Chapter

2

# Referral

# Management

# **Intake**



*Nyal Homsher*
*Northern California Training Academy*

# 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.

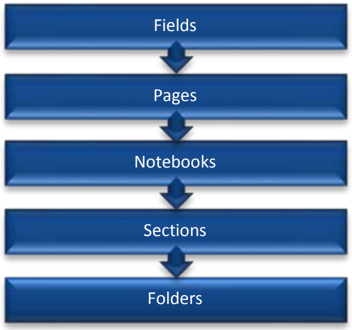
- A Referral is received--information regarding the possible clients is obtained and a Referral document is prepared.
- The clients are checked for possible history of other abuse allegations.
- A decision is made regarding whether or not the information is an allegation to which a response needs to 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.

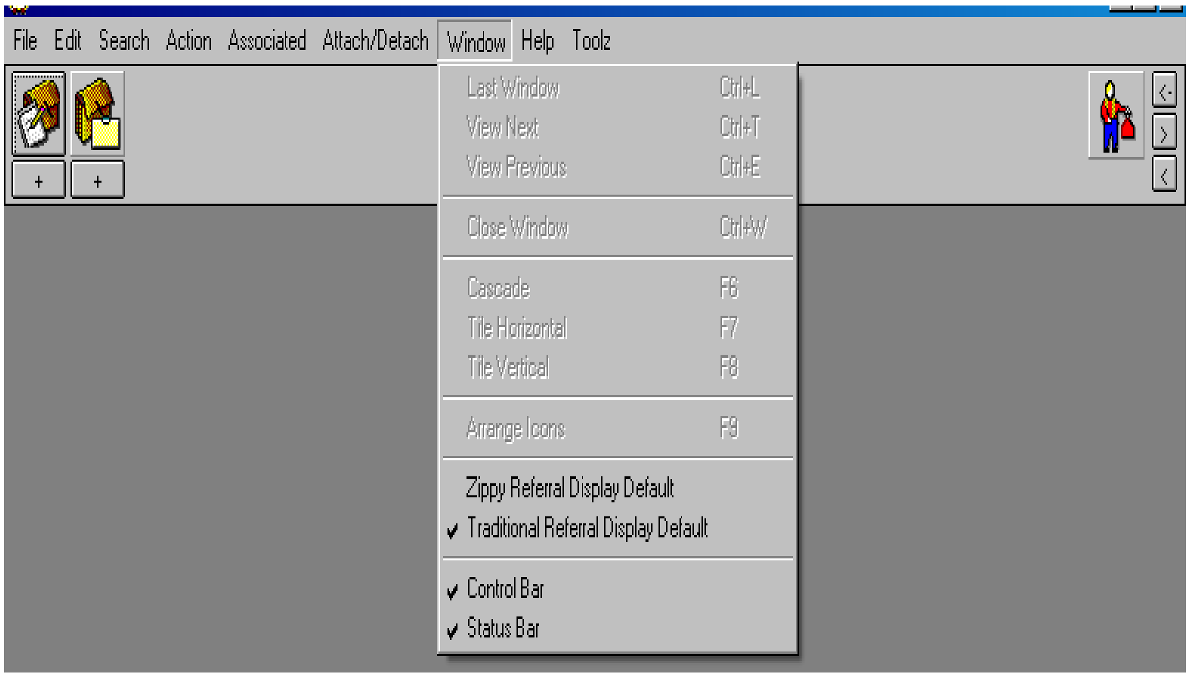
In CWS/CMS, the above process is documented by entering information in "fields" which are on "pages" which are in "notebooks" which are in "sections" which are in "folders."




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.



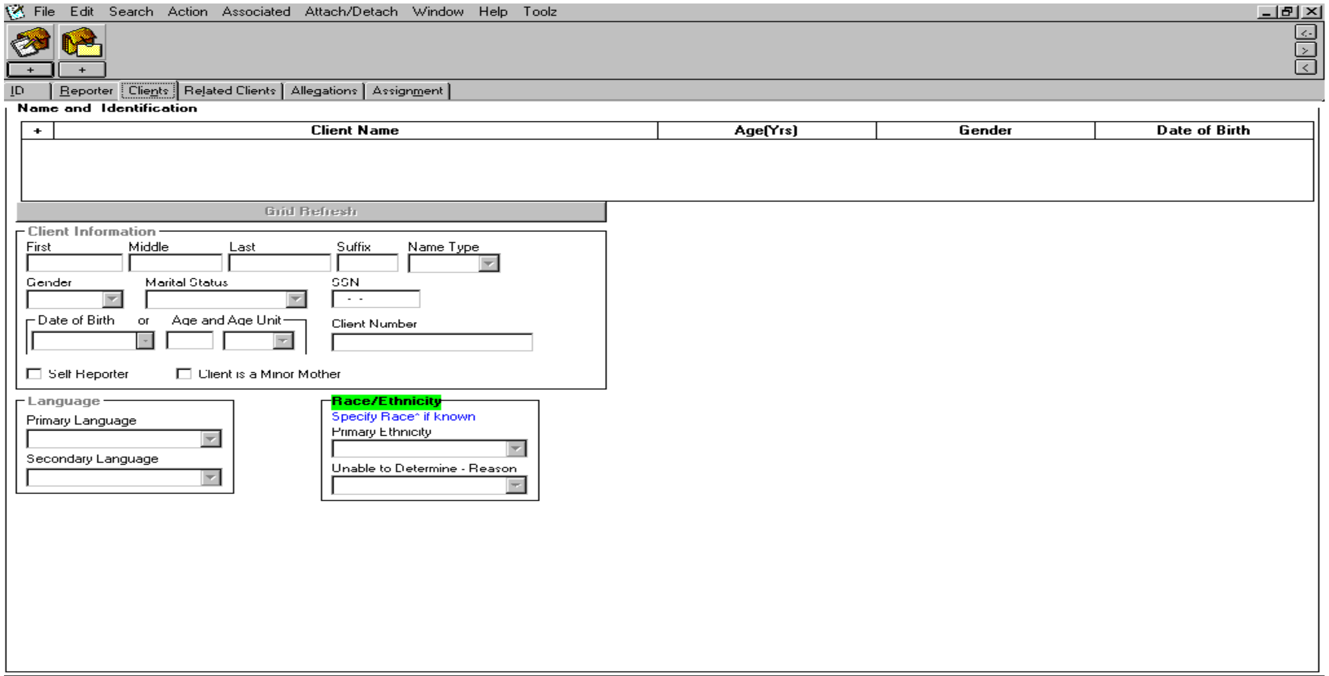
# Zippy Referral

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 informtion that is needed to save a referral to the database.

Below is the full page.

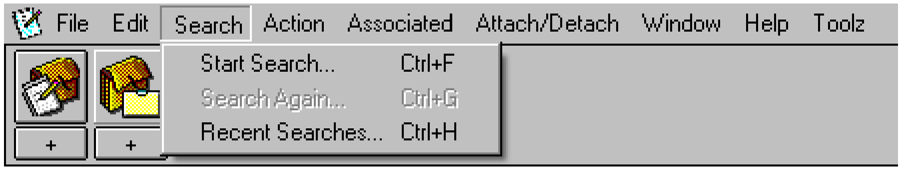



On the bottom of this page are two (2) items: The "Screener Text" text box and the "Create New Screener Narrative Document" button. Use the text box to input up to 4000 characters that will be used to automatically create and populate the "Screener Narrative Document." When finished entering information, 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.

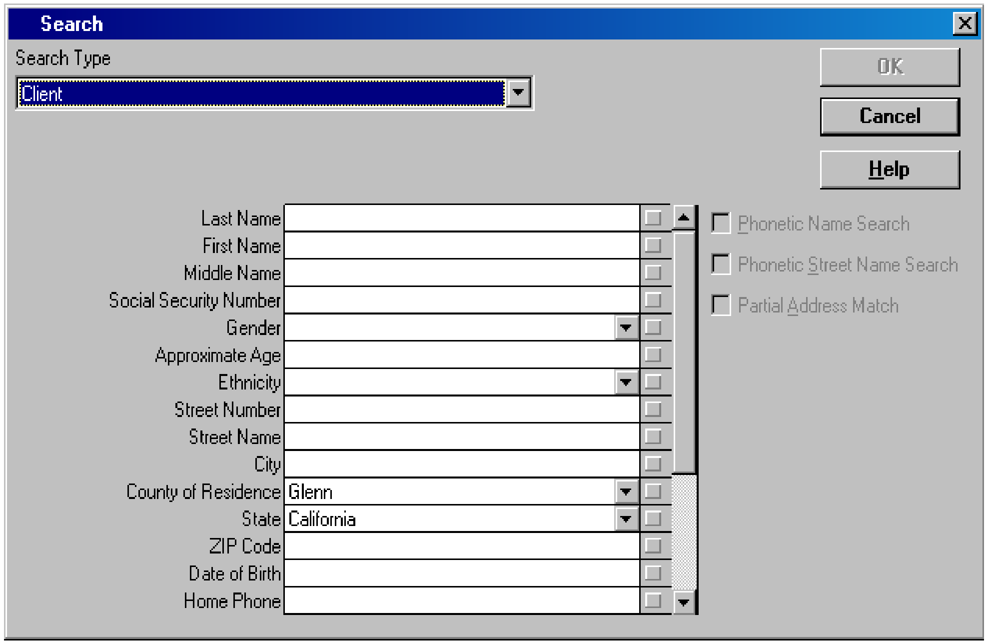
Once the document has been saved, the "+" will become disabled preventing the user from creating two screener documents.

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.”

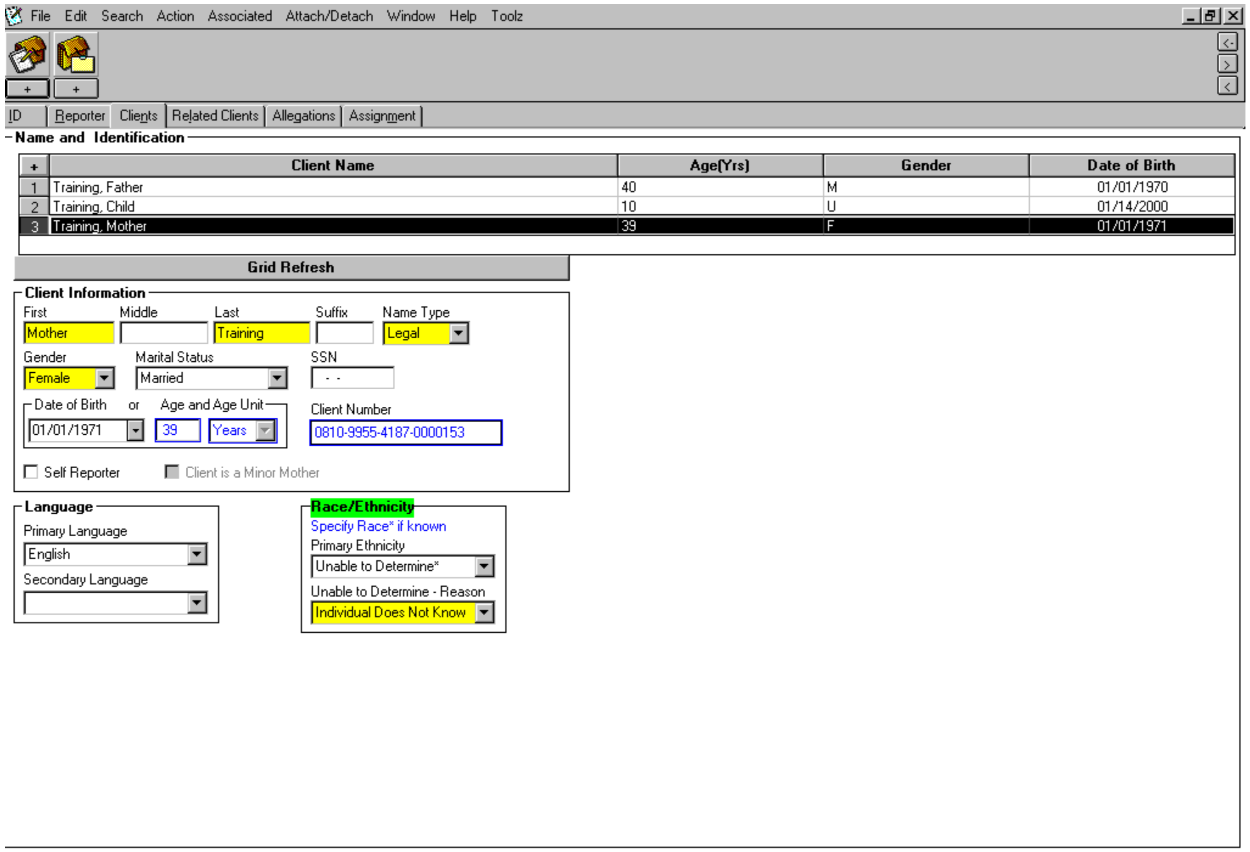



From the options above, select “Start Search.” Below is the dialogue box that the selection would generate.

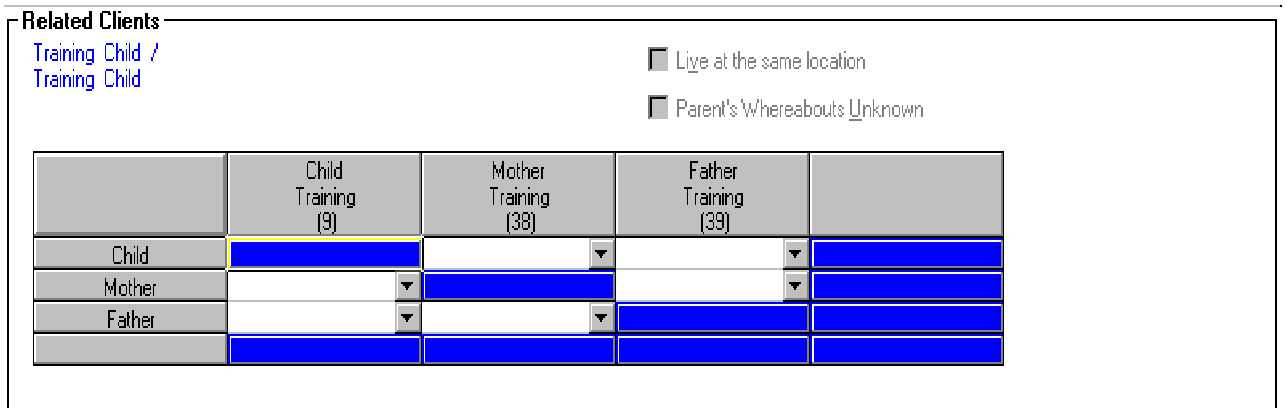



Then fill out the white areas being sure to have “Client” in the blue line bar under the “Search Type” heading.

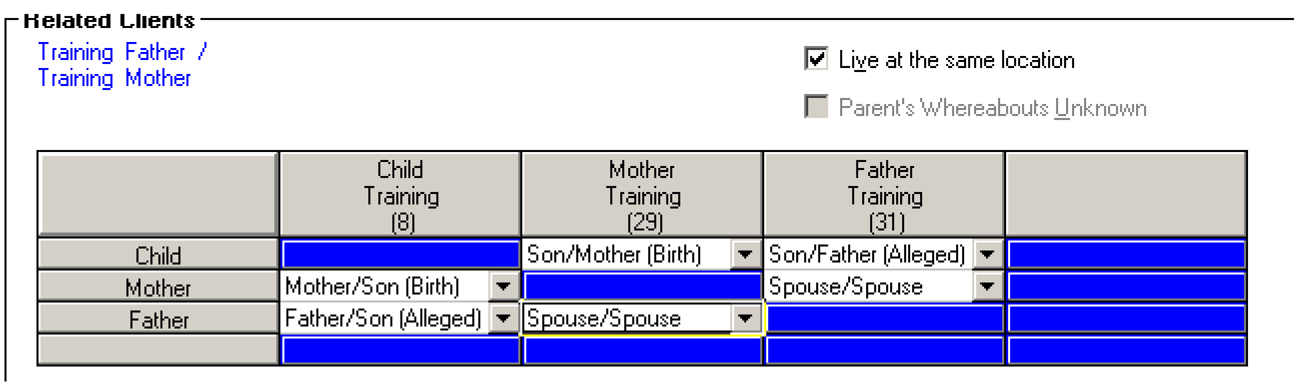
To create a new client, click on the "+" indicated in (A) on the previous screen. Then fill out the information on the page. Below is a completed "Clients Page."



