CHRIS Orientation and Navigation Desk Guide

Professional Development for Family Service Workers

Professional Development Series
Division of Children and Family Services
Developed and Presented by MidSOUTH

CHRIS Training: Introduction and Getting Started

What is CHRIS?

- The Children's Reporting and Information System (CHRIS) is the computer program used to document your casework.
- CHRIS can guide you through the mountain of legal requirements and help you to be fully compliant with laws and agency policies.
- CHRIS helps DCFS track compliance with federal and state mandatory reporting requirements relating to:
    - COR – Compliance Outcome Requirements. COR tracks how well your records comply with policy and procedural requirements.
    - AFCARS – Adoption and Foster Care Analysis Reporting System. This federally required reporting system is funding related and includes items like ethnicity and race.
    - NCANDS – National Child Abuse and Neglect Data System. This federally mandated reporting system is funding related and captures information on required elements of investigations.

Logging In To CHRIS (County Office)

First you must log into the Network – Client for Microsoft Networking Login

The Log On screen gets you into the DHS network so you can access your computer.

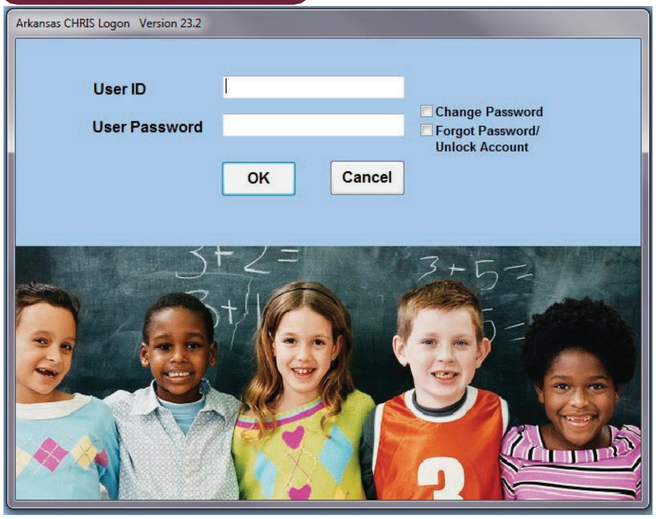
- **User name:** Typically, first initial, middle initial, last name.
- **Password:** Use the one-time password you are provided. It is *STRONGLY* recommended that you change it, and change it to something you can *remember*!
- **Domain:** DHS

To change your DHS Network Password: Ctrl/Alt/Delete – Change Password

Security Concern – do not write your password anywhere that it can easily be found by others.

Second, now you are ready to log into CHRIS

Use the CHRIS logon to gain access to the CHRIS server.



User ID: Typically first initial, middle initial, last name. (NOTE: Your User ID in CHRIS and your User Name on DHS network should be the same. If they are not, call the Help desk right away.)

Password: The first time you login to CHRIS you will be given a default password. It is *STRONGLY* recommended that you change it, and change it to something you can *remember*! You will also be prompted to enter two security questions/answers.

CHRIS PASSWORDS:

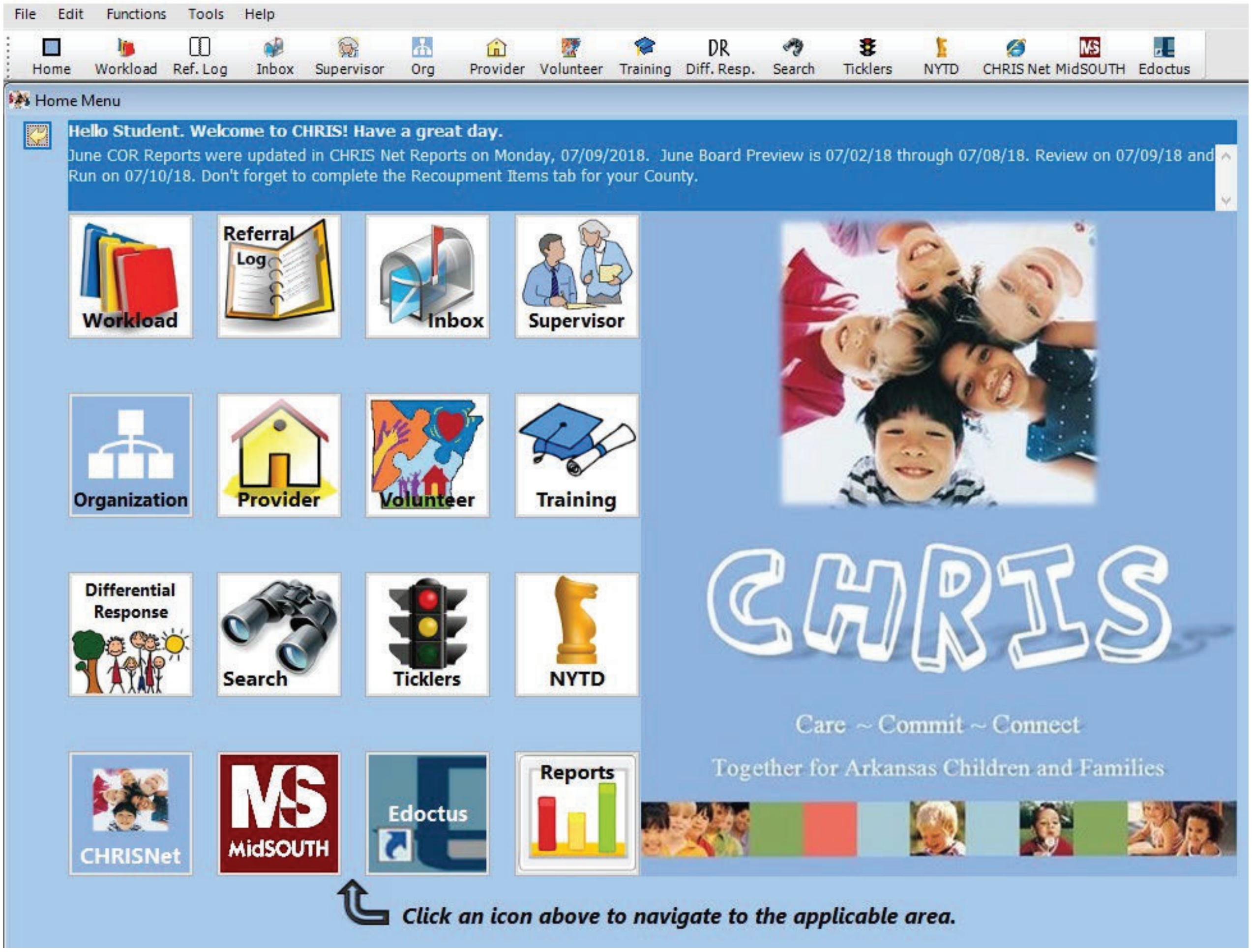
- Must be at least 8 characters in length.
- May not be the same as any previous 6 passwords
- Cannot start with a number (0-9)
- Upper case or lower case alpha characters (English A - Z or English a - z)
- Numeric characters (0 through 9)
- You will be prompted to change it at specified intervals.

To change password: Login as usual, but click the Change Password box and follow the prompts. CHRIS passwords are case sensitive.

Forgot Password or Unlock Account: Click on the square radio button. You will be prompted on how to recover your password using your email and your security questions. You will be required to enter your email address and answer two security questions. You will need these two pieces of information in order to recover your password.

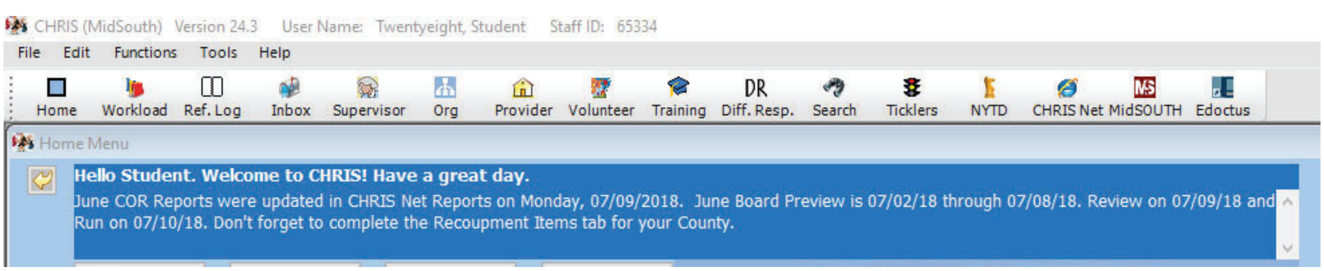
Reminder: Security Concern When you leave your office, even for a minute, lock your computer: Ctrl/Alt/Delete – select Lock Computer OR press Windows flag/L. This blocks all access to your computer until you log back on.

CHRIS Overview



First Thing First: Helpful Hints About the Menu Bar

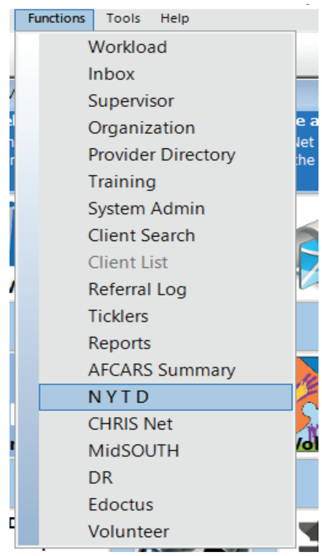
When you are in CHRIS, look at the Menu Bar at the very top of the page. The Menu Bar has five buttons: **File, Edit, Function, Tools** and **Help.**



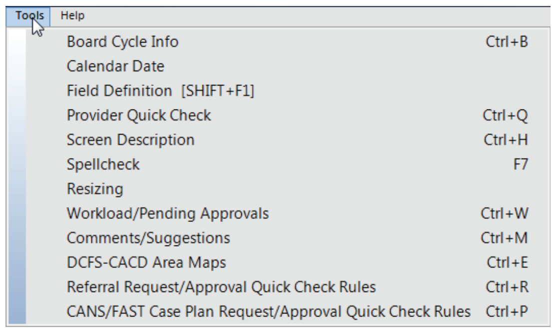
File: Allows you to exit from CHRIS

Edit: Lets you cut, copy or paste information

Functions: Brings up a list of the Main Toolbar topics. This button insures duplicate navigation – you can also get to these functions by clicking the Main Toolbar buttons or the icons.

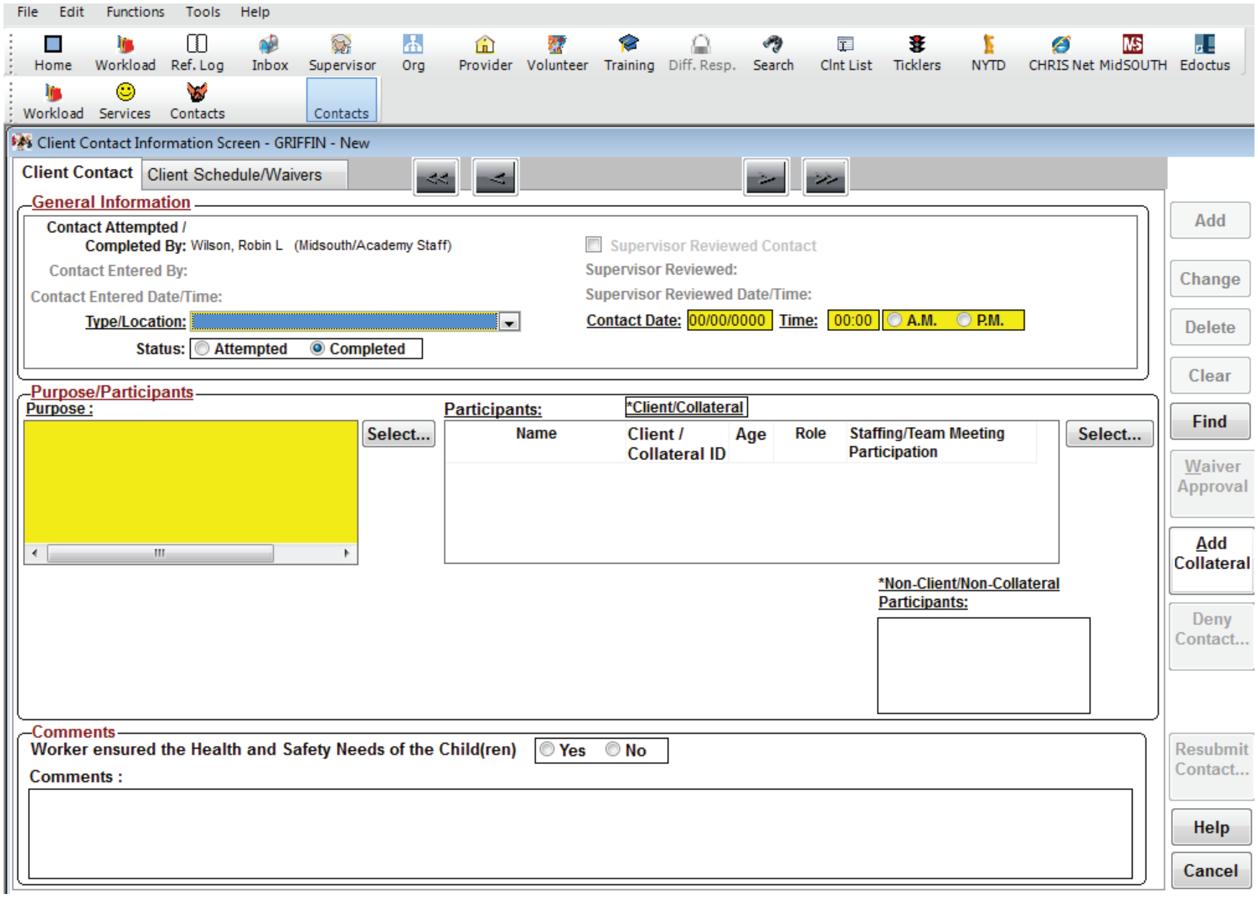


Tools: Shortcuts information and helpful tools in CHRIS.



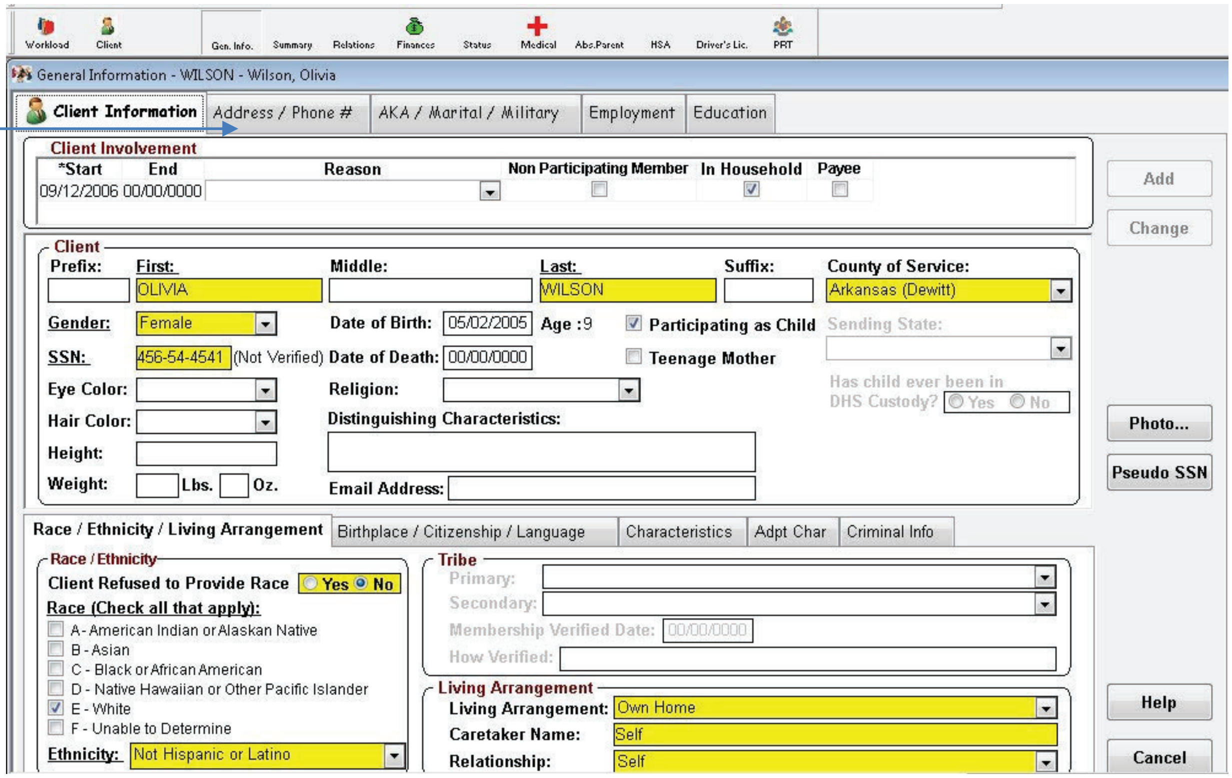
Help: Shows you CHRIS Screen descriptions and Field definitions. You also get information about security levels.

A Typical CHRIS Screen



A typical CHRIS Screen looks like any other window. There will be menus and tool bars at the top. CHRIS uses two toolbars. These are the Main Toolbar and the Focus Toolbar. These are discussed in detail on the following pages. CHRIS groups related data elements together.

Each screen utilizes appropriate Window's-style interfaces such as fields, multiple-line text fields, pick lists, radio buttons, check boxes, etc. Most screens have several fields and prompts (the example above shows most of the different field types).



An important point to note on CHRIS Screens is the presence of tabs. It is important to click the tabs to view additional client information. Required information may be located on screens that are not visible on the default view. You only see it after you click the tab. The Birthplace/Citizenship/Language is one such tab.

It's easy to click the top, middle or bottom area to access the information. Another way to move between fields is by pressing the TAB key on your keyboard. If you make a change to a field that already had information, you will need to press TAB or click on another field before the change button will become active for you to save your changes.

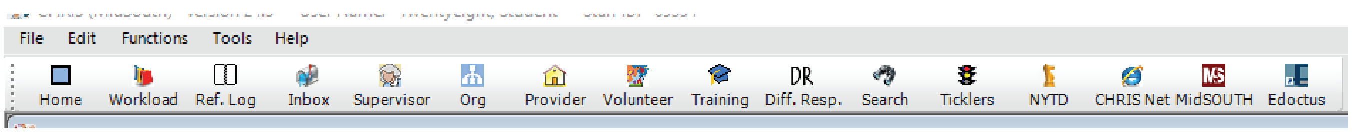
The Status bar at the bottom includes information such as the referral or case number, screen number, date and time. The case/referral number always matches the case or investigation that is currently being viewed. The screen number may be useful in getting help from Support personnel or another user. If you are looking at a provider, the Provider ID shows in the status bar.

Tool Bars

CHRIS uses two toolbars. The Main Toolbar appears below the menu bar at the top of the screen. The Focus Toolbar appears directly below it. Buttons on the Focus Toolbar are based on the option you choose at the Main Toolbar. Here are some general notes:

An icon (color picture in addition to words) usually means there are additional options (more buttons underneath).

Main Toolbar



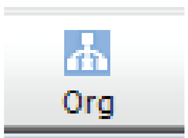
Home- Takes you back to the front screen in CHRIS.

Workload – Takes you to the W orkload dialog box where you will see Referral/Investigation, Case, Information and Referral, Provider and W orkload radio buttons. These buttons take you to the screens associated with each topic. You can also **search** for referrals/investigations, Cases, Differential Response, and Providers from this location. (Check out the screen print on page 9 to see what the Workload Dialogue box looks like.) A Pending Approvals tab is available here to show approvals that you have requested but have yet to be approved by a supervisor.

Referral Log – List of referrals for the county or for the worker. Mostly for use by the supervisor.

Inbox – One shared location for the <u>entire county</u>. Everyone in the county, even statewide, can see the contents of the Inbox. This screen is visited several times each day! This is where the Hotline sends referrals to your county. You can see referrals, cases or providers that have not been assigned yet or that have been transferred to the county. **Caution:** Supervisors, someone with enough security can assign Case/Investigation/provider directly to a Unit. So, to be sure you are seeing everything you need to see, remember to click on the Unit/Group radio button.

