

Unit 9, Section 1

TOC	Slide #	New Slides (Published 12/22/2022)
Title	1	Unit 9 Section 1 - New Family Service Worker Training
Overview	2	Unit 9 online training covers policies, procedures, and practices that direct your work with families with open cases where the children are still in the home. Unit 9 online training covers policies, procedures, least intrusive intervention methods, and practices that direct your work with families with Differential Response reports and open Protective Services cases where the children are still in the home.
	3	These types of cases are what we refer to as In-Home Services cases. Of these, we will focus specifically on Supportive Services cases and Protective Services cases. Supportive Services are the least intrusive, probably even less intrusive than Differential Response cases. This is because Supportive Services are voluntary. The family must ask for/accept help. Protective Services are more intrusive in a family's life because the state actively intervenes to ensure child safety. The family cannot say, "Thanks, but no thanks" to an open PS case without risking losing custody of their children.
Handout 9.1.1	4	Before you go further into this online training, you will research your workload and answer a few questions about your cases. 1) Print Handout 9.1.1 . This handout _____ is a partial case review and requires CHRIS access. 2) See the Exit Activity text in the upper right corner of this training? Prepare to exit the training for a few minutes. This step is important. If you do not exit, your training session may time out (this is a DHS security feature). While it looks like you are taking the training, your work will not be saved. 3) After you've completed the handout and are ready to resume the online training, click Unit 9 - Section 1. You should come back right where you left off.
Handout 9.1.1	5	STOP. Do not continue until you finish Handout 9.1.1 — Partial Case Review. This handout provides a foundation for the rest of the course. Now, let's move forward! After completing your handout, you should have a good reference for the rest of the training and how it relates directly to your work. We will look at Supportive Services first. Open your policy manual on your phone or tablet so you do not have to go back and forth between screens on your computer.
Knowledge Check	6	The policy reference for Supportive Services is Policy II-A, and the procedure is Procedure II-A1. Answer the following question based on what you find. What are Supportive Services intended to do?
Supportive Services	7	Answers are based on policy dated 02/2015.

		<p>If you see a more recent date when you look at the policy/procedure, some of the issues addressed here have probably already been resolved.</p> <p>Supportive services are voluntary and will not be attached to True findings. They also will not come through the Hotline. In general, Supportive Services cases will only be opened if a family directly requests services and/or the SDM Safety and Risk Assessment tools indicate that a family is high/very high risk, but no True finding or Safety Threats are present.</p>
Policy II-F	8	<p>However, there is one situation where the Hotline is involved in a report that could result in a Supportive Services case.</p> <p>Look at Policy II-F: Substance Exposed Infant Referral and Assessments. According to this policy, the Hotline might take a report from a caller and make notification, but you will actually be notified of this kind of case by a unit in Central Office.</p>
CHRIS	9	<p>There is a perception that you must open a Supportive Services case any time you want to provide services to prevent removal during an investigation. This is not accurate.</p> <p>You can provide services and document them in the Service Log in CHRIS. Click the Services button in the Investigation Toolbar. That brings up the Service Log and Ref. Svcs buttons (as well as the Contacts button).</p>
Options	10	<p>Remember... If the community providers are concerned that children in a family are abused or neglected, they should call the Hotline. If they are concerned that the family needs services and is not open to receiving them, the community agency can file a FINS (Family in Need of Services) petition. The next section of training (Unit 9.2) deals with the intersection of Supportive Services, FINS, and Protective Services.</p>
Procedure II-A1	11	<p>Here is another caution on Procedure II-A1. Although they are not mentioned in this procedure, there are other ways that a case might be opened for supportive services in addition to self-referrals or community agency referrals (via Hotline or FINS petition). Do a keyword search and see if you can find them.</p>
Knowledge Check	12	<p>Based on your keyword search, all of the following statements about Supportive Services cases are correct except: (Drag and drop the exception here)</p> <p>A Differential Response (DR) case may be opened for supportive services if it is not closed at the end of 30 days or the allowed extension time frames.</p> <p>A Supportive Services case will be opened on a report of Fetal Alcohol Spectrum Disorder if assessment determines that a plan of safe care is needed.</p> <p>A Supportive Services case must be opened when an investigation is unsubstantiated.</p> <p>A Supportive Services case will be opened for Family In Need of Services (FINS) when the court orders services but there is no True maltreatment report/finding.</p>
Supportive Services	13	<p>Supportive Services are a good example of needing to look further than just the section of policy titled with the most obvious keyword in order to get the whole picture on that topic.</p>
Survey	14	<p>Look back at your handout for the case review.</p> <p>If you have a Supportive Services case on your caseload, was it opened due to a FINS petition?</p> <p>A) Yes B) No C) No Supportive Services cases</p>