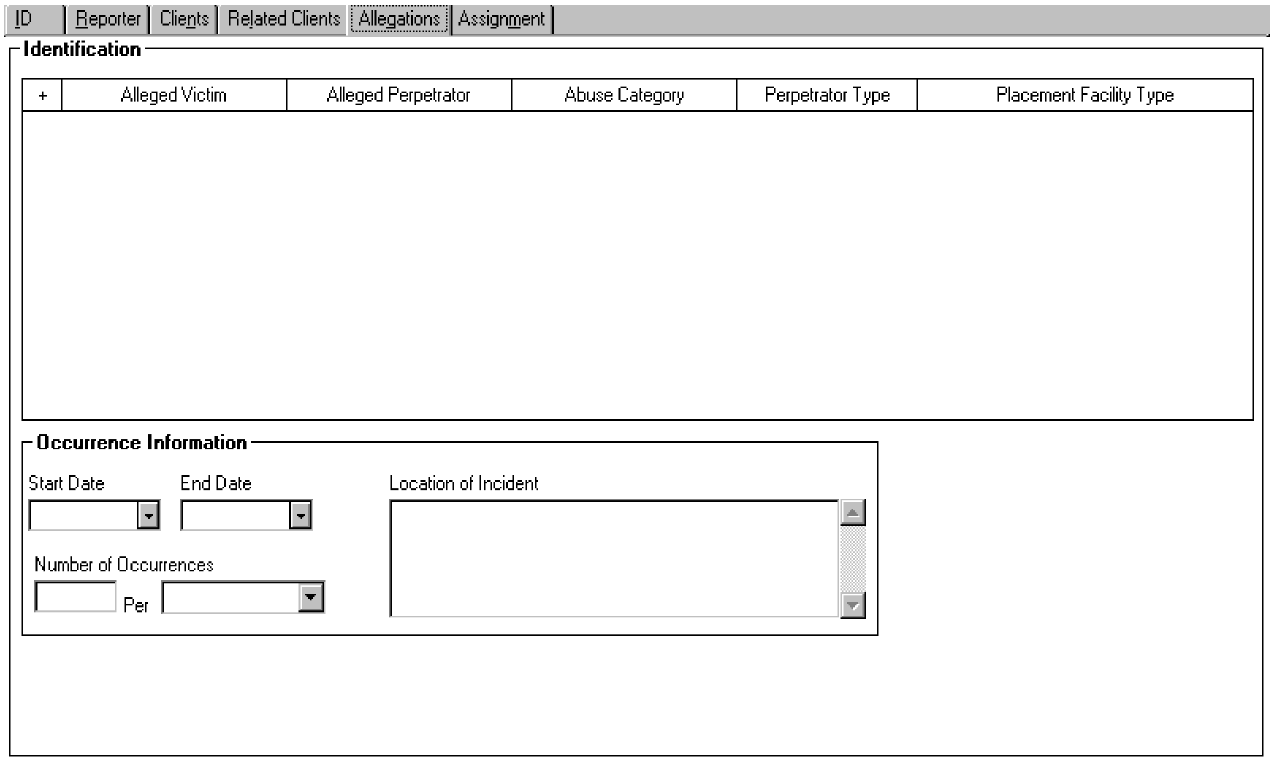
The next unique page is "Related Clients." Build the relationships between clients on this screen. Be careful not to reverse the order or make clients related in ways that they are not.




Below is a completed "Related Clients" page.

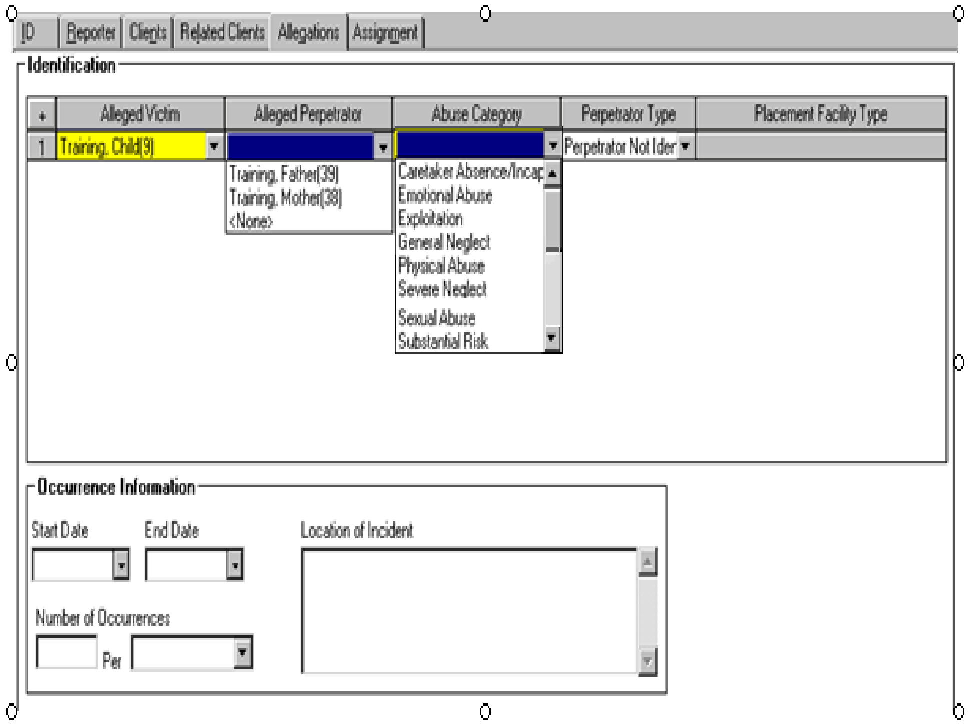


The next page specific to "Zippy Referral" is the "Allegations" page shown below.



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 avialble to choose as an "Alleged Perpetrater."

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

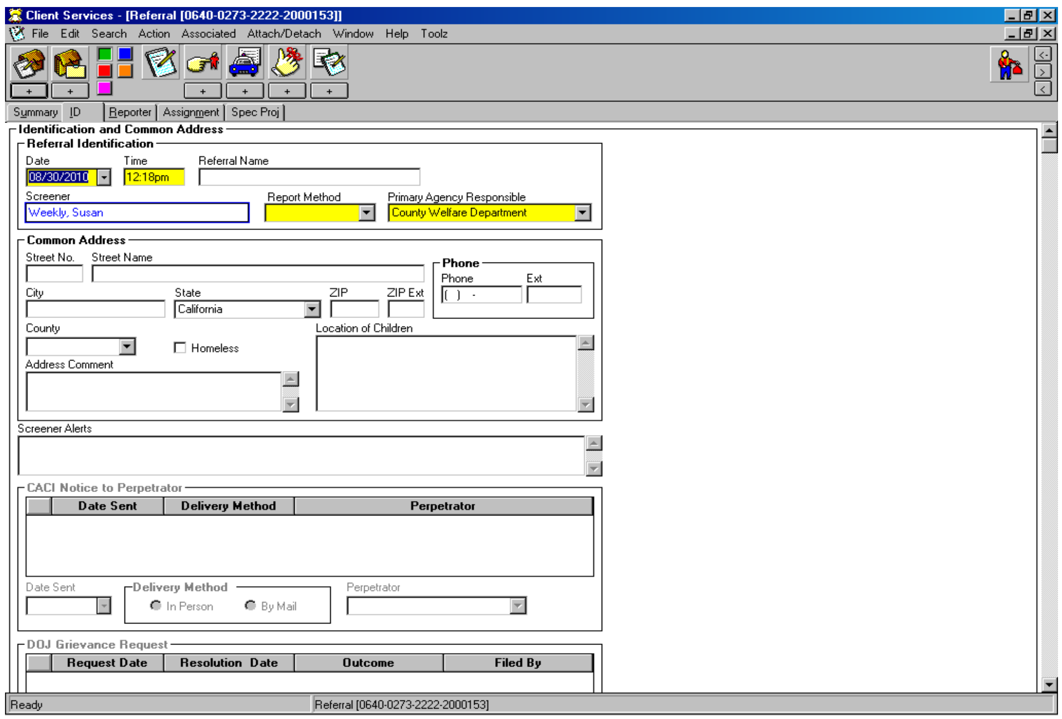



Once all data has been entered in all six pages, "Save to Database." Once the "Zippy Referral" has been saved, it becomes a traditional referral. It will open from "Open Existing Referrals" and all following documentation will be completed there.

# 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.



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.

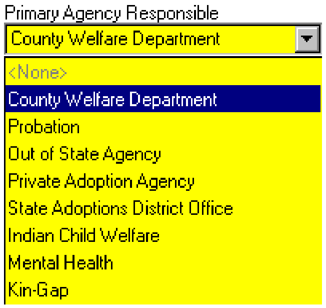
Closer examination of the screen will show that there are "information boxes" outlined by thin black lines on the page. Inside one box is the "Identification" box," which was discussed above. The next box, "Common Address," is used to record an address that is shared by one or more clients in the Referral. 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 be 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 in inactive. The function of this information box later in the life of a referral will be addressed later.

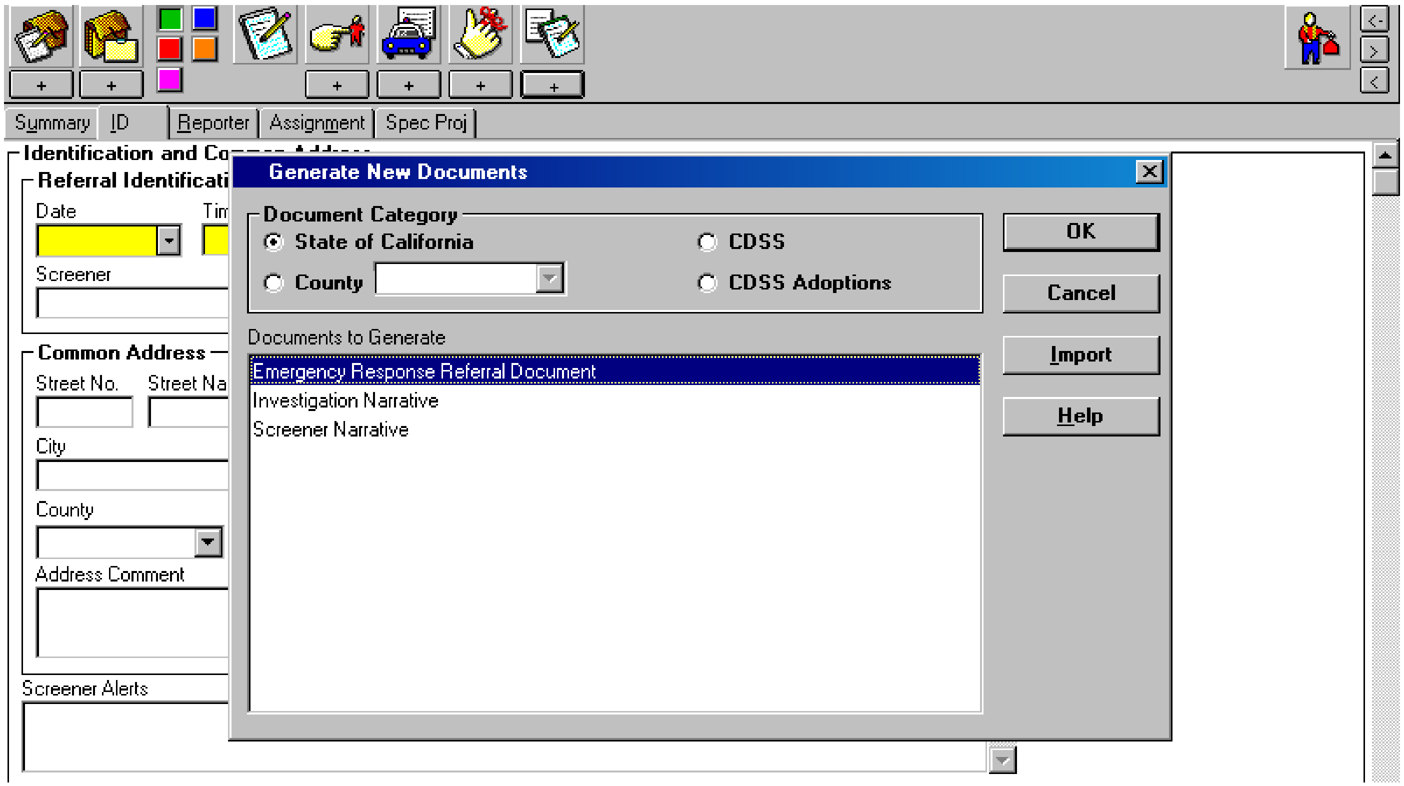
On the bottom of the page and to the far left of the page are "Scroll Bars." The horizontal scroll bar has two (2) arrows; one (1) arrow is pointed to the left on the left side, a button and a shaded bar; another arrow is pointed to the right on the right side. The vertical scroll bar on the far right 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 informtion 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.

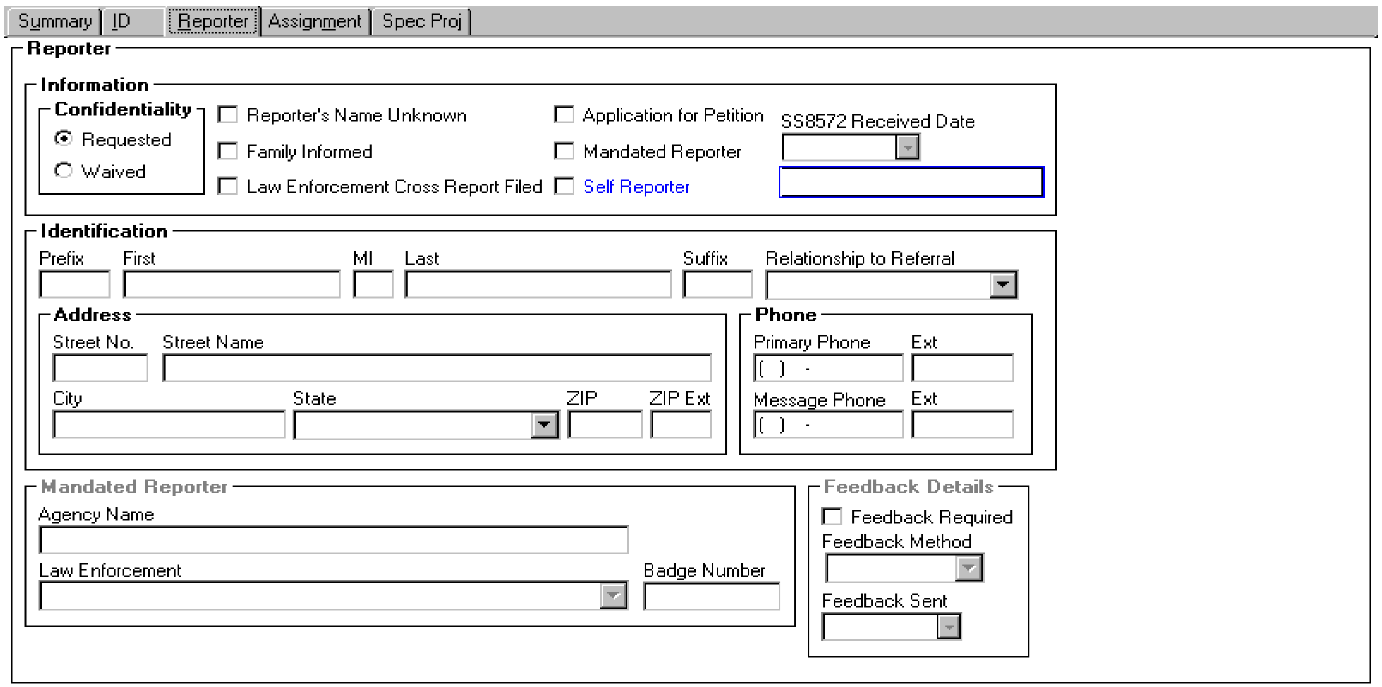
| SCREENER NARRATIVE |
|---|

**ALLEGATIONS (Who, What, Where, When, How, Who Else Knows, Why Now?) COLLECT AND RECORD INFORMATION ABOUT THE FOLLOWING RISK FACTORS:**

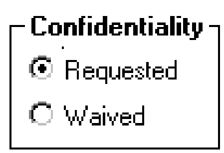
1. **PRECIPITATING INCIDENT (Severity, frequency; location and description of injury; history of abuse)**
2. **CHILD CHARACTERISTICS (Age, vulnerability, special circumstances; perpetrator's access; behavior, interaction with caretakers, sibling and peers)**
3. **CARETAKER CHARACTERISTICS (Capacity for 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)**

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.




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


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.

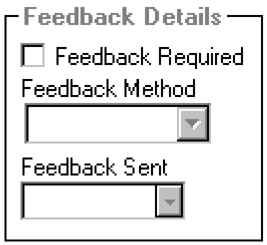
A check in the "Mandated Reported" box indicates that the reporter is required to file the report with the CWS agency.

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.

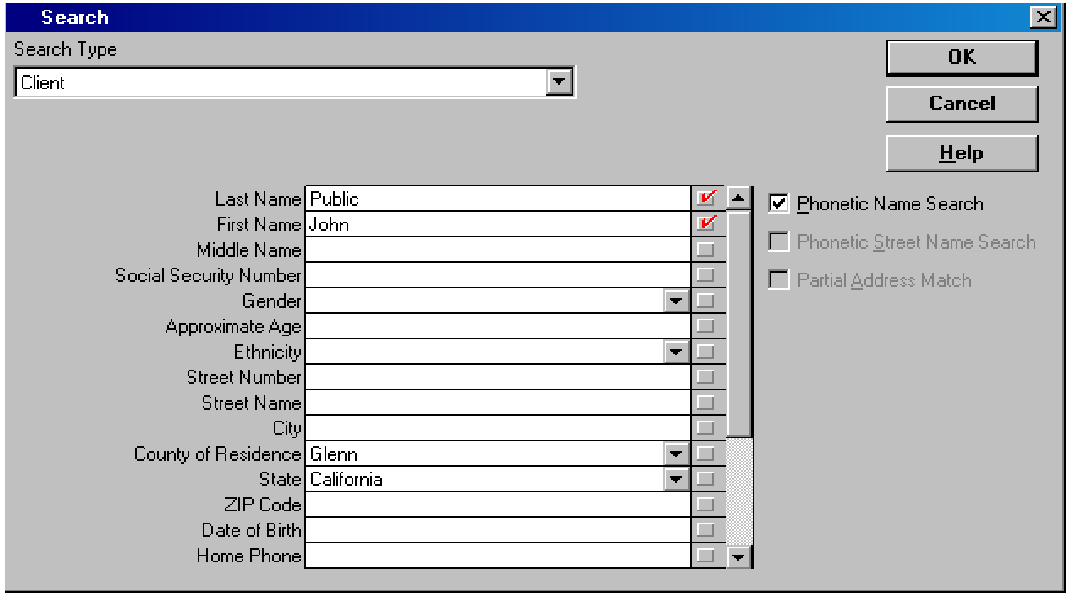
In the “Mandated Reporter” information box, enter who the mandated reporter works for, or use the drop down menu associated to “Law Enforcement” to select the appropriate Law Enforcement agency.




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.

