

CWS/CMS Referral Screening



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Referral Screening – CWS/CMS Procedures

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Referral Screening – CWS/CMS

The referral screening process on CWS/CMS is designed to capture information regarding allegations of child abuse or neglect to meet the requirements of California's Emergency Response Protocol. The following process can be used for documentation of all incoming referrals to the child protection agency, regardless of response time or appropriateness of in person response. Details of the requirements can be found in section 31-105 of the Child Welfare Services program manual.

Learning Objectives

At the completion of this section, trainee will be able to:

- Enter a referral on CWS/CMS according the Emergency Response Protocol.
- Search, retrieve and review child welfare history for a child and family.
- Cross report to all appropriate agencies.
- Produce a comprehensive document ready to be transferred to the investigating worker.
- Record information regarding a 'Safely Surrendered Baby' on CWS/CMS.
- Understand provision for referring cases unsuited for CWS intervention to the right agency and procedure in CWS/CMS.

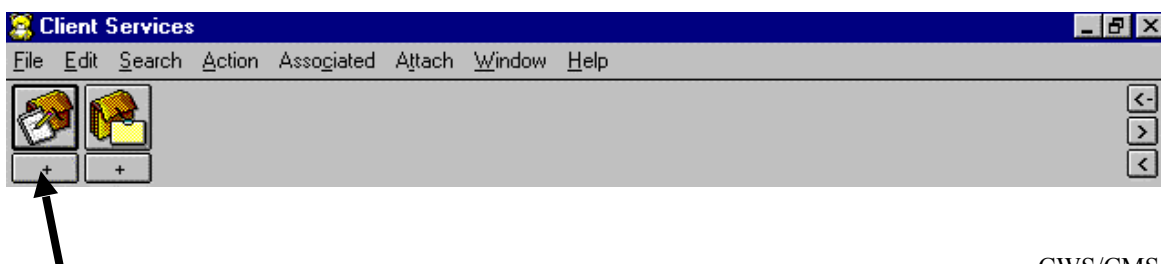
STEP ONE

Entering A New Referral

Begin by selecting Client Services



Use the + sign to 'Create a New Referral'



The new referral opens to the ID Page and automatically assigns a 19 digit number to it.

Client Services - [Referral [0172-2193-5319-9000018]] You are currently running Scenario Manager

File Edit Search Action Associated Attach/Detach Window Help Toolz

Summary ID Reporter Assignment Spec Proj

Identification and Common Address

Referral Identification

Date: 09/12/2011 Time: 09:36am Referral Name:

Screener: W, Chris Report Method: Primary Agency Responsible: County Welfare Department

Common Address

Street No.: Street Name: Phone:

City: State: California ZIP: ZIP Ext:

County: ☐ Homeless Location of Children:

Address Comment:

Screener Alerts

CACI Notice to Perpetrator

Date Sent	Delivery Method	Perpetrator
<input type="text"/>	<input type="radio"/> In Person <input type="radio"/> By Mail	<input type="text"/>

DOJ Grievance Request

Request Date	Resolution Date	Outcome	Filed By
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Ready Referral [0172-2193-5319-9000018]

This page is used for basic referral identifying information.

- Date & Time Fields - enter the actual date and time the referral was reported. It automatically opens to current date/time, but can be modified.
- Referral Name - identifies the referral according to the county's naming convention. Most often, counties use the Mother's Name in referral identification.
- Screener - this field is read only, and is populated from the Assignment Page once the referral has been assigned to the screener.
- Report Method - how the incident was reported. Only the selections under the drop down menu can be used.
- Common Address - enter the primary address of the referral. Typically, this is where the "victim(s)" live. <http://zip4.usps.com/zip4/welcome.jsp> Use this link to verify address against the USPS site and for Zip + 4.
- Address Comment - use this field to give additional information to assist the worker in locating the family.
- Location of Children - this field is especially important for referrals requiring an immediate response to indicate current location of the victim(s).
- Screener Alerts - this section can be used to identify areas of concern the investigator needs to know before conducting the investigation, such as, "family speaks only Spanish", or "beware of the dog in the family's yard", etc. Some counties use this section to record the details of the referral.
- CACI Notice to Perpetrator & DOJ Grievance Request sections enable only after allegations have been concluded.

Reporter Page – complete this page with information about the person reporting the alleged abuse or neglect.

- Confidentiality – is automatically requested and afforded to any person reporting suspected abuse or neglect, but can be waived by the individual reporting.
- Check Boxes for Reporter information – any boxes that apply should be selected. If the Reporter's Name Unknown box is checked – the entire page is disabled. The Self Reporter box cannot be checked on this page – a self-reporter is a client that reports the alleged incident – this box will be checked if self-reporter is indicated in a client notebook.
Definition of who is determined to be a Mandated Reporter can be found in the Penal Code section 11165.7(a).
- Complete the rest of the page with as much information as possible about the reporting party, including agency, address and phone number and indicating whether the mandated reporter requires feedback. *Mandated reporters may be told the results of the investigation and the action that the agency is taking with regard to the child or the family. (P.C. 11170 b (2)).*

Form Populating Tip

This page will populate the form 'Response to the Mandated Reporter' if completely filled out!

Assignment Page – this page is used to record the staff person(s) assigned the referral. As the referral moves from one worker to another (i.e., Screener to ER worker to Case Manager), a history of assignments is maintained here.

Client Services - [Referral [0570-2087-0461-5001518]] You are currently running Scenario Manager.

File Edit Search Action Associated Attach/Detach Window Help Toolz

Summary ID Reporter Assignment Spec Proj

	Caseload	Responsibility	Start	End	Role Type
1	ER1	Primary	09/05/2003 11:12am		

Responsibility
☒ Primary ☐ Secondary ☐ Read Only

Assignment Destination
☒ CWS Staff ☐ In-box Caseload

Details
 Start Date: 09/05/2003 Start Time: 11:12am
 End Date: End Time: : am
 Assignment Weighting: Role Type:
 Responsibility Description:

CWS Staff
 ZIP:
 County (or State of California): Sacramento
 CWS Office: Downtown Sacramento
 Unit: Emergency Response
 Caseload: ER1
 Staff Person: Dayton, Paul
 Phone Number: (916) 567-2156 Ext:

Ready Referral [0570-2087-0461-5001518]

The page is activated by clicking the + sign in the upper left corner.

The first entry is always the Primary Assignment. A case or referral can only have one Primary Assignment, but can have multiple secondary assignments.

The assignment must specify the County, Office, Unit and Caseload the referral is assigned to. The individual taking the report will be the first staff person with primary assignment.