Court	15	If you checked yes, be prepared to discuss in class why this case was opened as a Supportive Service case and not a Protective Services case and what type of services the court ordered. (See FINS in 9.2)
Survey	16	Look back at your handout for the case review. If you have a Supportive Services case on your caseload, how long has it been opened? A) Three months or less B) Over three months C) No Supportive Services case
Case	17	If you checked over three months, be prepared to discuss in class why the case was not closed within a three month time frame. You also need to touch base with your supervisor and discuss what needs to be done to resolve this case.
Survey	18	Look back at your handout for the case review. If you had a Supportive Services case, was there a completed FAST in CHRIS? A) Yes B) No C) No Supportive Services cases
Case	19	If you checked No, make a note to confer with your supervisor because this assessment must be done within 30 days of case opening. Be prepared to discuss in class how you brought your case into compliance.
Survey	20	Look back at your handout for the case review. If you had a Supportive Services case, was a Family Case Plan completed? A) Yes B) No C) No Supportive Services cases
Case	21	If you checked No, make a note to confer with your supervisor because the Family Case Plan must be done within 30 days of case opening. Be prepared to discuss in class how you brought your case into compliance.
Protective Services	22	Now we are going to look at protective services. Although supportive services are included under the umbrella of in-home services, the terms “protective services” and “in-home services” are used more interchangeably. So, when looking for the policies and procedures for protective services cases, you have to look under protective services and in-home services to be sure you have all of them. In addition, you have to look under services to preserve families in their home.
Policy V-A	23	POLICY V-A: SERVICES TO PRESERVE FAMILIES IN THEIR HOMES addresses both services to keep children safely in their homes and services to reunify children who have been removed from their homes. These services extend to resource parents as well.
Protective Services	24	How do families get a Protective Services case? Let's look at the situations that might result in a Protective Services case being opened.
Protective Services	25	Primarily, Protective Services cases are to be opened based on three criteria, each evaluated during an Investigation: The results of the SDM Safety Assessment tool The results of the SDM Risk Assessment tool The Investigation determination However, these are not the only determining factors for opening a Protective Services case. Let's search policy for a few more.

Keyword Search	26	<p>Get ready to do a keyword search to discover the other situations that might result in a Protective Services case being opened.</p> <p>Do this search on your phone or tablet.</p> <p>Put Protective Services in the search box.</p> <p>When you are ready to start, advance to the next slide.</p> <p>Ready? Advance and start your search..</p>
Check	27	Let's do a quick check of your answers.
Policy Manual	28	<p>Keyword searches can be tedious, but they do take you to every place in policy where your keywords appear.</p> <p>Click on the tabs below to check your answers and to check the policy and procedure references.[ROLLOVER BUTTONS FOR SLIDES 29-33</p>
FINS	29	<p>Family in Need of Services (FINS) Policy Reference II-I</p> <p>If a court orders services for a family as a result of a _____ FINS petition, and if DHS is the entity ordered to _____ perform the services, DCFS will open an in-home _____ Services case of one sort or another.</p> <p>So, the court can start the process without a report _____ to the Hotline. Once DCFS gets it, there has to be a decision as to whether there was maltreatment. _____ If there was, a Protective Services case is opened.</p>
Kinship	30	<p>Kinship has Temporary Custody Policy Reference VI-B</p> <p>Kinship may elect to obtain temporary custody _____ of a child as opposed to being set up as a long-term resource home for the child.</p> <p>If they choose this option, DCFS opens a Protective Services case on the child and provides services at the same level as would be provided if the child were in out-of-home care.</p>
After Care	31	<p>After Care Services (Part of TYS) Policy VIII-C; Procedure VIII-C1</p> <p>TYS stands for Transitional Youth Services.</p> <p>If a youth is exiting out-of-home care because they _____ have reached the age of 18 (and were in care on their _____ 18th birthday), they may be eligible for these Transitional/After Care Services.</p> <p>If an eligible youth has already exited out-of-home care, their closed Protective Services case is reopened.</p>
Reunification	32	<p>Upon Reunification</p> <p>Policy V-A implies that there might be a Protective Services case opened in situations where a child is returned home to their family after being in an</p>

		<p>out-of-home placement.</p> <p>There are service categories to provide follow-up care to families to whom a child has been returned. So, while you are not required to open a PS case in these situations, it is an option that should be seriously considered.</p>
Investigation	33	<p>From An Investigation</p> <p>This tab is just a reminder. Many Protective Services cases will be opened from an investigation with a True finding. In these cases, one of the things you need to look for first is whether an Immediate Safety Plan was put in place at some point in the investigation. _____</p> <p>If so, check how the plan will be monitored so that you make contacts at the agreed-upon frequency and assess the elements addressed in the plan. —————</p> <p>—————If it is a Garrett's Law case, look to see if there was a TDM. Again, be sure you know what DCFS is responsible for doing and for monitoring as a result of the TDM.</p>
Protective Services	34	<p>Hopefully, your keyword search led you to the following ways to open a Protective Services case:</p> <p>FINS (with True finding) Kinship with temporary custody After Care services for youth seeking services after aging out of out-of-home care When a child is returned to caregivers from an out-of-home placement From an Investigation</p>
Protective Services	35	<p>So far we have primarily looked at ways to open a Protective Services case as lined out in the DCFS Policy & Procedures Manual.</p> <p>However, remember that the results of the SDM Safety and Risk Assessment play a part in your case opening decisions as well.</p> <p>Specifically, let's take a look at an important element of the Risk Assessment Tool: overrides.</p>
Overrides	36	<p>Overrides allow the worker to raise the scored risk level on the assessment based on certain criteria. When the likelihood of future system involvement is low, Policy Overrides can still be used IF there is a likelihood of a very serious event occurring in the child's life that would warrant intensive intervention. Policy Overrides automatically elevate the scored risk level to "Very High." Discretionary Overrides can be used when the worker believes the scored risk level is too low. These overrides can only increase the risk level by one, and require an explanation narrative and supervisor approval.</p>
Risk	37	<p>When the risk level is raised using either of these types of overrides, it can be grounds for opening a Protective Services case, provided that the new risk level, the scored SDM Safety Decision, AND the finding of the investigation deem it appropriate.</p>
Survey	38	<p>Look back at your handout for the case review. On the Protective Services cases you reviewed, check the reason(s) the cases were opened (check all that apply)</p> <p>Directly from an Investigation From FINS with True Finding Youth returned from out-of-home placement After Care Services Child in Kinship temporary custody SDM Risk Assessment Override Other/No PS on caseload.</p>