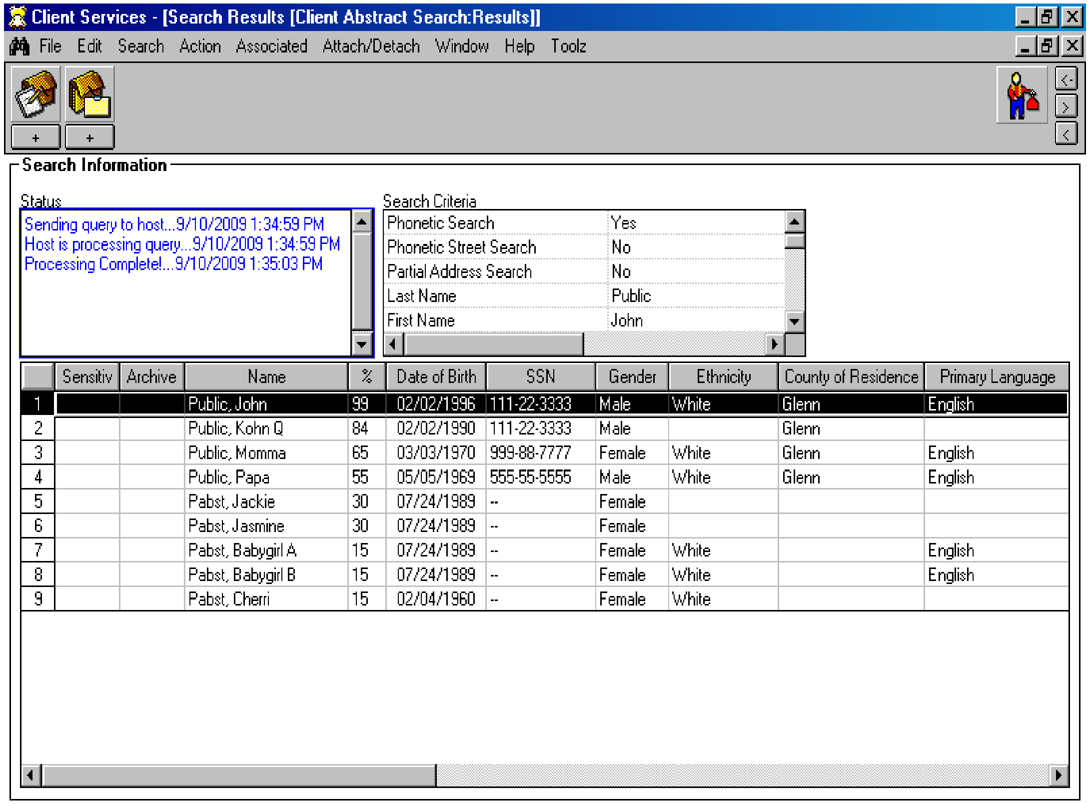
Next, it is necessary to search to see if Child Welfare Services anywhere in the state know the victim or members of his or her family. The search method is the same as detailed starting on the bottom of page 42. Go to the “Drop Down Menu” for “Search.” Select “Start Search”; confirm it is a client search. 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.




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.

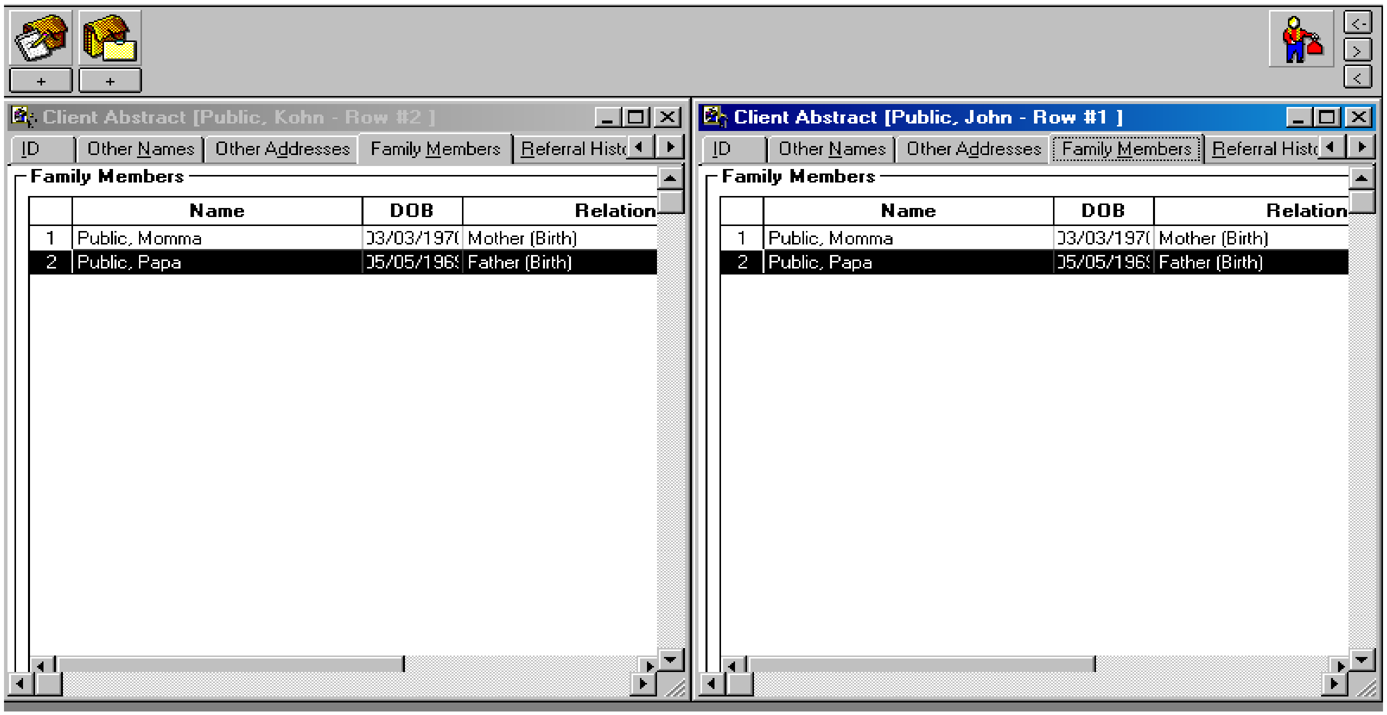



The application found nine possibilities in the database. Under the name column, there is exacly the name we typed, then the name spelled with a K, rather than a J, then other similar names. All names in this list are imagainary and do not exist in the real world.

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

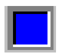
Number)."  The dates of birth are the same except for the year of birth.  It is possible that these may be the same client, with one showing  the results of slopy data entry.  It is possible to compare the two further.

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 futher 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 abstacts open, other windows have been minimized.

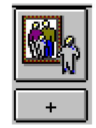


In the above example "Family Members" for both clients are being shown. The family members are exactly the same. It is very likely that John and Kohn are the same client entered twice with errors on the second. Follow county procedure to bring this to the attention of the correct person to help resolve 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.

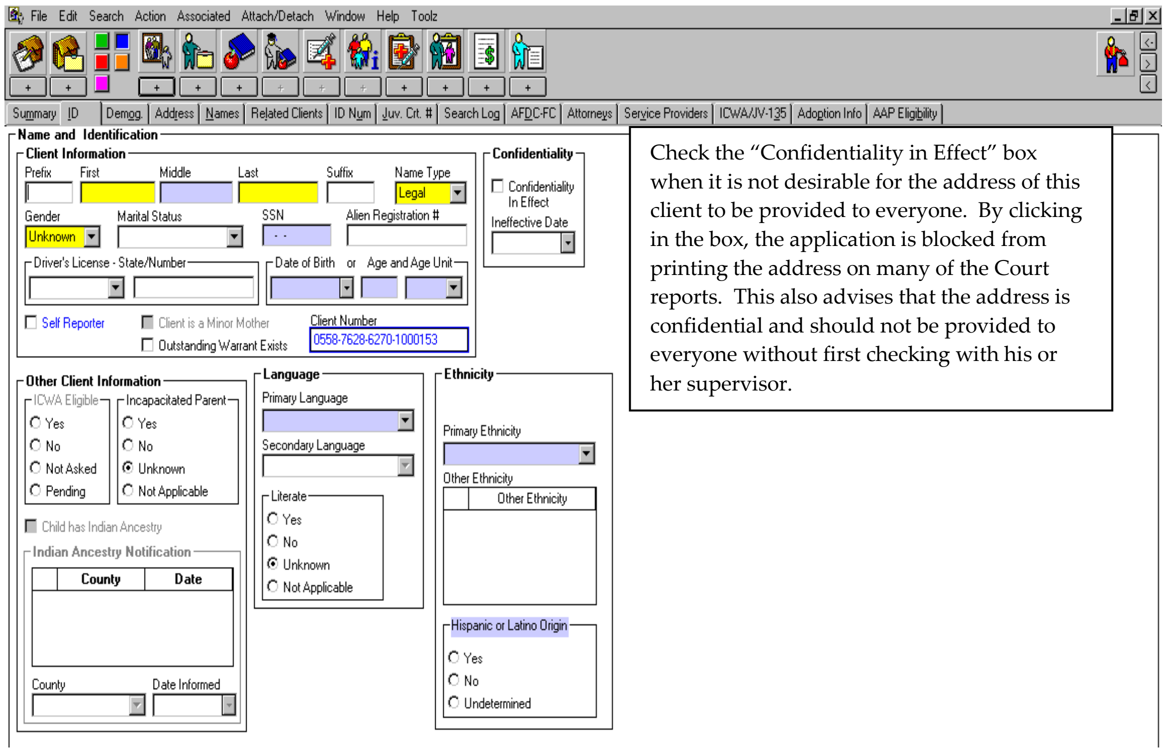
As in "Zippy," if the client does not exist, "NEW" clients would need to be created. In the traditional referral that is done by clicking on the Blue  button, or "Client Management Section." When unsure of what each section is, hold the cursor over any unselect section button, and the application will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

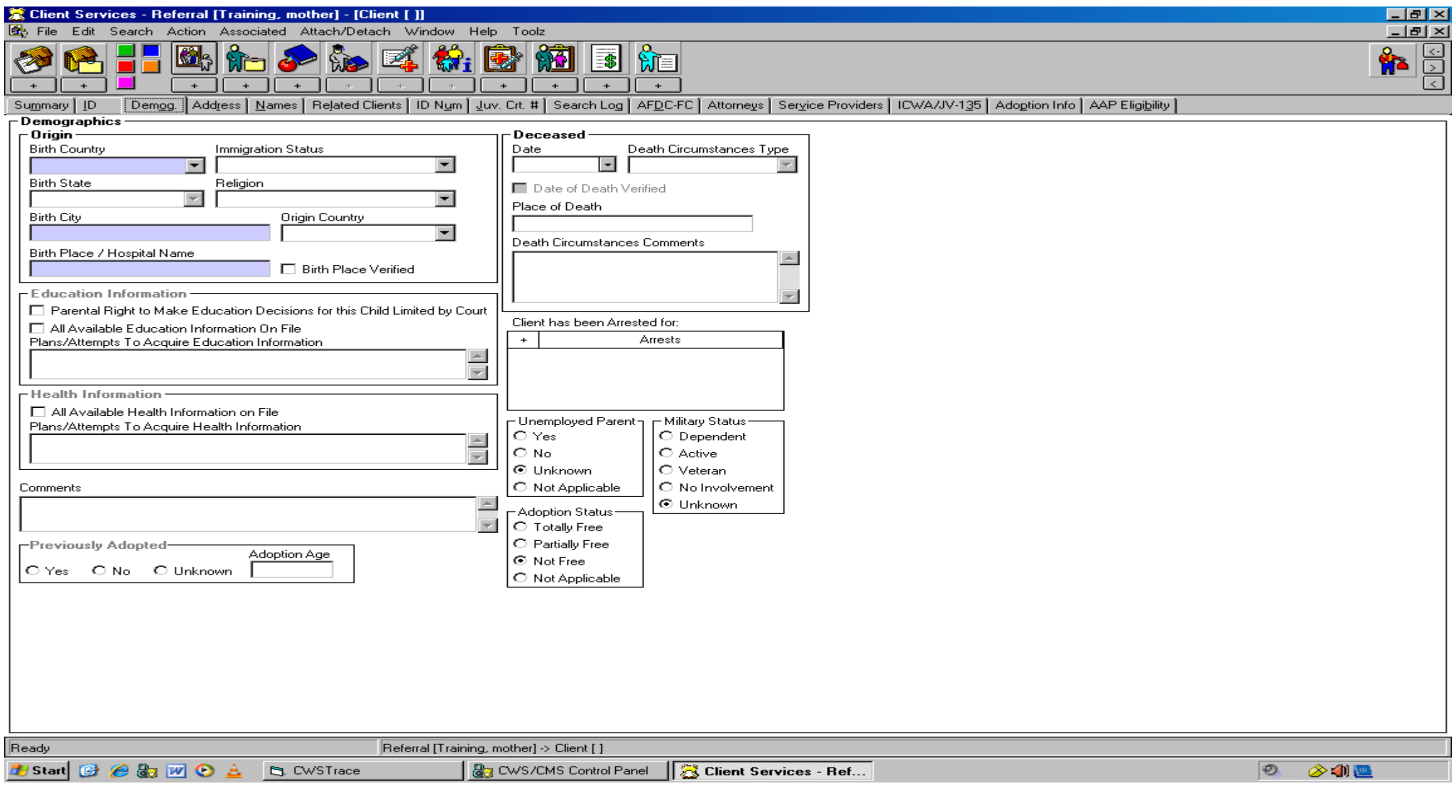




Check the “Confidentiality in Effect” box when it is not desirable for the address of this client to be provided to everyone. By clicking in the box, the application is blocked from printing the address on many of the Court reports. This also advises that the address is confidential and should not be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

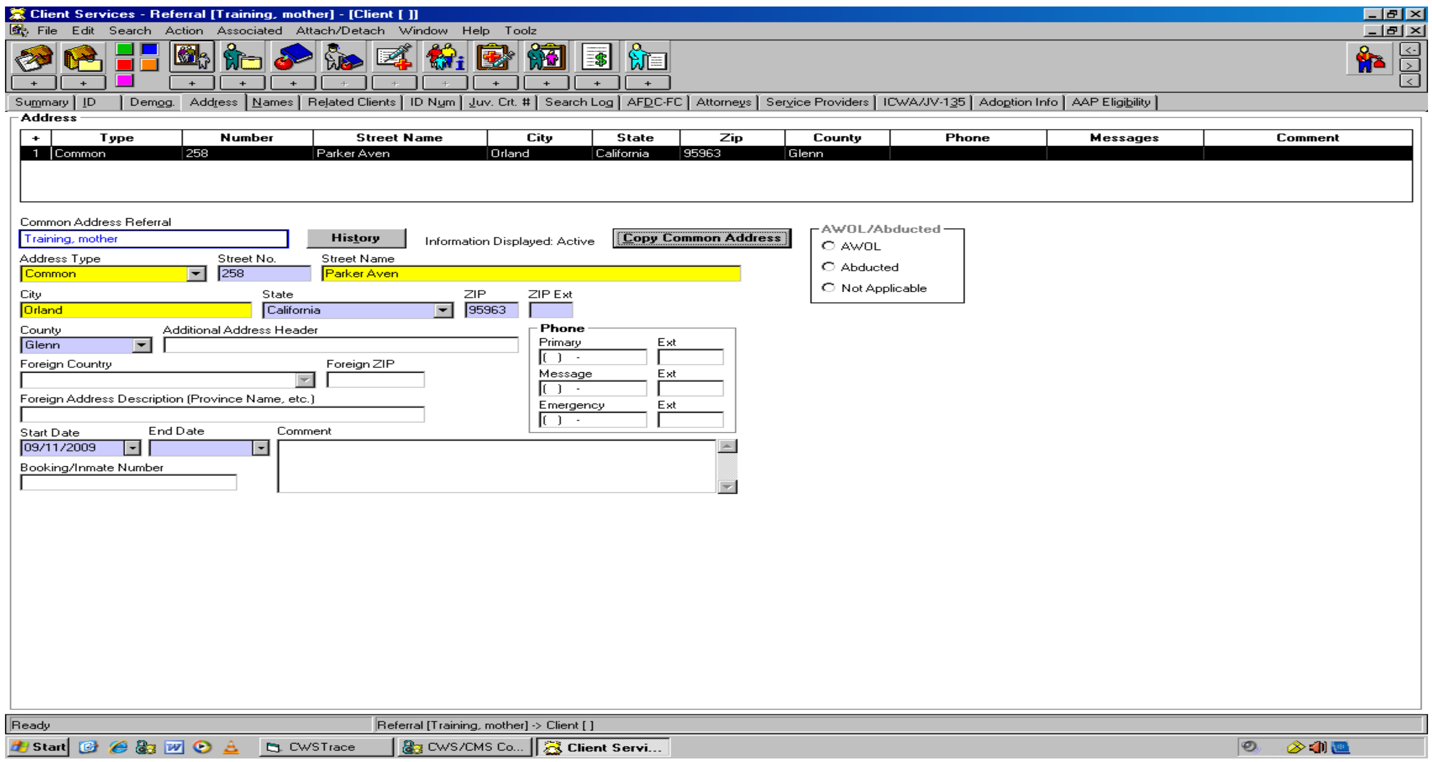
Notice that there are the Yellow fields that are mandatory and must have informtion entered into them before the system will allow saving to the database. There are also Perriwinkle fields. The perriwinkle fields are strongly encouraged to be completed. Although failure to complete them will not block 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 pratice would be to complete the "Demographics" Page. A sample of the "Demographics" page is shown below.