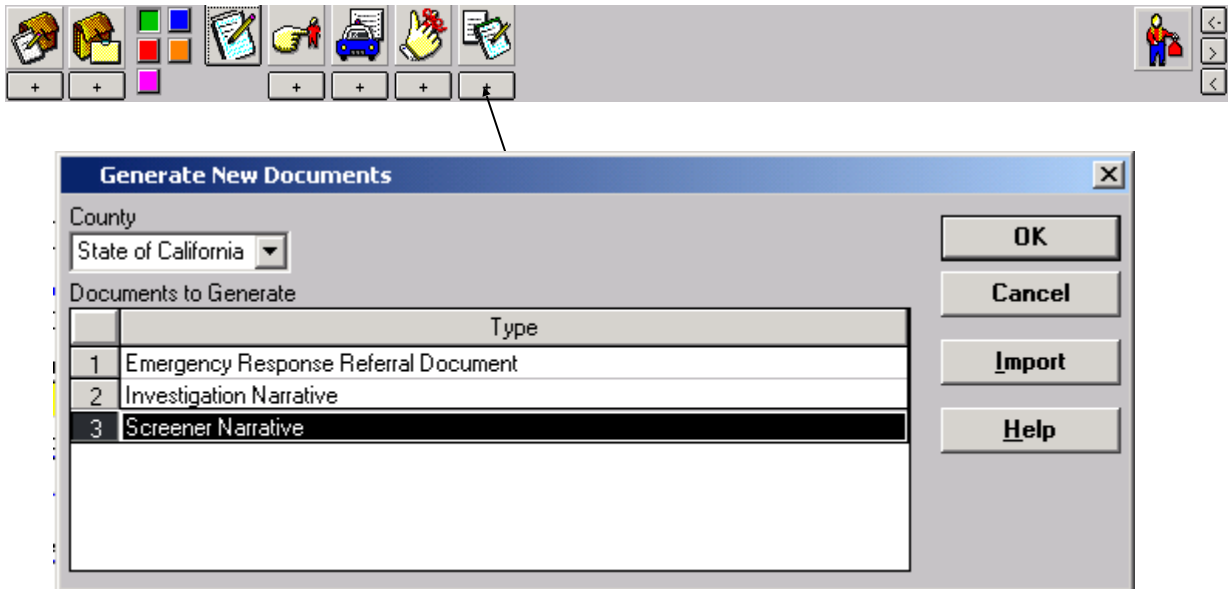
The Staff Persons' name and phone number will automatically populate based on the Caseload entry. Staff person information is 'read only' and is populated from Resource Management, County Organization section, Staff Person notebook.

Use the plus+ sign to add additional assignments. If there are Secondary Assignments, the 'role type' of that person must be specified.

STEP TWO - OPTIONAL

Screeners Narrative (some counties do not use this document – they use Screener Alerts section on ID page)

Use the + sign – Create New Document - Referral



Select the Screener Narrative from this dialog box, then Click OK. That will open the Screener Narrative in Microsoft Word.

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)

The Screener Narrative is a Microsoft Word document that opens with the above text box reminding screener of what information should be obtained for the referral screening process. Complete a narrative of the incident here. All Word tools can be utilized, ie., Spell Check, Thesaurus, etc. SAVE, PRINT, CLOSE or MINIMIZE WORD.

STEP THREE

Searching for Clients in the Statewide Database

This process serves two important functions in the referral process. First, searching the statewide database for clients is essential in determining whether there is a history of abuse or neglect for the family. Second, if the client's are known to the statewide database, they need not be created again, just attached to the referral in progress. That will attach all prior history as well.

In the top menu bar, use the Search, then Start Search command. The following box will open.

When searching for clients, it is best to use minimal criteria to begin with. A good way to start is to enter the client's first and last name, gender and approximate age. Additional pieces of information can be used to narrow the search. The reason more specific pieces of data on a client should not be used, i.e., social security number, ethnicity, is because the computer will search for someone that matches that criteria exactly. If the client had not been entered previously with that exact information, you may miss locating them. When searching, it is best not to select the county of residence, because you are interested in determining statewide history on the client. It is best to search for all clients individually. Using the 'phonetic name search' check box will allow the capability of finding 'sound alike', which is helpful if you are unsure of the spelling.

Search Tips

- When using approximate age – searching for a child 12 years or younger, the database will include plus/minus 2 years.
- When using approximate age – searching for a child 13 years or older, the database will include plus/minus 5 years.
- Using phonetic searches will return different spellings, but similar pronunciations

- Entering less search criteria is best to start. Add additional pieces one by one to narrow the search.

The Search Result screen will include all potential client matches, with a percentage of how closely the client matched your search criteria.

Search Information

Status
 Sending query to host...9/8/2003 10:49:26 AM
 Host is processing query...9/8/2003 10:49:26 AM
 Processing Complete!...9/8/2003 10:49:26 AM

Search Criteria
 Phonetic Search: Yes
 Phonetic Street Search: No
 Partial Address Search: No
 Last Name: Lozano
 First Name: Pedro

	Sensitive	Archive	Name	%	Date of Birth	SSN	Gender	Ethnicity	County of Residence	Primary Language
1			Lazano, Pedro		02/09/1967	544-57-2165	Male	White	Sacramento	
2			Lazano, Pedro		02/09/1967	544-57-2165	Male	White	Sacramento	
3			Lazano, Pedro		02/09/1967	544-57-2165	Male	White	Sacramento	
4			Lozano, Pedro		01/02/1988	112-34-5569	Male	American Indian	Merced	Lao
5			Lozano, Pedro		06/07/1994	567-71-5912	Male	Hispanic	Sacramento	Spanish
6			Lozano, Pedro		05/05/1990	555-55-5555	Male		Kern	Spanish
7			Lozano, Pedro		06/07/1994	567-71-5912	Male	Hispanic	Sacramento	Spanish
8			Lozano, Pedro	100	06/07/1994	567-71-5912	Male	Hispanic	Sacramento	Spanish

Ready Search Results []

Search Results

- If search results indicate 'Maximum Hits Exceeded', use the 'Search Again' selection under the Search command in the menu bar.
- Will locate AKA's if previously entered on the Names page in the Client notebook. AKA's are cross-referenced with any names used by the client.
- Clients marked as 'Sealed' do not display in the search results unless you have 'Sealed' privilege.
- Clients marked as 'Sensitive' will display in the search results, but will be unable to be opened if you don't have 'Sensitive' privilege. You will not be able to open the sensitive client's abstract if it belongs to another county.

Open the client abstract for further review to determine more positively that it is the client you are looking for. Double click to open.

The 'Client Abstract' is a snapshot of the client with limited information.

Client Services - [Client Abstract [Lozano, Pedro - Row #8]] You are currently running Scenario Manager.

File Edit Search Action Associated Attach/Detach Window Help Tools

Other Names Other Addresses Family Members Referral History Case History

Identification

Last Known Residence Address: 821 21st St, Sacramento, CA 95814

SSN: 567-71-5912 Gender: M Primary Ethnicity: Hispanic

Date of Birth: 06/07/1994 Age: 9 ☐ Missing Child with outstanding warrant

Birth Place/Hospital Name: Indio Birth City:

Client ID: 0154-6709-9581-4001518 Alien Registration #: Emigration Country:

Date of Death: Most Recent Juvenile Court #: Drivers License #: Last State ID #: 34-42-7654567-2-02

Parental Rights Termination

Related Person	Date	Termination Reason	Under Appeal	Vol. Relinquishment

Ready Client Abstract [Lozano, Pedro]

Id Page – is populated with general identifying information of the client.

Other Names Page – other names the client uses will be displayed here only if they have been recorded on the Names page of the Client Notebook.

Other Addresses – any and all prior addresses of the client will appear here.

Family Members – this page displays family members of the identified client. Individuals listed here are populated from the Related Clients page of the Client Notebook.

Referral History – this page will briefly list the client's past involvement with child welfare services. Each referral will be listed with allegations, conclusions and dispositions of each.

Case History – this page will indicate whether a case is open or had been open at one time for a child. The type of program the client was involved in will be listed here, i.e., Family Reunification, Family Maintenance, Permanency Planning. The assigned worker's name and phone number will also display here.

