ Yes
☒ No

Caregiver has a current substance abuse issue:
☐ Primary caregiver
☐ Secondary caregiver

13.
☐ Yes
☒ No

Other (specify):

After completing all thirteen questions, proceed to part “C,” Path Decision. In this example, path 3 was selected. With an Immediate Response, path C is the most likely choice. On the next page is an example of part “C,” “Path Decision.”

PART C: Path Decision

INSTRUCTIONS: Review the factors/considerations above when making the path decision.

Path Decision: ☐ Path 2 ☒ Path 3

SECTION 2: COMMENTS

Staff Person Comments:

ABC

Supervisor Comments:

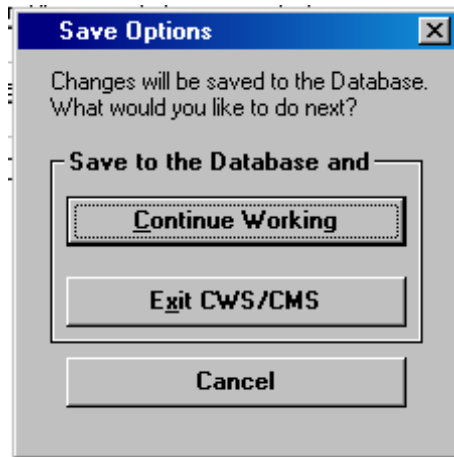
No Supervisor Comments

Complete

Then save this tool. After saving the tool, go to “Print View,” print the document and then close SDM. This would return to CWS/CMS. At this time it is a good idea, although not absolutely necessary, to go to the “File” drop down menu, and save the work completed so far by selecting the option “Save to Database” from the menu options.

New Referral	Ctrl+R
New Case...	
Open Folder...	Ctrl+O
Find Folder...	
New Notebook...	Ctrl+B
Open Notebook...	Ctrl+N
Print...	Ctrl+P
Print Report...	
Print Setup...	
Save to Database	Ctrl+S
Save Locally	
1 Referral [Training, Mother]	
2 Case [Peck Jr., Susella M.]	
3 Case [Abbot, Donald]	
4 Referral [Training, Mother]	
Exit	

Also, it is possible to hold the control button down and click on the letter “S.” Doing so, would bring up the “Save Options” dialogue box shown on the next page.



Normally, choose "Continue Working." The CWS/CMS application would then save the work. After the save is complete, click on the "Open Existing Referral." icon.



Another option would be to go to the "File" drop down menu. At the bottom of the drop down menu for "File," there will always be up to the last four referrals or cases that have been worked on. If only one referral was worked on that day, that is all that will be there.

By clicking on the top item, the application will return to the referral that was just being worked on.

At this point it is necessary to consider if a cross report should be made. Cross reports are necessary if the allegation was for physical or sexual abuse. In simple terms, the first cross report is alerting the law enforcement agency with jurisdiction of the possibility that a crime may have been committed within its jurisdiction.

First, create a "New" "Cross Report" in the "Cross Report" notebook. To do this, click on the "+" under the "Existing Cross Report" icon .



This would result in a blank "ID Page." Shown on the next page is a completed "ID Page."

Client Services - Referral [Training, Mother] - [Cross Report [10/01/2009]]

File Edit Search Action Associated Attach/Detach Window Help Toolz

ID

Identification

Date: 10/01/2009 Time: 01:04pm Staff Person: Weekly, Susan Cross Report Type: Suspected Child Abuse Report

Title: Dispatcher Law Enforcement Official Contacted: Sally Marsh Phone Number: (530) 865-1616 Ext:

Badge Number: 02569 Reference #: 09-0125 ☐ Cross Report Not Sent

Sent To

☒ Department of Justice ☐ Probation ☐ Community Care Licensing
☐ County Licensing ☒ In-State Law Enforcement
☐ District Attorney ☐ Out of State Law Enforcement

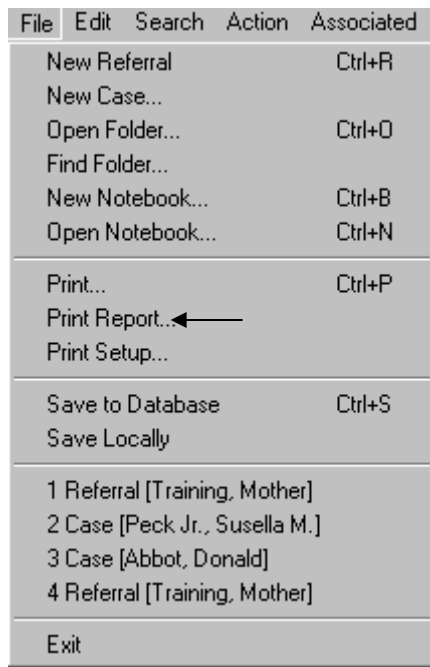
County: Glenn
 Law Enforcement Agency: Orland Police Department

Narrative Description

Minor reported to have bruising to arms and back.

Ready Referral [Training, Mother] -> Cross Report [10/01/2009]

Next go to the “File” drop down menu and from the list, select “Print Report” by clicking on it.



Clicking on “Print Report” results in the following dialogue box.

Print Report

Area of Interest

Referral Reports

Report Name

Child Abuse Investigatn Report (SS 8583)

Referral Profile

Suspected Child Abuse Report

Print

Print Preview

Print with Multi Selection

Cancel

Help

Select or click on "Suspected Child Abuse Report" (as shown), then click on the "Print Preview" button to the right. *When available, always click on the "Print Preview" button.* The following dialogue box will appear asking. Select which "Suspected Child Abuse Report" from all currently open referrals is the correct one for the report.

Item to Select
Referral

Select this Referral

	Local	ID	Name	Received Date	Time
1	<input checked="" type="checkbox"/>	0852-7626-8350-1000153	Training, Mother	09/25/2009	02:50 pm

OK
Cancel
Sort...
Help

Select the correct referral and click on the “OK” button. This will result in the following screen.

Referral Incident Information (SS8572) [X]

Victims

Training, Child (8)

Present Location

School Class Grade

If victim was in Out-of-Home Care at time of incident, select type of care:

☒ Not Applicable
 ☐ Day Care
 ☐ Child Care Center
☐ Foster Family Home
☐ Group Home/Institution
☐ Family Friend
☐ Relative Home

Physically Disabled? ☐ Yes ☒ No

Developmentally Disabled? ☐ Yes ☒ No

Photos Taken? ☐ Yes ☒ No

Other Disability (Specify)

Did the Incident Result in This Victim's Death?
☐ Yes
☐ No
☒ Unknown

Suspects

Millhouse, Grouphome (Age un

Other Relevant Information

Summarize What Victim(s) or Accompanying Person Said/Similar or Past Incidents Involving Victim(s) or Suspect:

☐ Check To Print Instructions.

Time of Incident

Did Mandated Reporter Witness Incident?
☐ Yes
☒ No

OK
 Cancel
 Help
 Copy to Others

After completing the relevant information, click on the “OK” button. The “Suspected Child Abuse Report” will be created from information that has been entered into CWS/CMS or the dialogue boxes leading to this point. The “Suspected Child Abuse Report” is a very controlled document. There are no data fields to type in.

The application will not save this document to CWS/CMS. Any “Report” that is created from the “File, Print Report” drop down menu will not save in CWS/CMS. The reports could be saved by using the “Save As” word option and then saving to your “My Documents.”

Because the report will not save, create a copy for your files as well as any copies that you need to mail.

At this point, again, “Save to Database.”

In the next chapter, the referral investigation process will be featured.

Activity

Go to Activity handout, chapter 2.