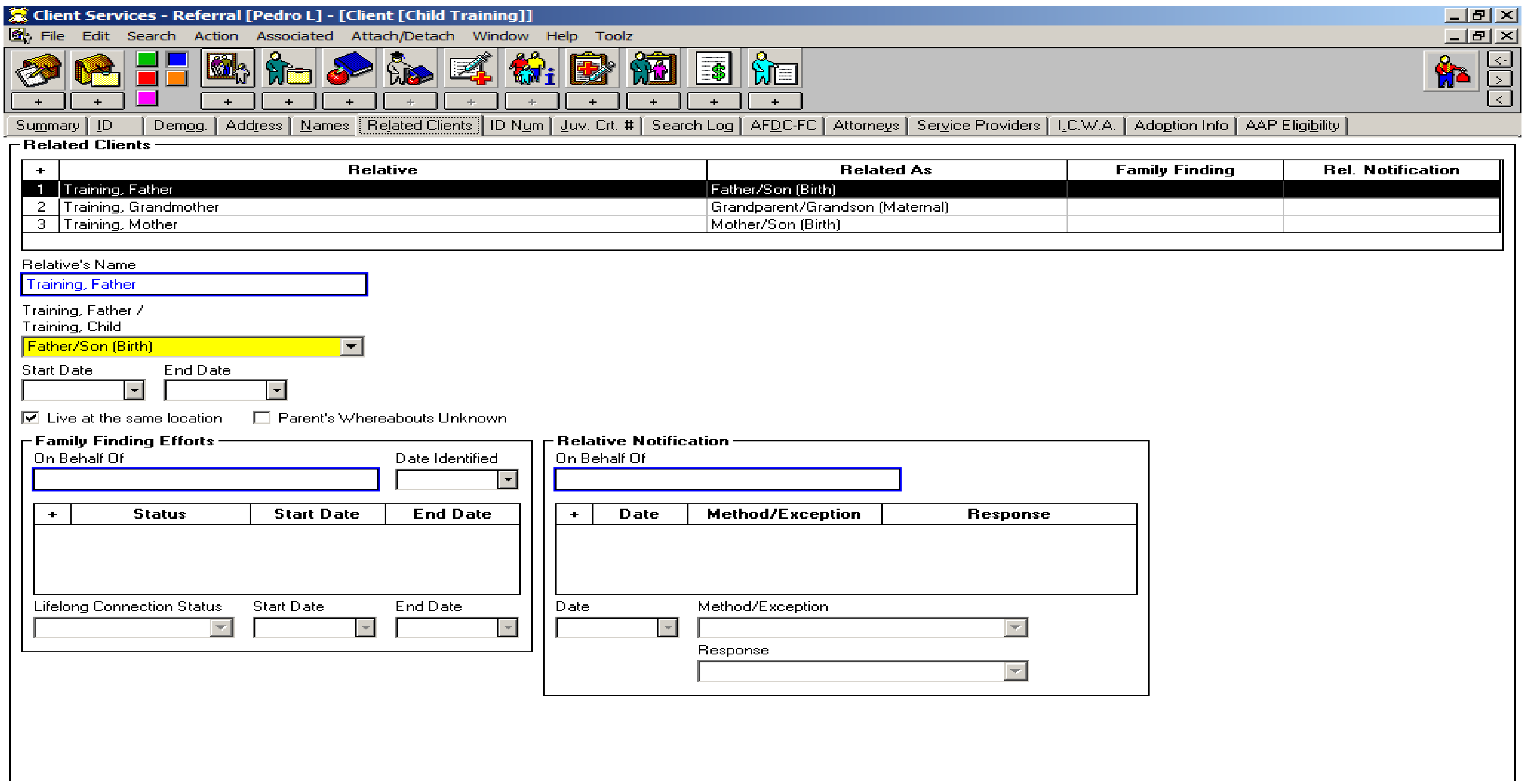


After completing the "Demographics" page, complete the "Address" page. If no address is known, there is nothing to complete on this page. However, if an address was known at the time of the referral, and that address had been entered in the "Common Address" section on the referral "ID" page, when the "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."



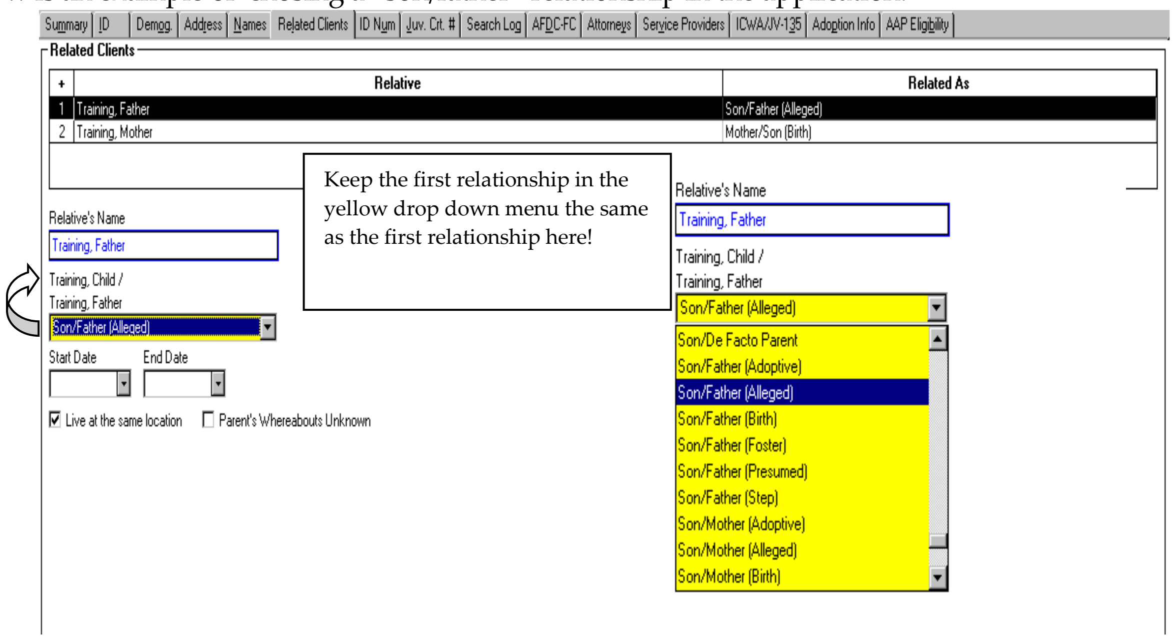
After two or more clients are created, go to the "Related Clients" page. The relationship among the clients is established here. This information is important and can be confusing when first learning the application. It is important to know how clients are related to each other and the order of that 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.



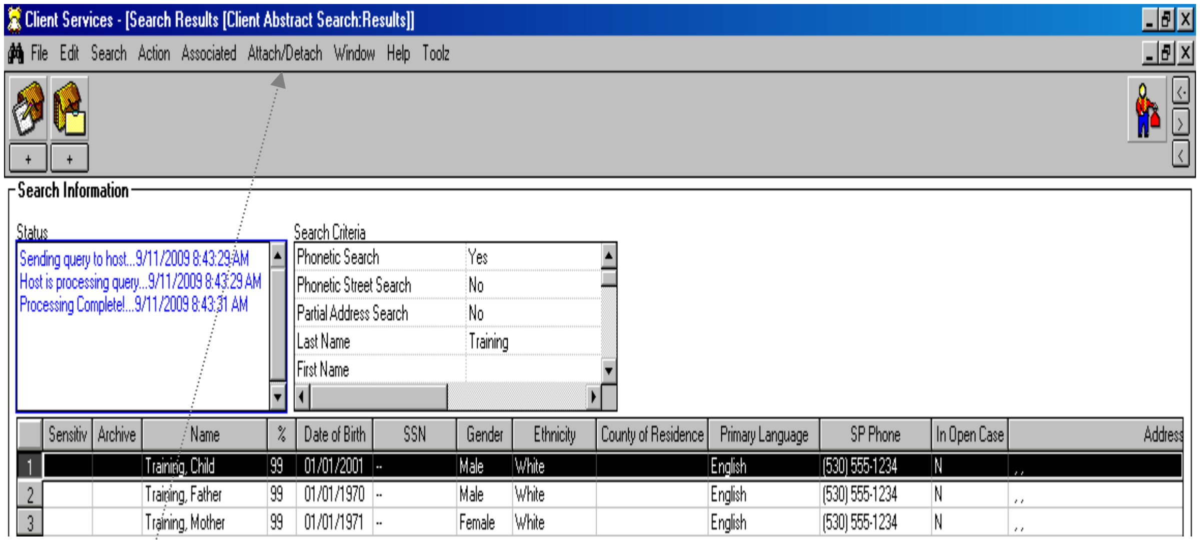
Above is an example of a related client's page. Note the Family Findings Efforts and Relative Notification information boxes at the bottom.

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.

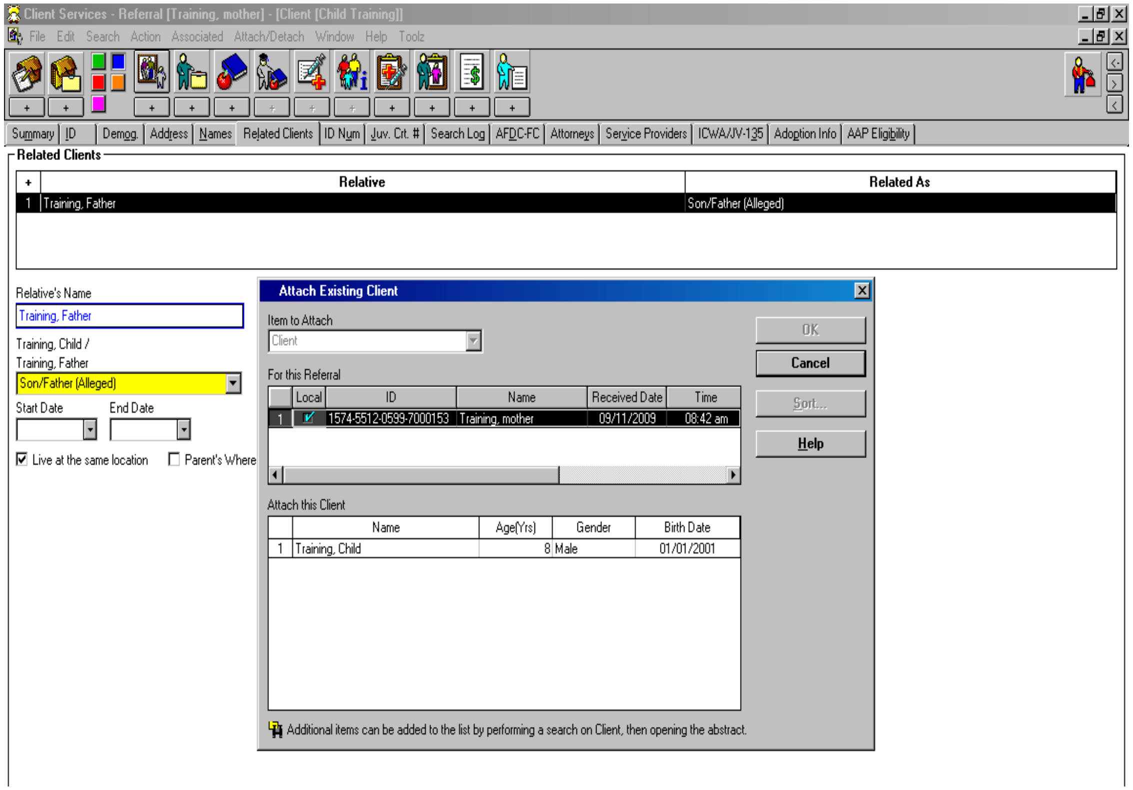
Below is an example of chosing a "son/father" relationship in the application.



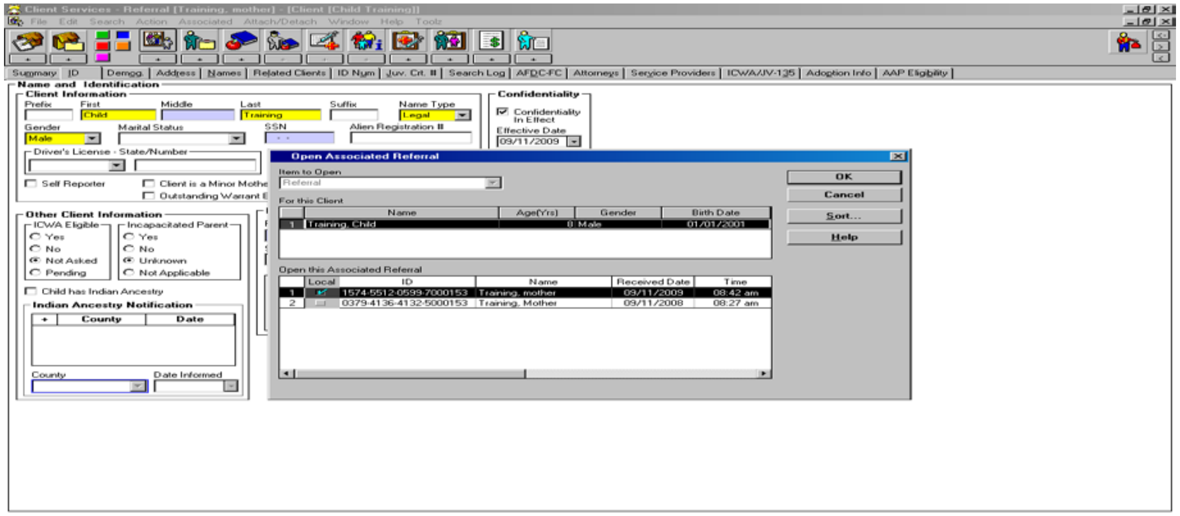
What if after performing the search, the finding is that the client does, or the clients do, exit.




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.

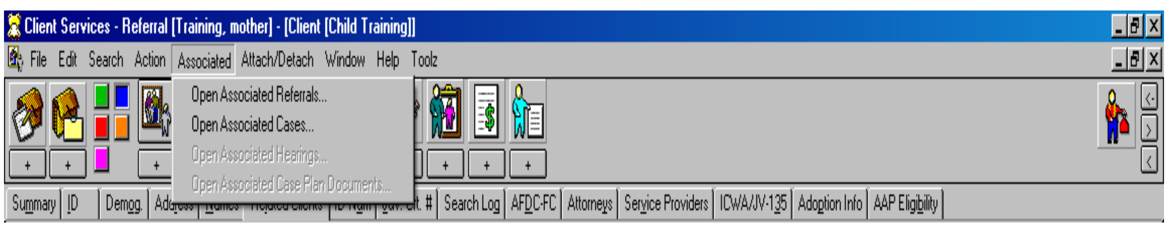


At this point, select the client to be attached from the list under "Attach this Client." Note that there is only one client shown in this example. That is because the search was only for this child and not for the parents. After selecting the client to attach, click the "OK" button to the right. That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




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.

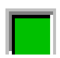
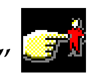


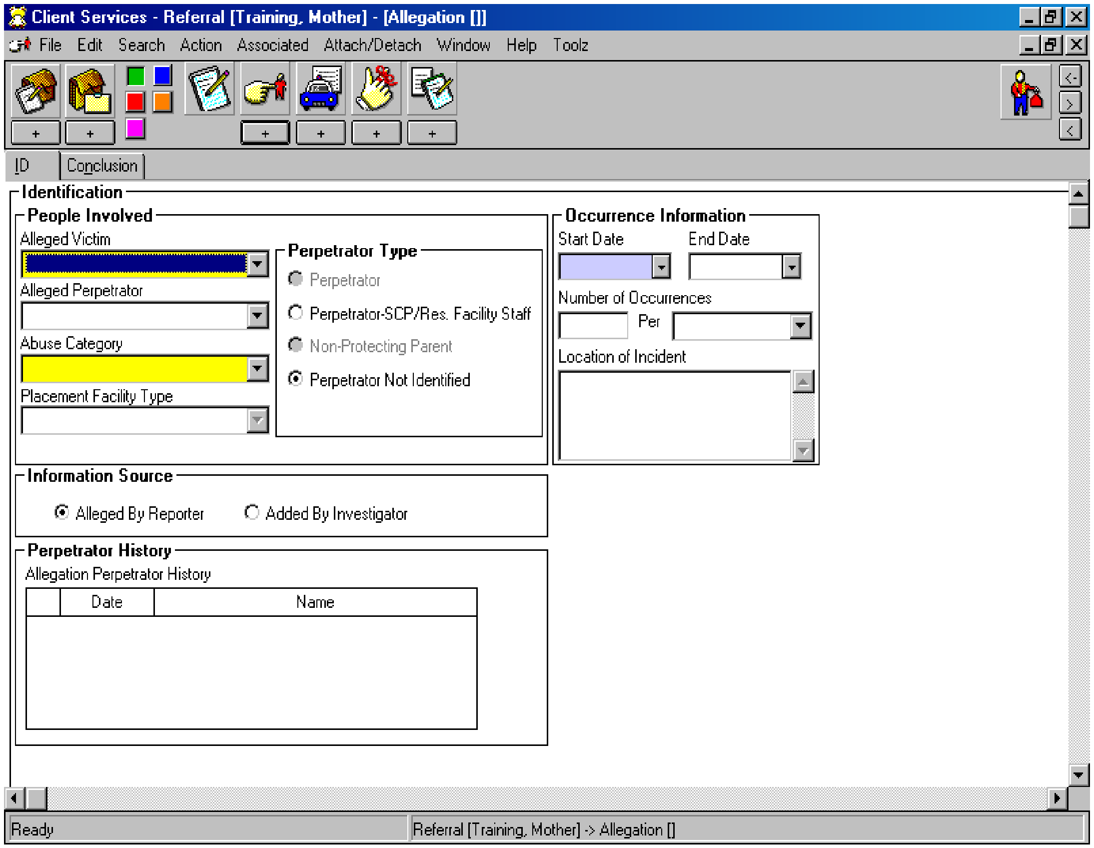

Select "Open Associated Referrals." That would get the worker to the next screen.

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.

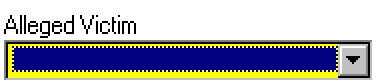
It does not matter who is selected. All family members will highlight. If there are any family members that are not to be attached, click on that family member and then hit "OK." That will attach all remaining family members. If the family members were related in the previous referral, they will bring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

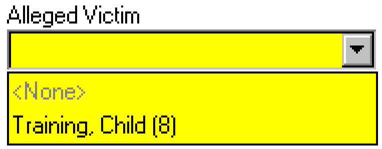
When all family members are either attached to, or created in, the current referral, return to the "Referral Management" Section . In the "Referral Management Section, go to the "Allegation Notebook"  and click the "+" under the large icon. That will cause a new page to appear. The page is shown below.




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.

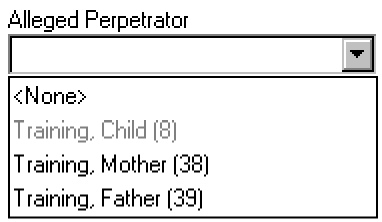


Prior to clicking the down arrow.