STEP FOUR

Attaching Clients to your Referral

Once you have found the clients in the statewide database, you need to Attach them to your referral. This attaches all the child welfare history of the client and will make sure that all forms, reports and documents reflect that history.

The referral you are working on must be 'in focus' in order to use the Attach functionality.

Use the Attach Existing Client command to begin the process.

The screenshot displays the 'Client Services' application window for a referral with ID 1515-7934-5111-1001518. The title bar includes a status message: 'You are currently running Scenario Manager...'. The menu bar contains 'File', 'Edit', 'Search', 'Action', 'Associated', 'Attach/Detach', 'Window', 'Help', and 'Tools'. The toolbar features icons for various functions. The 'Attach/Detach' menu is open, showing options: 'Attach Existing Client...', 'Attach Existing Reminder...', 'Attach Existing Petition...', 'Attach Existing Court Report...', 'Attach Existing Case Plan Document...', 'Attach Existing Sub Care Provider...', and 'Detach Client...'. The main form area is divided into sections: 'Referral Identification' with fields for Date (09/08/2003), Time (10:49am), Referral name, Screener, and Report Method; 'Common Address' with fields for Street No., Street Name, City, State (California), ZIP, ZIP Ext, Phone, and Ext; and 'Location of Children'. There is also a 'Screener Alerts' section at the bottom. The status bar at the bottom indicates 'Attaches other Clients to this Case or Referral' and 'Referral [1515-7934-5111-1001518]'.

You will now be able to highlight the clients you wish to attach. All persons associated with the client will automatically be highlighted.

Attach Existing Client

Item to Attach

Client

For this Referral

	Local	ID	Name	Received Date	Time
1	<input checked="" type="checkbox"/>	1515-7934-5111-1001518		09/08/2003	10:49 am

Attach this Client

	Name	Age(Yrs)	Gender	Birth Date
5	Lozano, Joseph	29	Male	
6	Lozano, Pearl	28	Female	
7	Lozano, Pedro	9	Male	06/07/1994
8	Mobukuna, Ifanyani	41	Male	
9	Mobukuna, Nicholas	8	Male	11/03/1994
10	Mobukuna, Stephen	4	Male	07/30/1999
11	Scotch, David	9	Male	11/16/1993
12	Scotch, Janice	40	Female	04/14/1963
13	Scotch, Martin	43	Male	12/25/1959

OK

Cancel

Sort...

Help

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

Once clients have been attached, review and update the following pages in the Client notebook.

Open the 'Existing Client' and select one of the clients to open.

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

You are currently running Scenario Manager

File Edit Search Action Associated Attach/Detach Window Help Tools

Summary ID Demos Address Names Related Clients ID Num Juv. Ctr. R Search Log AFD/CFC Attorney Service Providers LCWA Adoption Info AAP Eligibility

Name and Identification

Client Information

Prefix First Middle Last Suffix Name Type
 Gender Marital Status SSN Alien Registration #
 Male Male 000-00-0012
 Date of Birth or Age and Age Unit
 08/07/1988 13 Years
 Client Number 1065-4514-3204-0000018

Other Client Information

ICWA Eligible - Incapacitated Parent
☐ Yes
☒ No
☐ Not Asked
☐ Pending

Child has Indian Ancestry
☐ Yes
☒ No
☐ Unknown
☐ Not Applicable

Indian Ancestry Notification

County	Date

County Date Informed

Language

Primary Language Spanish
 Secondary Language English
 Literate
☐ Yes
☒ No
☐ Unknown
☐ Not Applicable

Specific Ethnicity

Specify Race* if known
 Primary Ethnicity Hispanic
 Secondary Ethnicity Unable to Determine - Reason
 Other Ethnicity
☐ Yes
☒ No
☐ Declines to State
☐ Unable to Determine
☒ Undetermined
 Unable to Determine - Reason

Confidentiality

☒ Confidentiality In Effect
 Effective Date 09/15/2004

Safely Surrendered Baby

☐ The Client has been involved in the Safely Surrendered Baby Program

Ready Referral [Pedro L] > Client [Pedro L]

ID page – Review and update this page with information gathered from the reporting party.

Client Services - Referral [0010-6509-4129-2000018] - [Client [Pedro Lozano]]

You are currently running Scenario Manager

File Edit Search Action Associated Attach/Detach Window Help Tools

Summary ID Demos Address Names Related Clients ID Num Juv. Ctr. R Search Log AFD/CFC Attorney Service Providers ICWA/JV-135 Adoption Info AAP Eligibility

Address

Type	Number	Street Name	City	State	Zip	County	Phone	Messages	Comments
1 Residence	100	First St	Fresno	California	93705	Sacramento			

Common Address Referral

History Information Displayed: Active Copy Common Address

Address Type Street No. Street Name
 Residence 100 First St
 City State ZIP ZIP Ext
 Fresno California 93705
 County Additional Address Header Phone
 Sacramento Foreign ZIP Message
 Foreign Address Description (Province Name, etc.) Emergency
 Start Date End Date Comment
 08/07/2008 Booking/Inmate Number

Ready Referral [0010-6509-4129-2000018] > Client [Pedro Lozano]

Address page – Be sure to complete this page for each client – use the Copy Common Address button to copy address from ID page of the referral if appropriate– be sure to adjust the Address Type to Residence. If address is not the same as common address – use the + plus sign to add the address.

Client Services - Referral [Pedro L.] - [Client [Pedro L.]] You are currently running Scenario Manager

File Edit Search Action Associated Attach/Detach Window Help Toolz

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

Relative	Related As
1 J. Felicia	Grandparent/Grandson (Maternal)
2 L. Joseph	Father/Son (Birth)
3 L. Pauline	Sister/Brother
4 L. Pearl	Mother/Son (Birth)

Relative's Name
J. Felicia
J. Felicia /
L. Pedro
Grandparent/Grandson (Maternal)

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

Ready Referral [Pedro L.] -> Client [Pedro L.]

Related Clients Page – be sure this page accurately reflects each persons relationship to one another and whether or not they live together.

STEP FIVE

Use the 'Create New Client' function (plus + sign) to add any clients you did not find in the statewide database.

File Edit Search Action Associated Attach/Detach Window Help Toolz

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

Name and Identification

Prefix First Middle Last Suffix Name Type
Gender Marital Status SSN Alien Registration #
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 0112-4253-5537-5000018

Other Client Information

IDWA Eligible Incapacitated Parent
Child has Indian Ancestry
Indian Ancestry Notification
County Date

Language

Primary Language
Secondary Language
Literate
Other Ethnicity

Race/Ethnicity

Specify Race if known
Primary Ethnicity
Unable to Determine - Reason
Other Ethnicity
Other Ethnicity
Hispanic or Latino Origin
Unable to Determine - Reason

Confidentiality

Confidentiality In Effect Ineffective Date

Yellow - Mandatory Field
Periwinkle – Outcome Measure Field
Green – Federal Reporting Field (\$\$)

Ready Referral [0008-5408-3390-3000018] -> Client []

ID Page

Create a new client and complete the ID page with as much information as possible. Be sure to indicate the gender of the client, if it is left at 'unknown', you will not be able to get approval of the referral. If the date of birth is unknown, be sure to include an approximate age. This is the only way that computer can distinguish between adults and children.