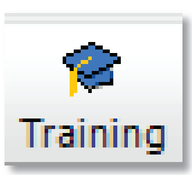
Supervisor – Supervisors click this button to get to the Supervisor Approval screen. If you are a worker and submit anything for approval, this is where your supervisor goes to find it.



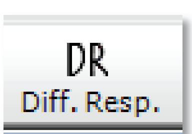
Organization – You can find all CHRIS Users. Some options include Staff and On Call. A reports option is also available. The CHRIS calendar is located under reports option. ***Supervisors take Note:*** The Ticklers Report is also located here if you need to print a worker's ticklers.

Provider – A provider is considered a person, business, or organization that provides services (i.e. foster parents, doctors, agencies). Only workers with resource clearance will be able to add new providers.

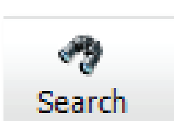
Volunteer - Information on all Volunteers that have been approved. Provides information such as what type of services the volunteer can provide as well as when they are available.



Training- Training hours for DCFS workers and Foster Parents.



Differential Response – Click the DR button. The Differential Response Referral Listing comes up. Click Retrieve All button on this screen and all DR cases on your workload will show.



Search – for a client in CHRIS

- Client Characteristics (Last Name).
- Address
- SSN
- CHRIS Client ID

Ticklers – reminders of the things you need to do or things that may soon go overdue. When you click you can filter by:

- Overdue
- Upcoming
- Name
- Date(s)
- Nature
- All

NYTD – **National Youth in Transition Database**. The NYTD Clients Information Screen is a display only screen for the users to view the NYTD Client Population, Population Statistics, and NYTD Information per Client. These screens can be used to determine what NYTD information may be need to be added or updated in CHRIS.

CHRIS Net - Website with CHRIS support and information, including policy. CHRIS Net Reports, including Compliance Outcome Reports (COR), can be viewed online or exported and saved to your computer. CHRIS Instructions are also available here.

MidSOUTH - Opens the MidSOUTH/DCFS Portal

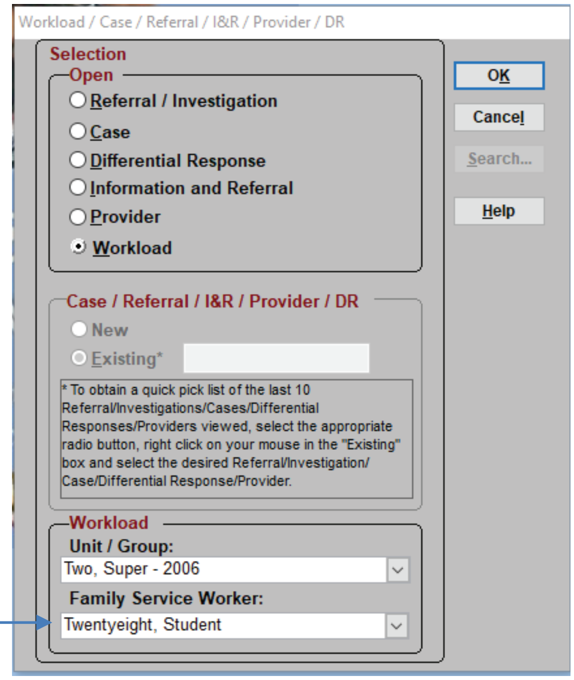
Edoctus – Scanned supporting documents

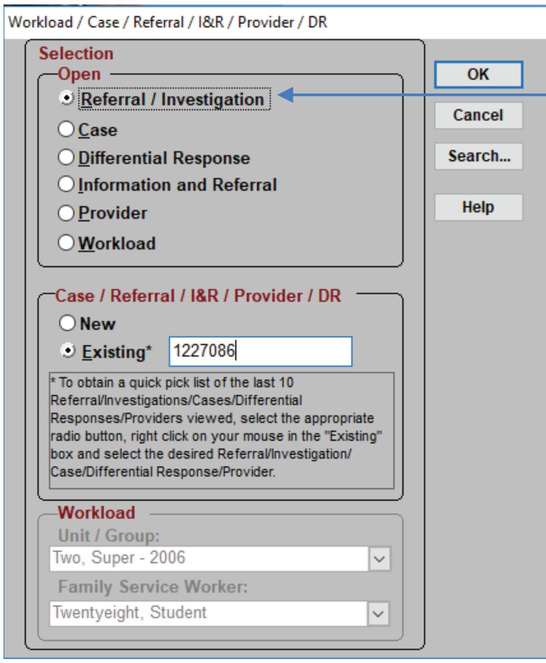
Workload Dialog Box

Your New Workload Assignment Alert window will display upon logging into CHRIS for all new assignments made to your workload until you have viewed the new assignment(s). A new assignment will remain in **bold** text until you access it.

- An assignment you add yourself will not be displayed in bold text.
- Assignments will remain in bold text if accessed by someone other than you if the case is assigned to you.

When the Workload button on the Main Toolbar is clicked, the Workload dialog box appears. The default option is Workload. Click OK to show the workload for the Family Service Worker indicated on the bottom of the screen. In this example the worker is Twenty-eight, Student.



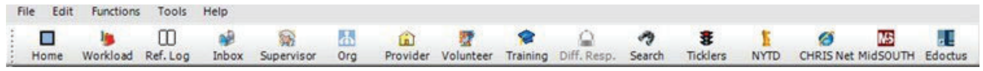
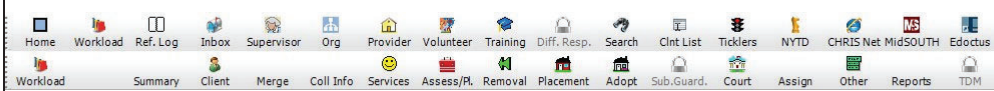
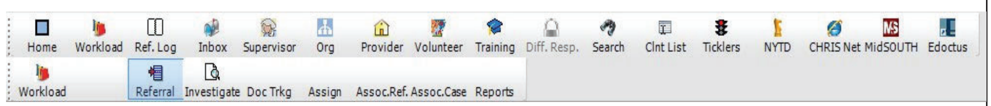
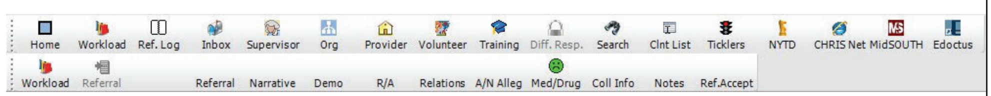
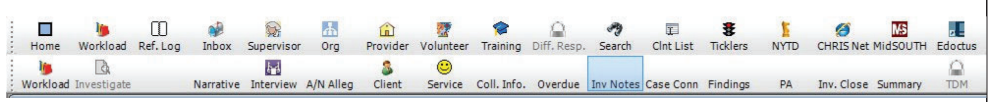


Rather than search your entire workload, you can also open an Investigation, Case, Information and Referral (I&R), Differential Response (DR) or Provider from the Workload Dialog Box by entering the Investigation, Differential Response, Case number or Provider number.

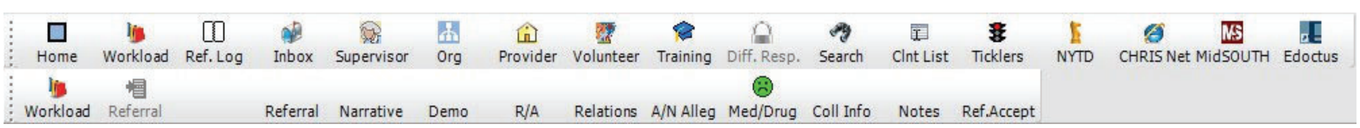
This is done by clicking on the Referral/Investigation, Differential Response or the Case radio button. The Existing field will become active and allow entry of the Investigation, Differential Response or Case number. Click OK and the investigation or case will open. You can view the last ten families that you have worked on for Referral/Investigation, Case, Differential Response or Provider by clicking the radio button beside the specific type and then right click in the Existing box. In the example, you have clicked Referral/Investigation and then entered the number into the Existing Field (which is now active).

To create a new case, click on Case, then click the New button under Case/Referral/I&R/Provider. Once you go from the workload into a case or investigation, you will see the Main Toolbar and the Focus Tool Bar.

Focus Toolbar - Workload

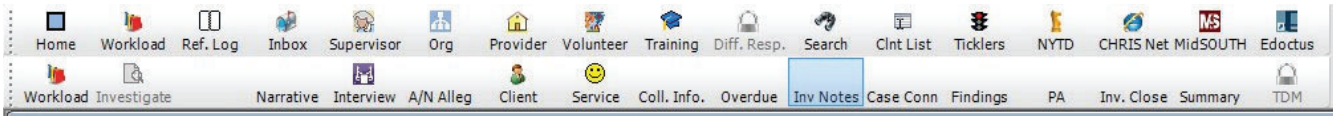
The focus toolbar is decided by buttons selected from the main toolbar or by what is opened from the workload dialogue box.	**Main Toolbar** 
If the worker opens a Case, the focus toolbar for a Case will be active.	**Case Focus Toolbar** 
If the worker chooses a Referral/Investigation then the Referral/Investigation focus toolbar will appear.	**Referral/Investigation Focus Toolbar** 
The Referral/Investigation focus bar drills down even further to the Referral focus toolbar and to the Investigation focus toolbar.	**Referral Focus Toolbar**  **Investigation Focus Toolbar** 

Let's look at some examples.

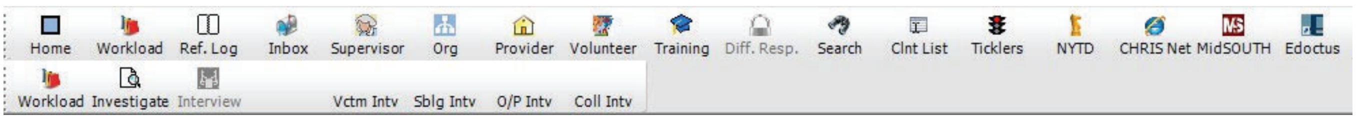


Here you have clicked Workload (on the Main Toolbar), clicked Investigation/Referral/clicked Referral and now you see this tool bar. You can look at –or *focus* on - the Hotline report.

Here you have clicked on Workload (on the Main Toolbar), clicked Investigation/Referral , clicked Investigation and now you see this toolbar. You can *focus* on documenting your investigation.



Now you can *focus* even further. Let's say you need to document (or review) an interview. Click on the Interview button and you see this screen:



You can now pick which interview to see.

Shortcuts to many of the top menu buttons on the CHRIS Home screen.

Clicking on the Home button will always get you back to this screen.

Things you will see in CHRIS screens and fields

Radio Buttons

○ a.m.
◉ p.m.

To select a radio button click on the circle by your selection. When there is a bold circle in the middle that means that it is selected.

Check Boxes

☒ In Household ☐ Participating as Child

When you see a sequence of choices (either horizontal or vertical) with square boxes to the left you can choose:

- None of the boxes
- One of the boxes
- Multiple boxes (if some but not information in the boxes apply)
- All boxes (if the information in all the boxes applies)

Mandatory Field: When the background of a field is yellow, CHRIS requires you to enter information before you can add or change the current screen. If a mandatory field is left blank, CHRIS displays a dialog box, then takes you to the field with missing data (look for the cursor).

Note: Mandatory means data is required in order to add or change this screen. Many of the mandatory fields are COR and/or AFCARS elements.

Date Fields: A calendar is accessible from the Date field. Right click in the Date field (place the cursor in the date field, then click your right mouse button). You may then scroll to a month or double-click on a date.

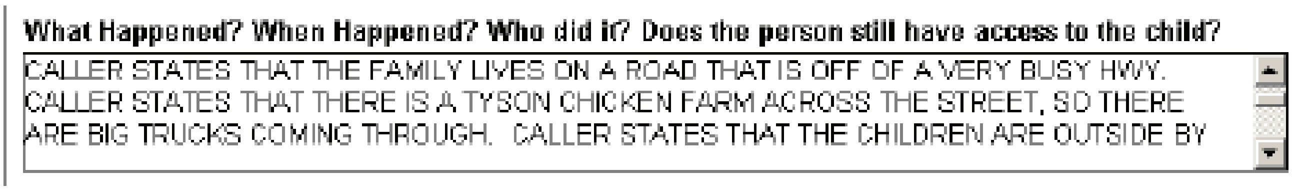
Text Fields

DOE

CHRIS displays a field to prompt you to type information. Remember: when text in a field is highlighted, typing a character deletes the highlighted text. Many of the text boxes have an overwrite feature. Once you enter and save data, it cannot be changed. You may be able to add more but you cannot edit information saved earlier. Therefore, SPELL CHECK <u>before</u> you save!

To format paragraphs in a text box, use Ctrl+Enter. Since some reports that you print will go to court, it's nice to have it print with paragraphs instead of all the text together in one long paragraph. If your work looks professional, you are more likely to be perceived as a professional.

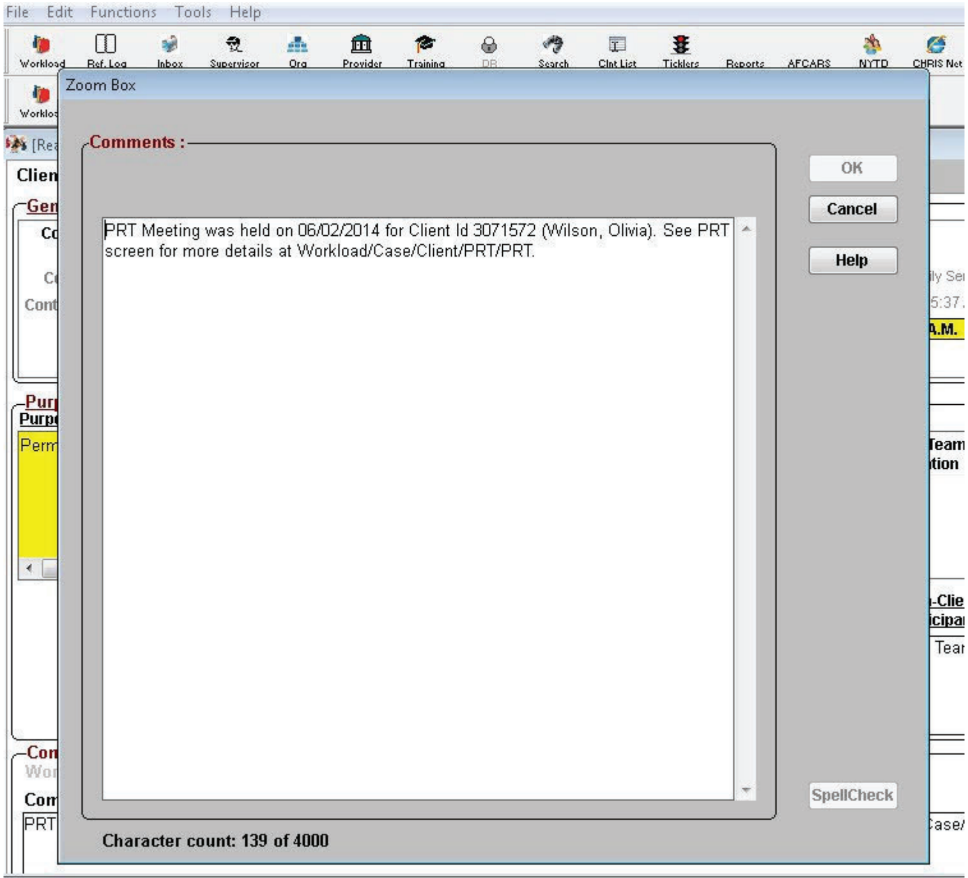
Multi-Line Text Field



Some text fields have a scroll bar on the right side. These fields allow you to enter a certain number of characters, but you can't see all of the information at once.

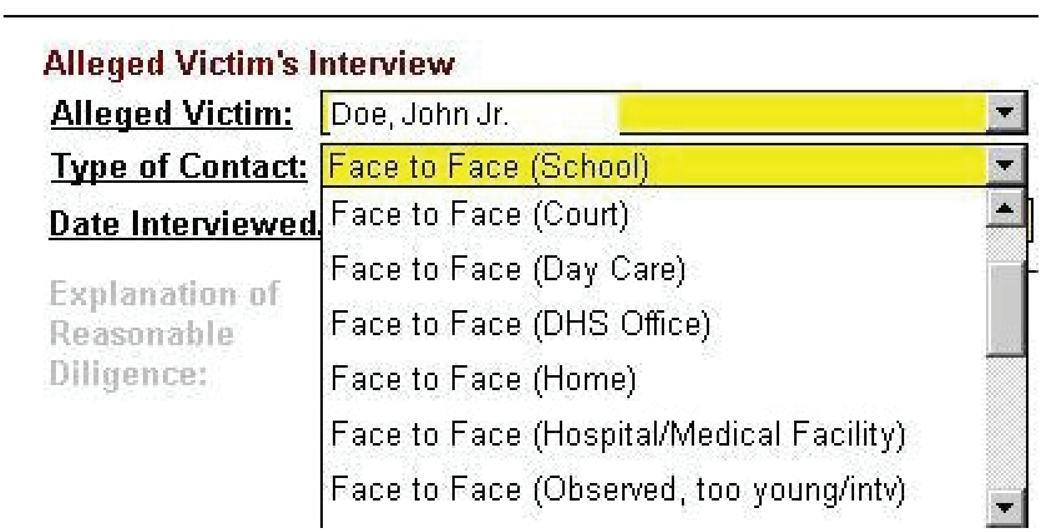
- Click the downward arrow on the scroll bar to move toward the bottom of the text.
- Click the upward arrow to move toward the top of the text.
- The rectangular box in the middle of these arrows is a slider – if the text is long, you can quickly get to another area by clicking and dragging the slider.
- Click just below the up-arrow to move up a few lines at a time.
- Use the Zoom box to see most of the text (described next).

Zoom Boxes



When you are in a text field in CHRIS, you may bring up a Zoom Box by right clicking in the field. There must be at least one character typed in the field before you can zoom. The Zoom Box view allows you to see what you are typing. It is also better for reviewing text in the field. All Zoom Boxes have a Spell Check button on the screen that will check the spelling for that box only. Remember, you can format paragraphs here with Ctrl+Enter.

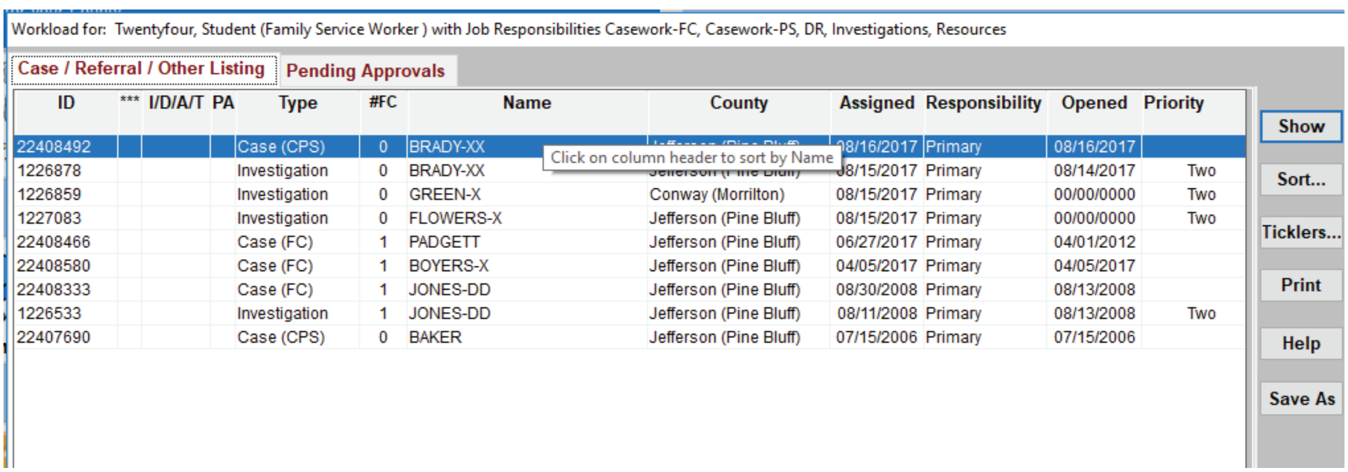
Pick Lists



CHRIS presents lists of choices in Pick Lists. Click the down pointing arrow and the list will appear. When the list is shown, click on your choice. Some Pick Lists have scroll bars. When you type the first letter of your selection on your keyboard it will take you to that portion of the Pick List. If there are several picks that start with that letter you can hit that letter again or use the up and down arrows on your keyboard to scroll through the list.