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

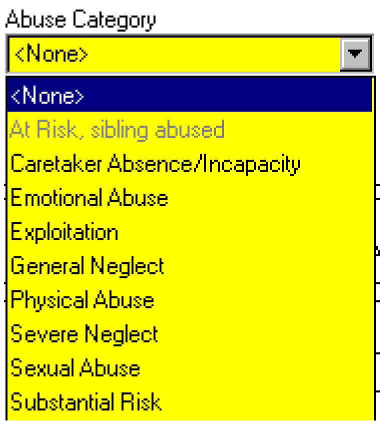



The child who was selected as the victim will be shown, but will be unavailable or

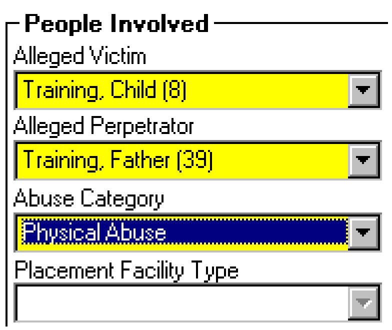
“grayed out.”  The resulting selection box will show all clients regardless of age.

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

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

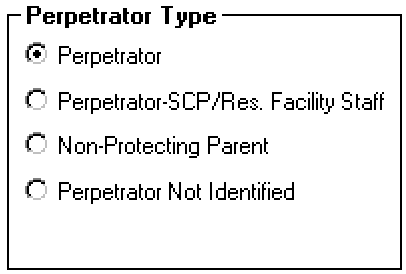



With the abuse category selected, the "People Involved" information box will look like the example below.



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 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."

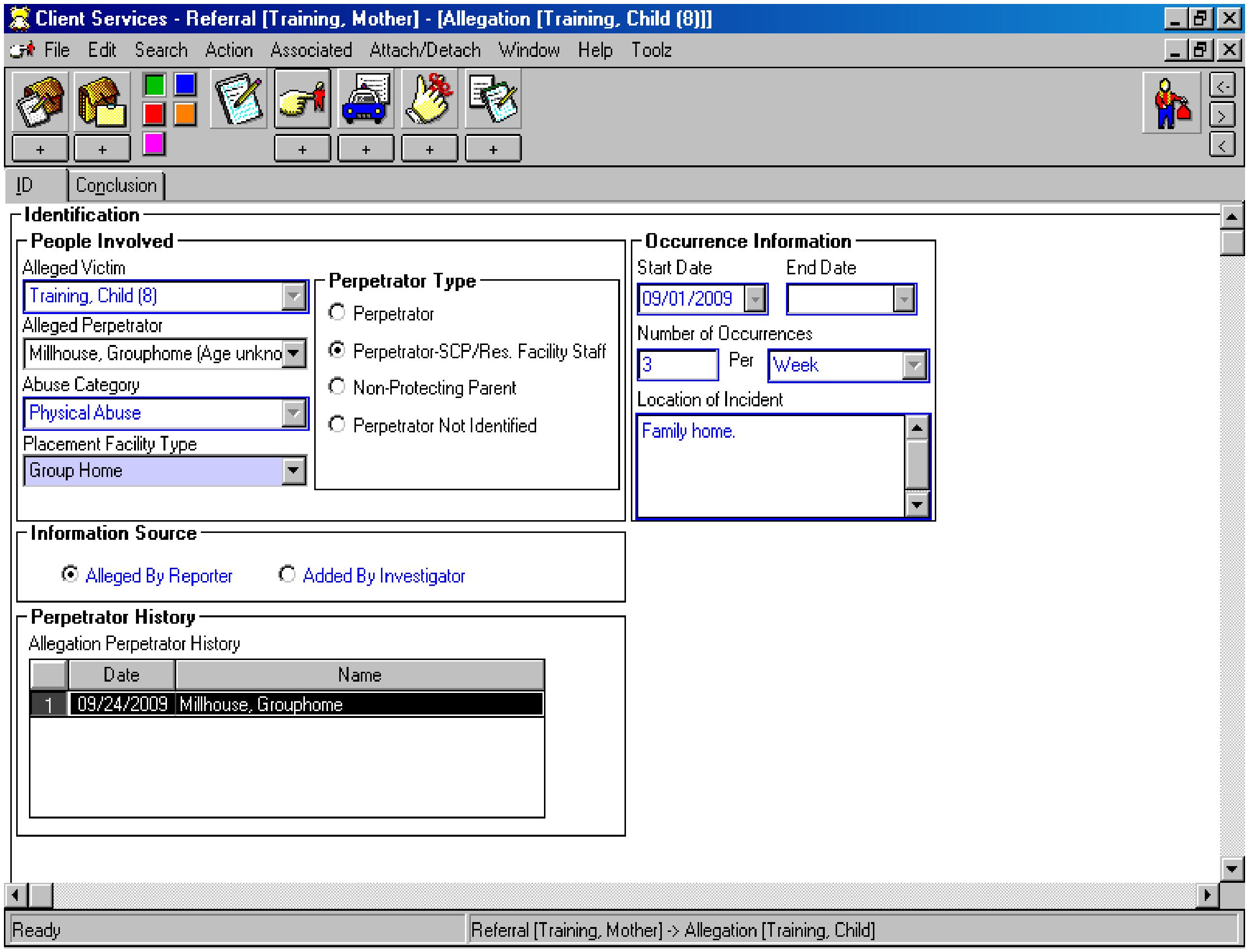
To record the perpetrator as a substitute care provider or a residential facility staff, select the "Perpetrator-SCP/Res. Facility Staff" button. Then select the type of facility from the drop down menu to the left of the "Perpetrator Type" information box. The "Facility Type" will become periwinkle. 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 Toolz
ID
Conclusion
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
End Date
09/01/2009
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 futher information would be appropriate.

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

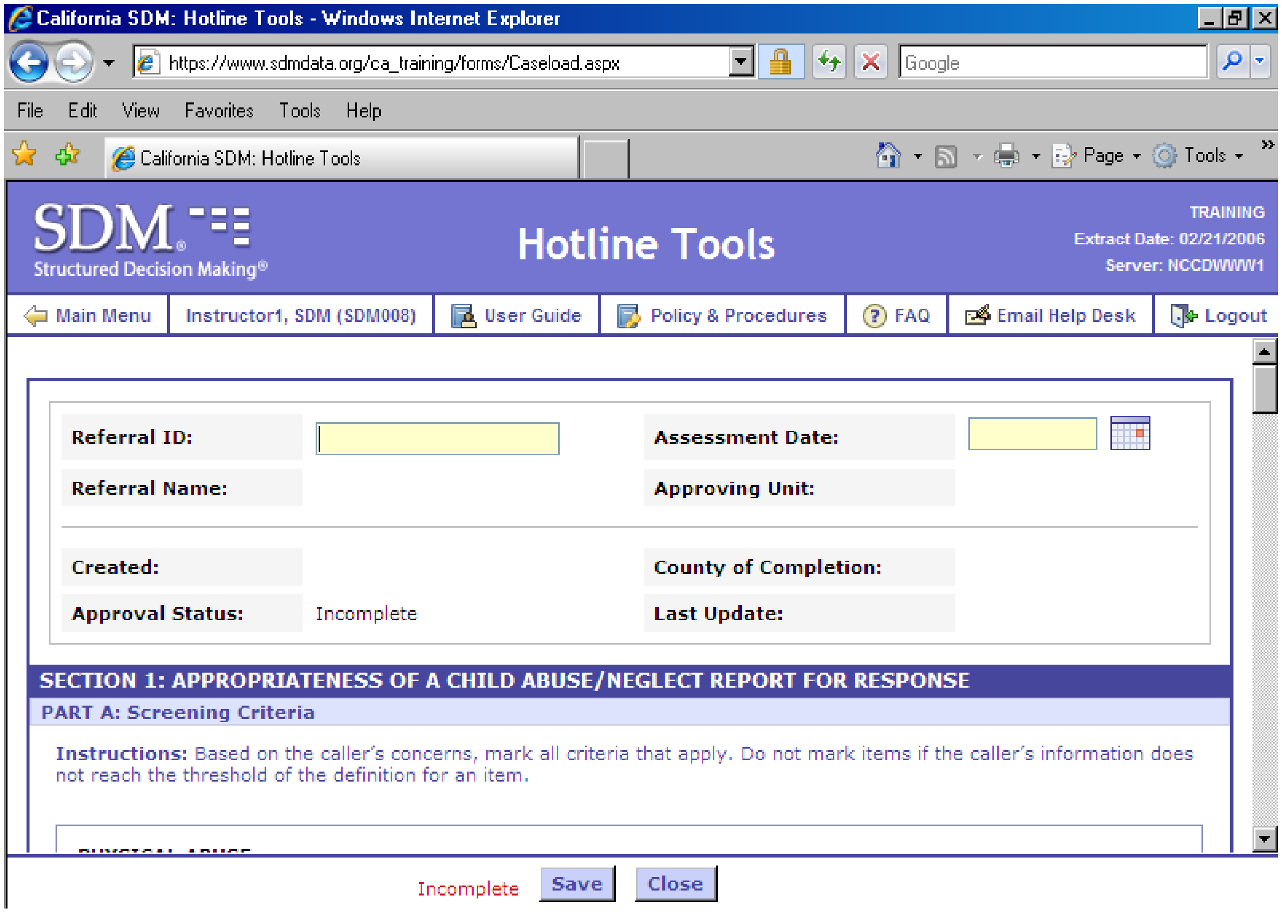
Path 3 is the traditional referral response when the department responds without a partner.

# Structured Decision Making (SDM)

The tools or application that is used for these considerations is outside of CWS/CMS. The application is Structured Decesion 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."

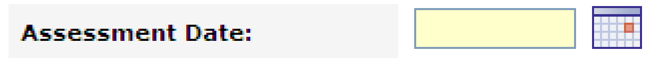
After logging in to SDM, the user would have a home page.

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



First, complete the “Referral ID” box. 


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. 


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

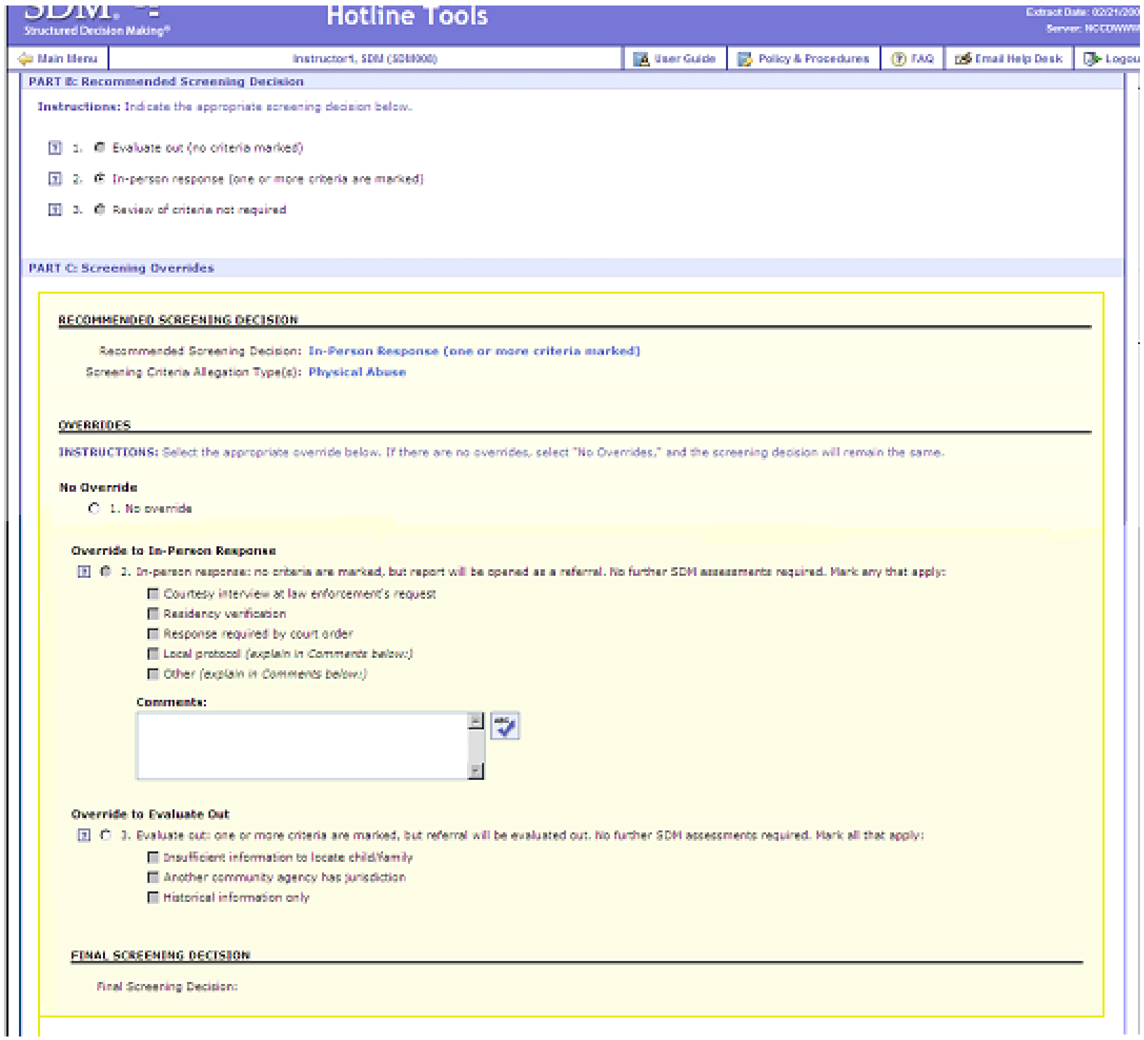
[?] Threat of sexual abuse

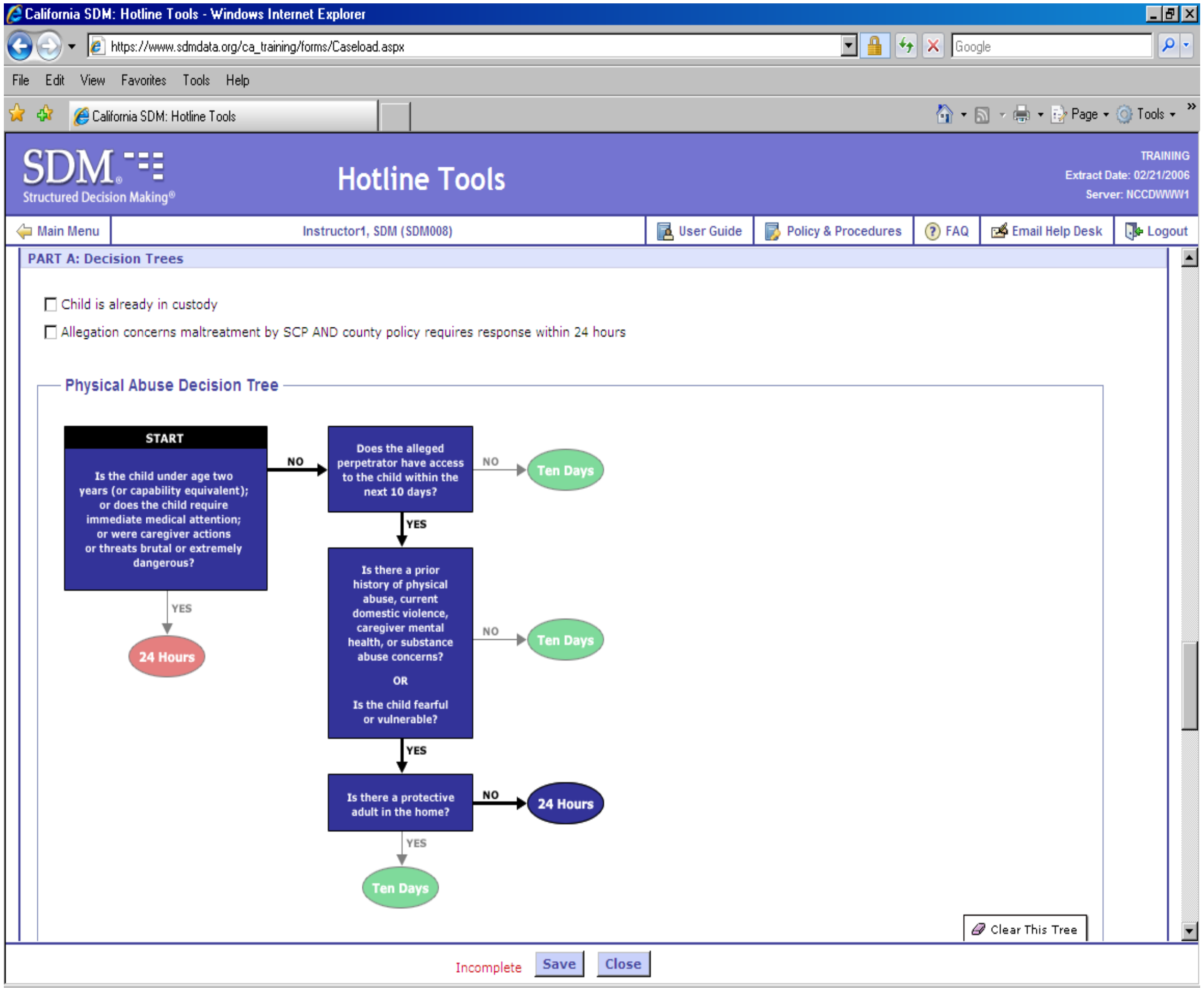
- ☐ Known or highly suspected sexual abuse perpetrator lives with child
- ☐ Severely inappropriate sexual boundaries

The “?” to the left of the choices will provide the user with futher 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 in 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 displays examples of the recommended responses and overrides, and the “Decision Tree” to determine how fast any reponse should be.