Client Services - Referral [0010-6509-4129-2000018] - [Client (Pedro Lozano)]

You are currently running Scenario Manager.

Summary | ID | Demographics | Address | Names | Related Clients | ID Num | Juv. Cr. # | Search Log | AFD/FC | Attorneys | Service Providers | IDWA/IV-135 | Adoption Info | AAP Eligibility

Type	Number	Street Name	City	State	Zip	County	Phone	Messages	Comments
1 Residence	100	First St	Fresno	California	93705	Sacramento			

Common Address Referral

History Information Displayed: Active Copy Common Address

Address Type: Residence Street No.: 100 Street Name: First St

City: Fresno State: California ZIP: 93705

County: Sacramento

Foreign Country: Foreign ZIP: Foreign Address Description (Province Name, etc.):

Start Date: 08/07/2008 End Date: Booking/Inmate Number:

Phone: Primary: Ext: Message: Ext: Emergency: Ext:

AWOL/Abducted: ☐ AWOL ☐ Abducted ☒ Not Applicable

Ready Referral [0010-6509-4129-2000018] -> Client (Pedro Lozano)

Address page – Be sure to complete this page for each client – use the Copy Common Address button to copy address from ID page of the referral if appropriate– be sure to adjust the Address Type to Residence. If address is not the same as common address – use the + plus sign to add the address.

Client Services - Referral [1226-3324-7344-7001518] - [Client []]

You are currently running Scenario Manager.

Summary | ID | Demographics | Address | Names | Related Clients | ID Num | Juv. Cr. # | Search Log | AFD/FC | Attorneys | Service Providers | SOC318

Relative	Related As
----------	------------

Relative's Name:

[Client] / [Relative]:

Start Date: End Date:

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

Ready Referral [1226-3324-7344-7001518] -> Client []

Related Clients Page – use the plus + sign to activate the page, select the clients to relate. Complete the relationship field to reflect how each person is related to one another. It is critical that this page be completely accurately because it populates many of the forms, reports and documents in CWS/CMS.

STEP SIX

Record the Allegations

Use the 'Create New Allegation' notebook to record the allegations of abuse or neglect alleged by the reporting party.

The screenshot shows the 'Client Services - Referral' application window. The title bar indicates the current case is 'Referral [0172-2193-5319-9000018] - [Allegation []]'. The menu bar includes File, Edit, Search, Action, Associated, Attach/Detach, Window, Help, and Tools. The toolbar contains various icons for file operations and navigation. The main window is divided into several sections:

- Identification**
 - People Involved**
 - Alleged Victim**: A dropdown menu.
 - Alleged Perpetrator**: A dropdown menu.
 - Abuse Category**: A dropdown menu.
 - Placement Facility Type**: A dropdown menu.
 - Perpetrator Type**: Radio buttons for ☐ Perpetrator, ☐ Perpetrator-SCP/Res. Facility Staff, ☐ Non-Protecting Parent, and ☒ Perpetrator Not Identified.
- Occurrence Information**
 - Start Date**: A date field.
 - End Date**: A date field.
 - Number of Occurrences**: A dropdown menu.
 - Location of Incident**: A text area.
- Information Source**: Radio buttons for ☒ Alleged By Reporter and ☐ Added By Investigator.
- Perpetrator History**: A table with columns for Date and Name.

Each allegation must be recorded separately for each child. Use the plus + sign to begin each allegation.

Alleged Victim - All children's names will be available under this drop down menu. If a child's name is missing, check that child's client notebook. If gender has not been completed, or the age of the child, their name will not appear here.

Alleged Perpetrator - All other clients will appear under this menu. If perpetrator's name is unknown, leave this field blank. If perpetrator's name is known, select under the menu and use the appropriate identifier: Perpetrator, Non Protecting Parent, or SCP/Res. Facility Staff. *Note: if the perpetrator is a substitute care provider (foster parent) for the victim or staff at a residential facility, it is critical that it be documented as such here in order to meet the CFSR – Safety Outcome Measure S2.1.*

Abuse Category - Select the category of abuse indicated. For definitions of each, refer to the Child Abuse and Neglect Reporting Act – PC 11165 et seq. If multiple children live in the home, but have not been named a victim, use the 'At Risk, Sibling Abused' allegation for each. 'Substantial Risk' was designed to allow the provision of voluntary and/or preventative services and should only be used after the completion of an investigation and not at Intake (hotline). For more information for the use of this allegation, see ACL 07-52, dated 12/21/07.

Occurrence Information – enter if known. This refers to when the alleged abuse began, and how often it occurs.

STEP SEVEN

Cross Reporting Requirements

A cross report must be made within 36 hours of receiving the information to the law enforcement agency having jurisdiction over the case, to the agency responsible for investigation of cases under section 300 of the W & I code, and to the District Attorney's office for every known or suspected instance of child abuse or neglect as defined in Section 11166(a) of the Penal Code. All allegations except General Neglect or Substantial Risk require cross reporting to take place.

Use the plus + sign to 'Create New Cross Report':

The screenshot shows a software window titled 'Client Services - Referral [0882-1312-4106-3001518] - [Cross Report [09/08/2003]]'. The status bar at the top right indicates 'You are currently running Scenario Manager.' The menu bar includes File, Edit, Search, Action, Associated, Attach/Detach, Window, Help, and Toolz. The toolbar contains various icons for file operations and a plus sign icon. The main form area is titled 'Identification' and contains the following fields:

- Date: 09/08/2003
- Time: 04:45pm
- Staff Person: Wallace, Chris
- Cross Report Type: Suspected Child Abuse Report
- Title: (empty)
- Law Enforcement Official Contacted: (empty)
- Phone Number: () -
- Ext: (empty)
- Badge Number: (empty)
- Reference #: (empty)
- ☐ Cross Report Not Sent
- Sent To**
 - ☐ Department of Justice
 - ☐ County Licensing
 - ☒ District Attorney (Sacramento County District Atto)
 - ☐ Probation
 - ☒ In-State Law Enforcement (Sacramento)
 - ☐ Out of State Law Enforcement
 - ☐ Community Care Licensing
- Narrative Description: (empty text area)

The status bar at the bottom shows 'Ready' and 'Referral [0882-1312-4106-3001518] -> Cross Report [09/08/2003]'.

Record the date and time the cross report was completed.

Select the 'Suspected Child Abuse Report' as the type of report.

If the cross report was completed by phone, record the name, title, badge and phone numbers of the individual spoken to and check the box 'cross report not sent'.

If Cross Report is to be sent, check the box for each agency sent to, and select that agency under the drop down menu.