Survey	39	Was there an Immediate Safety Plan and/or TDM plan in place? A) Yes B) No
Survey	40	If you checked yes, and it was an Immediate Safety Plan (not TDM), and it has been in place for more than 30 days, has a 30-day petition been filed? A) Yes B) No
	41	If you answered No, remember to talk with your supervisor and make a plan for bringing the case into compliance with state law. Be prepared to talk in class about how you resolved this issue.
	42	Use the same review questions to check your other cases.
Section 9.2	43	<p>Section 9.2 goes into further detail about Family in Need of Services (FINS) cases.</p> <p>After you exit this training and head into Section 9.2, see if you can find a co-worker or your supervisor to gain some insight about their experiences handling FINS cases.</p> <p>What do they see as the challenges of these kinds of cases? When you return, you will need to write down some of the things you learned from them.</p>
Congratulations	44	<p>You have completed Unit 9 Section 1.</p> <p>Click [Exit Activity] at the top of the page to exit the training.</p>

Unit 9, Section 2

TOC	Slide #	New Slides (Published 12/22/2022)
Title	1	Unit 9 Section 2 - New Family Service Worker Training
Welcome	2	Welcome back. Hopefully you took a short break, moved around a little, and are now back and ready for more. Remember, just standing up, moving around a little, and then coming back helps you remember.
FINS	3	This online section focuses on Family in Need of Services cases, or as they are known in the DCFS world, FINS cases.
Policy II-I	4	FINS Policy is Policy II-I. Have your policy manual open on your phone so you can refer to it throughout this training.
FINS Defined	5	§9-27-303 defines FINS as “any family whose juvenile evidences behavior that includes, but is not limited to, the following: Being habitually and without justification absent from school while subject to compulsory school attendance; _____ Being habitually disobedient to the reasonable and lawful commands of his or her parent, guardian, or custodian; or _____ Having absented himself or herself from the juvenile’s home without sufficient cause, permission, or justification”
FINS Scope	6	It is that clause — is not limited to — that extends the scope of FINS. Potentially, every family with children in Arkansas could fall under the umbrella of FINS during periods in their lives when they are experiencing family difficulties. Let’s look at how FINS cases come to DCFS.
FINS Petition	7	Who can file a FINS petition?
FINS Petition	8	Any adult in Arkansas can file a FINS petition on any child/juvenile under 18 years old. As noted previously, FINS usually deals with truancy, disobedience, or run-aways; but the language is broad enough to permit filing for other issues. For example, some school districts file FINS for misbehavior at school.
Challenges	9	The legislation brings some challenges for DCFS. These challenges revolve around the fact that the Division may be court-ordered to work with families who have not abused or neglected their children, or the court may remove children and place them in the Division’s custody.
Caution	10	Let’s look at how a FINS case might reach you. Bring POLICY II-I: FAMILY IN NEED OF SERVICES up on your phone. Word of caution: Each court in Arkansas will handle FINS cases a little

		differently. Different judges within the same judicial districts may handle FINS cases differently.
Court	11	<p>So, an adult files a FINS on a child. The child and their caregivers receive notice of the hearing. The court notifies DCFS that it may order DCFS involvement and/or remove the child and place them with DCFS.</p> <p>The court holds the hearing and either dismisses the petition (the person filing the FINS did not make a case that the family needed services), orders family services, or removes the child from caregiver custody.</p> <p>Remember, though, that at this point, DCFS does not necessarily know the details of the case, or, if the court did not send the Notice of Intent (NOI), that the case is even out there.</p>
Knowledge Check	12	How many days' notice is DHS supposed to get when a court orders the Department to provide or pay for family services? A) 5 B) 10 C) 30 D) 45
NOI & OCC	13	<p>This Notice of Intent comes via fax to the Director of the Department of Human Services and to the local OCC attorney. OCC will let the county DCFS office know when they receive notice from the court. The supervisor will assign the case to you, the FSW.</p> <p>This is a situation where you really need to talk to your supervisor. Find out if you are expected to attend the FINS hearing when DHS receives a NOI.</p> <p>This expectation differs across the state, as do the expectations about your role if you do attend the FINS hearing.</p>
Knowledge Check	14	<p>Per the policy, what has to be present for the court to order DCFS to provide family services?</p> <p>A) Danger that the child/youth's truancy will result in failure of their current grade in school. B) Danger that the child/youth's run-away behavior exposes them to human trafficking and exploitation C) Danger from child maltreatment such that the child/youth may be removed from the home.</p>
Court	15	<p>This is where FINS cases get interesting.</p> <p>Truancy, disobedience, and running away are not child maltreatment as defined in the Maltreatment Act.</p> <p>So, technically, the court should have found something else in the course of a hearing that would indicate maltreatment severe enough that the child/juvenile might be removed from the home without services to prevent removal.</p>
Court	16	<p>The court order for family services should outline how each service ordered will prevent removal. But the court does not necessarily make a Hotline report, nor does it necessarily make a finding of dependency-neglect.</p> <p>SDM policy directs you to open a Protective Services case if there is maltreatment or a Supportive Services case if there is no True finding of maltreatment.</p>
Caution	17	<p>This section of the policy does not address how a report of suspected maltreatment gets made.</p> <p>And without a report, an investigation, and a finding, you do not know what kind of case to open.</p>