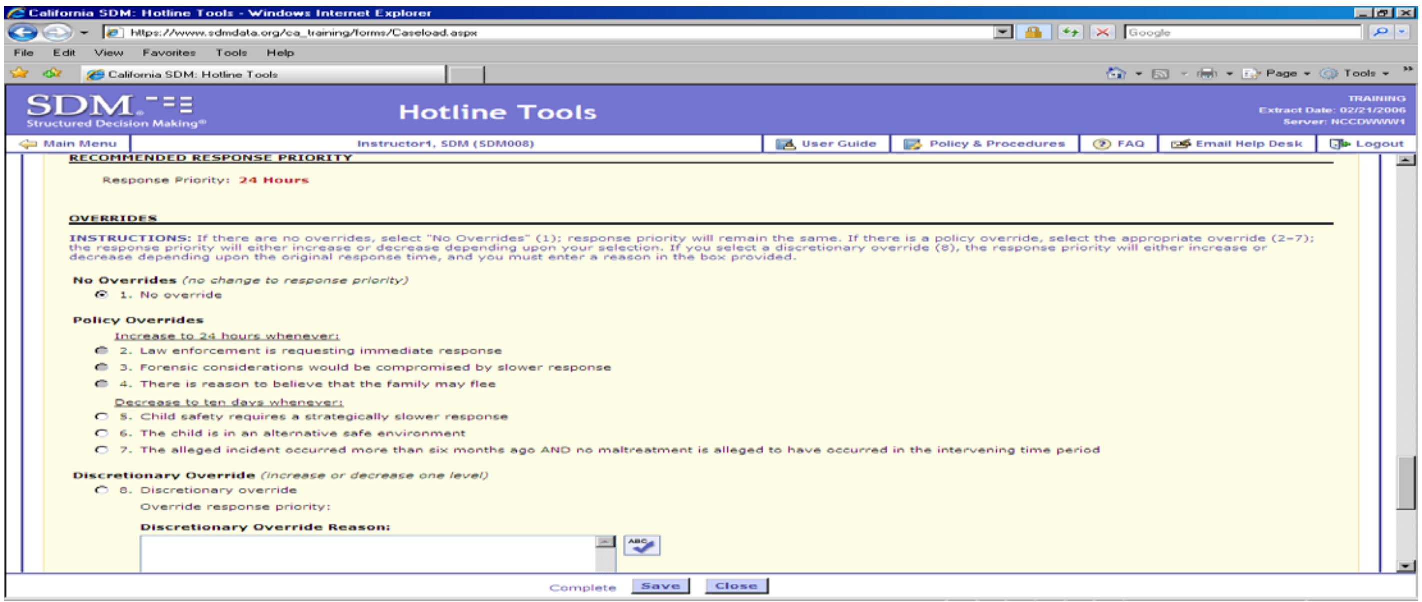

SDM
Structured Decision Making®
Hotline Tools
Extract Date: 02/21/200
Server: NCCDWWW
Main Menu
Instructor1, SDM (SDM000)
User Guide
Policy & Procedures
FAQ
Email Help Desk
Logou
PART B: Recommended Screening Decision
Instructions: Indicate the appropriate screening decision below.
1. Evaluate out (no 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:


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
PART A: Decision Trees
Child is already in custody
Allegation concerns maltreatment by SCP AND county policy requires response within 24 hours
Physical Abuse Decision Tree
START
Is the child under age two years (or capability equivalent); or does the child require immediate medical attention; or were caregiver actions or threats brutal or extremely dangerous?
NO
YES
24 Hours
Does the alleged perpetrator have access to the child within the next 10 days?
NO
Ten Days
YES
Is there a prior history of physical abuse, current domestic violence, caregiver mental health, or substance abuse concerns?
OR
Is the child fearful or vulnerable?
NO
Ten Days
YES
Is there a protective adult in the home?
NO
24 Hours
YES
Ten Days
Clear This Tree
Incomplete
Save
Close

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.

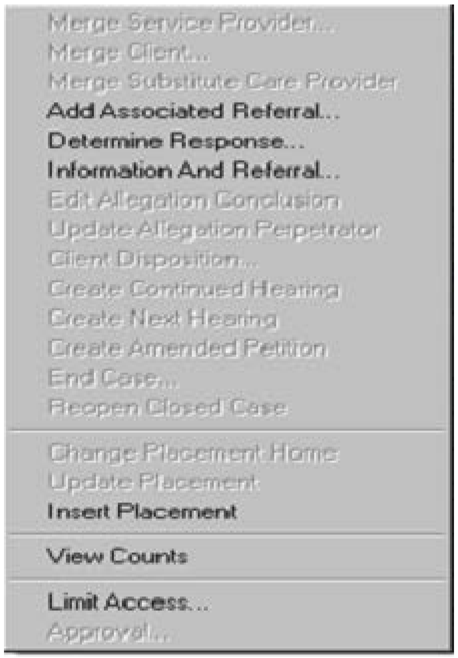


Click the "Save" button, and there will be the following changes to the options at the bottom of the page.

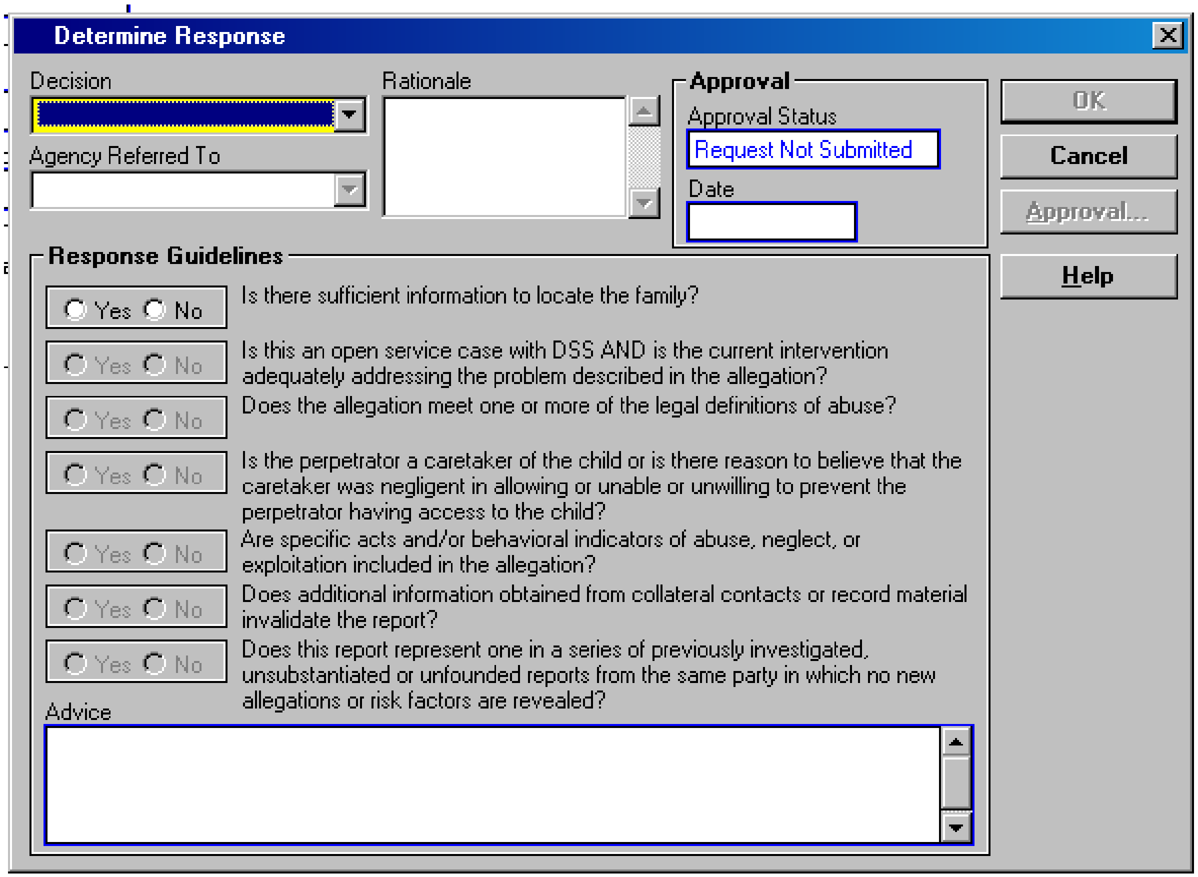

Select "Print View," then print the document. The printed document will become a part of the "paper" file.

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

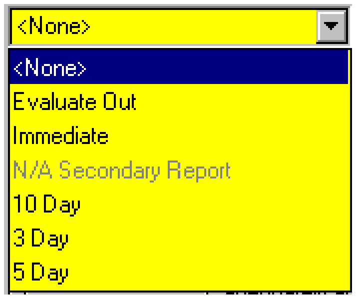
At this time, return to the CWS/CMS application. From the "Drop Down Menu" select the "Action" menu. This drop down menu will appear.



Select “Determine Response.”  That will result in the following page.



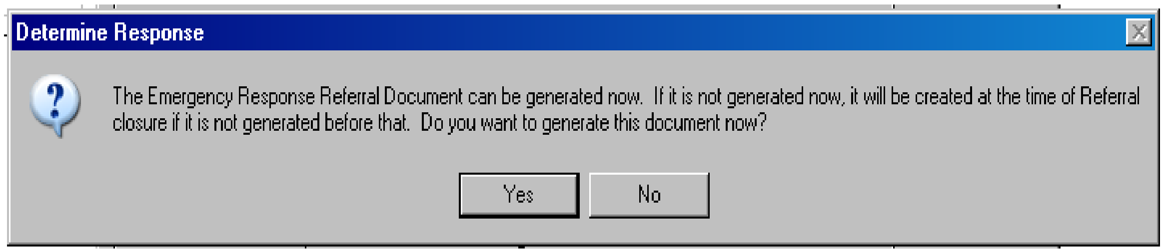
Select the appropriate selection from the “Decision” drop down menu .




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 detemine weather 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.

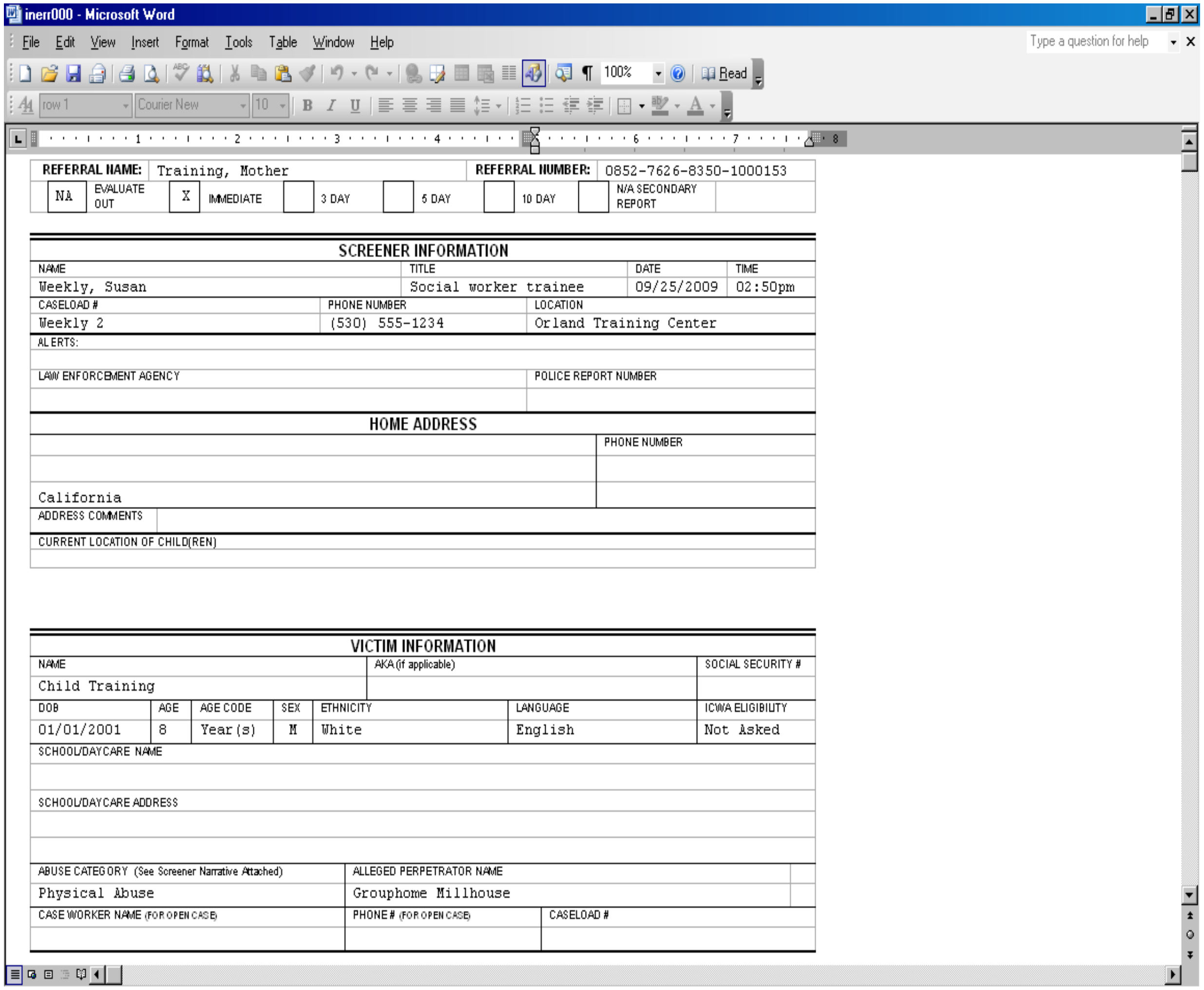
Either selection will result in the following dialogue box.




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 responsing 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 posibility 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

| 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 | | |

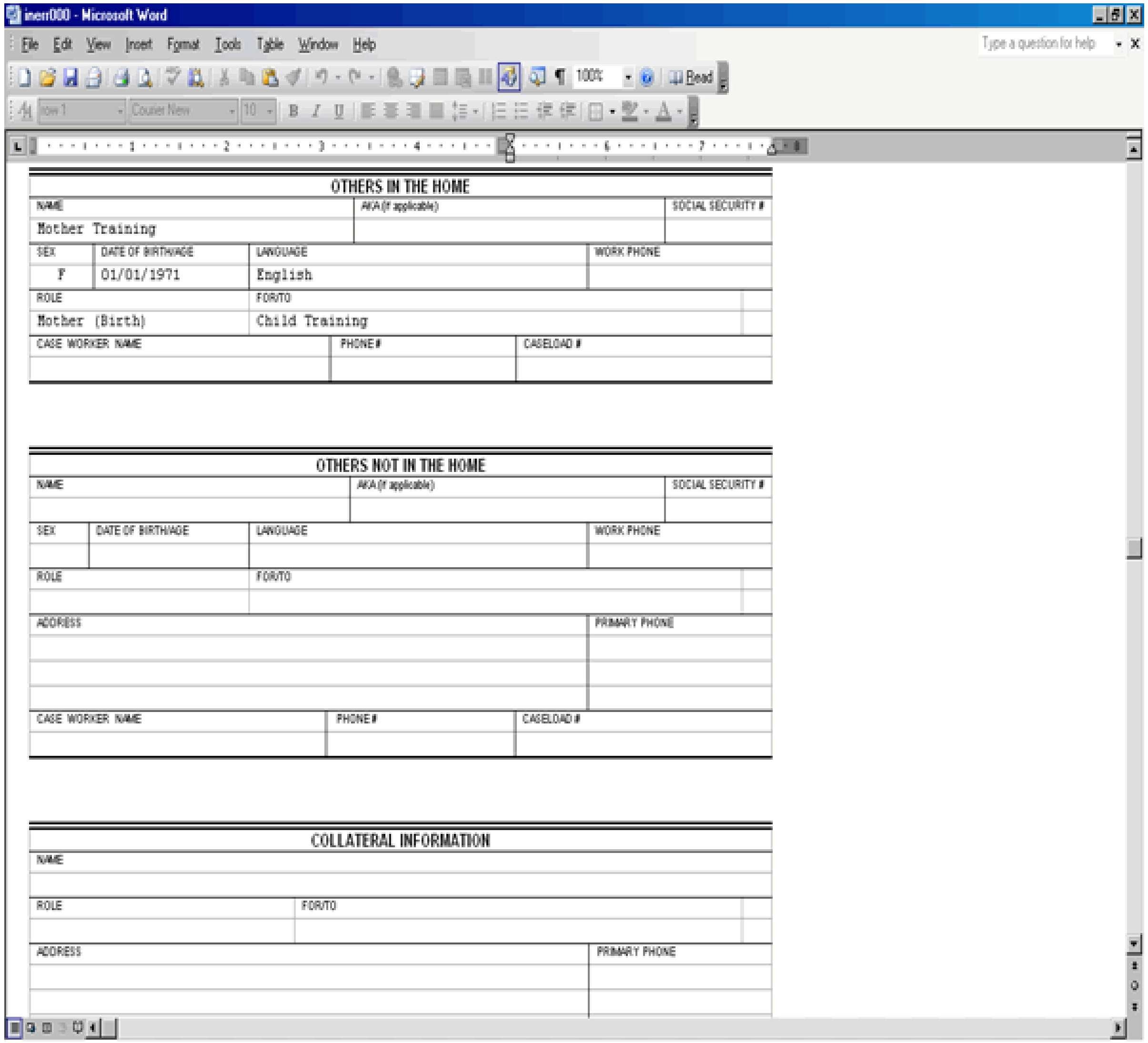
| DOB | AGE | AGE CODE | SEX | ETHNICITY | LANGUAGE | ICWA ELIGIBILITY |
|---|---|---|---|---|---|---|
| 01/01/2001 | 8 | Year(s) | M | White | English | Not Asked |