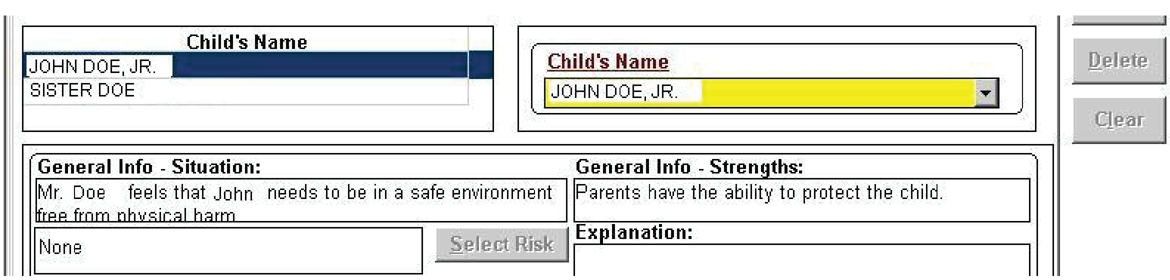
Inset Grids

Inset grids keep a history or list of entries for the screen. Each row contains a separate record. Inset Grids contain several columns that pull information from the screen below to allow for easier review. The highlighted record is considered the active record. All information on the screen will correspond to the active record.

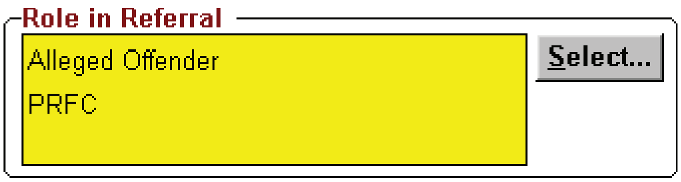


ID	***	I/D/A/T	PA	Type	#FC	Name	County	Assigned	Responsibility	Opened	Priority
22408492				Case (CPS)	0	BRADY-XX	[illegible]	08/16/2017	Primary	08/16/2017	
1226878				Investigation	0	BRADY-XX	[illegible]	08/15/2017	Primary	08/14/2017	Two
1226859				Investigation	0	GREEN-X	Conway (Morrilton)	08/15/2017	Primary	00/00/0000	Two
1227083				Investigation	0	FLOWERS-X	Jefferson (Pine Bluff)	08/15/2017	Primary	00/00/0000	Two
22408466				Case (FC)	1	PADGETT	Jefferson (Pine Bluff)	06/27/2017	Primary	04/01/2012	
22408580				Case (FC)	1	BOYERS-X	Jefferson (Pine Bluff)	04/05/2017	Primary	04/05/2017	
22408333				Case (FC)	1	JONES-DD	Jefferson (Pine Bluff)	08/30/2008	Primary	08/13/2008	
1226533				Investigation	1	JONES-DD	Jefferson (Pine Bluff)	08/11/2008	Primary	08/13/2008	Two
22407690				Case (CPS)	0	BAKER	Jefferson (Pine Bluff)	07/15/2006	Primary	07/15/2006	

The above inset grid is indicative of what you see when you choose the Workload button from the main toolbar, followed by Workload at the Workload dialog box. If there are enough cases or investigations assigned to you, there will be a scroll bar on the right side. Typically, you double-click one of the lines (or click once to select the line, then click the Show button). When an inset grid is above a screen, choose one of the lines of the inset grid and the screen then displays information about that record. If the inset grid is blank, complete the first screen and click the Add button and the inset grid lists information about that screen. To add a second record to the inset grid, click the Clear button and a blank line appears in the inset grid. If not already highlighted, click on the blank line. Now, you may complete the screen for that record.

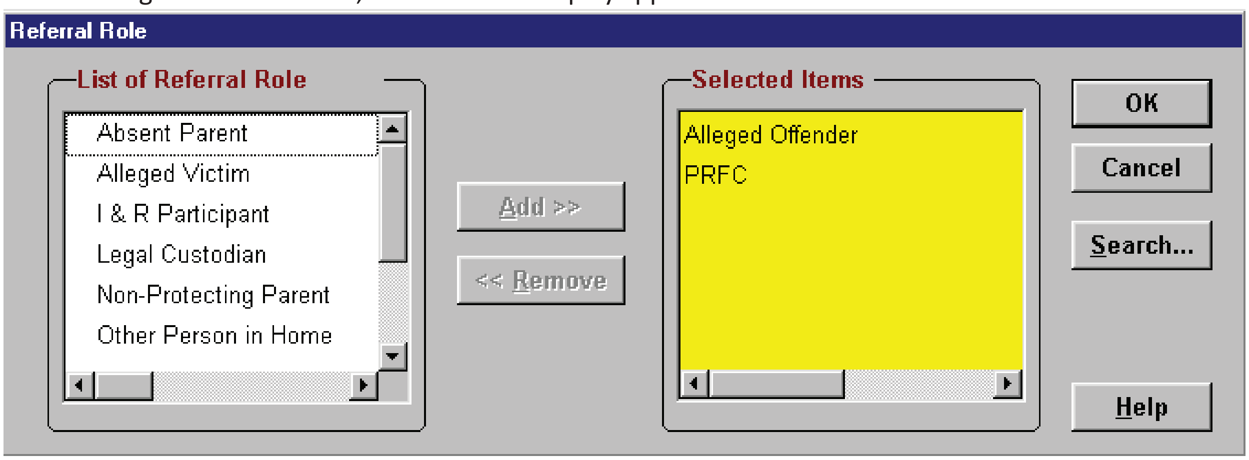


Select Button and Two-Column List



Some fields in CHRIS may have many choices, but the number is restricted to a pre-determined list. For access to the list, CHRIS presents a Select button.

After clicking the select button, a two-column display appears:

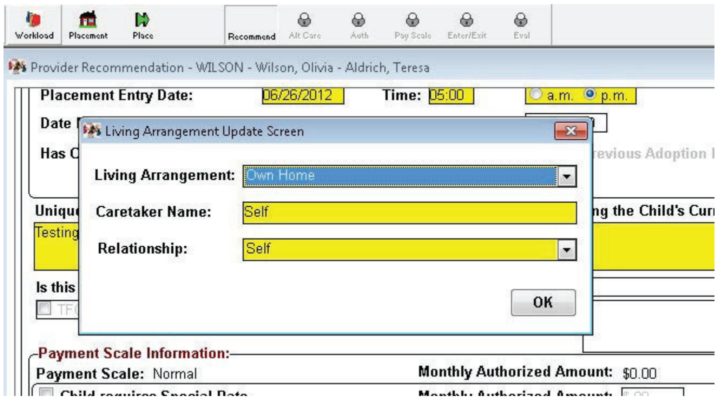


To make your selection:

- Click one or more choices from the first column (List of Referral Role).
- Click the Add>> button.
- The items selected are removed from the left column and placed in the right column. If necessary, you can highlight in the right column and click the <<Remove button to move the selection back to the original list.

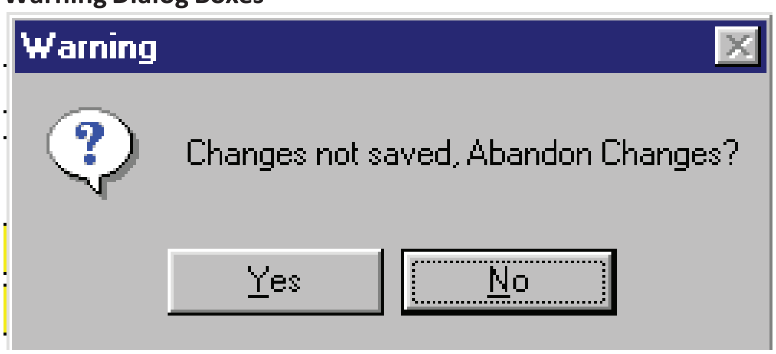
Note: Some CHRIS screens have several select buttons. It is important to remember that when you are in one of the select fields, you are responding to just one field of many.

Response Dialog Box or Window (Popup Screen)



A response dialog box is prompted from information entered on the currently active CHRIS Screen. Response windows allow the user to enter information that will populate updated information to another CHRIS screen without navigating to that screen. These screens normally contain either an OK or Add button. A response window will not let you continue until you answer the message.

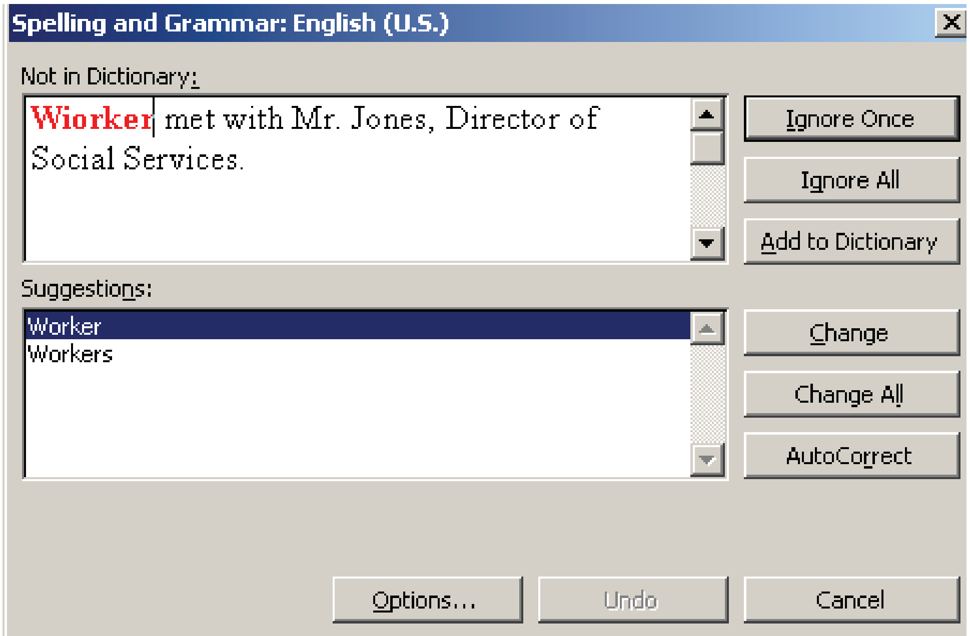
Warning Dialog Boxes



You will see this dialog box when you try to cancel from a screen on which you entered information for the first time without clicking the Add button. You will also get it if you make changes to information that had already been added to a screen without clicking the Change button.

If you select Yes no changes will be made to the screen. If you select No, the system will return to the screen and you will be able to click the Add or Change button to save your information.

Spell Check



The CHRIS Spell Check works through MS Word and includes a grammar check. You may invoke it for a single field by clicking the Spell Check button in a zoom box or by clicking Tools/Spellcheck on the top menu bar. ***Remember***, you cannot go back and spell check after you have saved information.

Make Spell Check a habit. To Spell Check all fields on a screen press the **F7** key on the keyboard.

Buttons

Buttons allow you to navigate through CHRIS. There are buttons on the tool bars and also a series of buttons that will be present on every screen in CHRIS. On some screens the button will be grayed out if it does not function for that screen or if you do not have security to use that button. The Delete button will be grayed out on many of the screens.

Buttons: Show/New

Select an item from the list and click Show or double-click the item from the list.

New means you need to create a new record such as:

- A new client
- A new visit
- A new case plan

Buttons: New/Edit/OK

New gives you a new record.

- A new detail window will open in most places for you to add a new record. When you click the "OK" button on the detail screen the information you entered is saved.

Edit lets you change information on a record. When you click the "OK" button on the detail screen the information you entered is saved.

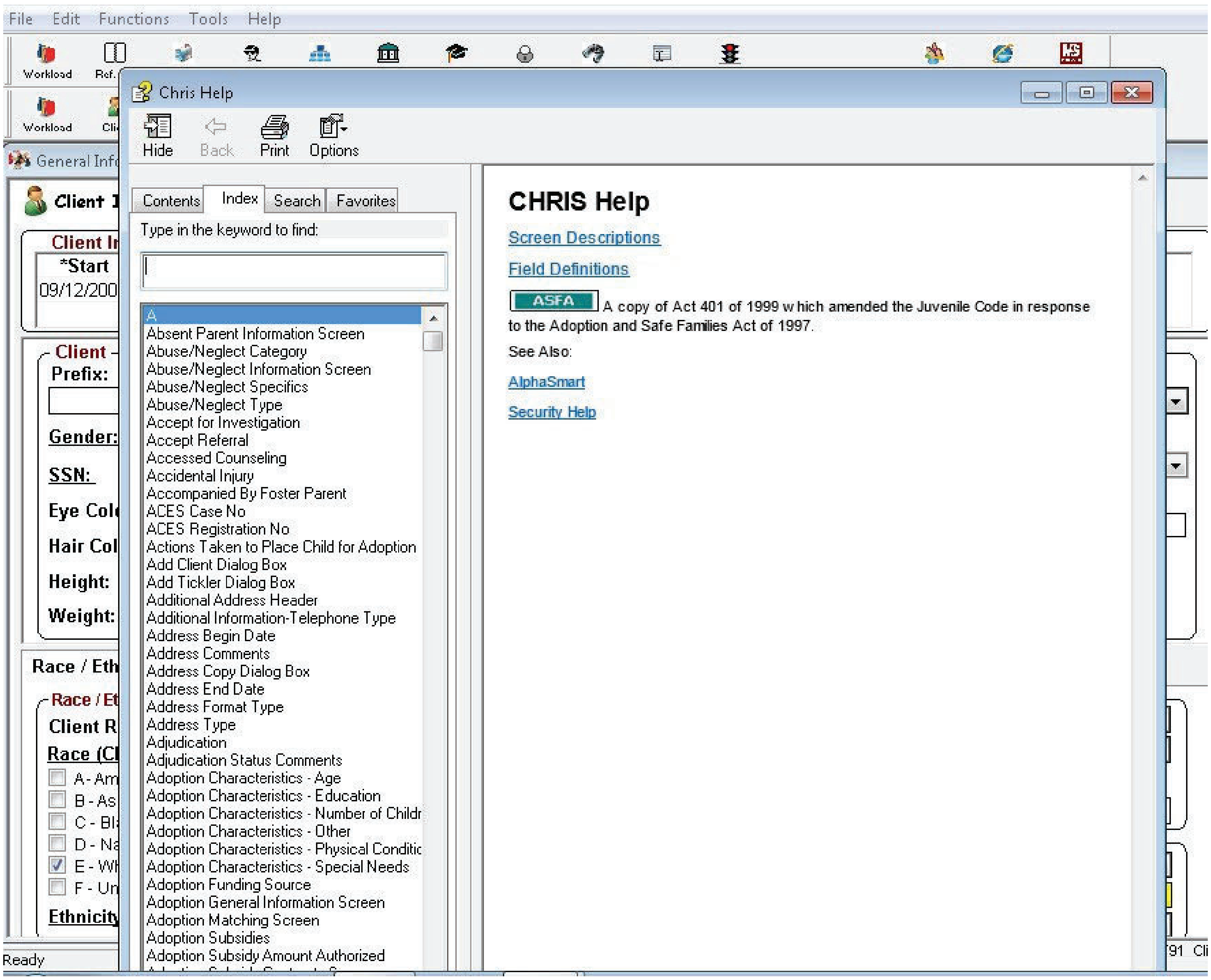
OK saves information the first time you enter it on a clear detail screen, or saves the information you have just entered, overwriting what was already there if you are editing a record.

Button: Cancel

Cancel will exit you off the screen.

- Click this before selecting another screen on the Main Toolbar or Focus Toolbar.
- If you have added or changed information, be sure to click the appropriate button (such as Add, Change) before clicking Cancel.
- If you have not saved the information, CHRIS displays a Warning Dialog Box. After clearing the box, you may click the appropriate button to save.

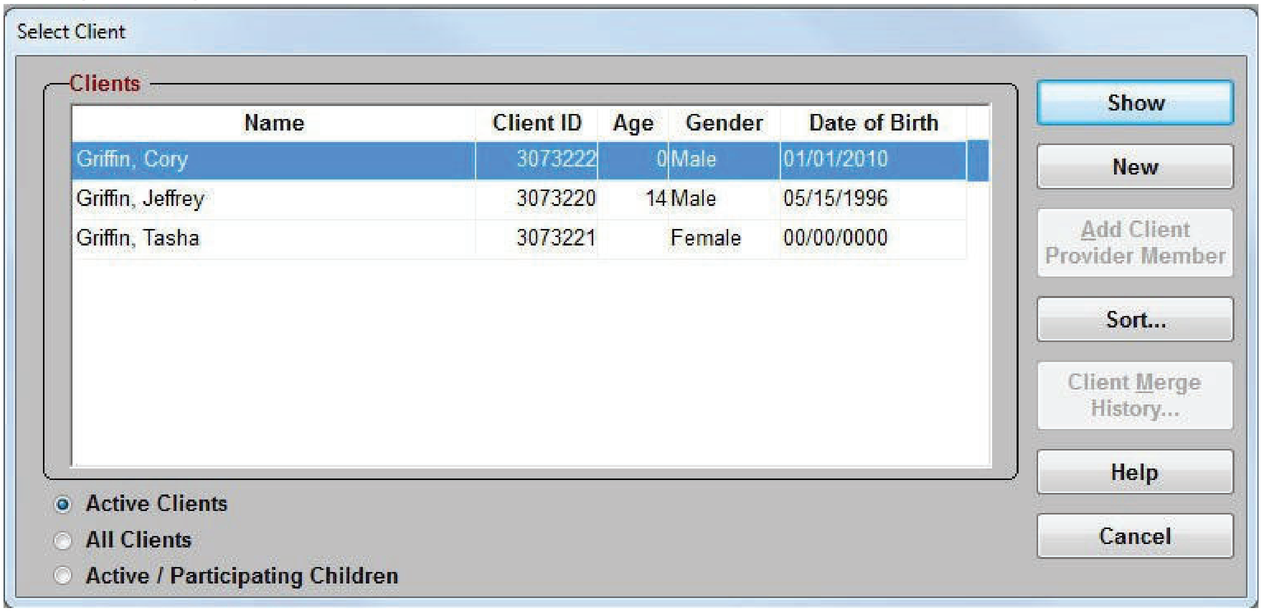
Button: Help



There is a Help button located on many CHRIS Screens. You can get help four ways:

- Click the Help button on the screen
- Pull down Help on the menu bar
- Press Ctrl-H to pull up Help for the entire screen
- Press Shift-F1 while in a field to get information on that field.

Putting It All Together



A sample Select Client dialog box, in this case the method of accessing client specific information, appears above. It shows:

- The Inset Grid form of Pick List
- A scroll bar – indicates that there are more clients, who are not shown on the screen.
- A set of Radio Buttons lets you control the type of clients you see.
- Other buttons:
- Click Show to see data about John Doe, Jr. (the selected/highlighted client).
- After scrolling down to see other clients, you may click New to add a new client.
- **Caution:** Before adding a new client check to make sure the person is not already in CHRIS with a CHRIS id. (If they are already in CHRIS add the existing client ID to the open Case or Investigation through the search feature.)
- Click Cancel to get out of this screen and do something else.
- Click Sort… to change the order of the list.
- Click Help for more information.

Now you have seen how to log into the Network, and from there how to get into CHRIS. You have seen a typical screen. You have reviewed the Main and Focus Toolbars and looked at some of the other features you will see in CHRIS. Be sure to look at the Add and Change buttons. These buttons are how you save in CHRIS. Now you will step through some of the most frequent/critical tasks you will perform in CHRIS.

Common CHRIS Tasks

This section contains detailed information about some of the most common tasks that you will need to do in CHRIS, especially as a new worker. This section addressed these tasks in detail. Some of these tasks will have a Tip Sheet to help you quickly navigate and complete the task. The desk Guide has a Tip Sheet section to give you quick reference to common task.