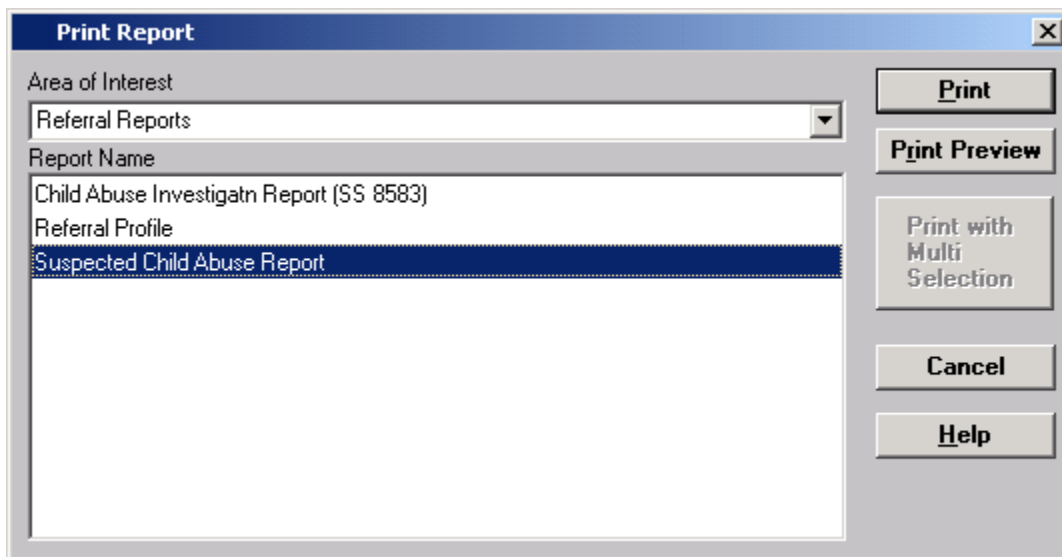
Additional narrative can be recorded in the description box at the bottom of the screen.

Producing the Cross Report Document

FILE PRINT REPORT

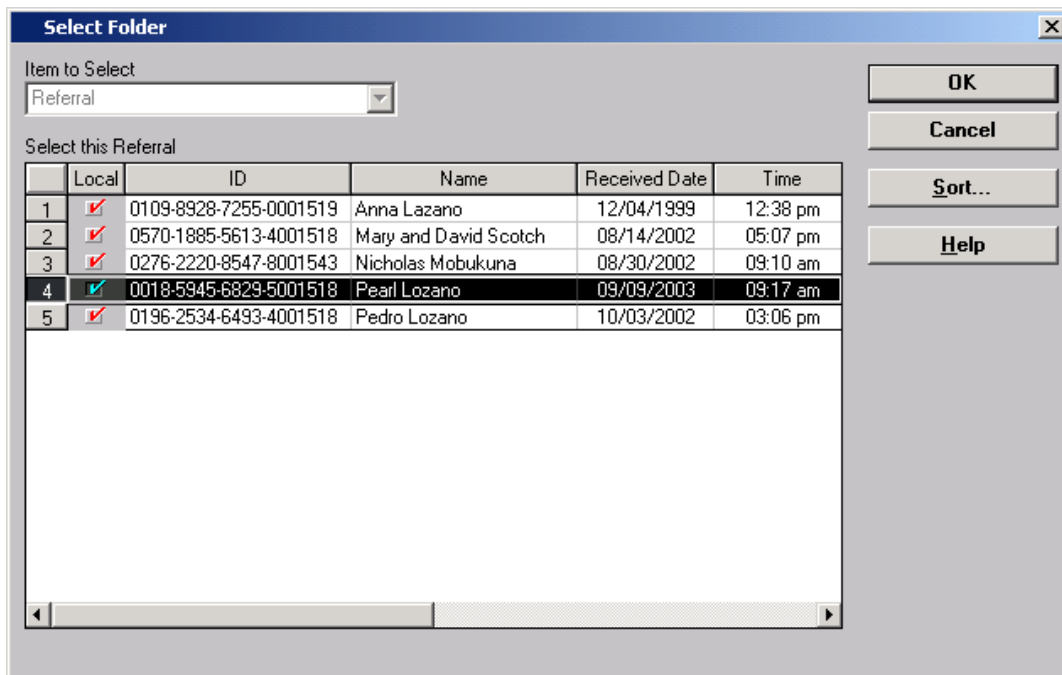
Select the Suspected Child Abuse Report

Print Preview (this will allow you to review the report for accuracy before printing).



The 'Print Report' dialog box has a title bar with a close button. It contains a dropdown menu for 'Area of Interest' set to 'Referral Reports'. Below it is a list box for 'Report Name' with three items: 'Child Abuse Investigatn Report (SS 8583)', 'Referral Profile', and 'Suspected Child Abuse Report' (which is highlighted). To the right of the list box are five buttons: 'Print', 'Print Preview', 'Print with Multi Selection', 'Cancel', and 'Help'.

Select the referral you are printing the report for.

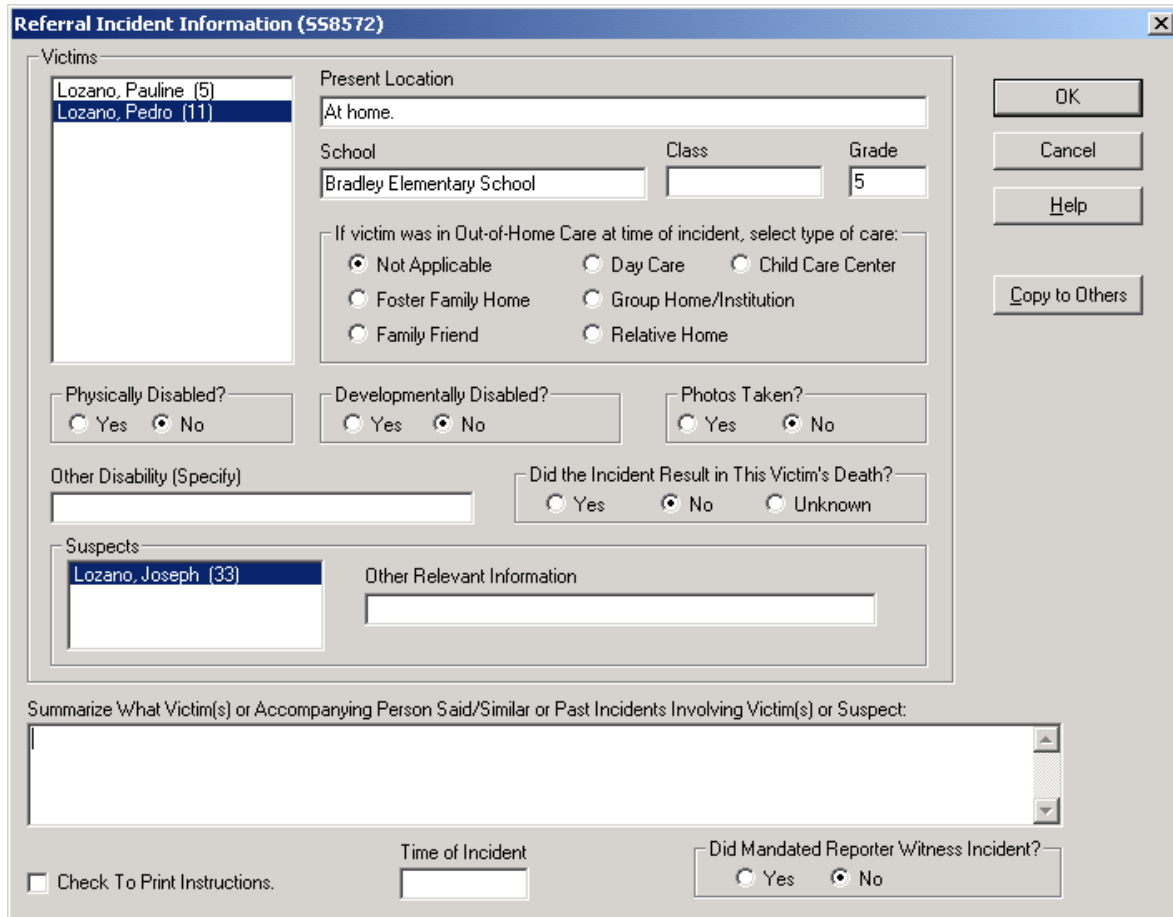


The 'Select Folder' dialog box has a title bar with a close button. It contains a dropdown menu for 'Item to Select' set to 'Referral'. Below it is a table titled 'Select this Referral' with five rows. The first three rows have a red checkmark in the 'Local' column, and the last two rows have a green checkmark. The table has columns for 'Local', 'ID', 'Name', 'Received Date', and 'Time'. To the right of the table are four buttons: 'OK', 'Cancel', 'Sort...', and 'Help'.