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 # |
|---|---|---|
| | | |



**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 | FOR/TO |
|---|---|
| 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 | FOR/TO |
|---|---|
| | |

| ADDRESS | PRIMARY PHONE |
|---|---|
| | |

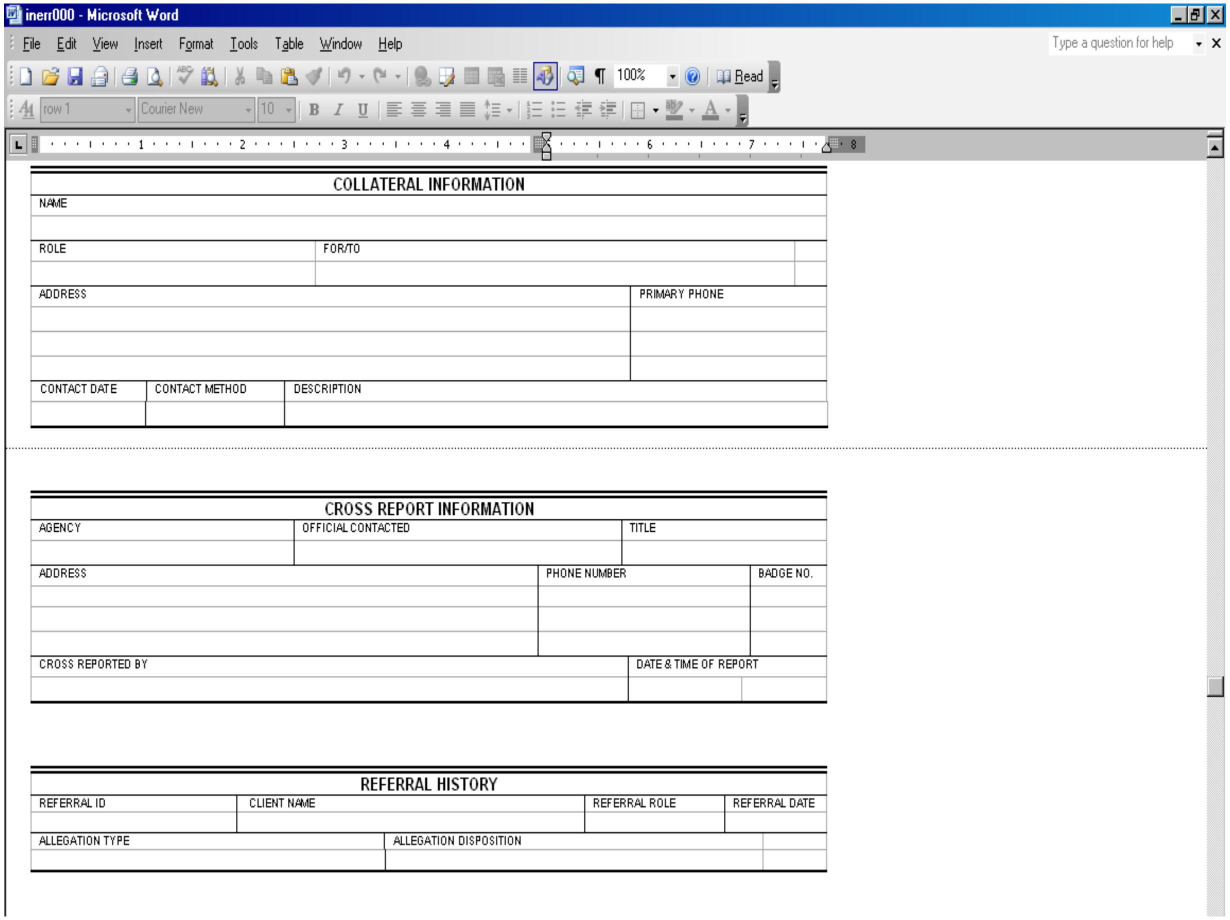
| CASE WORKER NAME | PHONE # | CASELOAD # |
|---|---|---|
| | | |

**COLLATERAL INFORMATION**

| NAME |
|---|
| |

| ROLE | FOR/TO |
|---|---|
| | |

| ADDRESS | PRIMARY PHONE |
|---|---|
| | |



inerr000 - Microsoft Word

File Edit View Insert Format Tools Table Window Help

**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. |
|---|---|---|
| | | |

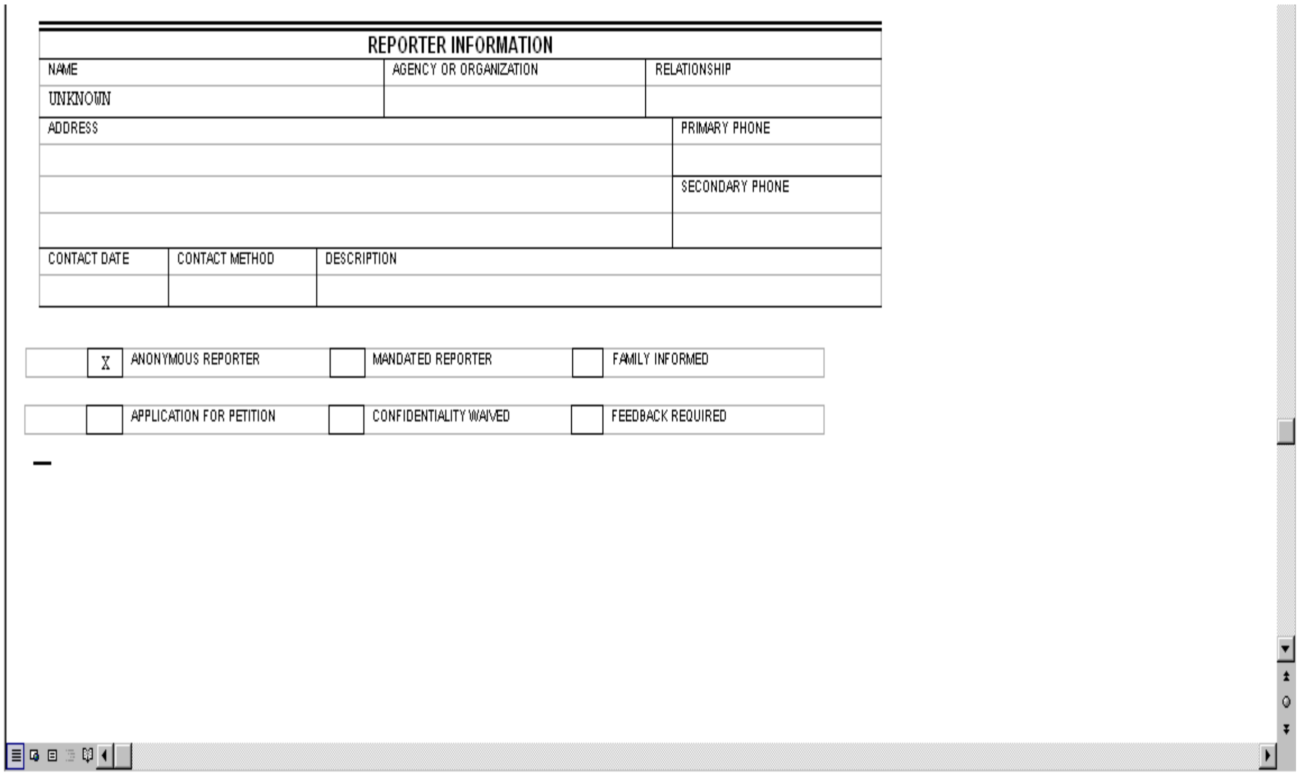
| CROSS REPORTED BY | DATE & TIME OF REPORT |
|---|---|
| | |

**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 |
| | |

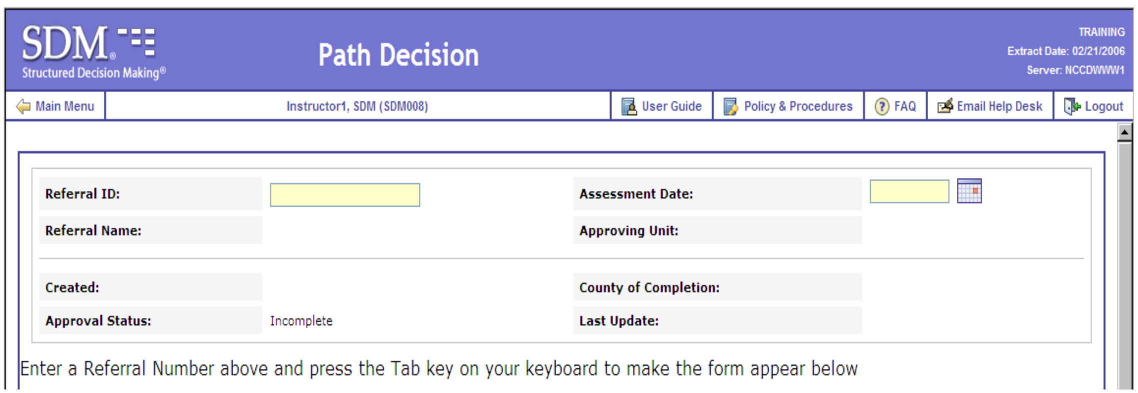
| CONTACT DATE | CONTACT METHOD | DESCRIPTION |
|---|---|---|
| | | |

X ANONYMOUS REPORTER | MANDATED REPORTER | FAMILY INFORMED

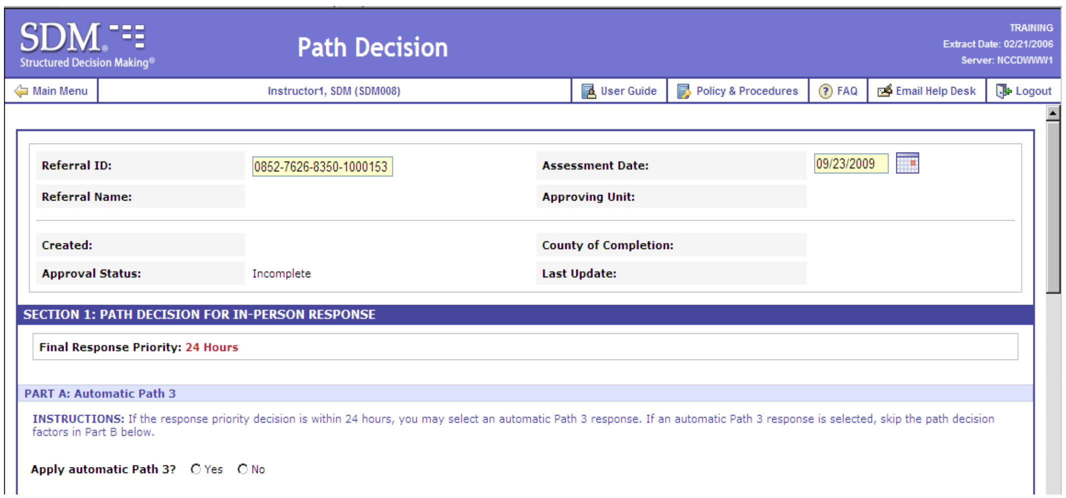
APPLICATION FOR PETITION | CONFIDENTIALITY WAIVED | FEEDBACK REQUIRED

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.

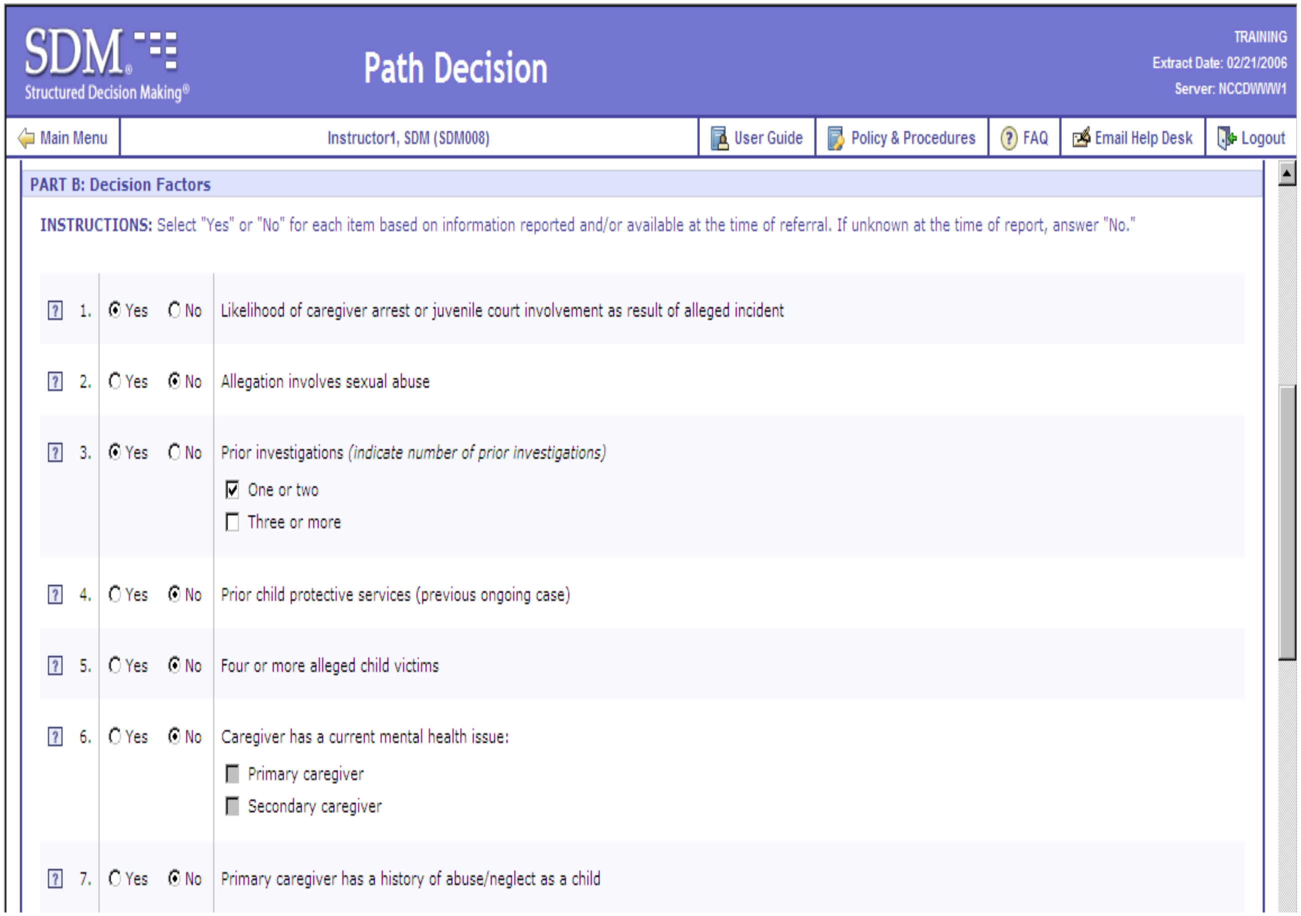


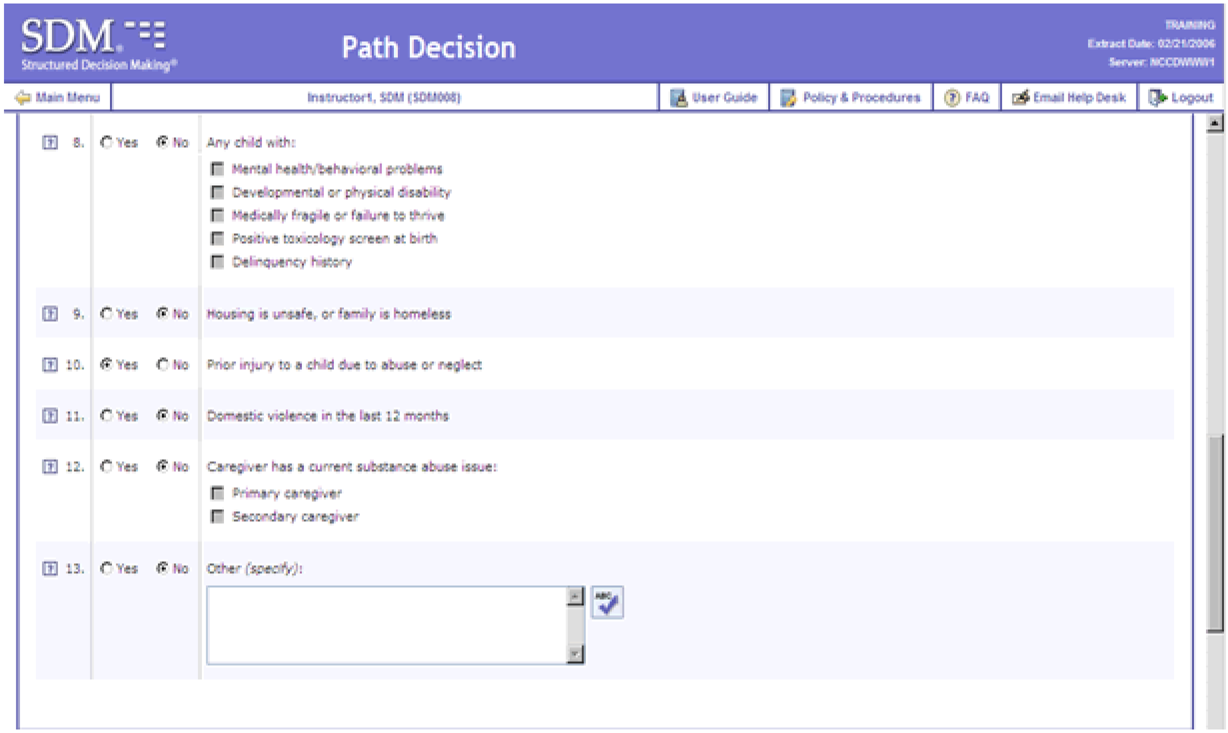
Copy or type the referral ID number in the Referal ID box, then complete the date field. After completing the ID number and date fields, the application would open the following page. In this example, "Part B" has been temporarily removed for instruction purposes.



