

## DEPARTMENT OF SOCIAL SERVICES

## CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

## M E M O R A N D U M

TO: CHILDREN'S DIVISION AND CONTRACTED STAFF

FROM: TIM DECKER, DIRECTOR

SUBJECT: NEW INITIATIVE FACES CHANGES

## DISCUSSION:

The purpose of this memorandum is to introduce FACES changes created through the New Initiatives Project. The first phase of this project focuses on Child Abuse and Neglect Hotline (CANHU) and Investigation/Assessment (I/A) screens.

**Juvenile Assessments**

Changes have been made in FACES to treat Juvenile reports like Family Assessments, in accordance with the statutory requirement to use a family assessment and services approach when responding to reports of children with problem sexual behaviors. Key changes include:

- A Juvenile Assessment (JA) report track has been created.
- The conclusion timeframe for Juvenile Assessments has been extended to ninety (90) days.
- Two new roles have been added: Alleged Child Initiator (ACI) child and Alleged Child Initiator Parent (ACI Parent).
- ACI Household Address to assist CANHU in alerting Juvenile Assessments to the county in which the ACI Parent resides.
- The case name will display as the primary ACI Parent.
- The Family Assessment Disposition Notification Letter (CS-21a) will generate for the ACI Parent(s).
- The Family Centered Service (FCS) Assessment Status will look at whether the ACI family will receive services. If the victim family is in need of services and they are not the same as the ACI family, the FCS case must be opened through case intake.
- A new CA/N condition in CANHU screening protocols has been created specific to Juvenile Assessments: Any child under the age of 14, not acting in capacity of care, custody or control, engaging in sexual or sexualized behavior with another child(ren). These acts include, but are not limited to, acts that are age or

developmentally inappropriate and involve force or threats of the use of force, are intrusive, are unwelcomed, result in physical injury or cause emotional trauma to the victim child, or are coercive or manipulative.

### **Differential Response (DR) Assessments**

Changes have been made in FACES to allow for DR Assessments. Key changes include:

- A Differential Response (DR) Assessment report track has been created.
- The ability to track change to a DR Assessment on the Response Priority/Track Assignment Override screen.
- The conclusion timeframe for DR Assessments has been extended to ninety (90 days).

### **New Assessment Determinations**

Changes have been made to the conclusion page and the overall determination field for assessments. This includes Differential Response (DR) Assessments and Juvenile Assessments. The new assessment conclusions are as follows:

- Agency Responded No Concerns Found
- Agency Responded Concerns Addressed
- Agency Responded Services Provided
- Agency Responded Refer to FCS
- Family Uncooperative Child Safe
- Family Declined Child Safe
- Home Schooling
- Inappropriate Report
- Located Out-of-State
- Unable to Locate

### **Track Assignment**

For the new response tracks, supervisors and above will be able to change the track assignment as follows:

- Juvenile Assessment to Investigation when it is determined that the ACI had care, custody, and control of the victim child and an investigation response is appropriate.
- Family Assessments to Investigations, DR Assessments or Juvenile Assessments.
- DR Assessments to Investigations or Juvenile Assessments.

When changing track assignment to a Juvenile Assessment, at least one ACI, and a primary ACI parent will need to be added to the report. Individuals can have dual roles of ACI Parent/Substitute and Parent/Substitute.

When changing the track assignment to a Differential Response Assessment, a supervisor consult between the worker and the supervisor that an assessment is going

to be track changed to a Differential Response Assessment shall occur and be documented in FACES by the 45<sup>th</sup> day.

### **Changes to the CPS-1**

The CPS-1 has been revised. Key changes include:

- The addition of an Alleged Perpetrator/Alleged Child Initiator demographic section.
- The elimination of the Safety Assessment, Strengths/Needs Assessment, and Risk Assessment sections.
- Digital signatures of the investigative worker and supervisor on the signature section. Staff are no longer required to print and sign the CPS-1.