		Note: If the court orders DCFS to open a particular type of case, then the following steps may be unnecessary.
Expectations	18	<p>Here is a HUGE takeaway from this training. The Division's expectation is as follows:</p> <p>(Click on each expectation for more information.)</p> <p>Open a Supportive Services Case - Start by opening a Supportive Services case. After all, the Court has ordered services and has ordered the Division to provide them. You need to show that you started right away getting those services arranged.</p> <p>Ensure Hotline Report - Consult with your supervisor and determine whether the court made a Hotline report.</p> <p>If the court did not, call the Hotline and make the report based on what is in the court's order.</p> <p>Hotline Screens Report Out - If the Hotline does not take the report as suspected maltreatment and screens it out, leave the case open as a Supportive Services case.</p> <p>We will soon discuss what the options are if the family refuses services.</p> <p>Report Back - Make written reports to the court as set out in the order.</p> <p>Hotline Accepts Report - If the Hotline accepts the report for investigation as possible maltreatment, confer again with your supervisor. Determine if you do the investigation or whether that is done by another FSW.</p> <p>Keep the Supportive Services case open during the investigation. Document any services provided during the investigation in the Supportive Services case record. If you are not the investigator, keep them informed about services you provide or arrange.</p> <p>Investigation Determination - If a Supportive Services case is opened while the investigation is pending, and the investigation goes on to be unsubstantiated, leave the Supportive Services case open. If the investigation has a True finding, change the case type to Protective Services.</p> <p>SDM Assess - Depending on the stage of the case, make sure to do your SDM Safety and Risk Assessments as necessary and follow the resulting recommendations.</p> <p>Further Assess & Plan - Regardless of the case type, engage the family in an assessment and document the results on the FAST. Engage the family in developing a Family Case Plan based on the results of the FAST and the court's orders.</p>
Handout 9.2.1	19	<p>Handout 9.2.1 summarizes the information you just reviewed.</p> <p>Check this section of policy frequently and always confer with your supervisor when you have a question about FINS cases.</p>
Protective Services	20	If you end up opening a Protective Services case because there was a True finding of child maltreatment, it is easier to know how to proceed.

		You handle it like any other Protective Services case opened from an investigation.
Supportive Services	21	<p>It is when the Hotline does not take a report or there is an investigation but it is unsubstantiated that things start getting interesting.</p> <p>Now you are left with a Supportive Services case.</p> <p>Remember, Supportive Services are voluntary. The family has to seek them out.</p> <p>So, you have a conundrum – a “voluntary” court ordered case.</p>
Agreement	22	If the family is agreeable to the services ordered by the court, no problem. Complete the FAST and Family Case Plan, arrange the services, and report on the family's progress to the court.
Disagreement	23	<p>But what do you do if the family says, “Thanks, but no thanks”?</p> <p>Remember, the petition may have been filed by someone outside the family. The family and youth/child may not believe that they need the services ordered by the court.</p> <p>So now what happens?</p>
Knowledge Check	24	<p>If the family says they do not see the need for the services, which of the following actions should you do first?</p> <p>A) Close the case because these are voluntary services, and the family has declined.</p> <p>B) Discuss with your supervisor.</p> <p>C) Notify your OCC attorney.</p> <p>D) Consult with your Field Trainer.</p>
Contempt	25	<p>This situation will likely feel VERY uncomfortable for you and the family.</p> <p>Families may not truly comprehend what can happen if they are held in contempt for not following the court's orders:</p> <p>They can be fined.</p> <p>They can be jailed.</p> <p>Their child or youth can be removed from their custody, even though the matter that brought the family to the court was not maltreatment.</p>
Consequences	26	<p>It can be a difficult situation.</p> <p>You will need all of your engagement skills (honesty, empathy for the family, actively listening to concerns, etc) to help the family understand what the agency can offer and what the ramifications of ignoring a court order can be.</p>
Handout 9.2.2	27	<p>Click the button to view Handout 9.2.2, and answer the questions.</p> <p>For the purpose of this exercise, assume that DCFS made a report of educational neglect, and the Hotline did not take it. DCFS has opened a Supportive Services case. You are meeting Carmine for the first time.</p> <p>You explain that DCFS has been court-ordered to provide services to her family to keep Javon in school.</p>

		Carmine is upset and says she really doesn't think she needs "child welfare up in my family's stuff. I have enough going on already."
	28	
Scenario Q1	29	<p>If you answered: a. "Carmine, you know there is a court order. You _____ need to cooperate, or you and I could both go to jail."</p> <p>Incorrect.</p> <p>At some point, you must talk to Carmine about the consequences of not following a court order. But it is very early in your initial contact with the family.</p> <p>Plus, by including yourself as one of the people who could end up in jail, it might seem to the family as if that is your only reason for being there rather than perceiving you as someone who can help.</p>
Scenario Q1	30	<p>If you answered: b. "Have you thought about just letting Javon go into out-of-home care? It's really his mother's responsibility to take care of him. You've raised your kids. You deserve to have a life."</p> <p>Incorrect.</p> <p>There have likely been days where Carmine has questioned why she is having to take on full-time child rearing at this stage of her life.</p> <p>But from the little you know, she is making an effort to keep Javon with his family. A response such as (b) will tend to either shut down the conversation or escalate tensions.</p>
Scenario Q1	31	<p>If you answered: c. "I'm really sorry that you and Javon are caught up in this. But you have to talk to me."</p> <p>Incorrect.</p> <p>Truthfully, she doesn't have to talk to you. And, even if you say this with a mild tone of voice, these words could be perceived as a threat.</p>
Handout 9.2.3	32	Look at Handout 9.2.3 for a little more information about Carmine.
	33	
	34	
	35	
	36	
Legal Counsel	37	<p>We start this question with a word of caution.</p> <p>DCFS does not encourage workers to refer people to legal counsel, and specifically does not permit recommending any particular attorney(s).</p> <p>However, situations may arise when you are asked point blank about whether or not the caregiver needs an attorney.</p>
Knowledge Check	38	From a best practice perspective, how do you answer the following question from Carmine: "OK, I can see some advantages to working with you. But, do you think I need an attorney when we go back to court?"
Engagement	39	Ideally, even if the family's first response to Supportive Services is to say no, hopefully with some good engagement skills, you can come to a point where they agree to work with you.