	Local	ID	Name	Received Date	Time
1	✓	0109-8928-7255-0001519	Anna Lazano	12/04/1999	12:38 pm
2	✓	0570-1885-5613-4001518	Mary and David Scotch	08/14/2002	05:07 pm
3	✓	0276-2220-8547-8001543	Nicholas Mobukuna	08/30/2002	09:10 am
4	✓	0018-5945-6829-5001518	Pearl Lozano	09/09/2003	09:17 am
5	✓	0196-2534-6493-4001518	Pedro Lozano	10/03/2002	03:06 pm

Complete the dialog box with additional information related to the incident and the history of similar incidents.

Highlight each child's name, then complete the dialogue box with information specific to child. If the information is the same for each child, you can use the 'Copy to Others' command to copy the same details for all children.



The dialog box is titled "Referral Incident Information (558572)". It contains several sections for data entry:

- Victims:** A list box containing "Lozano, Pauline (5)" and "Lozano, Pedro (11)".
- Present Location:** A text field with "At home."
- School:** A text field with "Bradley Elementary School".
- Class:** An empty text field.
- Grade:** A text field with "5".
- If victim was in Out-of-Home Care at time of incident, select type of care:** A group of radio buttons with options: "Not Applicable" (selected), "Day Care", "Child Care Center", "Foster Family Home", "Group Home/Institution", "Family Friend", and "Relative Home".
- Physically Disabled?:** Radio buttons for "Yes" and "No" (selected).
- Developmentally Disabled?:** Radio buttons for "Yes" and "No" (selected).
- Photos Taken?:** Radio buttons for "Yes" and "No" (selected).
- Other Disability (Specify):** An empty text field.
- Did the Incident Result in This Victim's Death?:** Radio buttons for "Yes", "No" (selected), and "Unknown".
- Suspects:** A list box containing "Lozano, Joseph (33)".
- Other Relevant Information:** An empty text field.
- Summarize What Victim(s) or Accompanying Person Said/Similar or Past Incidents Involving Victim(s) or Suspect:** A large text area with a scrollbar.
- Check To Print Instructions:** A checkbox.
- Time of Incident:** An empty text field.
- Did Mandated Reporter Witness Incident?:** Radio buttons for "Yes" and "No" (selected).

Buttons on the right side include "OK", "Cancel", "Help", and "Copy to Others".

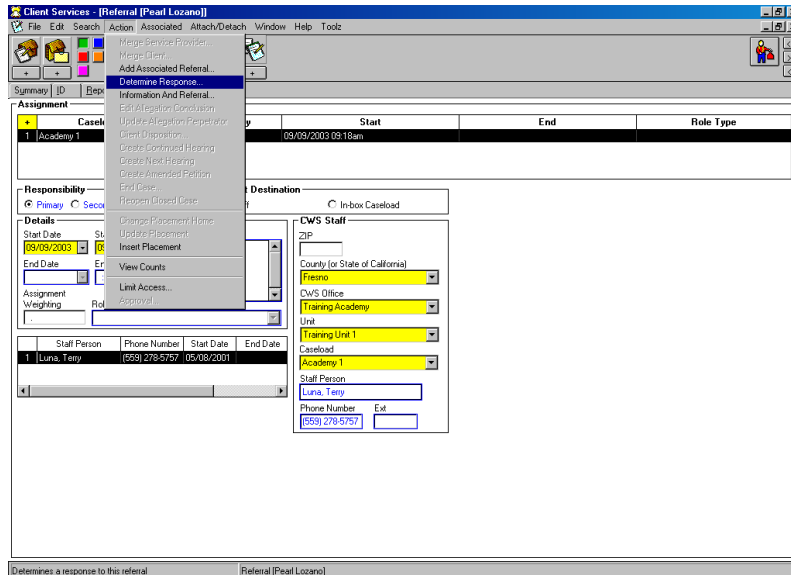
After completing the box, select OK, and the Cross Report will be generated. It will be fully populated, and a copy will be produced for each agency that was checked on the Cross Report notebook page.

After verifying the report for accuracy, Print and Close. This document will not be saved, but can be reproduced at any time with the same steps.

STEP EIGHT

Determine the Response Time of the Referral

Under the **ACTION** menu,
Select **Determine Response**



The decision whether or not an in-person investigation is necessary shall include consideration of the following factors:

Policy & Procedural Manual 31-105.115

Complete the dialog box as appropriate.

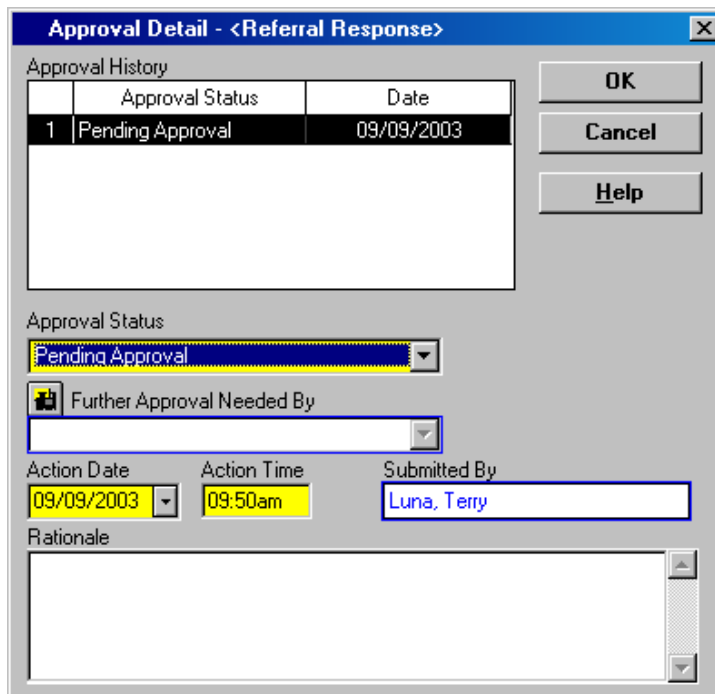
Decision: Selections include 'Immediate', 3 Day, 5 Day, 10 Day and 'Evaluate Out'. (3 & 5 Day Response times are rarely used).

If 'Evaluate Out' is selected, you must enter a rationale discussing why no in person response is appropriate.

'NA Secondary' can be used to identify a 'duplicate report'.

A screenshot of the 'Determine Response' dialog box. The 'Decision' dropdown is set to 'Immediate'. The 'Agency Referred To' field is empty. The 'Approval' section shows 'Approval Status' as 'Request Not Submitted' and 'Date' as empty. The 'Response Guidelines' section contains several yes/no questions. The 'Advice' field is set to 'Continue your investigation'. The dialog box has 'OK', 'Cancel', 'Approval...', and 'Help' buttons.