The tasks covered in this section are:

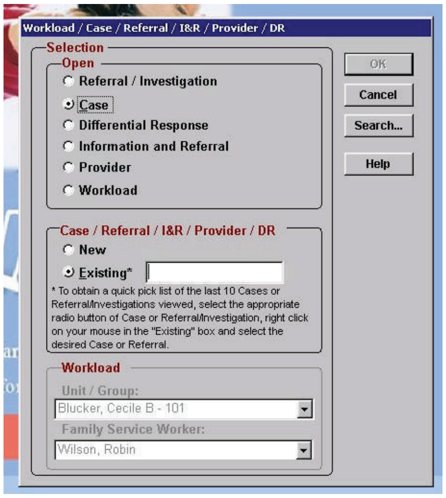
1. Searches in CHRIS
2. Review of Investigation screens
3. Completing the client screens
4. Documenting contacts and visits

CHRIS Searches

CHRIS SEARCH

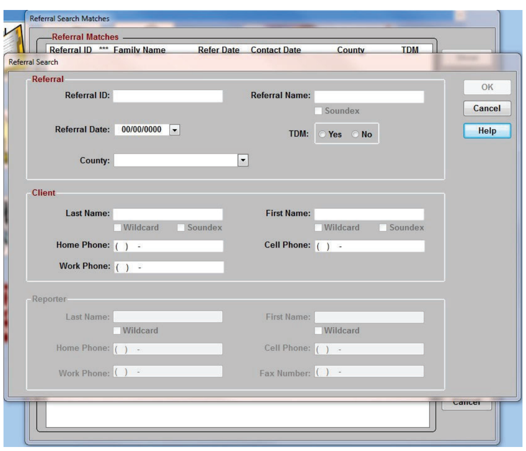
Case/Investigation Search

(Screen Path: Workload)

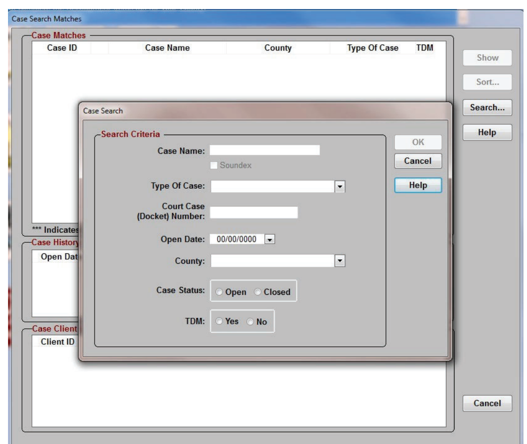


Once you select your Workload, select the type of search you are conducting. If you're searching for an investigation you would select the radio button beside referral investigation and click the Search command button. If you were searching for a specific case, you would select the radio button beside case and then click on the Search command button. You can also select to search for a Differential Response or a Provider.

The search criteria screen will appear. The search screen is different for each type of search (Referral/Investigation, Case, Differential Response or Provider).

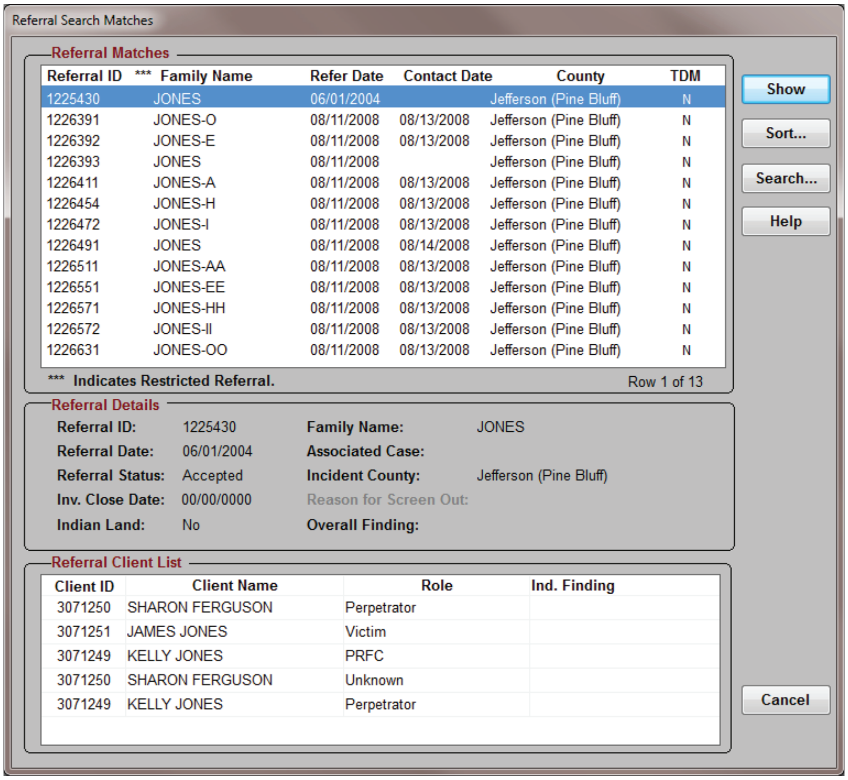


Referral/Investigation Search



Case Search

Investigation Search Matches



This screen allows you to preview the referral ID, family name, referral date, contact date, county and TDM. Referral details and the Referral Client List are displayed on this screen.

Referral Details

The referral details sections provides:

Referral ID	Referral Date
Family Name	Indian Land
Associated Case	Incident County
Referral Status	Reason for Screen Out
Inv. Close Date	Overall Finding

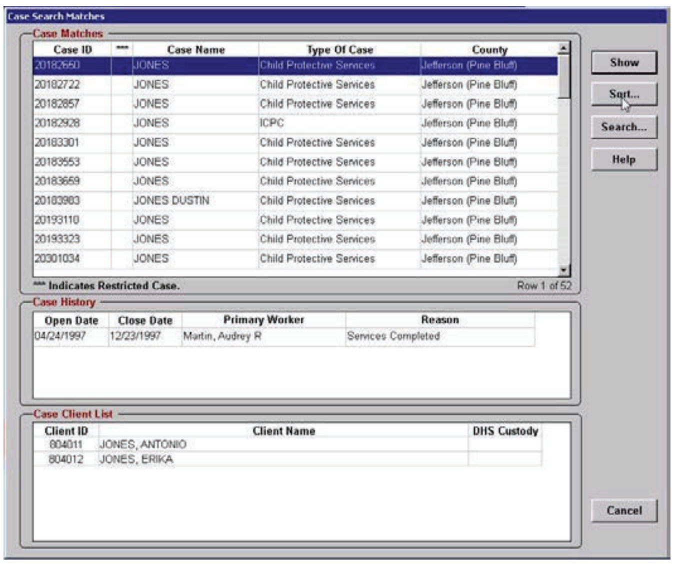
Referral Client List

This list allows you to see Client ID, Client Name, Role, and Ind. Findings for every client involved in this referral

*If there is more than one match, simply highlight the next referral in order to preview information for that referral.

Once you are sure this is the referral you are searching for, select show. This will take you to that referral/investigation in CHRIS. If this search does not yield the family you are searching for, hit the Cancel command button and begin a new search.

Case Search Matches



This screen allows you to preview by case ID, case name, type of case, county and TDM. Case history and case client list are displayed on this screen.

Case History

The case history shows:

- Open Date
- Close Date
- Primary Worker
- Reason for Case Closure.

Case Client List

This list allows you to see every Client ID number and Client Name involved in this case. It also shows if a client (child) is in DHS custody.

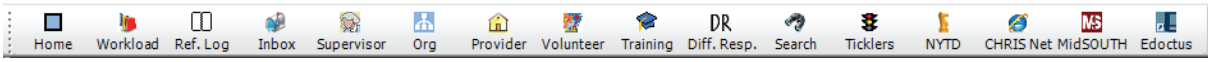
*If there is more than one case match, simply highlight the next case in order to preview information for that case.

Once you are sure this is the case you are searching for, select show. This will take you to that case in CHRIS. If this search does not yield the family you are searching for, hit the Cancel command button and begin a new search.

Client Search

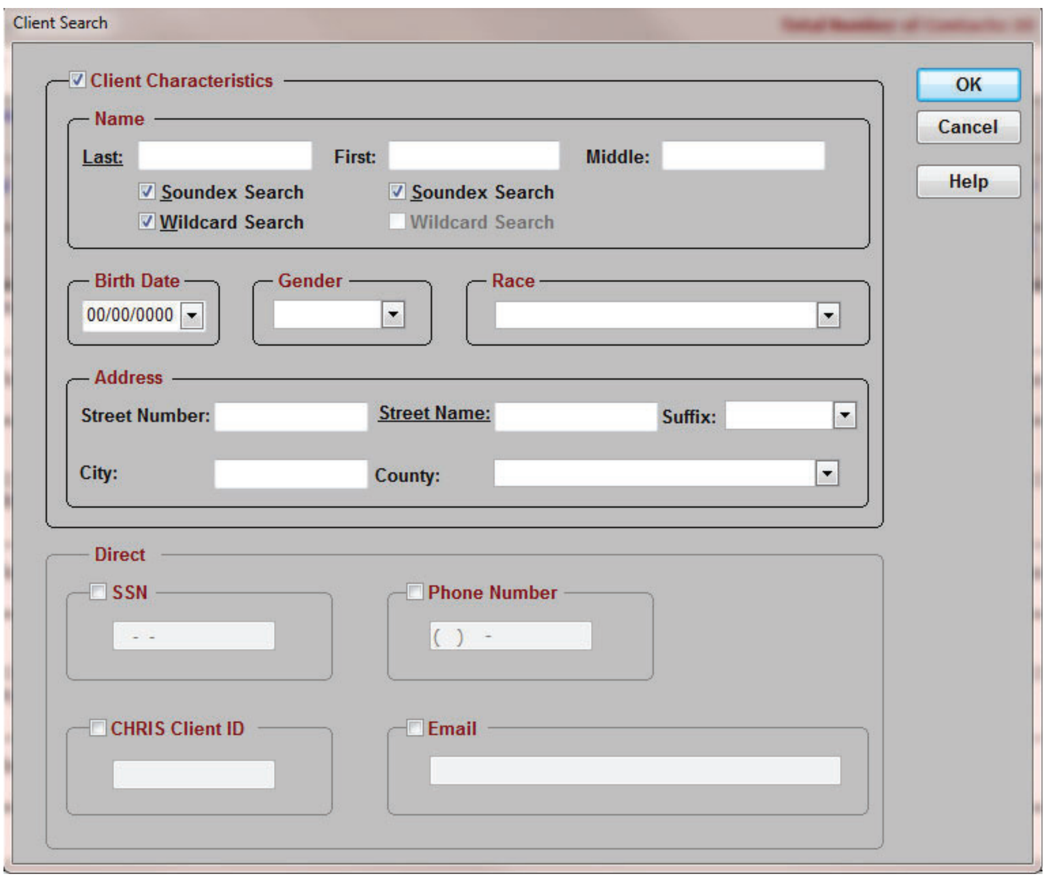
DO NOT HIT WORKLOAD

Screen Path: Search (on the *top* tool bar in CHRIS) or Search Icon

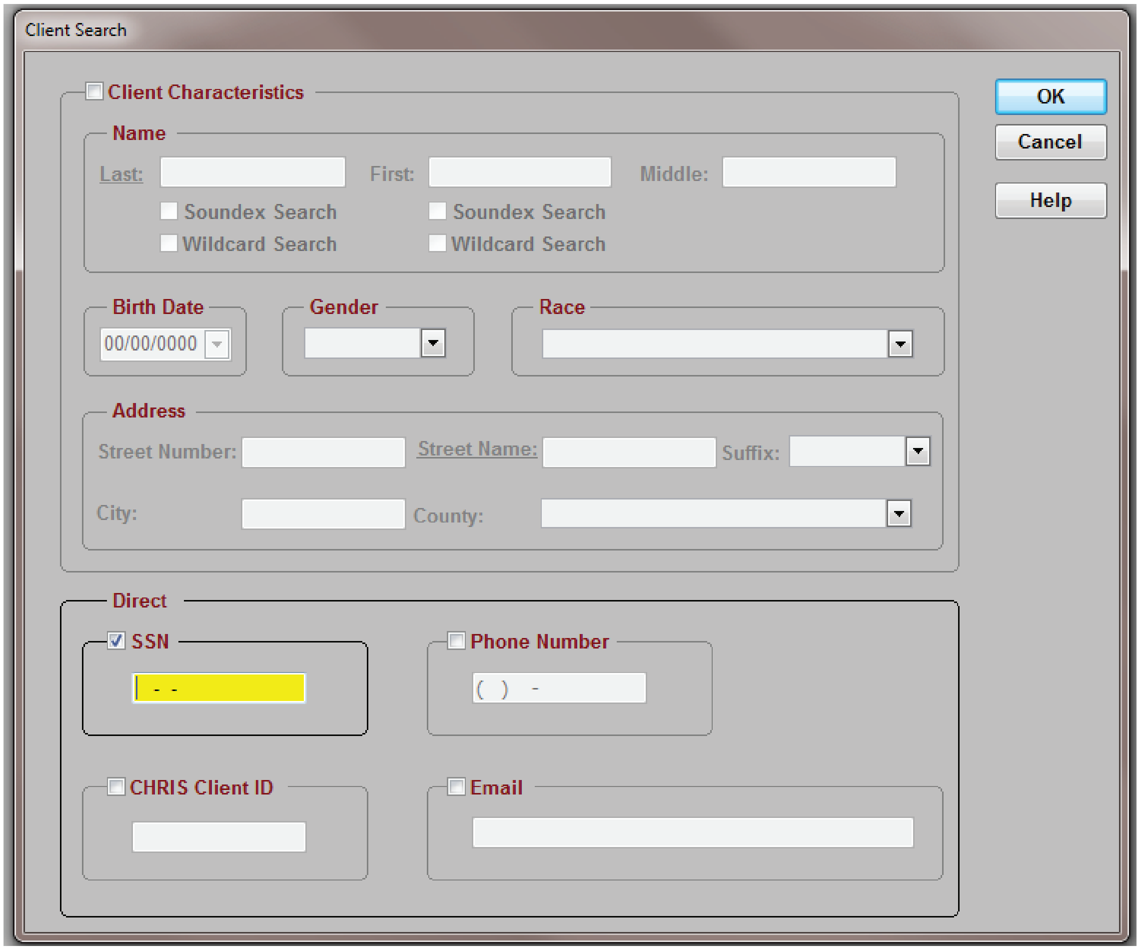


The search criteria screen allows you to search three different ways. In order to select one of these options, select the appropriate check box. Once you have entered your data select the OK command button on the right side of the screen. This brings up your search results.

Client Characteristics- Select the Client Characteristics to search by Name, Address, Birth Date, Gender and/or Race. The more information you enter the more you limit your search. This will reduce your matches. You can turn Soundex Search or Wildcard Search by click the radio checkbox for Last Name and First Name. These will expand your search options; therefore, these options will give you more matches.



Social Security Number (SSN) Search



If you know the client's SSN – Select the SSN option. The SSN is mandatory and you must know the exact number to find the client.

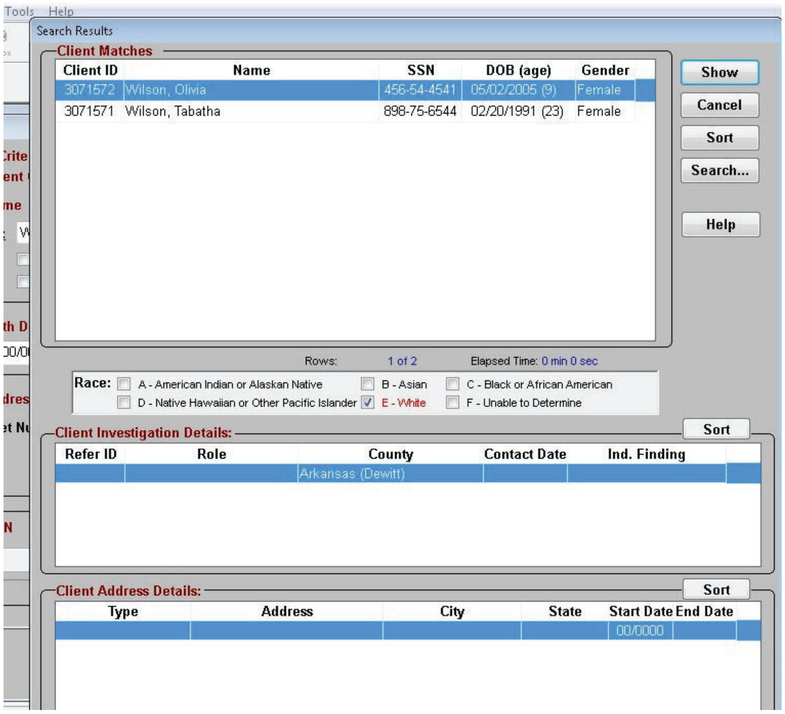
If you know the client's Phone Number – Select the Phone Number option and enter the exact phone number. The phone number must be entered on the Client Gen. Info Address/Phone # tab.

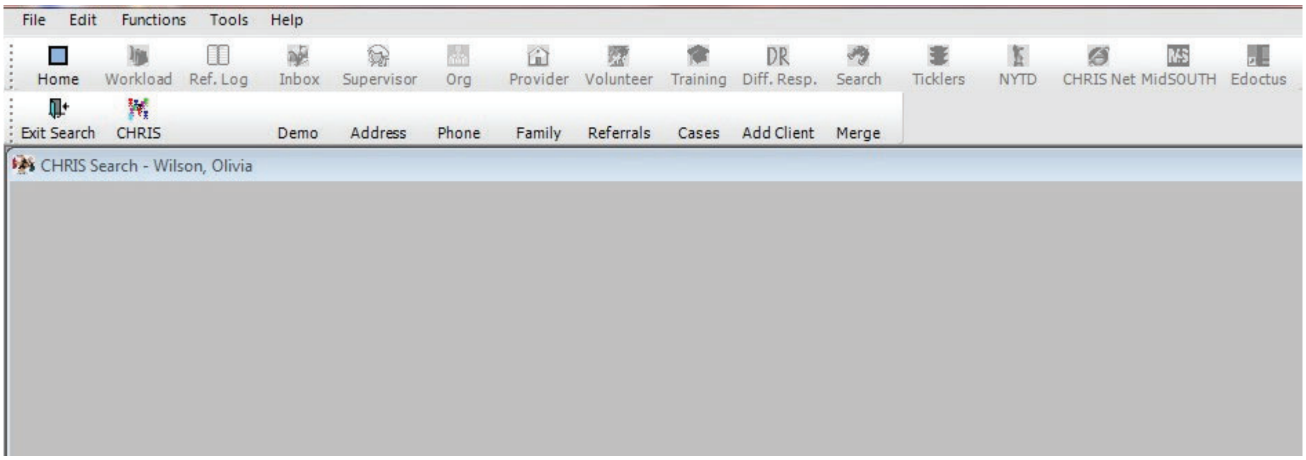
If you know the client's CHRIS Client Id – Select the CHRIS Client ID option and enter in the client specific ID.

If you know the client's email address – Select the Email option and enter in the client's email. The email must be entered in on the Client's information on the Client Gen Info screen. It must be an exact match.

Search Results:

This brings up the client matches. Details on investigations that this client was involved in and address details will display if available. Once you have selected the client you are searching for hit Show on the right side of the screen.





