

Screening and Initial Contact




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Learning Objectives

1	Become familiar with the purpose of screening, guiding principles, types of calls and screening process.
2	Identify questions and question techniques that begin gathering information relevant to child safety.
3	Know the types of abuse and how they are applied to screening allegations.
4	Become familiar with the Structured Decision Making tool used in screening.
5	Understand the reasons for resistance and identify techniques to work through resistance.
6	Know how to engage with a family during a first encounter.



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Screening and the Oregon Child Abuse Hotline¹

- ORCAH
- First point of contact
- Guiding principles



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Types of Reports received by ORCAH

1	Potential abuse reports
2	Office of Training Investigations and Safety (OTIS)
3	Family Support Services (FSS) requests
4	Case management documentation
5	Requests for referrals and information
6	Notifications

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What information does a screener gather?

Extent	Circumstances
Demographics	Race & Ethnicity
Languages spoken	Contact information
Location of the family and incident	ICWA

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Gather

- Extent
- Circumstances
- Child vulnerabilities

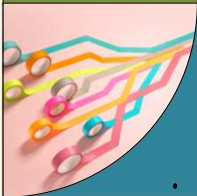
Review

- Child Welfare history
- Criminal history, when relevant

Consider

- Collateral contacts
- Caseworker/supervisor contact

Decision Making



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Types of Abuse at Screening

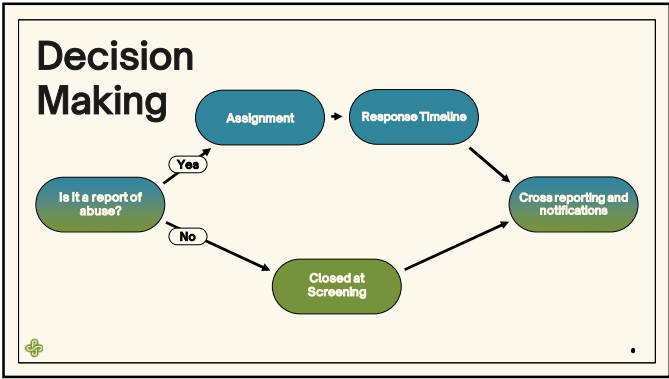
For all children:

- Neglect
 - In educational settings:
- Physical Abuse
 - Restraint or Seclusion
- Sexual abuse
 - Infliction of corporal punishment
- Mental injury
- Threat of harm

Additional for children/young adults in care:

- Neglect
- Abandonment
 - Wrongful use of a restraint
- Financial exploitation
- Physical Abuse:
 - Sexual abuse:
 - Willful infliction of physical pain
 - Sexual abuse: harassment or coercive contact
- Involuntary seclusion
- Verbal Abuse

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Response Timelines

➔

24 Hours


➔

10 Days

➔

72 Hours

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Closed at Screening Criteria

- Not abuse, but risk to a child
- Historical abuse by deceased alleged perpetrator
- Abuse and perpetrator out of country
- Out of state circumstances
- Notifications

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Screening Scenarios

Go to kahoot.it and enter Game PIN

Read through scenarios and questions

Assign and choose timeline or close at screening

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We will be working with the assigned reports through out the next 3 weeks:

- Baskin
- Cooper
- Rich
- Tasi

Case Files for Essential Elements


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Engaging at Initial Contact

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Trauma Informed Practice Strategies

- Validate emotions
- Anticipate questions
- Transparency and information sharing
- Provide physical, emotional, and psychological safety

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Practicing Cultural Humility

Review the screening report for your assigned case and consider the following questions:

- What did you learn about the family's culture or identities to consider in initial contact?
- What did you notice about your own bias when reading the report?
- How can you demonstrate cultural humility during initial contact with this family?

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- Autobiographical Listening
- Empathetic Listening

Listening to Understand



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Be attentive to non-verbal communication.

Remember, silence can be golden.


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Initial Contact Guide

How do you see the Principles of Partnership reflected?

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Initial Contact Video

While watching the video:


- What do you notice about the way the caseworker describes the reason for contact?
- Was anything missed?
- What questions does this bring up?

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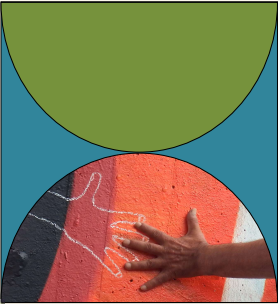
In groups of two:

- Each partner should choose one of the four case scenarios to practice with and decide who will play the role of the caseworker first
- As the 'caseworker', practice the following elements:
 - Knock on the door
 - Introduce yourself
 - Verify you are speaking to the correct person
 - Explain the reason for contact (be clear and transparent about the concern!)
 - Ask where the parent would like to speak more
 - Find out if anyone else is in the home
 - Begin asking about the report
- Switch roles and go through a different scenario
- As time allows, discuss the remaining 2 case scenarios and how you would clearly describe the reason for contact

Making Initial Contact




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ICWA Inquiry³

1270 Verification of American Indian/Alaska Native Membership or Enrollment


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1536⁴

“What you need to know about a
Child Protective Services
Assessment”

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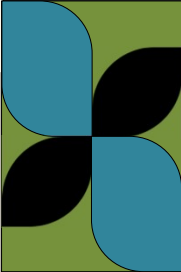


Action Items

Write down:

- One thing you learned from engaging with the Parent Panel
- One way you plan on demonstrating cultural humility in your casework

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Please fill out
today’s evaluation!

Please see the Screening and Initial Contact References handout for
content source information.

Thank you!

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