Use the Approval button to bring up the dialog box to request approval for the response time you have selected. Select Pending Approval in the Approval Status box, then Click OK.



The dialog box titled "Approval Detail - <Referral Response>" contains an "Approval History" table, an "Approval Status" dropdown, a "Further Approval Needed By" field, "Action Date" and "Action Time" dropdowns, a "Submitted By" text field, and a "Rationale" text area. On the right are "OK", "Cancel", and "Help" buttons.

	Approval Status	Date
1	Pending Approval	09/09/2003

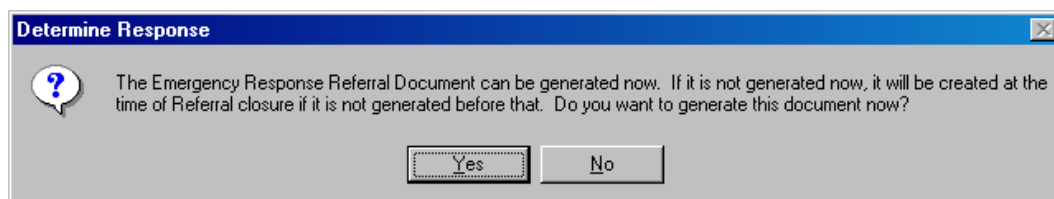
Approval Status: Pending Approval

Further Approval Needed By: [Empty]

Action Date: 09/09/2003 Action Time: 09:50am Submitted By: Luna, Terry

Rationale: [Empty]

Once you ask for Pending Approval, you will be prompted to generate the Emergency Response Referral Document. This is the document that is a compilation of the entire referral, including referral history, which is then handed over to the investigating worker. Choose Yes to generate the document.



The "Determine Response" dialog box displays a question mark icon and a message asking if the user wants to generate the Emergency Response Referral Document now. It includes "Yes" and "No" buttons.

? The Emergency Response Referral Document can be generated now. If it is not generated now, it will be created at the time of Referral closure if it is not generated before that. Do you want to generate this document now?


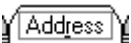
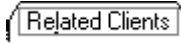
Yes No

Review the document for accuracy. This is a protected document and cannot be changed. The document is populated from the screens previously completed. If changes need to be made, the document must be deleted, the screens where the originating information was entered must be corrected, then the document can be re-generated.


SAVE TO THE DATABASE

QUICK GUIDE TO CREATING COLLATERALS

A collateral is a person who has specific knowledge of an incident of alleged abuse, or has relevant information about a client. It is important to record them in the Collateral Notebook, so that they will be able to be selected in other notebooks throughout CWS/CMS.

<p>Create New Collateral:</p>   	<p>A collateral is a person who has specific knowledge of an incident of alleged abuse, or relevant information about a client.</p> <p>Complete these three pages with as much information as you have.</p> <p>Once you have created a collateral for your referral/case, you will be able to select that collateral as a 'participant' in a contact.</p> <p>SAVE TO DATABASE</p>
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RECORDING CONTACTS WITH COLLATERALS

<p>Create New Contact:</p> 	<p>Use the Contact Notebook to record every contact (narrative) that is made on behalf of a child. <i>If more than one child is selected – then that narrative will go to all selected children's cases.</i></p> <p>Under Participants – select COLLATERALS as the Participant Type. Collaterals will appear here to select, if they have been created as in above step.</p> <p>Be sure to complete all YELLOW fields.</p> <p>Use the 'Spell Check' command under the Edit menu once narrative has been entered.</p> <p><i>SAVE to DATABASE</i></p>
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Recording Education Information and Progress for Children – in CWS/CMS

There should only be one Education Notebook per each school the child has attended. All grades and education records for one particular school can be recorded in that school's notebook.

To begin an Education Notebook for a child – you must search for the school first:

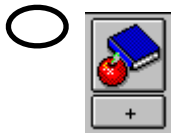
Search Criteria	Value	Checked
School Category	Public	<input checked="" type="checkbox"/>
County	Fresno	<input checked="" type="checkbox"/>
District		<input type="checkbox"/>
School		<input checked="" type="checkbox"/>
School Name		<input type="checkbox"/>
Street Name		<input type="checkbox"/>
City		<input type="checkbox"/>
ZIP Code		<input type="checkbox"/>
Ownership		<input type="checkbox"/>

All public schools are loaded into CWS/CMS and updated at least once per year. Most private, independent and home schools are added into the application by each county's designated person. Use the School Category and the County – then you can look under the 'school' drop down menu and look through the list of schools. Usually you will be able to find the school easily that way.

Other helpful ways to search – by city and zip code. Try many different ways before determining the school is not in the system. If unable to locate the school you are looking for, contact your local help desk.

Once you have located the correct school, you can record the child's attendance and records in the child's case.

Create New Education



Client Services - Case [B, Bobby] - [Education [Ryder High School]] You are currently running Scenario Manager.

File Edit Search Action Associated Attach/Detach Window Help Toolz

Enrollment Information Grade Level Information

Enrollment Information

Education Decision Information

☐ Parental Rights to Make Education Decisions for this Child Limited by Court

Court Order Date: [] Court Appointed Education Representative: [] Phone: [() -] Ext: []

☐ Home Schooled

Education Provider Name: Ryder High School

Start Date: [] End Date: [] Reason Child Left School: [] Likely Graduation Date: []

Education Provider Contact

Name: G, William Title: Principal Phone: (916) 000-3838 Fax: [() -]

Education Provider Address

No. 318 Street Pretend St

City Sacramento State California ZIP 95819 ZIP Ext []

Client Special Education

+	Instruction Received	Start Date	End Date
<input type="checkbox"/> Instruction Received: <input type="radio"/> Yes <input type="radio"/> No Start Date: [] End Date: []			

Special Education Needs of This Child: []

Client Completed at Least One Semester of College ☐ Yes ☐ No

Client Attended Postsecondary Ed/Voc Training ☐ Yes ☐ No

Ready Case [B, Bobby] > Client (Case Focus Child) [Bobby B] > Education [Ryder High School]

If parental rights have been limited by the court – record here (this will also populate to the demographic page of the child's client notebook.)

Record the date the child began attending school here. The end date should be filled in only if the child no longer attends this school and the reason why.

These 'green' fields are data fields required by the NYTD (National Youth in Transition Database). Complete if indicated.

Use this page to record the child's grade level and the child's education records for each grade level.

Client Services - Case [B, Bobby] - [Education [Ryder High School]] You are currently running Scenario Manager

File Edit Search Action Associated Attach/Detach Window Help Toolz

Enrollment Information Grade Level Information

Grade Level Information

	Grade	Start Date	End Date	Teacher/Counselor
1	10	11/29/2010		

Grade: 10 Start Date: 11/29/2010 End Date: Grade Level Performance:

Teacher/Counselor Name: Hours at School: Education Provider Name: Ryder High School

Educational Needs/School Performance/Strengths/Interests:

Education Record

	Start Date	End Date	Information Type
1	11/29/2010	11/29/2010	Attendance Record
2	11/29/2010	11/29/2010	IEP

Start Date: 11/29/2010 End Date: 11/29/2010 Information Type: Attendance Record

Education Record Comments: Perfect attendance during this quarter.

Ready Case [B, Bobby] -> Client (Case Focus Child) [Bobby B] -> Education [Ryder High School]

Use bottom half of page to record the records that correspond with each grade level.