"Show" takes you to a screen where you have several buttons that bring up screens with different information about this client:

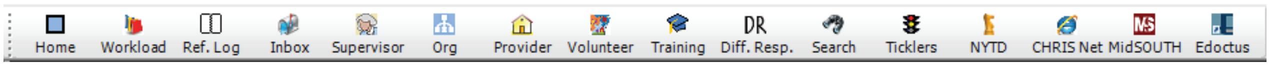
- Demo Information
- Address
- Phone
- Family Relationships
- Referrals (investigations that included this client)
- Case that included this client

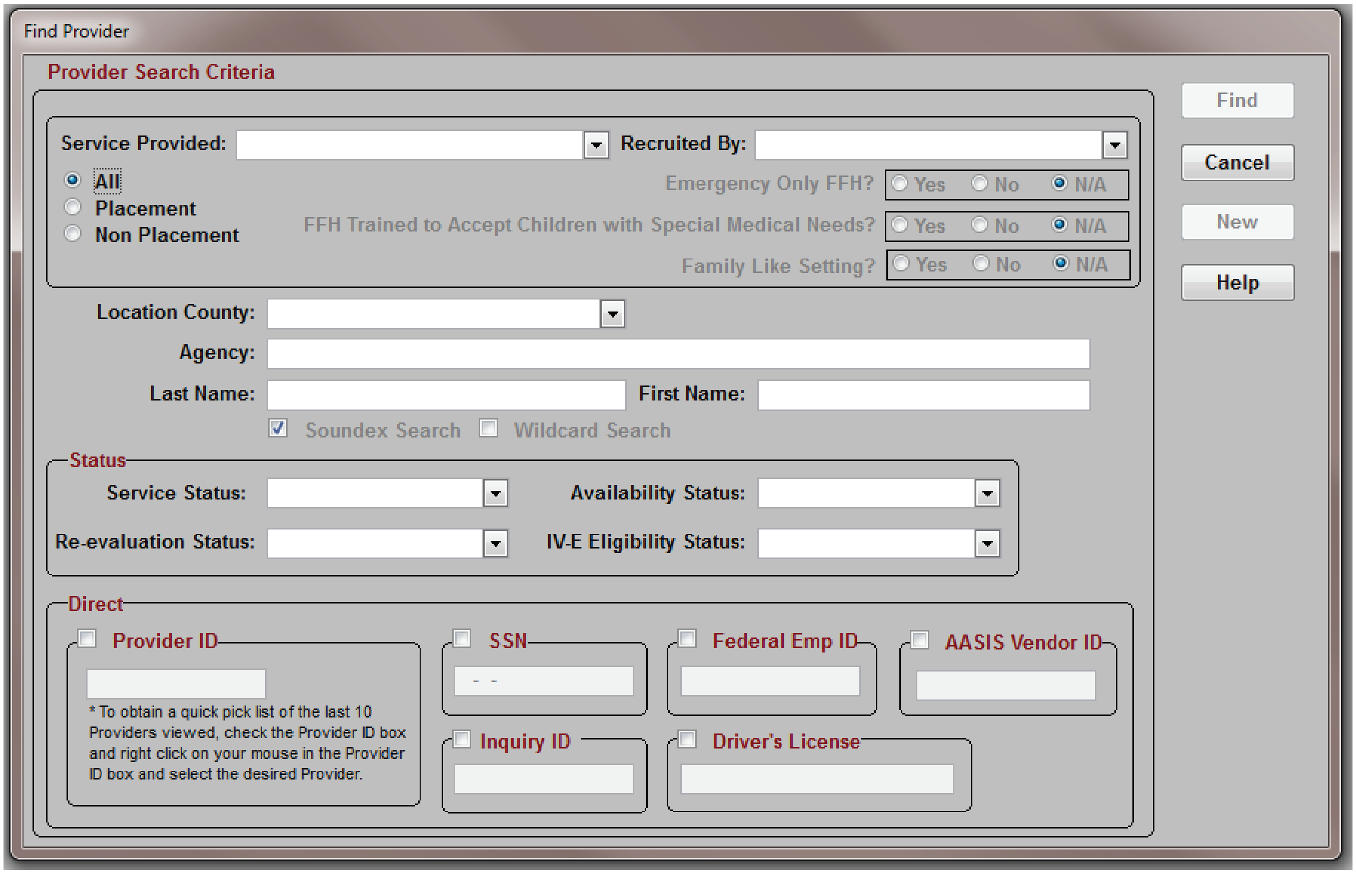
Select the information you are need to find.

Provider Search

DO NOT HIT WORKLOAD

Screen Path: Provider (on the top tool bar in CHRIS) or Provider icon then click Directory





Provider Search Criteria

First select what type of provider you are searching for:

All Providers, Placement Providers, Non Placement Providers

*If you select **Placement** or **Non Placement** you must select a service from the Services Provided Pick list.

You can do a direct search if you have the provider's:

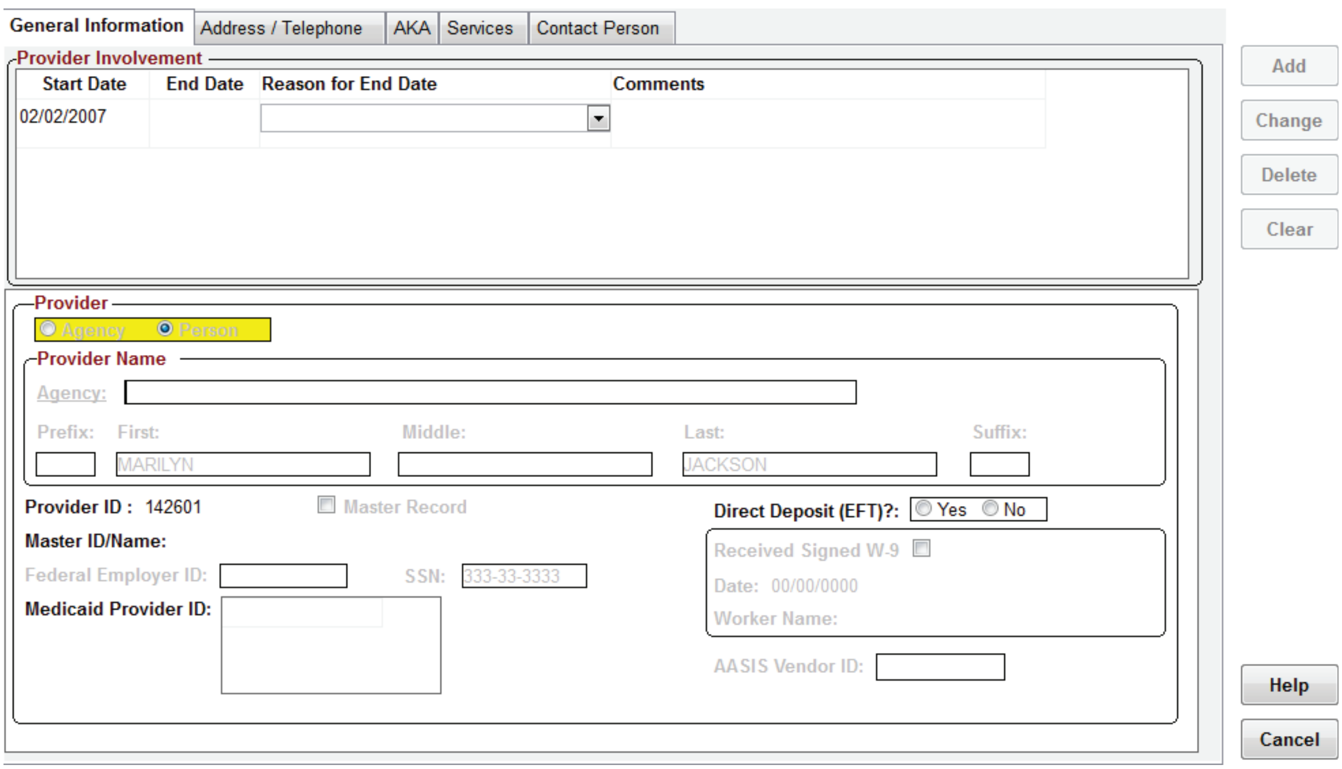
- Provider ID
- SSN
- Fed Emp ID
- AASIS Vendor ID
- Inquiry ID
- Driver's License

To find a client using a Direct search, select the type of information you want to search by and enter the information. You must enter the exact information to find the client.

If you do not have the direct number, enter as much information as possible in order to narrow your search and find the appropriate provider. Then select **Find.** This will retrieve a list of providers.

Once you have found your desired provider, highlight it and select OK. This will display all the information listed in CHRIS on that provider.

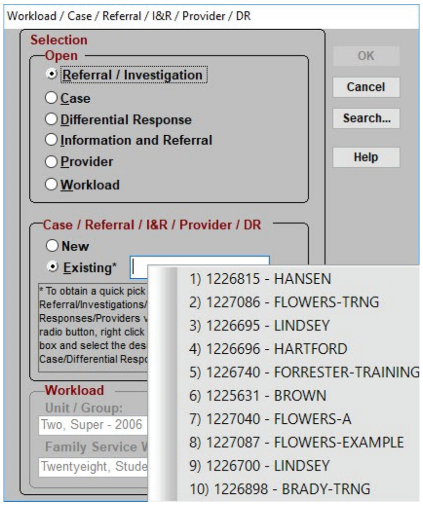
Screen Path: Provider/Directory/Info



INVESTIGATION SCREENS

Referral/Investigations Tool Bars

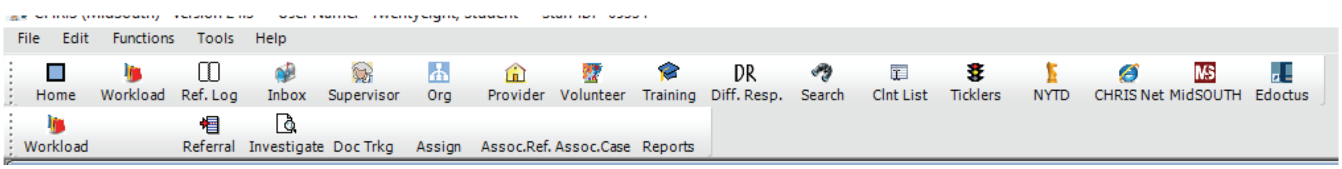
The information in this section is somewhat brief because certain tasks (such as updating client screens) are the same in the investigation as they are in the case. The purpose of this section is to acquaint you with the information to be found in these screens. Use the tip sheets for more details. To get to the information click



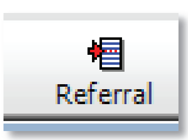
Workload on the home screen and then click the radio button beside Referral/Investigation. If you have been working on an investigation, click Existing and right click in the box to bring up a list of the last 10 investigations you have had open.

If needed, search either for either referral information or for investigations using the search methods described earlier in this manual.

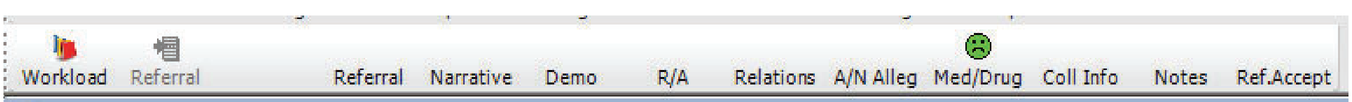
Referral/Investigation Toolbar



This is the Referral/Investigation Toolbar. From here you can view the referral, enter information into the investigation, document forms, publication or any other documents provided, assign the investigation, view associated referrals/investigations, view the open cases associated with an investigation, and review/print reports generated during the investigation.

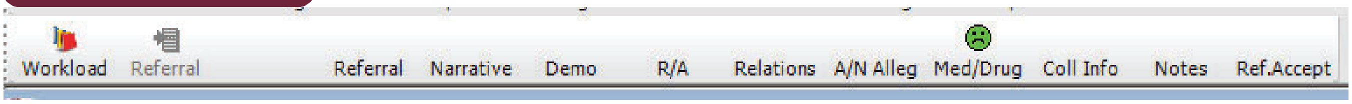


When you click the **referral button** on the Referral/Investigation toolbar, it brings up another focus toolbar that lets you view information entered by the Hotline.



Referral

This button shows the date and time of the referral, the Referral ID number, the Family Name, the address and telephone number, and information on the caller (name, relationship to person being reported, how long they have known the family, address, telephone numbers and email address.



Narrative

This button shows the information and details of the report to the Hotline.

Demo

This button brings up screens that show the demographic information on the people in the Hotline report – name, role in referral, gender, SSN if known, DOB if known, race and ethnicity, military service, address, phone number, employer, daycare/school, employer's name, work hours, distinguishing characteristics.

Relations

This button brings up the screens that show the relationships between household members.

A/N Alleg

This button brings up a screen with the details of the allegations made to the Hotline for each named victim, including the type of maltreatment and the location of any injuries. It has information about the date(s) of the alleged maltreatment. There is information on the alleged offender(s).

Med/Drug

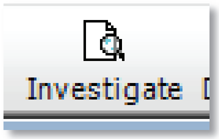
This button brings up an insert grid first. Select the client you need to see, click Show, and you can view information under the Medical tab and under the Drugs tab. The information entered here by the Hotline will vary depending on the nature of the report. However, in severe maltreatment cases and in Garrett's law cases there should information.

Coll Info

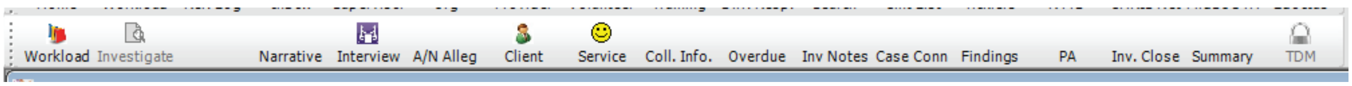
This button brings up any information on collaterals entered by the Hotline.

Ref Accept

This button brings up a screen that shows if the Hotline did a Central Registry check for prior cases, whether the referral was accepted for investigation, whether the child(ren) are in the home or out of the home, the priority of the response, the investigative agency and whether an MDT (multi-disciplinary team) received the information.



When you click the **Investigate button** on the Referral/Investigation toolbar, it brings up another focus toolbar that has the tabs under which the investigator will document the work done during the investigation.



Narrative

This button brings up the narrative from the Hotline Report.

Interview

The Interview button brings up a toolbar with 4 tabs – Vctm Intv, Sib Intv, O/P Intv, and Coll Intv. Click the appropriate tab to enter the information on interviews done with that child or adult during the investigation.

- If you click Victim Interview and do not see the child you interviewed in the list of victim names, check to be sure you have assigned them the proper role in the investigation (see Client button).
- If you click Collateral Interview and do not see the name of the person you interviewed, you need to add them as a collateral before you can document the interview (see Coll Info button).

A/N Alleg

This button brings up the same information you see under this tab in the Referral. However, you can add any new allegations that come out during the investigation. Note that the information from the Hotline is marked Alleged by Reporter. Information the investigator adds will be checked as Collected During Investigation (or potentially Collected During DR Assessment).

Client

Client screens are addressed in detail a little later in the manual.

Services

This button takes you to a screen with three buttons – Contacts, Serv Log and Ref. Svcs.

- Click the Contacts button to access the screens that let you document any contacts outside the mandatory investigation interviews. There are tip sheets that step you through entering a new contact.
- Click the Serv Log button, select the appropriate client and document any services (medical, mental health, drug screening/treatment or other) provided during the investigation.
- Click Ref. Svcs to document referrals to DDS for early intervention or for fetal alcohol referrals.

Coll Info.

Click this button to add collaterals. Remember, they must be added here before you can document their interviews. In the interview screen you will differentiate between the reporter and other collaterals.

Overdue

Hopefully you will not have to use this one. However, if an investigation is overdue, this screen is where you document the reason(s) it is overdue. It is also where you request an extension on a mandatory time frame.

Inv Notes

Check with your supervisor to see what types of information he or she wants documented in the notes field.

Case Conn

Click this button to:

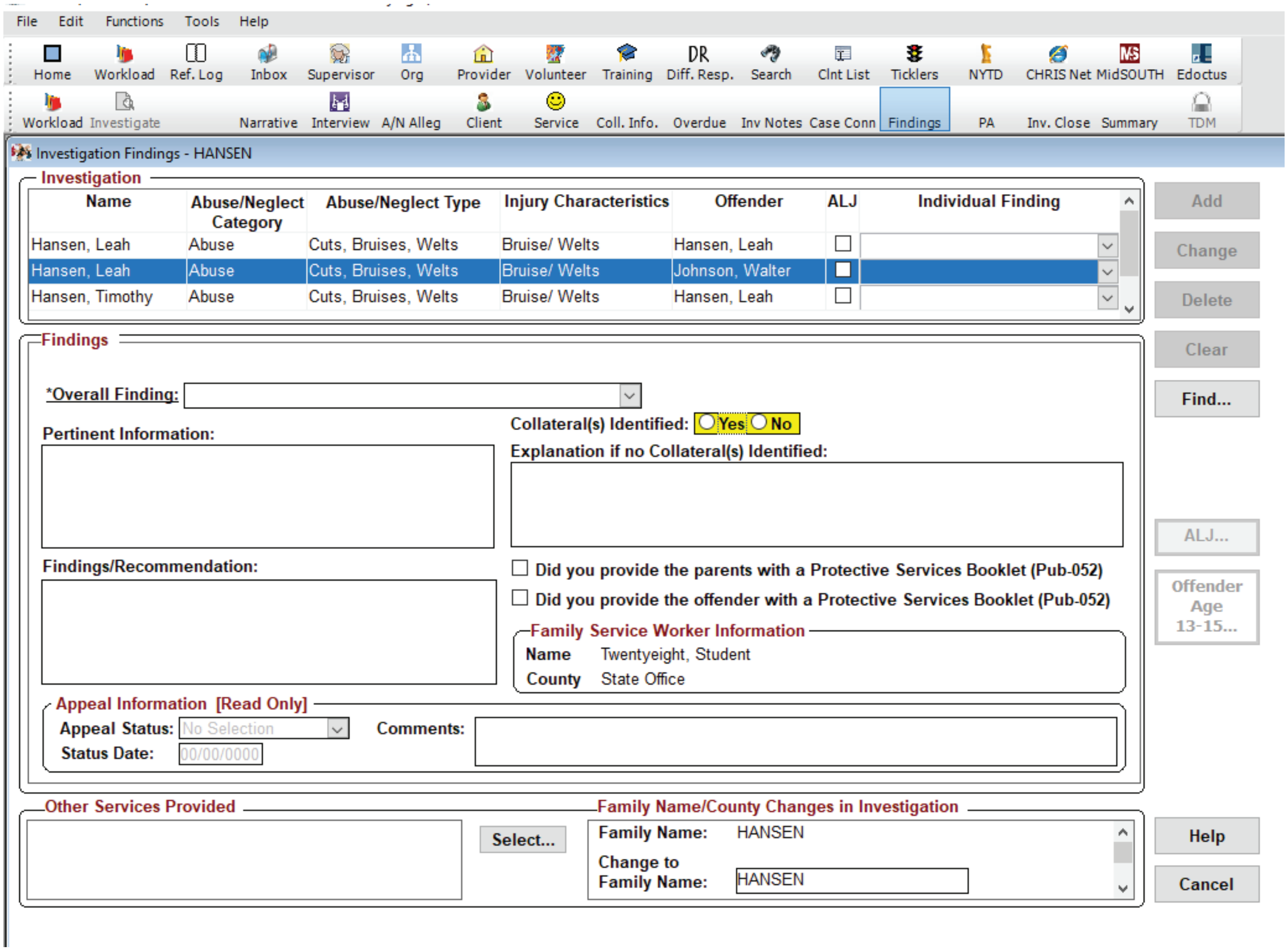
Open a New Case

Connect an Investigation to an Open Case

Connect to a Closed case and Re-open the Case or

Do Not Open a Case

Findings



This screen is where you indicate the overall finding for the investigation. It shows the individual Abuse/Neglect categories and Types for each victim as well as the alleged offender(s). You must indicate if you interviewed collaterals and explain why if you did not interview them. You must also check whether you provided the parents and alleged offenders with required publications.

PA

This button brings up the Report to the Prosecuting Attorney. This must be completed on reports with a true finding.

Inv. Close

This is the screen used to close an investigation. Please note: you must complete the report to the PA in order to close a case with a true finding. You may receive error messages if you have left off information in required screens throughout the investigation.

Summary

This button brings up a summary of activities completed in the investigation and the staff person who had completed them.

TDM

The Team Decision Making button is only active if a TDM is indicated in the investigation.

CHRIS CLIENT SCREENS

Entering clients and updating their information as things change is a very important part of the job. Many of the other tasks that you do will pull information from the client screens. If you have an error in the client screens, it will populate out into other screens and fields. If you do not have someone listed as a client who should be listed, you will not be able to document tasks required by law and policy as they relate to that person. So, let's take a close look at these screens.