### **Combined Calls**

A new function has been added to FACES to allow for reports to be combined into one single report through a new Combined Call screen. When multiple reports are received on a family that cannot be duplicated because they involve new allegations, staff will be able to use this function to reduce the number of open reports. Key changes include:

- Only supervisors and above may combine reports.
- The primary call number is the lowest (oldest) call number.
- Calls cannot be combined if the primary call number has a Case Management function associated to it.
- As long as the primary call number has not been concluded and approved, reports can be combined to it.
- **ONCE REPORTS ARE COMBINED THEY CANNOT BE UNCOMBINED.** If an error is made in combining reports, this can only be corrected by making a new report to CANHU. Staff should use the Online System for Child Abuse and Neglect Reporting (OSCR) to make these corrected reports.
- The maximum number of Parent/Substitutes is two (2). If combining the call would create more than two, staff will be unable to proceed. Only reports involving the same Parent/Substitutes may be combined.
- DCNs should be updated and/or added as needed prior to combining calls. The participant characteristics screen can be accessed from the Combine Call screen by clicking the individual's name.
- Addresses and phone numbers will populate from the primary call only. After reports are combined, staff will need to make sure this information is correct on the primary call.
- If contacts are entered on secondary calls, they will transfer to the primary call. If the same contacts are entered on multiple reports, this will result in duplicate contacts on the primary call.
- The Review copy of the CA/N1-REF1 displays the combined calls.

### **Hierarchy of Calls**

There are rules around what kind of reports can be combined. The following is the hierarchy of report types:

1. Investigations
2. Juvenile Assessments
3. Differential Response Assessments
4. Family Assessments

FACES will not allow higher level reports to be combined to lower level reports (i.e. an investigation cannot be combined to a family assessment). Staff must change the primary call to the appropriate track prior to combining calls. If any combination of reports includes an Investigation, the primary call must end up being an Investigation, unless the report(s) do not rise to the level of an Investigative response and qualify to be downgraded to an assessment. If any combination of assessments includes a Juvenile Assessment, the primary call must end up being a Juvenile Assessment. **NOTE:** A Juvenile Assessment cannot be combined to an Investigation. If an ACI role is added to an Investigation, the worker will receive an error message 'No participant may have a role of Alleged Child Initiator' when the report is submitted for approval.

### **Addressing Secondary Calls**

Staff have discretion on whether they make initial contact with the victim child, household child, and other participants on secondary calls. Allegations from **all** calls **MUST** be addressed with the family. Staff should consult with their supervisor to determine whether reports should be combined and how to address the concerns of the secondary calls. Things to consider when determining whether victim children need to be seen on secondary calls includes, but is not limited to:

- Were the concerns in the secondary call addressed during the initial contacts with the child(ren) and family?
- Are there safety concerns that need to be addressed within the assigned response time of the secondary call?
- How much time has passed since the children were seen?

Staff must make contact with all reporters within forty-eight (48) hours of the receipt of any new report(s). It is not necessary to give new paperwork (i.e. CS-24, CS-24a, Know Your Rights, etc.). However, the family must be notified all new reported concerns.

### **Appeal Screens**

Enhancements have been made to the appeal screens for additional security and automated functionality. Key changes include:

- A "POE in Preliminary or Appeal Status" button is available on the Appeal Screen. This button will display a list of all reports with a POE finding in preliminary or pending appeal status to assist circuits in tracking appeals. In order to access this report through the Appeal Screen, staff must first input a call number. This report may also be accessed through Report Management function.

- A new request status of 'Delayed Notification' has been added on the Administrative Review Request screen. This will allow the alleged perpetrator to be taken off the Central Registry if they are granted an administrative timeframes after their initial appeal timeframes. This most commonly occurs in notification disputes.

**Updating Incident Date**

Children's Service Supervisors and above will be able to update the incident date. This is done on the New Call Information Worksheet by clicking on the Incident Date hyperlink.

<b>NECESSARY ACTION</b>	
<ol style="list-style-type: none"> <li>1. Review this memorandum with all Children's Division staff.</li> <li>2. Review revised Child Welfare Manual chapters as indicated below.</li> <li>3. Review revised Child Welfare Forms as indicated below.</li> <li>4. All questions should be cleared through normal supervisory channels and directed to:</li> </ol>	
<b>PDS CONTACT</b> Kara Wilcox-Bauer 573-526-9707 <a href="mailto:Kara.B.Wilcox-Bauer@dss.mo.gov">Kara.B.Wilcox-Bauer@dss.mo.gov</a>	<b>MANAGER CONTACT</b> Christy Collins 573-751-9603 <a href="mailto:Christy.Collins@dss.mo.gov">Christy.Collins@dss.mo.gov</a>
<b>CHILD WELFARE MANUAL REVISIONS</b>	
<b>FORMS AND INSTRUCTIONS</b> N/A	
<b>REFERENCE DOCUMENTS AND RESOURCES</b> N/A	
<b>RELATED STATUTE</b> N/A	