Education Records:

- Attendance Records
- Child Evaluation
- IEP
- IFSP (age 0-3)
- Progress Record (formal and informal)
- Year End Report Cards

Senate Bill 1368 Safe Haven Law – Commonly known as California Safely Surrendered Baby Law

On January 1, 2001, California became one of a dozen states to enact a new law that is intended to provide for the health and safety of unwanted newborn children. The law states “that no parent or other person who has lawful custody of a minor child 72 hours old or younger may be prosecuted for child abandonment if he or she voluntarily surrenders physical custody of the child to a designated employee at a public or private hospital emergency room or other location designated by the county board of supervisors.” No later than 48 hours after taking custody of an abandoned child, the person taking custody is required to notify the county agency responsible for giving child welfare services under W & I Code Section 16501.

Once the child welfare services agency receives notification of a surrendered newborn, a referral must be entered into the CWS/CMS system. The referral should be entered in the system in the usual way with as much information as provided through **STEP SIX**. On Step 6, which is the Allegation page, record the Allegation as ‘Caretaker Absence’.

Insert **STEP SIX-A**:

Make sure the referral is in focus, by clicking on the ‘Existing Referral’ notebook:



Client Services - [Referral (Monica Raminski)]

File Edit Search Action Associated Attach/Detach Window Help Tools

Summary ID Reporter Assign Agent Spec Proj

Special Project

Special Project Name	Start Date	End Date	County
1 S-Safely Surrendered Baby	06/10/2003		Fresno

Special Project Name: S-Safely Surrendered Baby Start Date: 06/10/2003 End Date: County: Fresno Description:

Safely Surrendered Baby Information

Surrender Information

Child Client: Raminski, Mark Date: 06/10/2003 Time: 10:02am Bracelet ID: Enter No. Comments:

Surrendered By: Monica Raminski Relationship to Client: Mother (Birth or Adoptive)

Notification Information

Parent/Custodian given ankle bracelet ID information?
☒ Yes ☐ No ☐ Attempted ☐ Unknown

Parent/Custodian provided medical questionnaire?
☒ Completed and Returned Immediately Date Questionnaire Returned: 06/10/2003
☐ Completed and Mailed Back
☐ Provided/Never Returned
☐ Declined
☐ Unknown

Notified Child Protective Services

Date: 06/10/2003 Time: 09:58am

Reclaim Information

Attempted Reclaim By	Relationship	Date
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Attempted Reclaim By: Relationship to Client:

Date: Time: Comments:

☐ Successful Reclaim

Ready [Referral (Monica Raminski)]

On the Special Projects page, use the plus + sign in the left corner to begin.

Select S-Safely Surrendered Baby under the Special Project name field.

Then the screen will change to include the required information on a surrendered newborn.

Complete the screen with the information required regarding the person who surrendered the child if known, along with the notification information.

Use the **ENTER** button to record the Bracelet ID number that the child was given at the surrender site.

That ID number will be populated on to the child's Client Notebook, on the ID Num Page.

Note: The law allows for at least 14 days during which the mother can change her mind and reclaim her baby. That information must be recorded on the Special Projects page of the Referral.

SAVE TO DATABASE

Information and Referral

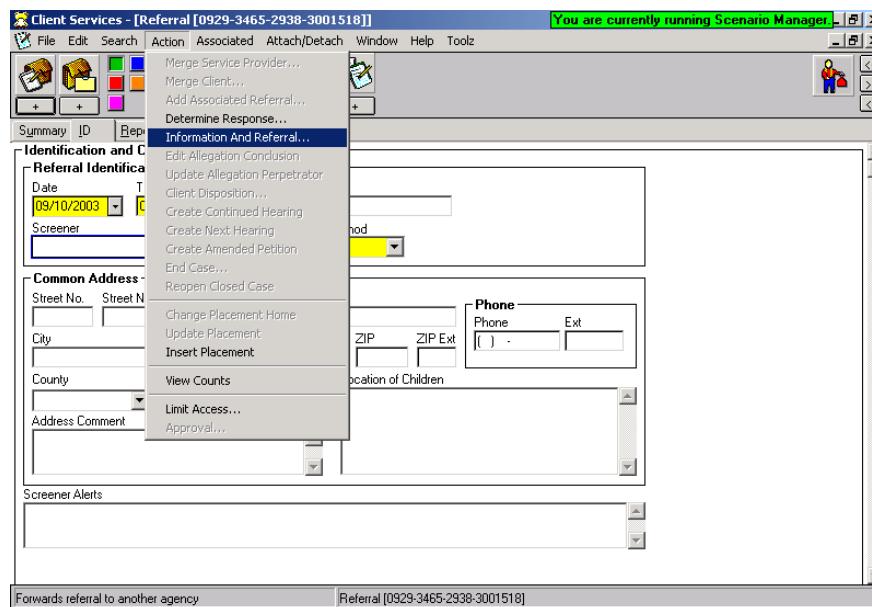
When a report is made that does not fall within the purview of CWS and is not recorded as a referral (an incident of alleged abuse or neglect), but is screened and referred to other agencies for potential services, it is reported as an 'Information & Referral'.

To record an I & R in CWS/CMS:

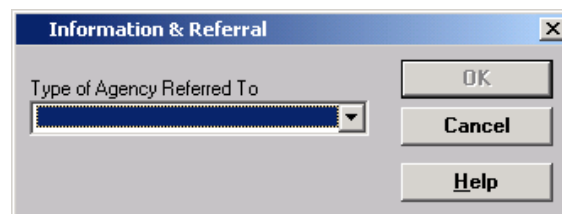
Begin a New Referral – using the plus + sign under the referral folder.
Then,

ACTION

Select Information & Referral



This dialog box will appear to allow you to select the agency you referred the client to. You can also select 'Entered in Error' if a mistake has been made.



A monthly report can be produced each month that reflects the activity of screeners in relation to screening calls that are unrelated to direct child welfare services issues.

ZIPPY vs. TRADITIONAL Referral

To set computer to Zippy:

Under **WINDOW** in the menu bar, select **ZIPPY REFERRAL DISPLAY DEFAULT**.

Advantages

- ✓ Easy to Navigate
- ✓ All Notebook Tabs available.
- ✓ Screens are self explanatory and easy to complete.
- ✓ Quick.
- ✓ Relating Clients easier.
- ✓ Adding multiple allegations easier.

Disadvantages

- ✓ Ability to put response time not available in Zippy.
- ✓ No cross reporting ability available in Zippy.
- ✓ Must Save to Database and Retrieve referral to do the above steps.

Common Problems when Creating Referrals

Child's name doesn't appear in allegation drop down in order to select as a victim:

- Check the Id page of the child's client notebook, the age has probably not been entered.

Items that will cause the Determine Response Approval button not to be enabled:

- If a Common Address is specified, but no client's have been designated as living at the common address. Be sure at least one client lives at the 'common address' on address page of client notebook.
- Gender not specified.
- Yellow field not filled in.
- Reporter has not been specified on Reporter page.

Deleting an Allegation that has been entered by mistake:

Prior to Saving to Database

- Open the Allegation Notebook.
- Select the allegation you want to delete, then click Remove.

After Saving to Database

- An Allegation can be 'logically' deleted by selecting the conclusion type 'Entered in Error'.

OR

- Detach the client that you want to delete the allegation for. Re-attach the client to the referral and the prior allegations are gone.