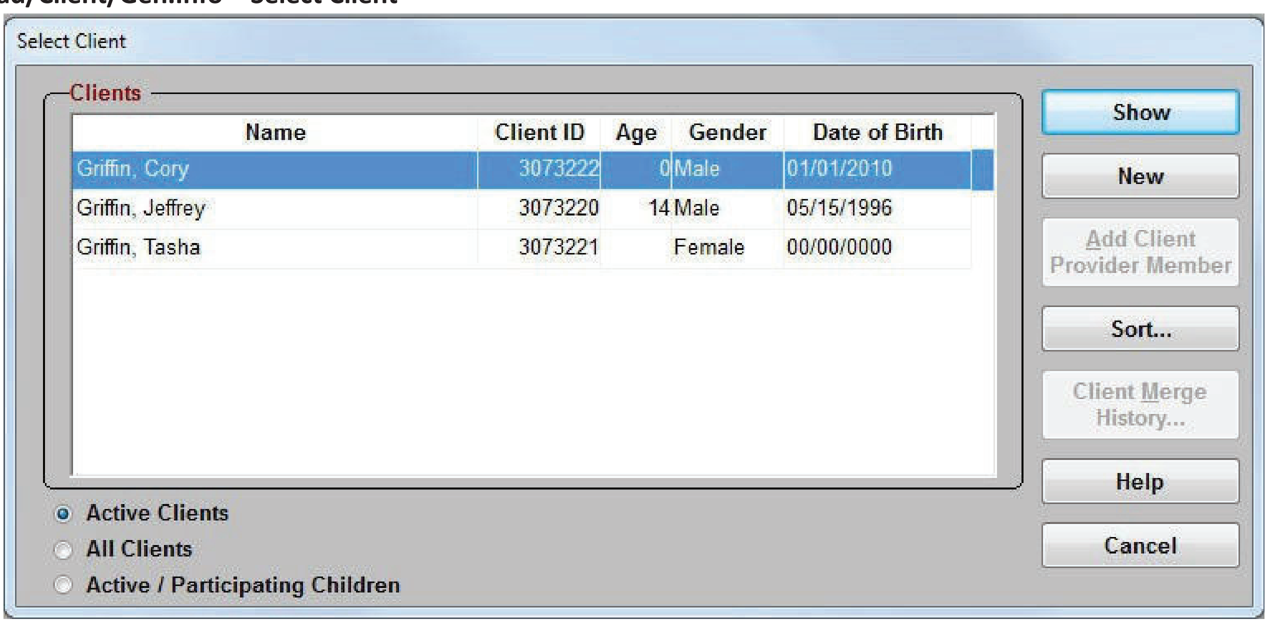
Workload/Client

- Clients can be entered during the referral (Hotline), during the investigation and/or during the case.

- When you look at your list of clients, be sure that you are seeing everyone that you need to see. For example, absent parents need to be entered as clients (in order to be able to complete other fields and screens).

- When the Client button is selected, the 'Select Client' dialog box appears. All the Client screens in CHRIS are client specific. A client must be selected before you can view any additional buttons located under the Client button.

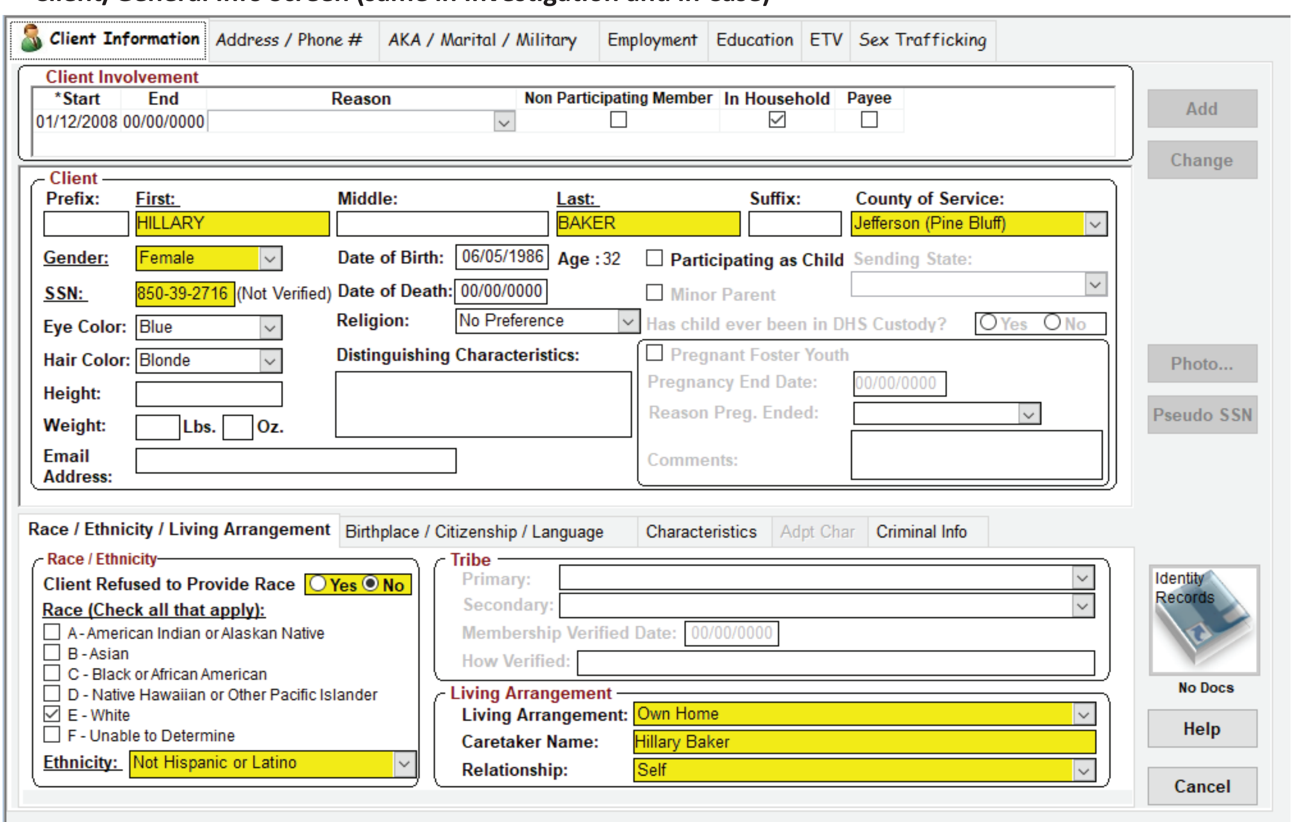
Workload/Client/Gen.Info – Select Client



- From the Select Client screen you can view Active Clients, All Clients or Active/Participating as Children clients. The default setting is Active Clients. This list includes all children and adults who have not been end dated on the Client/General Info screen. Click the radio button beside the All Clients selection to see a list of all the clients that have ever been involved in the case.

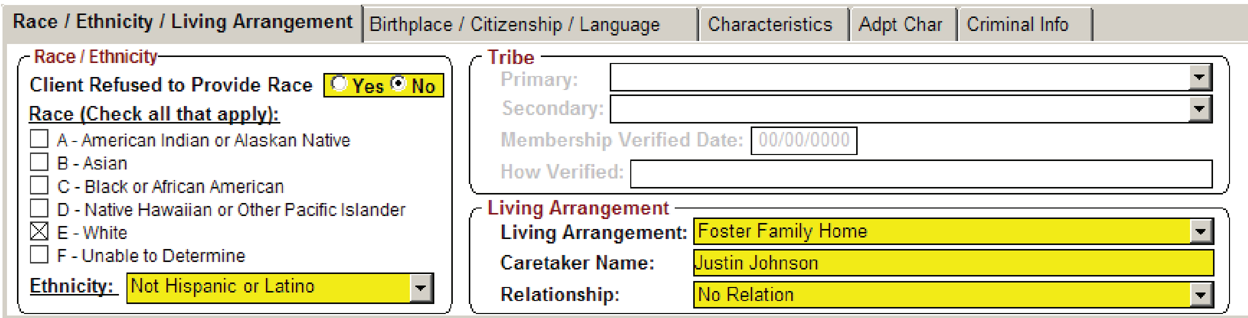
- The list of clients can be sorted by clicking on the Sort button. The list can be sorted by Client Name, Client ID, Age, Gender or Date of Birth. The default sort is Client Name in ascending order.
- To select a client, highlight Client Name and click the show button.
- To add a new client to the case, click the New button. When you click New, a blank Client/General Info Screen will appear.
- To see if the client has been merged with another Client ID select the "Client Merge History" button.
- It will show if the merge was completed by the system or a person.

Client/General Info Screen (same in Investigation and in Case)



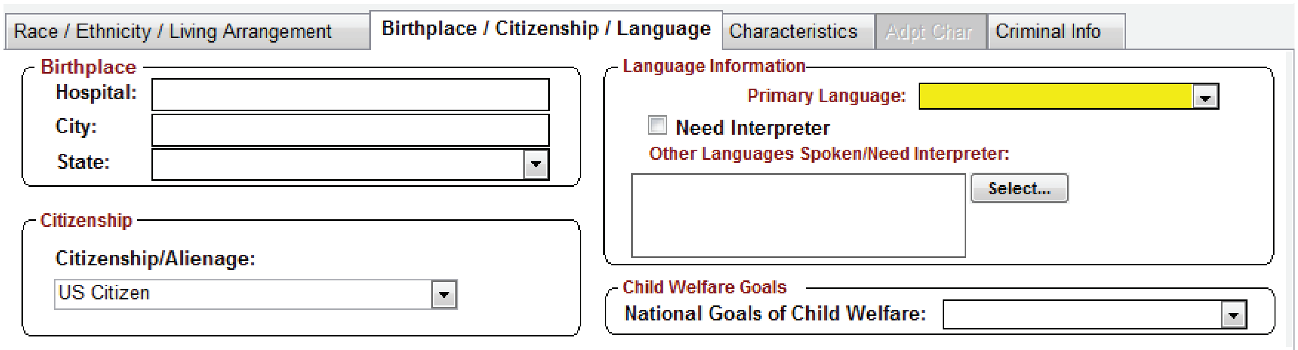
- Tabs and Sub Tabs are used on the general information screen.
- There are several required fields on this screen. Gender, SSN, County of Service, Client, Refused to Provide Race, Ethnicity, Race and Living Arrangements. First and Last Name is mandatory. If the field has a * beside it or if it is yellow, it is mandatory. Please do not form the habit of completing only mandatory fields.
- The Participating as Child checkbox is computer generated based on the birth date of the child (from 1 day up to the child's 18th birth date).
- The Minor Parent checkbox should be selected when you have a Participating as Child, either male or female (under 18) who has a child. Checking this box for males helps insure that minor male parents are included in the CANF/FAST as caregivers.
- The Pregnant Foster Youth box is checked when you have a Participating as a Child female (under 18) who is pregnant. Minor Parent can also be used in conjunction with Pregnant Foster Youth.
  - Pregnancy End Date will be accessible only if Pregnant Foster Youth is selected.
  - Future date is not valid.
  - After a date is entered, select the reason from the drop down menu; then enter the end date for the pregnancy.
- A client's involvement cannot be end dated until placements are closed for that client.
- The First and Last Name fields must be completed. If you do not know the name you can put Unknown. The Unknown entries should be changed as soon as the information is gathered.
- If the SSN is unknown, a pseudo SSN will be assigned by clicking the Pseudo SSN button (on the right side of the screen). All pseudo #'s begin with 850. <u>Pseudo numbers should be replaced with the correct SSN as soon as possible</u>.
- County of Service should always reflect where the client is receiving services. If a child is taken into care and placed in another county, the County of Services field needs to be updated to reflect the child's resident county or county of placement.

Client/General Info Screen: Race/Ethnicity/Living Arrangement Sub Tab

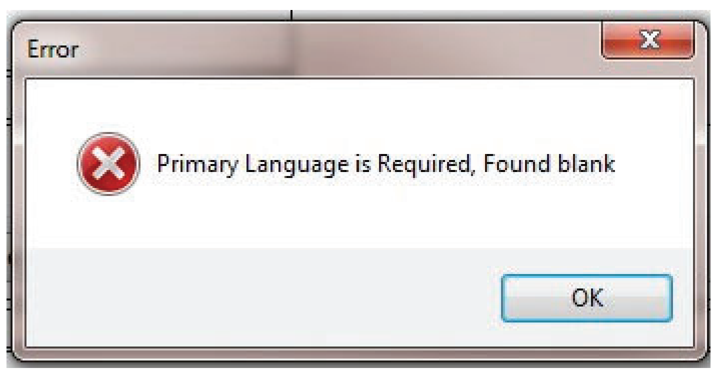


- If a client refuses to provide their race, the Yes radio button should be selected. If yes, the Race select boxes are not accessible.
- Check all race categories that apply to the selected client. If Unable to Determine is selected, no other category will be accessible.
- Unable to Determine should be used for race or ethnicity ONLY IF the client is very young or is severely disabled and no one is available to give you that information. You will receive an information message box if Unable to Determine is selected for either of these fields.
- If American Indian or Alaskan Native checkbox is selected, the Primary Tribe field becomes mandatory and the rest of the Tribe Grouping fields are then available. There is an extensive set of federal and state legislation related to tribal membership and jurisdiction, so it is critical that you ask about and document whether the family is claiming Native American heritage.
- Living Arrangement must be entered. Living Arrangement, Caretaker Name and Relationship must be updated if the situation changes.
- Living Arrangement should reflect where the client is currently residing.
- Caretaker Name should be the name of the primary caretaker of the client. If the client is an adult and responsible for him/herself then it should read Self.
- Relationship should show the relationship of the caretaker to the client. ‘Self’ may be selected for adult clients.
- If a child is taken into DHS Custody, the Living Arrangement fields should be kept updated to reflect the current placement. A window will pop-up after the placement has been approved for you to up- date this screen.

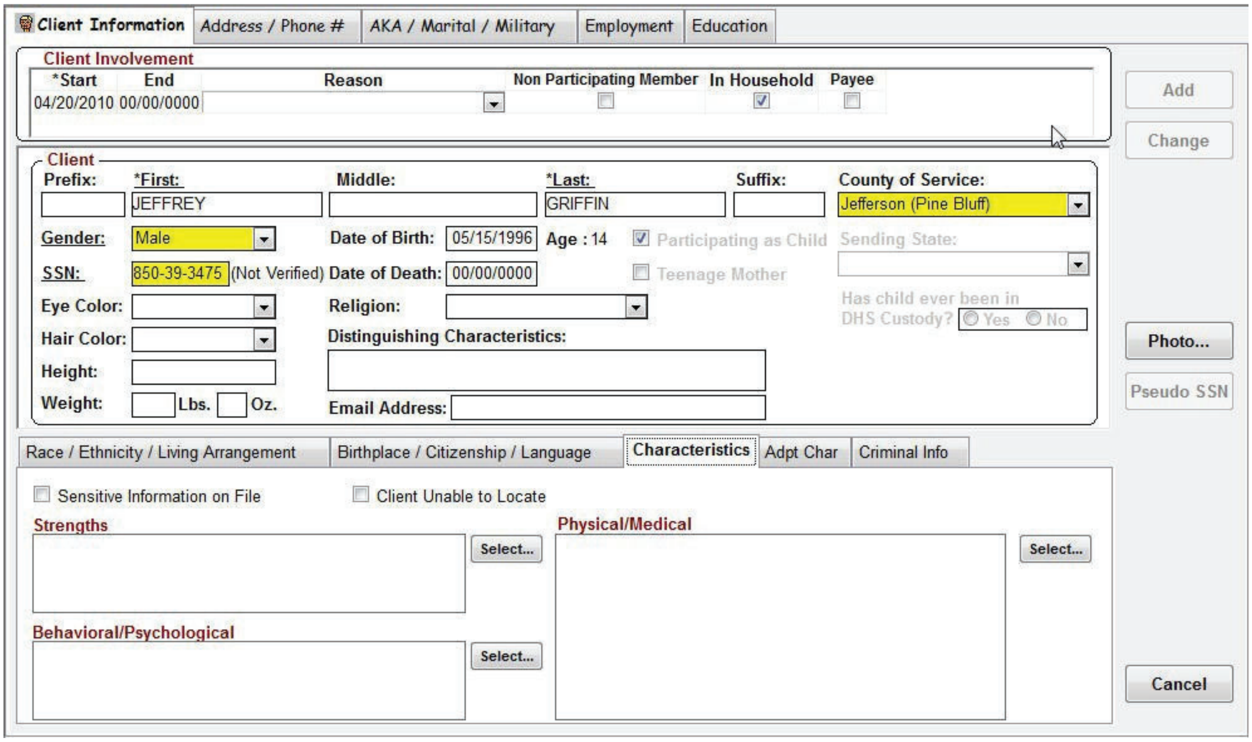
Client/General Info Screen: Birthplace/Citizenship/Language Sub Tab



- The Citizenship/Alienage field always defaults to US Citizen.
- Primary Language is a mandatory field. You must complete the Primary Language if any changes are made on the Client Gen Info. Screen or any of the tabs located on the screen. If you click on the Change button without completing the Primary Language field on the Birthplace/Citizenship/Language tab you will receive an error message.
- If English is not the client's first language, please select their other language(s) from the select box.
- If the client needs an Interpreter, the check box beside Need Interpreter should be checked.

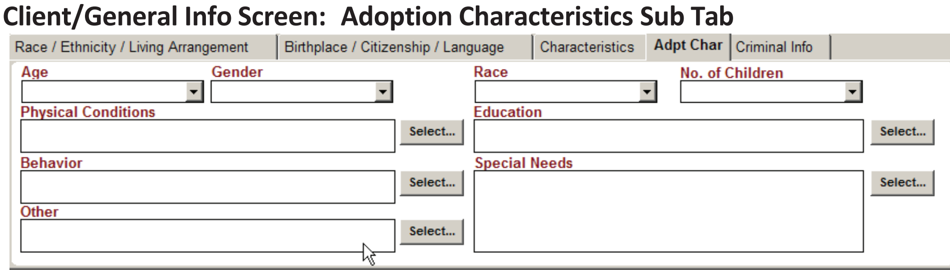


Client/General Info Screen: Characteristics Sub Tab



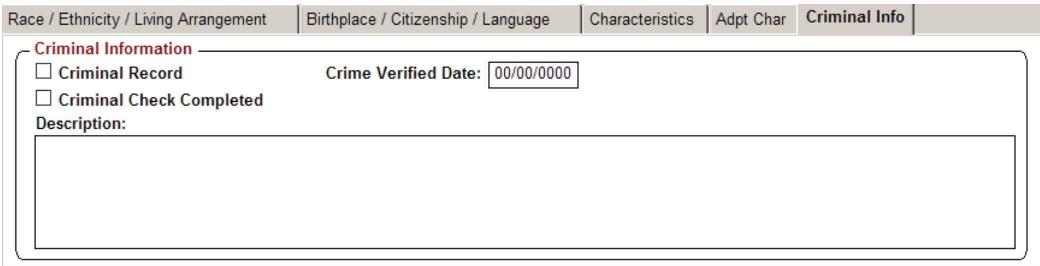
- Characteristics – At least Strengths should be completed on this screen for every client, including adult clients. If you cannot locate a client, check Client Unable to Locate checkbox.
- Sensitive Information on File indicates whether there is sensitive information about the client on a paper file.
- Physical/Medical field is an AFCARS element for children in foster care. Nothing should be selected here unless the worker has documentation to confirm the physical/medical problem.
- Behavioral/Psychological field – The worker should select all Behavioral/Psychological characteristics of a client.

Client/General Info Screen: Adoption Characteristics Sub Tab



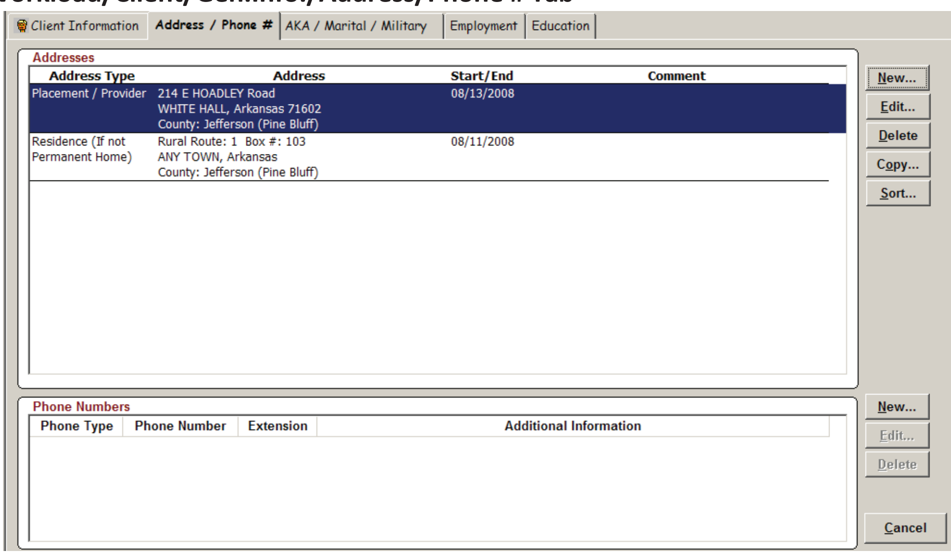
- Adoption Characteristics are locked until a child has been removed from the home. Adoption characteristics should be completed on every child in foster care. It is extremely important for these characteristics to be completed if parental rights are terminated.