		If they remain adamant that _____they will not work with DCFS, _____consult with your supervisor _____about the next steps to take.
Reasonable Efforts	40	<p>Let's take a moment to look backward.</p> <p>Remember the concept of Reasonable Efforts to Prevent Removal (Unit 3 Online)?</p> <p>You must do your best to engage the family in these Supportive Services cases because the court-ordered services and any other services provided will show reasonable efforts to prevent removal.</p>
Reasonable Efforts	41	<p>You must show that you made your very best effort to comply with the court's order so that if the court removes the child, DCFS does not get a No Reasonable Efforts ruling.</p> <p>This type of ruling by the court would make the child ineligible for IV-E payments for their entire stay in out-of-home care.</p>
Handout 9.2.4	42	<p>Before we leave this training section on FINS, look at Handout 9.2.4. This is a worksheet for you to use to find out more about how FINS works in your county and your juvenile court.</p> <p>Remember, this may differ across the state, so you need to know the expectations and resources in your particular office. Complete the handout and bring it to your in-home concentration classroom training.</p>
Congratulations	43	<p>You have completed Unit 9 Section 2.</p> <p>Click [Exit Activity] at the top of the page to exit the training.</p>

Unit 9, Section 3

TOC	Slide #	New Slides (Published 12/22/2022)
Title	1	Unit 9 Section 3 Opening a Case and Timelines
Welcome	2	<p>Welcome back!</p> <p>OK, so we have looked at types of In-Home Services cases and have taken a look at FINS cases. Now, let's look at policy related to case opening.</p> <p>Open the master policy on _____your phone or tablet. _____Or, if you do not mind toggling _____back and forth between policy _____and this training, open the – policy on your computer.</p>
Handout 9.3.1	3	<p>The procedure that addresses opening a Supportive Services or Protective Services case is Procedure III-A1. _____</p> <p>For the nuts and bolts of opening a case in CHRIS, refer to the materials you received in CHRIS Orientation and Navigation Training. There was a work aid for opening a case. _____</p> <p>We have included a copy of that work aid here for quick reference. (Click on Handout 9.3.1.)</p>
Protective Services	4	Remember, most of your Protective Services cases will come as the result of a Case Connect from the investigation. But you can open a Protective Services case without an investigation by following the steps on the handout.
Case Opened	5	Now you have your case open, either through a Case Connect from an investigation or opening it directly. The Date Case Opened is a pivotal date. All other case time frames are based on that date.
Handout 9.3.2	6	<p>We are going to look at the frequency of contacts and the time frames for assessments, Family Case Plans, and Family Team Meetings. _____</p> <p>_____You will need your policy manual, a calendar, and Handout 9.3.2. This handout is a graphic organizer. There is a blank copy in your resource folder if you would like to save it for personal use.</p>
Andrews Family	7	<p>Meet the Andrews family.</p> <p>The caregivers, Mike and Melissa, are divorced. They have two children, 12-year-old Greg and 5-year-old Sarah. A Protective Services case was opened on August 16, 2017. _____</p> <p>Your task is to figure out the dates for:_____</p> <p>Family Team Meetings Assessments Family Case Plan</p> <p>You also need to know the frequency of contacts, and record these on your handout.</p>
Exit Activity	8	<p>Since this might take a little time to complete, we recommend you exit the training by clicking the Exit Activity link in the upper right of your screen.</p> <p>This should keep you from timing out and losing your work.</p> <p>See you shortly.</p>

Policy & Procedure	9	Let's see how you did. Hopefully you visited the following policies and procedures:_____ <p>Contacts: Policy V-B, Procedure V-B1.</p> <p>Family Team Meetings (Case Staffings): Policy IV-C, Procedure IV-C1.</p> <p>FAST (Family Assessments): Policy IV-A, Procedure IV-A1.</p> <p>Family Case Plan: Policy IV-B, Procedure IV-B1.</p>
Knowledge Check	10	How often should you have contact with the Andrews family during the first 30 days the case is open (assuming there is not an Immediate Safety Plan in place that sets out more frequent contact)?
Knowledge Check	11	When is the first Family Team Meeting due on the Andrews case?
Knowledge Check	12	Are the FAST and Family Case Plan due at the same time?
Knowledge Check	13	The initial Andrews Family Case Plan would first need to be updated by:
Completion Dates	14	Here are the magic numbers for the intervals at which the FAST and the Family Case Plan need to be updated after their initial completion (you may notice that these intervals are each 3 months apart): <p>120 days from case opening</p> <p>210 days from case opening</p> <p>300 days from case opening</p>
Contacts	15	Look at the cases you reviewed for Unit 9.1. Are you making the required number of contacts based on how long the case has been opened?
Documentation	16	If you answered no, make a contact within the week and document it in CHRIS. <p>Talk with your supervisor and/or Field Trainer about what needs to be covered in that contact.</p>
Waiver	17	If you answered that there was a waiver, is it clear in the case record why the waiver was approved? <p>If not, talk with your supervisor and get clarification.</p>
Knowledge Check	18	Did your case have a completed FAST and Family Case Plan?
Supervisor	19	If you answered no, or if you have a FAST but no Family Case Plan, talk with your supervisor and discuss how to get these items completed. <p>(You will not be able to do it unless you certify on the Praed Training Site.)</p>
Communicate	20	Repeat the same set of questions on the second case you reviewed. <p>If there are areas that need to be addressed, talk with your supervisor and Field Trainer to make a plan for bringing the case up to date.</p>
Family Case Plans	21	Before we leave this section of training, let's take a little closer look at Family Case Plans. <p>We are going to jump out of policy and into the law for just a moment.</p>
Unit 3	22	Think way back to Unit 3 Legal Training. <p>Do you remember that we talked about the state law that sets out the specific things that must be addressed in the Family Case Plan?</p>
State law §9-28-111	23	State law §9-28-111 sets out the following components for all Family Case Plans:

		<p>“When a juvenile is receiving services in the home of the parent, guardian, or custodian, the case plan shall include the requirements listed in subsection (a) of this section and:</p> <p>....(1) A description of the problems being addressed;</p>
State law §9-28-111	24	<p>State law §9-28-111 sets out the following components for all Family Case Plans:</p> <p>“When a juvenile is receiving services in the home of the parent, guardian, or custodian, the case plan shall include the requirements listed in subsection (a) of this section and:</p> <p>....(2) A description of the services to be provided to the family and juvenile specifically addressing the identified problems and time frames for providing services;</p>
State law §9-28-111	25	<p>State law §9-28-111 sets out the following components for all Family Case Plans:</p> <p>“When a juvenile is receiving services in the home of the parent, guardian, or custodian, the case plan shall include the requirements listed in subsection (a) of this section and:</p> <p>....(3) A description of any reasonable accommodations made to parents in accordance with the Americans with Disabilities Act of 1990, 42 U.S.C. § 12101 et seq., to assure to all the parents meaningful access to reunification and family preservation services;</p>
State law §9-28-111	26	<p>State law §9-28-111 sets out the following components for all Family Case Plans:</p> <p>“When a juvenile is receiving services in the home of the parent, guardian, or custodian, the case plan shall include the requirements listed in subsection (a) of this section and:</p> <p>....(4) The name of an individual who the petitioner, parent, guardian, or custodian knows is claiming to be or who is named as the father or possible father of the juvenile and whose paternity of the juvenile has not been judicially determined; and</p>
State law §9-28-111	27	<p>State law §9-28-111 sets out the following components for all Family Case Plans:</p> <p>“When a juvenile is receiving services in the home of the parent, guardian, or custodian, the case plan shall include the requirements listed in subsection (a) of this section and:</p> <p>....(5) A description of how the health and safety of the juvenile will be protected.”</p> <p>This statute also makes it clear that the plan is developed with the caregivers, that a caregiver’s incarceration does not prevent them from being involved in the plan, and that the family may invite others to be involved in the planning process.</p>
Family Case Plans	28	<p>Family Case Plans in Protective Services cases are sometimes overlooked.</p> <p>You may have inherited a case where the assessments and plans just simply weren’t done.</p>

		The point of this particular part of the training is that not only are Family Case Plans in in-home services cases required by policy, they are also required by law.
Unit 3	29	<p>Here is another “think back” to Unit 3 Legal Training.</p> <p>Write down what you remember about Reasonable Efforts to Prevent Removal.</p> <p>It’s OK to check back to that training if you need to.</p>
Removal	30	<p>As you focus on engaging the family to protect the children, you must always be aware that there is a chance that things could deteriorate to the point that you have to petition for removal.</p> <p>At that time, your documented interactions with the family need to show everything you have done and every service provided to try to maintain the child or children in the home.</p>
Congratulations	31	<p>You have completed Unit 9 Section 3.</p> <p>Click “Exit Activity” at the top of the page to exit the training.</p>

Unit 9, Section 4

TOC	Slide #	New Slides (Published 09/2024)
Title	1	Unit 9 Section 4 Differential Response New Family Service Worker Training
Welcome	2	This portion of the training covers policies that direct initial child maltreatment interventions. This lesson examines the least intrusive interventions that assure child safety. The classroom training provides an opportunity to practice some skills needed to successfully implement the policy.
Law & Policy	3	As many of us know, laws are the driving force behind policy and procedure. We must find a way to fulfill legal and policy requirements in a family-centered way.
Policy & Practice	4	What would be the best outcome of successfully implementing Differential Response policy and procedures? What is the practice in your office? We want to ensure that children are safe and can remain with their families if possible. As Differential Response workers, you set the tone for future work with the agency.
DCFS	5	Sometimes it is traumatic to have DCFS show up at your door. Let's make it personal... We have a scale of 1 to 10. 1="Not at All" 10="Extremely" How stressed would you be if DCFS came to your home to say they had received a report that you abused your children? Click on the number
Short Answer	6	Remember what you learned about communication (such as nonverbal cues). Imagine yourself as the client standing at the door and all the possible outcomes of a DCFS visit. Use the space below to write some ways you would hope a DCFS worker would approach you in that moment.
Short Answer	7	Now, think about being on the other side of the door in your role as a DCFS employee. How would you introduce yourself? How would you explain why you are there? Brainstorm in the space below.