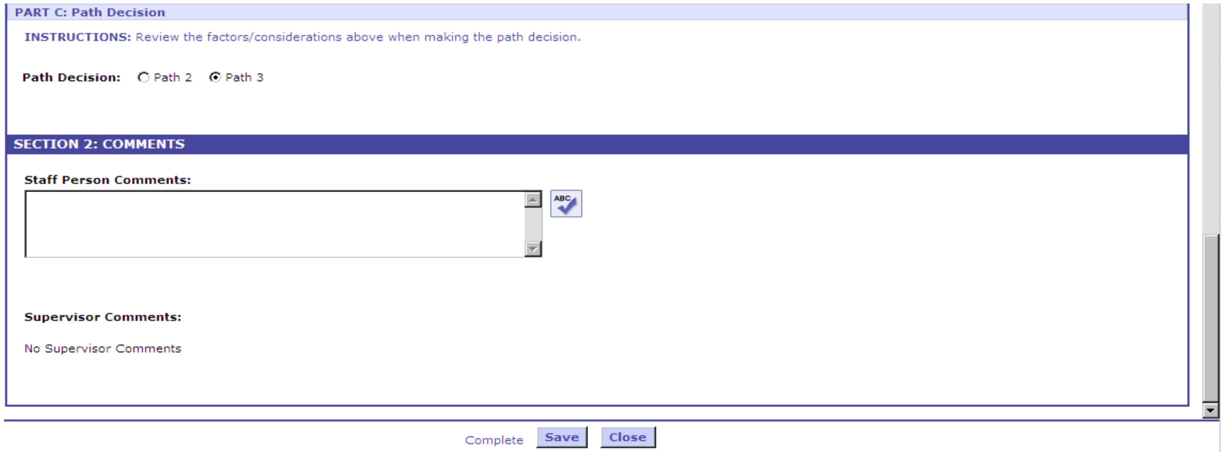

Notice that it is possible to skip section "B" if the response priority is within 24 hours. In this example, Section "B" will be completed to demonstrate the application .

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

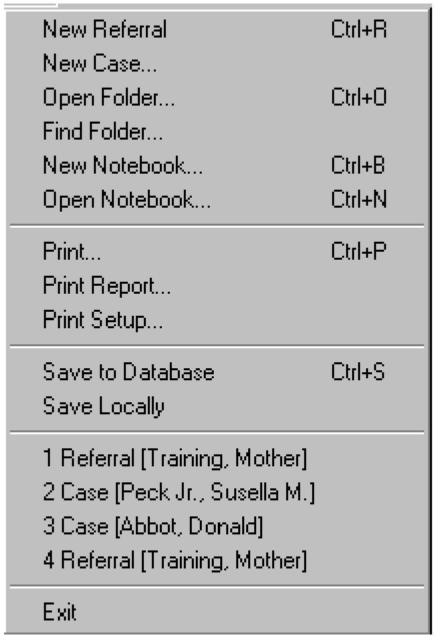




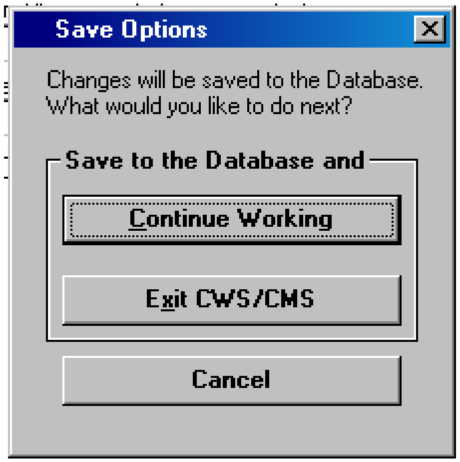

After completing all thirteen questions, proceed to part "C," Path Decision. In this example, path 3 was selected. With an Immediate Response, path C is the most likely choice. On the next page is an example of part "C," "Path Decision."



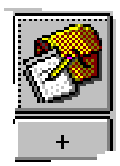

Then  save this tool.  After saving the tool, go to "Print View," print the document and then close SDM.  This would returns to CWS/CMS.  At this time it is a good idea, although not absolutely necessary, to go to the "File" drop down menu, and save the work completed so far by selecting the option "Save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




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.

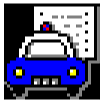


Another option would be to go to the "File" drop down menu. At the bottom of the drop down menu for "File," there will always be up to the last four referrals or cases that have been worked on. If only one referral was worked on that day, that is all that will be there.

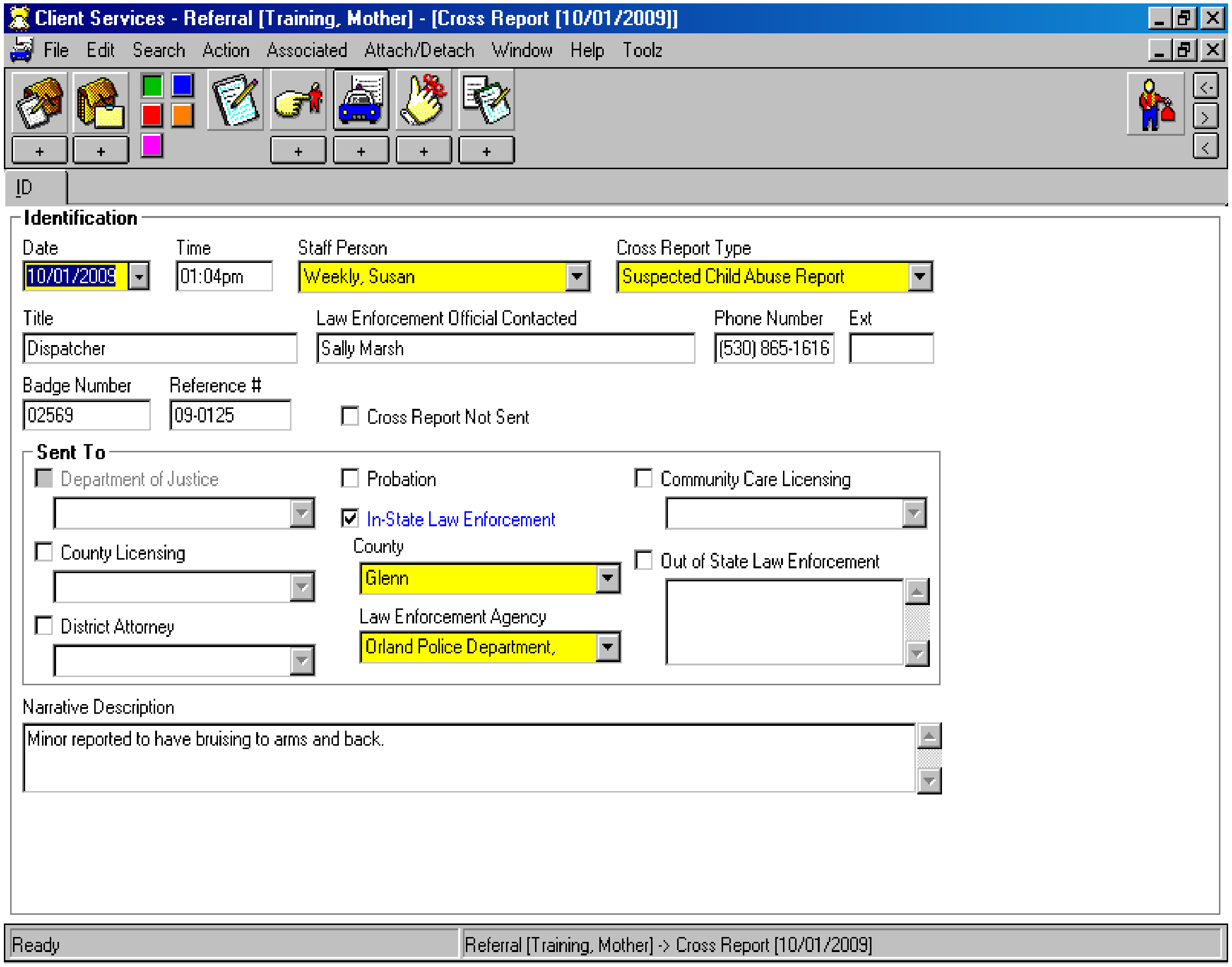
By clicking on the top item, the application will return to the referral that was just being worked on.

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 jusrisdication.

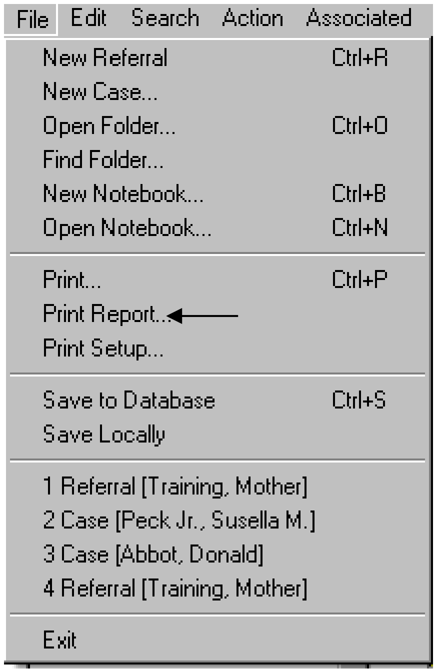
First, create a “New” “Cross Report” in the “Cross Report” notebook. To do this, click on the “+” under the “Existing Cross Report” icon .



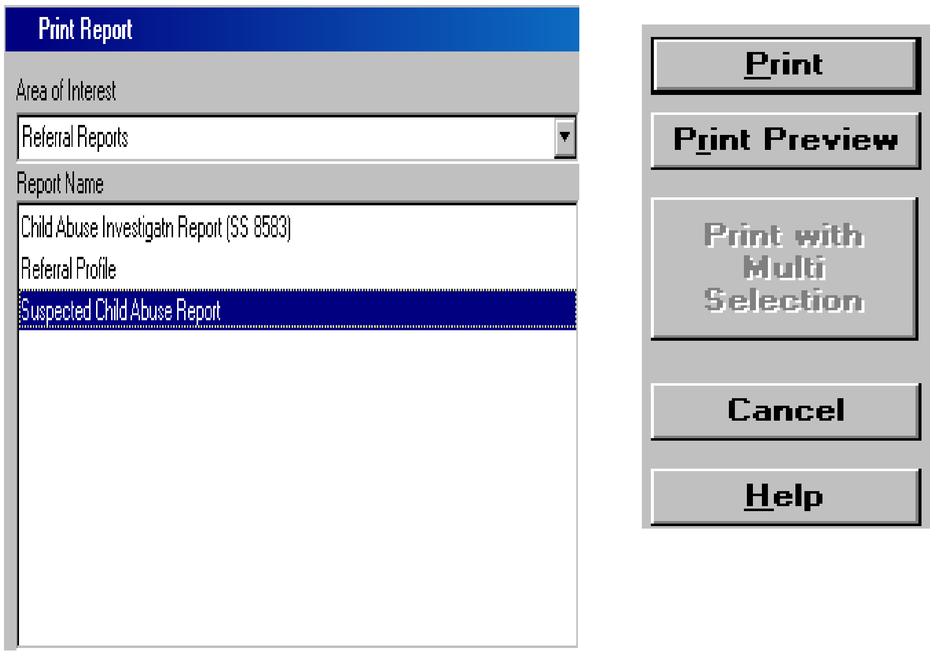
This would result in a blank “ID Page.” Shown on the next page is a completed “ID Page.”


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
In-State Law Enforcement
County Licensing
County
Glenn
Out of State Law Enforcement
District Attorney
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]

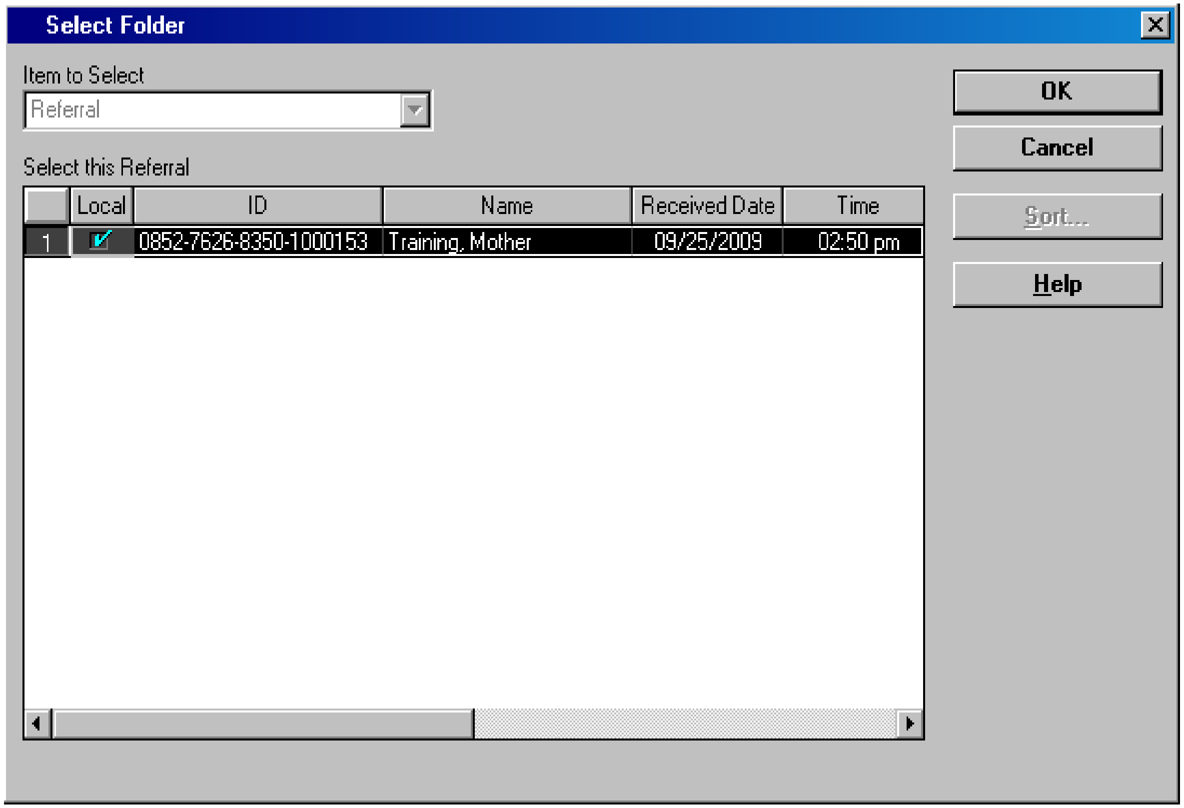
Next  go to the “File“ drop down menu and from the list, select “Print Report” by clicking on it.



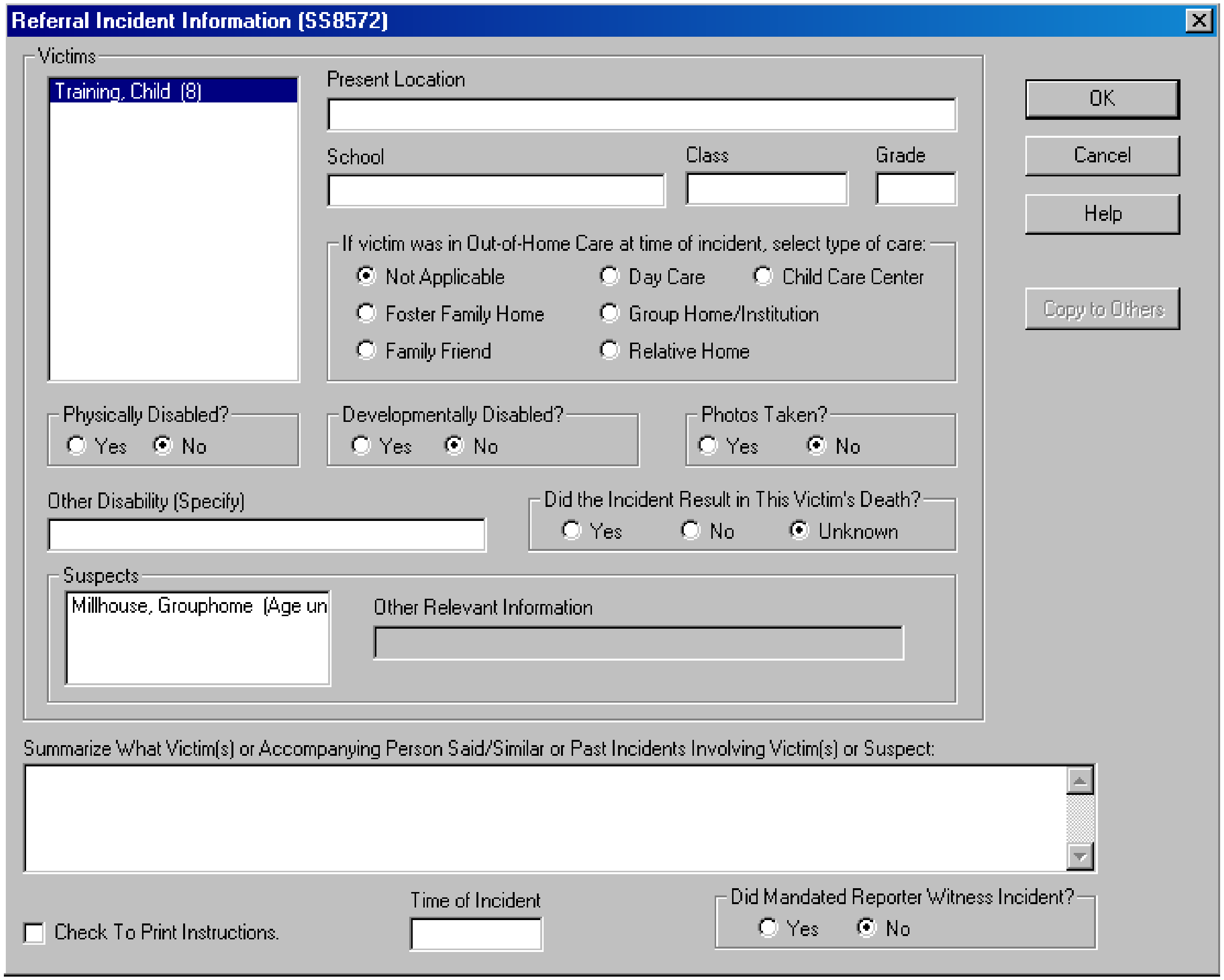

Clicking on “Print Report” results in the following dialogue box.




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.




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


Referral Incident Information (SS8572)
Victims
Training, Child (8)
Present Location
School
Class
Grade
OK
Cancel
Help
Copy to Others
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

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.