Client/General Info Screen: Criminal Information Sub Tab

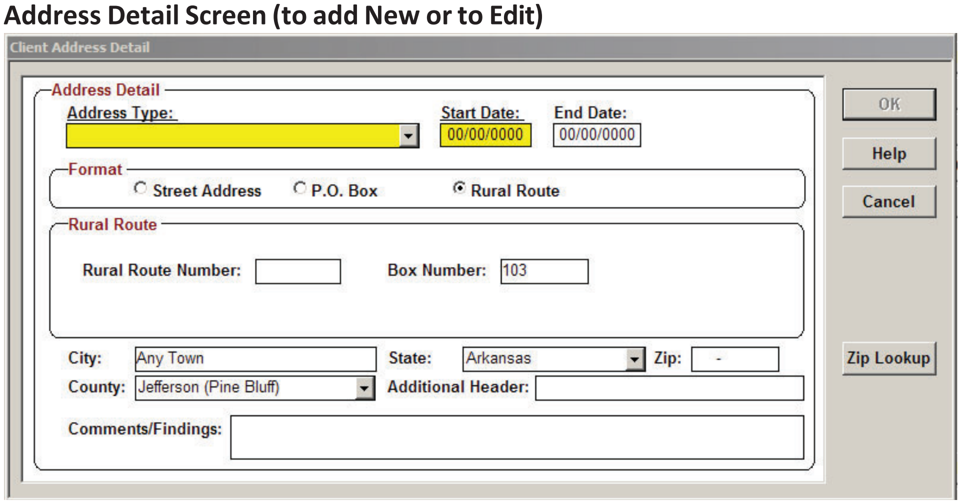


- If the client has a criminal record and it has been verified document it on this sub tab.
- Check the checkbox if a Criminal Check has been completed on the client.

Workload/Client/Gen.Info./Address/Phone # Tab

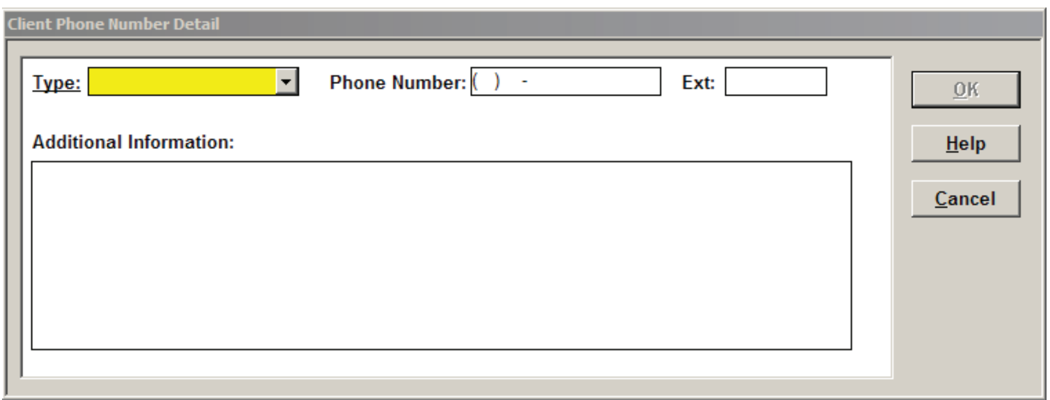


Address Detail Screen (to add New or to Edit)



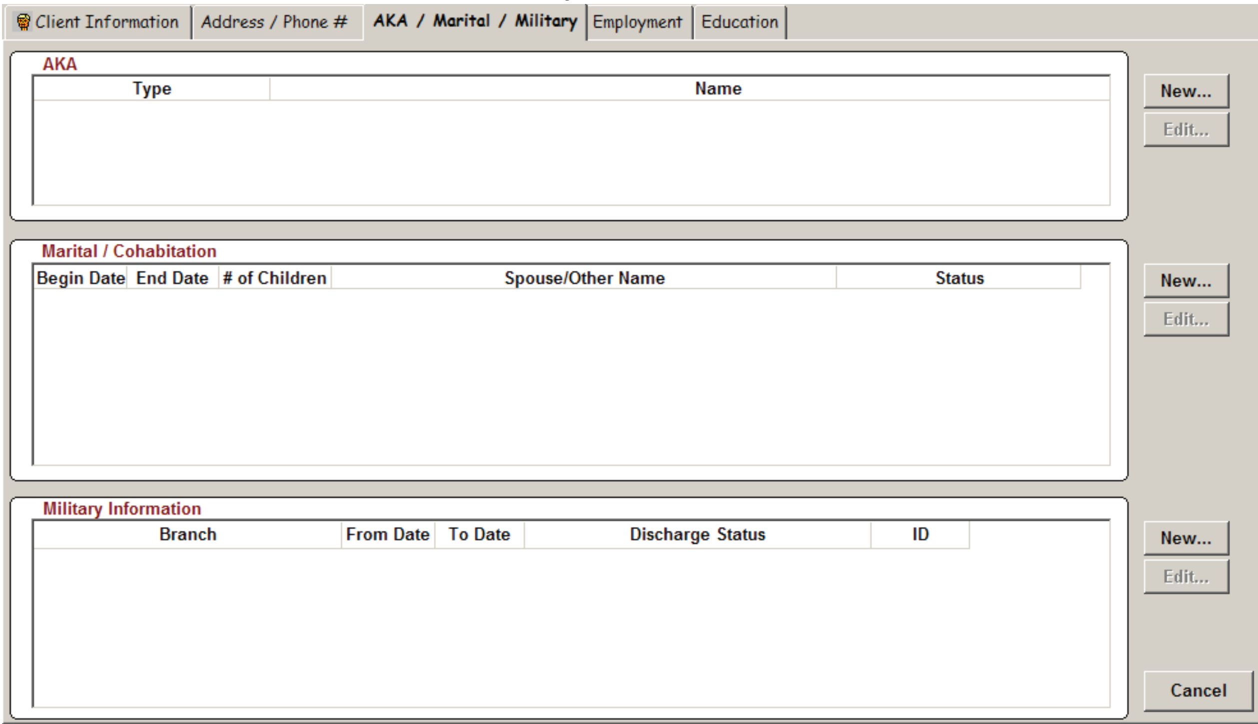
- Address screen should always reflect the current location of the client.
- When a child is taken into care the address of the placement will automatically populate to the Address screen.
- If the change is permanent, the old address needs to be end dated. There should not be two permanent entries at one time.
- A history of addresses is kept in the address inset grid on the Address/Phone # tab.
- Click the "New" button to add a new address. Click the "Edit" button to edit an existing record.
- Click the Copy button to copy an address to other clients.

Phone Detail Screen (to add New or Edit)

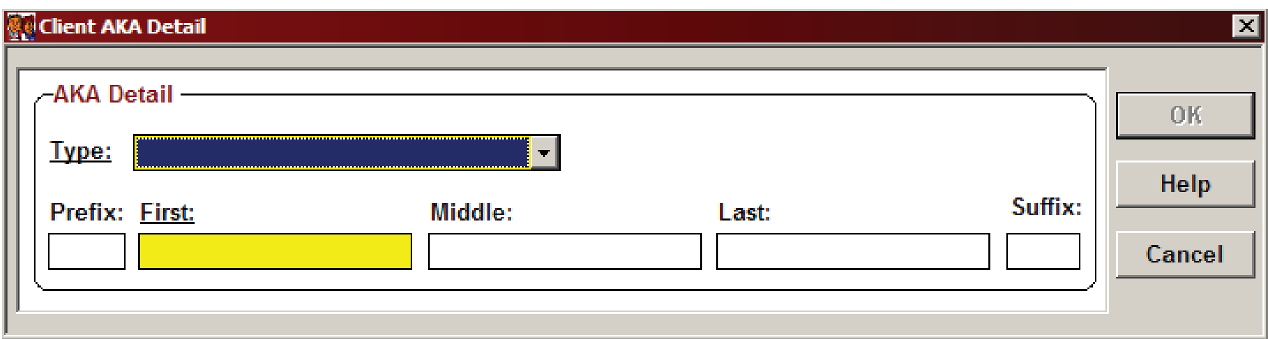


- Current phone numbers should be kept on this screen.
- A list of phone numbers is kept in the phone number inset grid on the Address/Phone # tab.
- List all of the different types of phone numbers.
- Click the "New" button to add a new phone number. Click the "Edit" button to edit an existing record.
- Delete the record if phone number and type are no longer current.

Workload/Client/Gen.Info./AKA/Marital/Military Tab

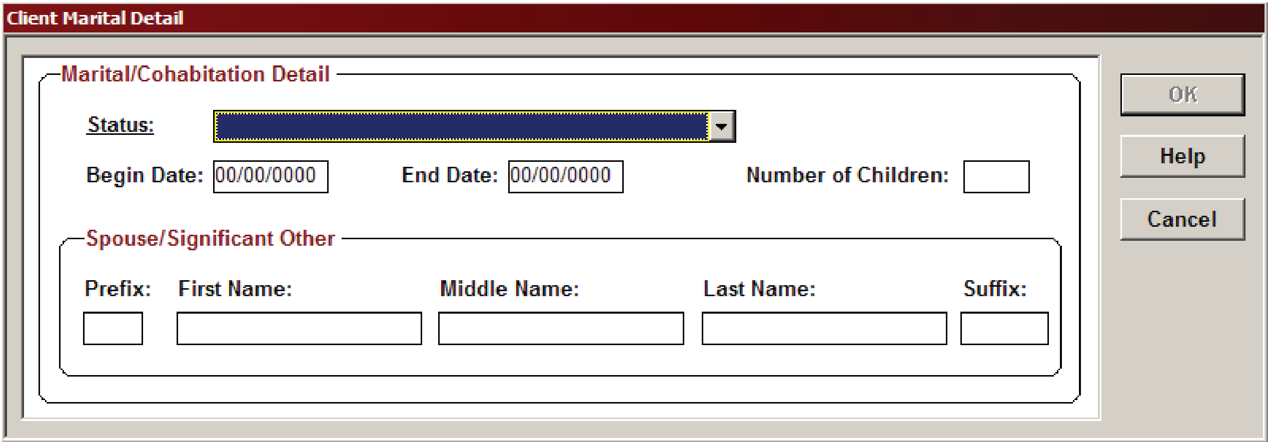


AKA Detail Screen



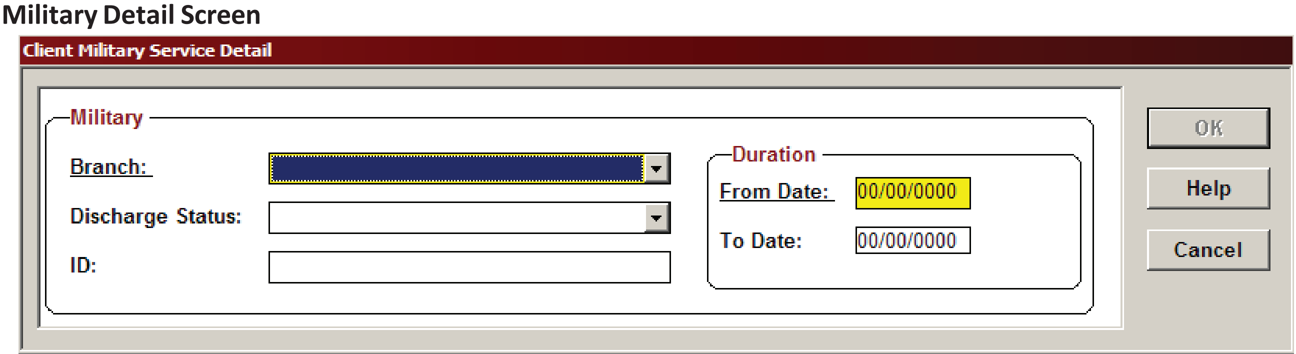
- List all aliases of client.
- Include nicknames and maiden name if applicable.

Marital Detail Screen



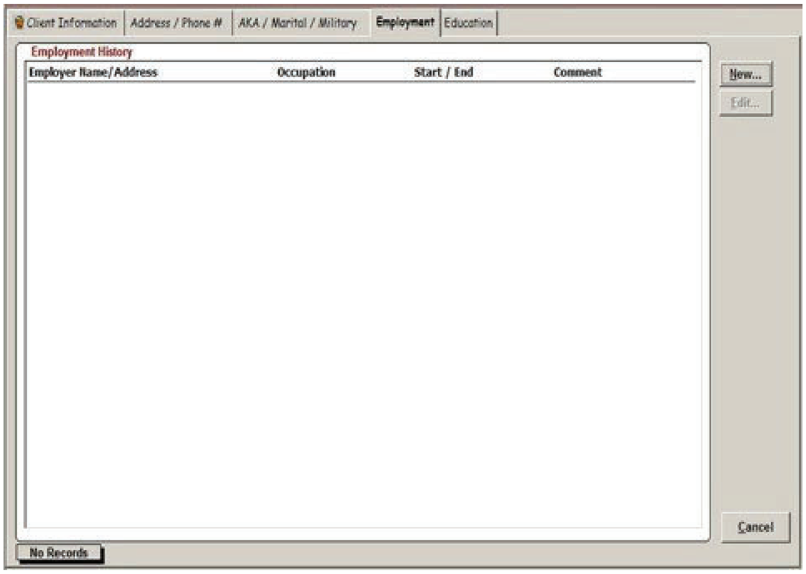
- Keeps a history of all relationships on the Marital/Cohabitation inset grid on the AKA/Marital/Military tab.
- If a client changes relationships this screen should be updated. The old relationship should be end dated (Edited).
- Document any cohabitation relationships and/or marriages.
- Click the "New" button to add a new marital/cohabitation relationship. Click the "Edit" button to edit an existing record.

Military Detail Screen

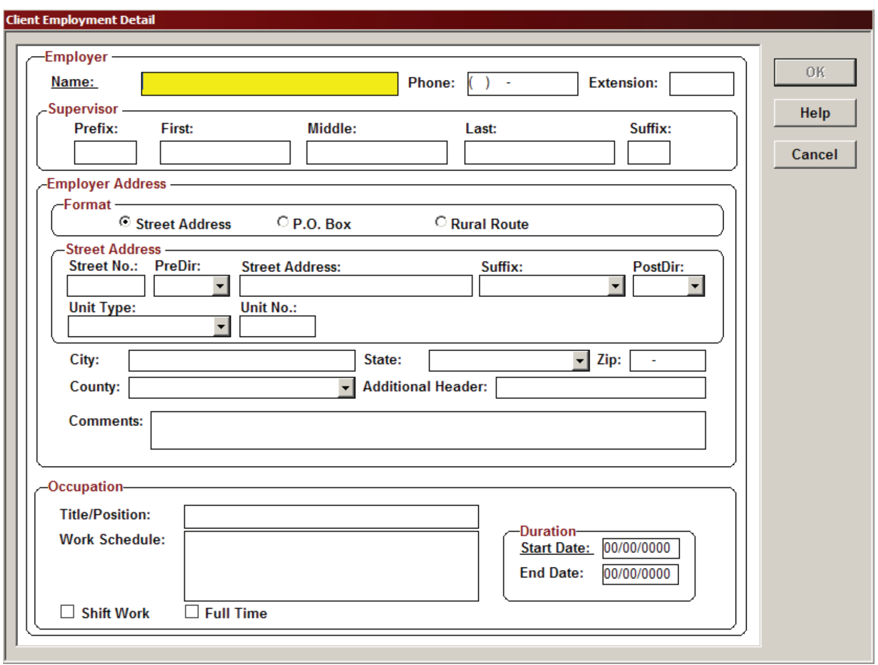


- Keeps a history on the Military Information inset grid on the AKA/Marital/Military tab.
- Click "New" button to add a new record. Click "Edit" button to edit an existing record.
- Should always reflect current status if client is in the military.

Workload/Client/Gen.Info./Employment Tab

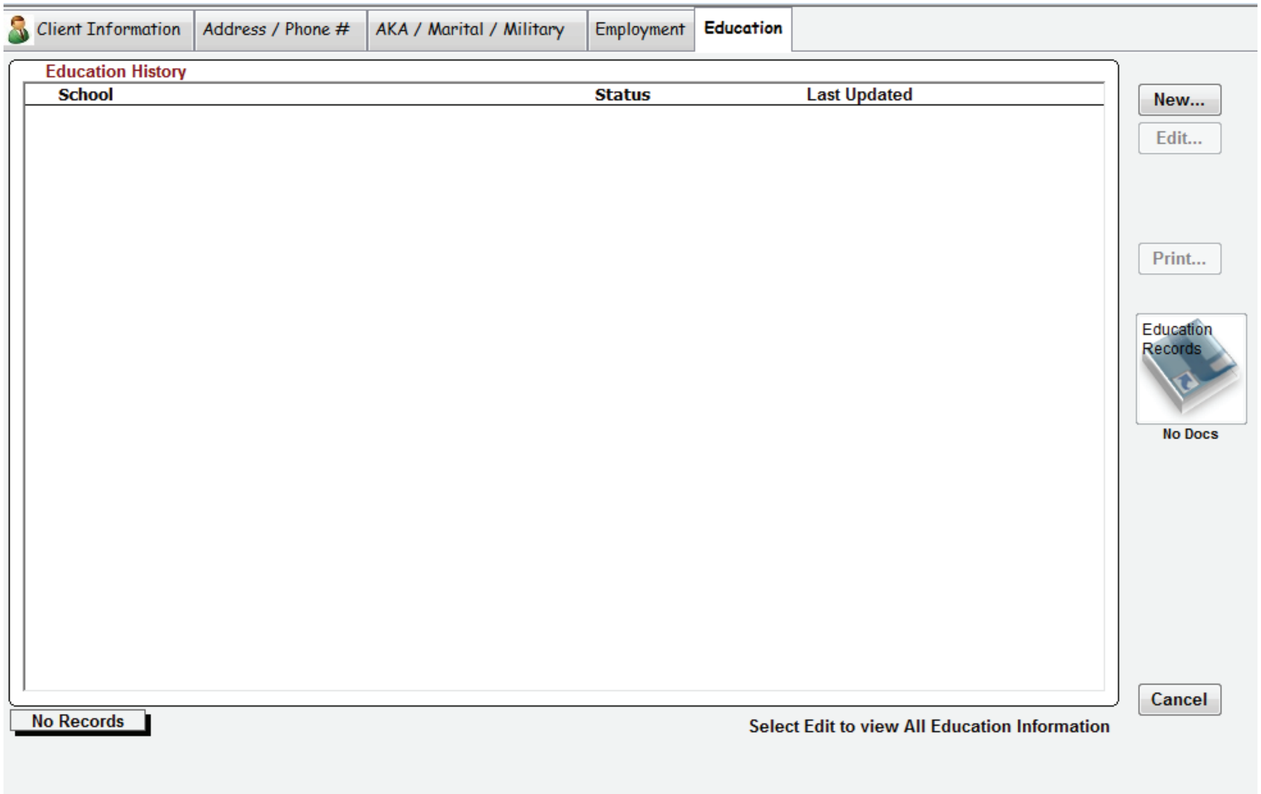


Employee Detail Screen

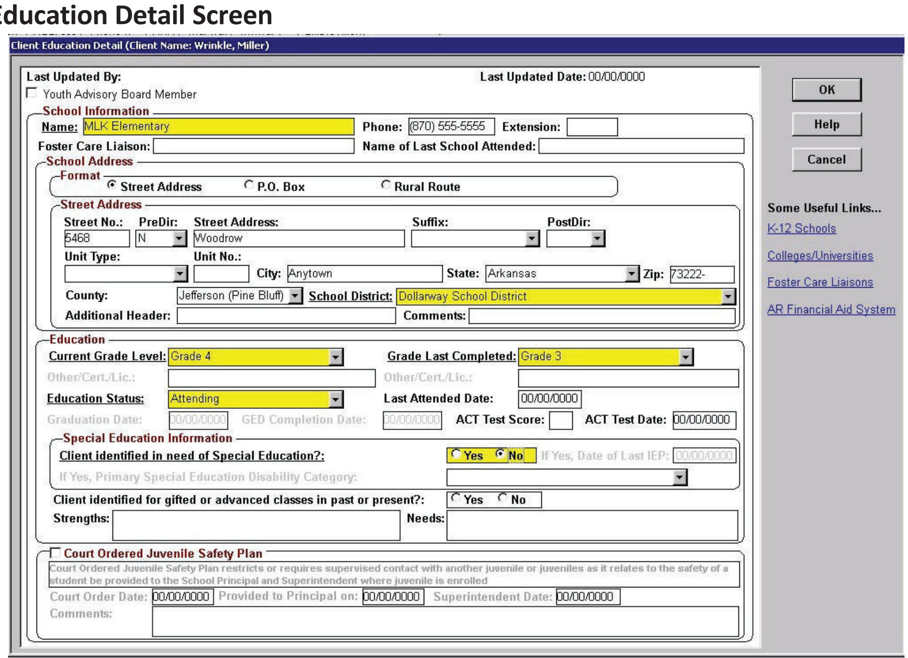


- Keeps a history of employment on the Employment Tab.
- Click "New" button to add a new record. Click "Edit" button to edit an existing record.
- If the employment ends, the end date should be added to the record.
- There may be more than one active employment at one time.