Ensure child safety	8	<p>As we work through policies and procedures on Differential Response, remember that a DCFS worker showing up at your home may be traumatic, both for the children and for the caregivers.</p> <p>Be attuned to physical and behavioral indicators of maltreatment.</p> <p>Seek guidance on legal interventions that help ensure child safety.</p> <p>Let's begin by breaking it down into small, doable steps.</p>
PUB-85	9	<p>The least intrusive intervention addressed in this section of the training is Differential Response, or in DCFS jargon, DR.</p> <p>Take a moment to read the program brochure. **Link to DR Program Brochure**</p> <p>Note: The federal law that enables a Differential Response case is CAPTA (Child Abuse Prevention and Treatment Act).</p>
Knowledge Check	10	<p>These are very appropriate goals for DCFS, but they really relate better to situations where children were removed from their families.</p> <ul style="list-style-type: none"> -When reunification is not possible, use permanent placement with relatives or other adults who have a close relationship with the child or children. -Safely keep children with their families. -Enhance well-being in all our practice with families. -Ensure foster care and other placements support goals of permanency. -Ensure adoptions, when that is the best permanency option, are timely, well-supported, and lifelong. -Ensure youth have access to an array of services to help achieve successful transition to adulthood. <p>Answer: Good job. Differential Response is all about keeping children with their families or the person who has been acting as their caregiver if the child's safety can reasonably be used. It is the least disruptive intervention to do this.</p>
Take Notes	11	<p>In the next part of the training, you apply the Differential Response policy to a series of questions.</p> <p>We recommend you take notes or develop a graphic organizer of some sort to help you remember the information.</p> <p>If you write it down, it sticks to your brain better!</p>
Knowledge Check	12	<p>What are the goals of Differential Response as set out in the policy statement? (Check all that apply)</p> <ul style="list-style-type: none"> a) To prevent removal from the home b) To encourage family members to put their children with relatives while they work on their problems c) To strengthen the families involved in the referrals d) To utilize the authority of the court to get families to work with DCFS <p>The goals of DR include:</p>

		<p>*To prevent removal from the home. *To strengthen families involved in the report.</p> <p>Click anywhere or press 'y' to continue.</p>
Knowledge Check	13	<p>Who makes the initial decision to direct a Hotline report to the Differential Response pathway as set out in procedure?</p> <p>a) The country supervisor b) The Child Abuse Hotline c) The DRT</p> <p>Answer: Procedure II-B1: F. While there are placed and people along the way who review, the Hotline makes the initial decision.</p> <p>Click anywhere or press 'y' to continue.</p>
Hotline Call	14	<p>There is a call to the Hotline, and the operator determines which path the report takes.</p> <p>Read over the eligibility requirements, as these are the criteria the Hotline use to decide which path.</p> <p>There is a lot of if/ then logic in the requirements. For example, it sets out a list of types of maltreatment that could be directed to the Differential Response pathway, but then it sets out some qualifiers.</p> <p>The next few slides will lead you through a series of scenarios with questions on eligibility requirements.</p>
Hotline Note	15	<p>NOTE: As of August 1, 2023, ACT 531 & 727 adds a licensed massage therapist to the list of persons who are mandated reporters under the Child Maltreatment Act.</p> <p>Adds any adults who witness abuse, sexual abuse, or sexual exploitation as a mandated reporter.</p> <p>Victims of violence, threats of violence, or sexual offense by the same offender are exempt from prosecution of failure to notify by a mandated reporter in the first and second degrees if, at a later time, the juvenile victim (or victim who at the time was a juvenile) accuse them of reporting the maltreatment.</p>
DR Hotline Scenario	16	<p>1. There is a report to the Hotline alleging that a 12-year-old girl is left alone all night while her parents work. The parents work the 11-7 shift at a local hospital in the Housekeeping Department.</p>
Short Answer	17	<p>Explain why you answered yes or no</p>
DR Scenario	18	<p>2. A person who identifies herself as the aunt of a child reports that her 14-year-old niece has had a urinary tract infection for several days.</p> <p>Her mother believes that illnesses should be treated through prayer alone and refuses to take the child to the doctor. The aunt says that although her niece had mild symptoms in the past that seemed to resolve without medical treatment, this time, it seems to be worse, and the aunt believes the child needs an antibiotic.</p> <p>Should this case go to Differential Response?</p>
Short Answer	19	<p>Explain why you answered yes or no.</p>

Hotline DR Scenario	20	<p>A call is made to the Hotline by someone who says they used to be a neighbor to the Short family.</p> <p>About a year and a half ago, the neighbor witnessed the father strike his 10-year-old son with a closed fist. The neighbor (caller) and the father exchanged words, and the neighbor said he would report the family to the " Child Abuse People" if he ever saw something like that again.</p> <p>(Click next to see more)</p>
Hotline DR Scenario	21	<p>3. As far as the caller knows, the father did not repeat this behavior. The caller is calling today because the family moved suddenly, packing up in the middle of the night and leaving the house.</p> <p>The caller worries that the father will start hitting the child again if they are in a place where no one is watching out for the boy. The neighbor does not know where the family went.</p> <p>Note: As of 8/1/23, ACT 364 removes the requirement for the hotline to accept a report involving bruising if the bruise is not visible at the time of the report and there are no other reasons for which the hotline should accept the report.</p> <p>Should this case go to Differential Response?</p>
Short Answer	22	Explain your answer.
Knowledge Check	23	<p>"At a minimum, what does each county's Differential Response Team (DRT) consist of?</p> <p>a) Supervisor b) Supervisor and Specialist c) Specialist d) None of the above"</p>
DR Criteria	24	<p>Differential Response Specialists do not have to worry about whether a case assigned to them is appropriate.</p> <p>In addition to the Hotline, the Differential Response Coordinator or their Designee will review the referral to ensure the DR criteria are met.</p> <p>If the referrals do not meet the DR criteria, the DR referral is reassigned to the investigative pathway.</p>
Good Preparations	25	<p>The procedure sets out activities to complete before seeing the family. Other trainings have addressed some of these activities as good practice preparations for any initial Differential Response, investigation, or casework contact.</p> <p>It is always a good idea to review the records available, both from DCFS and DCO (SNAP, TEA, Medicaid, WIC, etc).</p>
Knowledge Check	26	<p>There is one preparation that is somewhat different, though, and that is the call to the family within 24 hours after the case was assigned to you.</p> <p>Find the procedure that talks about the call and enter the number here. PROCEDURE _____. (II-B3)</p>
Initial Conversation	27	Think back to the online and classroom training on communication. How would you explain Differential Response in that initial conversation? What skills would you need to exercise?

		<p>Begin brainstorming about things that you might say after you say hello to explain why you are calling and what the program is.</p> <p>We will talk more about this in your out-of-home Concentration.</p>
Knowledge Check	28	<p>Drag the correct answer to the question. Assuming you can locate the family, when is the Differential Response report considered to be initiated?</p> <p>A. The health and safety of the children in the home have been assessed within 72 hours of the time the referral was received from the hotline.</p> <p>B. The health and safety of the children in the home has been assessed within 72 hours of the time the referral was received from the hotline, and the DR specialist has met with at least one parent/caregiver within 72 hours of the time the report was received from the Hotline.</p> <p>C. The Differential Response specialist calls the family within 24 hours of the time the report is received from the Hotline.</p>
Knowledge Check	29	<p>Let's say the family assigned to you had no phone. You went to the address noted in the report and no one was at home. You think someone lives there because the outdoor trash can was full. You come back two more times that day but still no one is home.</p> <p>Have you exercised due diligence? (Procedure II-B3 sets out the steps for exercising due diligence when the family cannot be located.)</p> <p>A. Yes</p> <p>B. No</p>
Knowledge Check	30	<p>If you had the same situation and came back three days in a row but at different times of day have you exercised due diligence?</p> <p>A. Yes</p> <p>B. No</p>
Procedure II-B3	31	<p>Procedure II-B3 has a long list of items that go toward establishing due diligence. Most are self-explanatory, but one requires information you may not have. That is the CLEAR search.</p> <p>Only certain people in each county office are authorized to conduct a CLEAR search.</p> <p>Find the name and email address of that person in your office/county or Area. Add their name to your phone contacts.</p>
Due Diligence	32	<p>One thing to remember: The DRT Supervisor must review due diligence efforts within seven days and confirm that due diligence to locate the family occurred.</p>
Procedure II-B3	33	<p>OK, the report was received, accepted, assigned, and you have contacted the family.</p> <p>Review Procedure II-B3 for what you have to do on that first visit.</p>
DR Bulletin Board	34	<p>Let's take a minute to STOP, REFLECT, and NOTE the values incorporated into a Differential Response. Based on what you have read in policy so far, look at the value statements below. Drag and pin the statements that reflect Differential Response values onto the DR bulletin Board.</p> <ul style="list-style-type: none"> - Collaboration and family engagement - The agency is the expert - Building on strengths

		<ul style="list-style-type: none"> - Assuring child safety - Recognizing the family as an expert - DCFS decides what the family needs to work on
Reassignment	35	<p>Now, though, let's talk about those situations where it appears that Differential Response is not a safe option.</p> <p>There are policy provisions for the DRT Supervisor and DR Coordinator to reassign to investigations.</p>
Scenario	36	<p>Let's say you are assigned a case with an allegation of environmental neglect. The children named in the case are ages 7 and 10.</p> <p>You conduct a Division Information Management System CHRIS search and there are no prior reports or cases on any family member. There are no DCO records, and the referral information would lead you to believe that family is not utilizing public assistance.</p> <p>You make contact with the caller, who is the paternal grandmother. She is concerned that the house is extraordinarily filthy and infested with rats and roaches.</p>
Knowledge Check	37	<p>You call the family. Despite your best efforts, they refuse to make an appointment to see you. The mother tells you on the phone that her mother-in-law is an "interfering old hag" and this report is just harassment.</p> <p>You feel like the report probably IS harassment. However, this case must be reassigned to the investigation track.</p> <p>Explain why:</p>
Knowledge Check	38	<p>Let's say you are able to make an appointment and go out. You complete an SDM Safety Assessment. When you talk to the children, they disclose something that would have been a Priority 1 report.</p> <p>Does this have to be reassigned to the investigation pathway?</p> <p>A. Yes B. No</p>
Knowledge Check	39	<p>What if you identify another Priority II type of maltreatment not related to the initial report? The family is willing to work with you in an assessment of strengths, needs, and a plan to improve the situation.</p> <p>Do you have to reassign to the investigation pathway because there was another type of potential maltreatment identified?</p> <p>A. Yes B. No</p>
Knowledge Check	40	<p>In working with the family, you do not identify any of the 13 safety threats, and you have assessed that the AO will not pose a risk to a vulnerable population but you and the family do identify needs. However, the mother is still adamant that she does not want your involvement or help.</p> <p>Does this case go to the investigation pathway?</p> <p>A. Yes B. No</p>

Congratulations!	41	<p>Congratulations!</p> <p>You have completed Unit 9 Section 4.</p> <p>Click [Exit Activity] at the top of the page to exit the training.</p>
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