Workload/Client/Gen.Info./EducationTab



Education Detail Screen

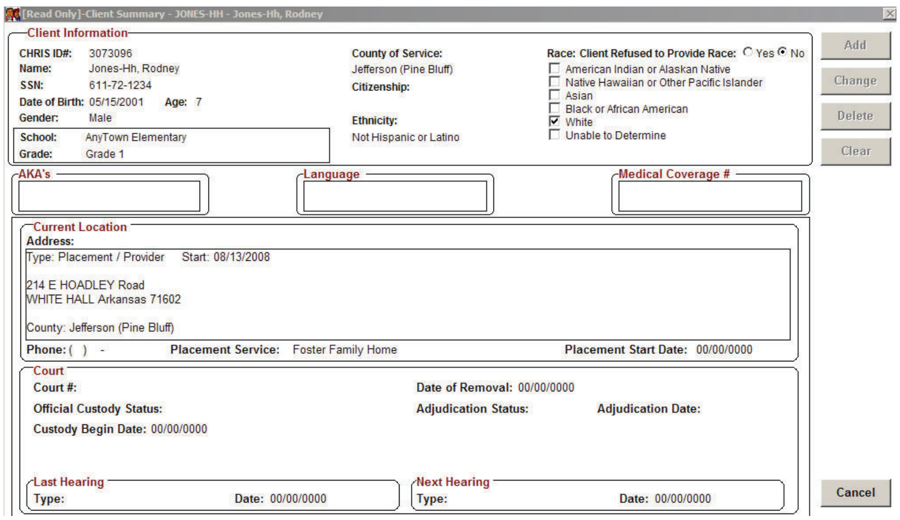


- Keeps a history of education on the Education Tab.
- Click "New" button to add a new record. Click "Edit" button to edit an existing record.
- Needs to be completed on every Participating as Child client. This information populates to the CFS-

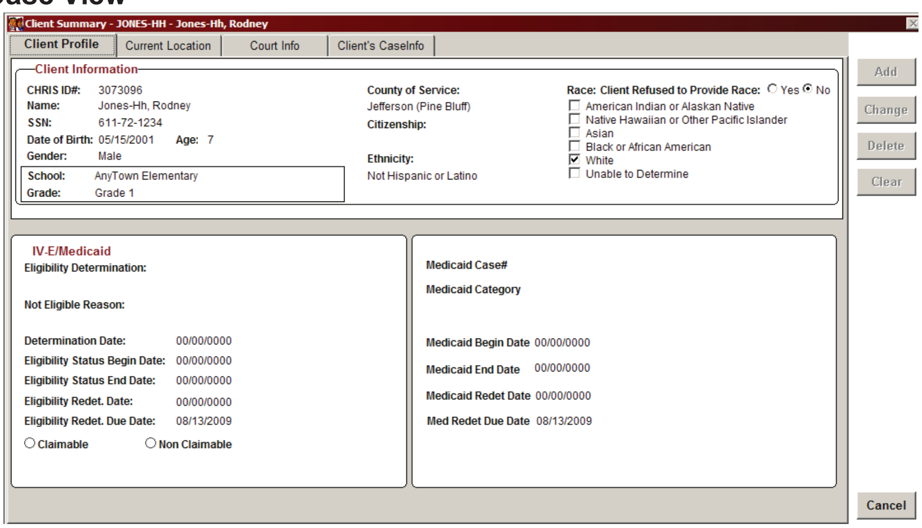
6007 (Placement Plan – Provider Information).

- Needs to be updated if a child is taken into care and has to move to a new school.
- If school does not change but grade level does, update the record instead of adding a new one.
- Complete the "Court Ordered Juvenile Safety Plan" grouping when a Written Order of Protection is issued by a Judge.

Workload/Client/Summary Investigation View



Case View



- All of the Client Summary screens are "Read Only". To make any changes or to add missing data you must go to the appropriate CHRIS screen.
- The Client Summary screen in Investigations has only one tab, Client/Summary. It includes general Client Information, AKA's, Language, Medical Coverage #, and Current Location, Court information

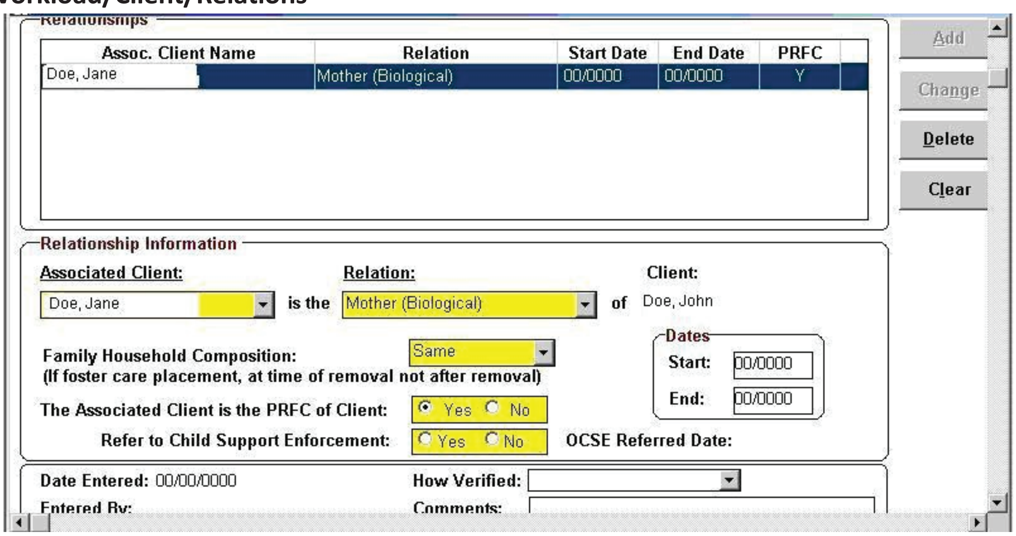
and Hearing information.

- The Case Client Summary screen has four (4) tabs. Each tab represents a new screen with additional information:
- Client Profile Tab – General Client Information is pulled from the client General Info screen, Medicaid information pulled from the Eligibility screen and Case Type and Status pulled from the Case Summary and Court Status screens.

- Current Location Tab – Current address information is pulled from the Address/Phone # tab on the Client General Info screen or from the Placement screen (if the child is in care), Living Arrangement information is pulled from the Race/Ethnicity/Living Arrangement sub tab on the Client General Info screen.
- Court Info Tab – Custody and removal information is pulled from the Removal screen and Court hearing information is pulled from the Court/Detail and Child screens.

Client's Case Info Tab – Case summary information from the Case Summary screen, Client Relations info from the Client Relations screen and Case Plan information from the Case Plan/Plan Goals screen.

Workload/Client/Relations

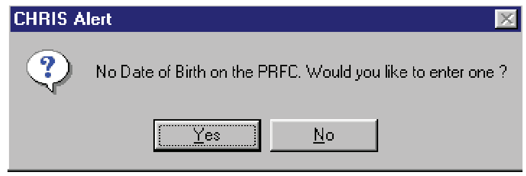


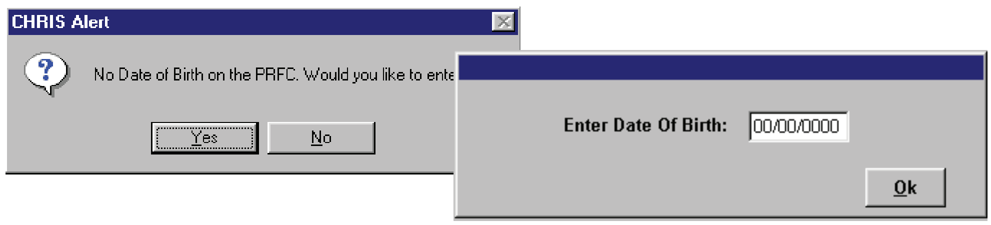
The Relations screen must show how every client is related to every other client.

- The person you are making the relationship to is the client in focus. The person you are relating is the Associated Client.
- The PRFC (Person Responsible For Child) must be in the "Same" household. If the child is in foster

care, "Same" should reflect the household at the time of Removal. The Date of Birth must be entered on the Gen Info screen for every PRFC. Every child must have at least one PRFC in the same household before the child entered care. This is an AFCARS element. On this screen, Household does not change when the child enters care.

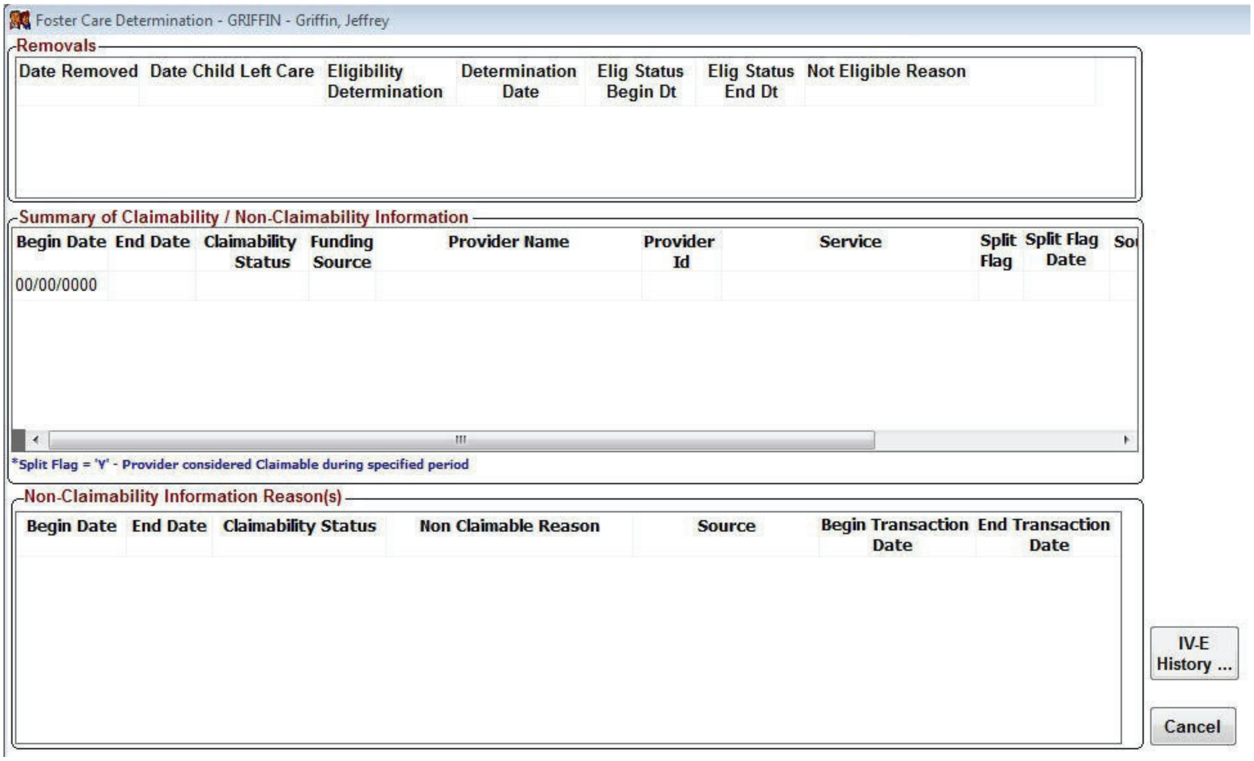
- If worker enters a relationship to an associated client and clicks Yes on "The Associated Client is the PRFC", then CHRIS looks on the General
- Information screen of the Associated Client to see if a date of birth has been entered. If the date of birth has not been entered, a CHRIS alert will appear. To enter a date of birth click Yes and a response window will appear. If you do not know the date of birth, click No on the CHRIS alert box.





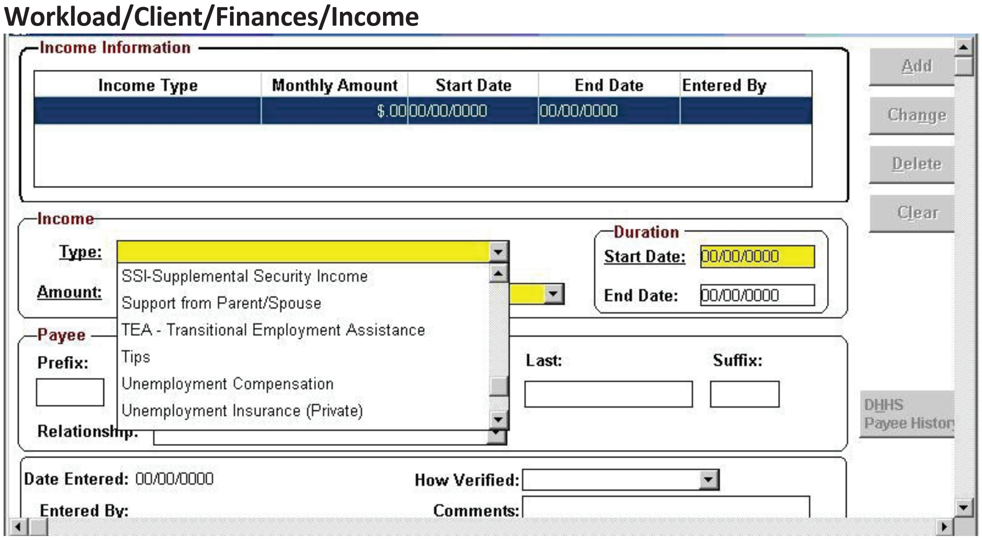
- Enter a Start and End Date only when parental rights are terminated. The Start Date should be the date the relationship started (i.e. the child's birth date). The End Date is the date that the court terminated parental rights.
- Relationships are populated to the other client Relations screens. If worker enters a relationship that does not match an already entered relationship a warning message will appear.
- Information from this screen populates to the Report to PA and the Family Strengths, Needs and Risk Assessment.
- Relationship screen must be completed before sending the Completed Medicaid/IV-E Application (CMA) to the Eligibility Unit. This info will populate to part 2 of the CMA and will determine which household members' income and assets will be included in determining the child's IV-E eligibility.

Workload/Client/Finances/Eligibility



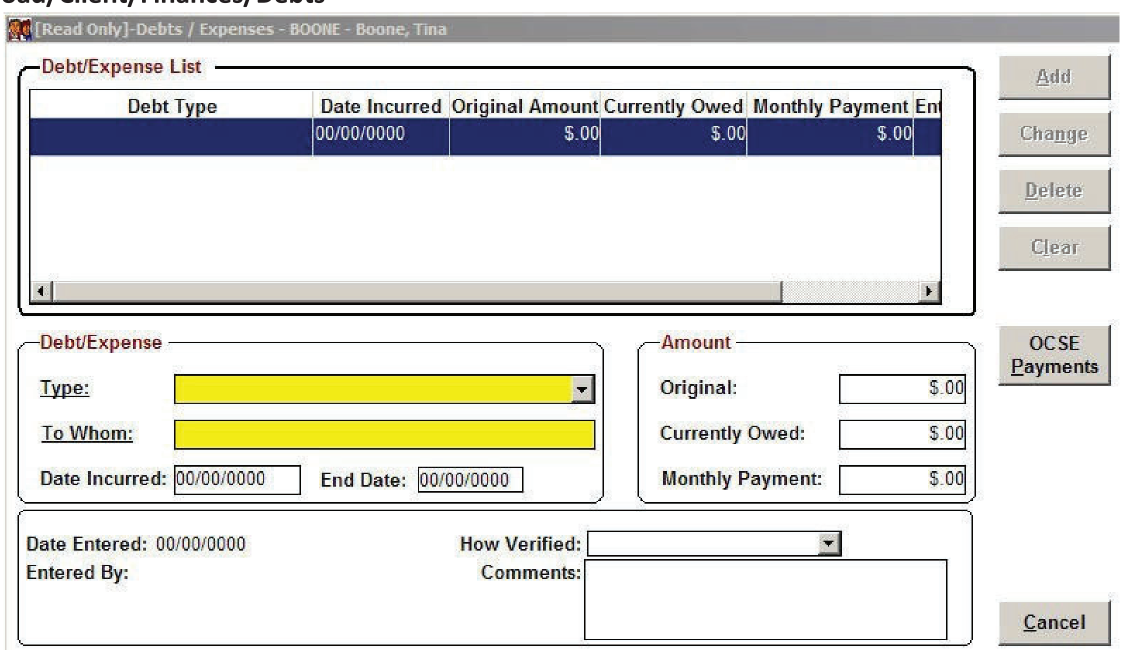
- The Eligibility Determination is "Pending" until the CMA is submitted showing the child is Eligible or Not Eligible.
- Updates automatically by nightly CronJobs and when the Eligibility Unit submits applications.
- Should always reflect current IV-E information.
- "Read Only" to DCFS workers.

Workload/Client/Finances/Income



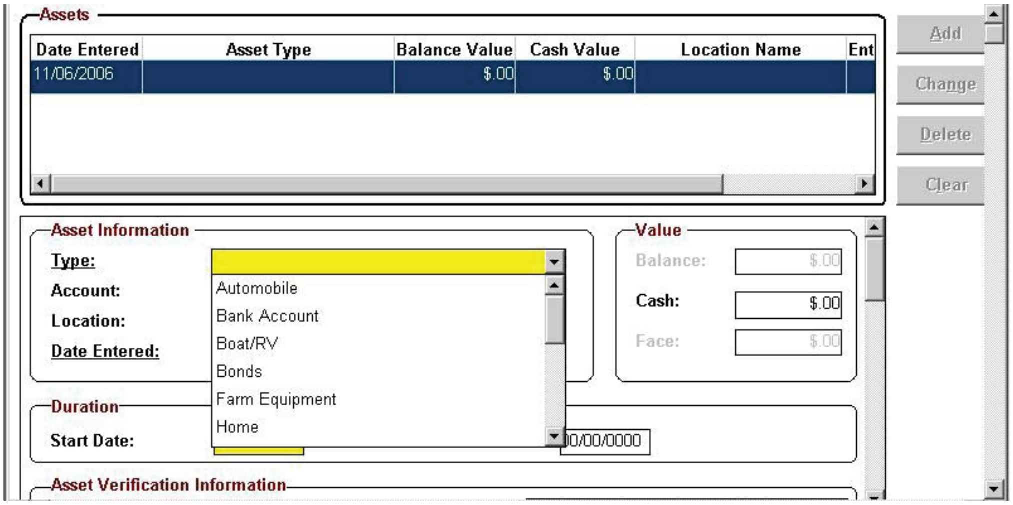
- Click the Clear button to add a new record.
- This screen is client specific. Income should be recorded under the client to whom the money is being paid.
- Date Entered and Entered By will automatically populate.
- Start and End Dates should correspond with the income.
- Keeps a history of all income.
- This screen must be completed for members of the removal household before Completed Medicaid Application is sent to Eligibility Unit in CHRIS. This info will populate to Part 3 of the Completed Medicaid Application for certain related members of the removal household.
- The DHS Payee History button has a history of DHS being payee for Program Assistant and SSI
- Can only be entered by Eligibility Unit.
- FSW can read history.

Workload/Client/Finances/Debts



- Information should be entered under the client who is legally responsible for the payment of the debt.
- Click Clear to add a new record.
- Date Entered and Entered By automatically populate. Keeps a history.
- This screen must be completed for members of the removal household before Completed Medicaid Application is sent to Eligibility Unit in CHRIS.
- If OCSE is collecting Child Support payments, collections display when the OCSE Payments button is clicked.

Workload/Client/Finances/Assets



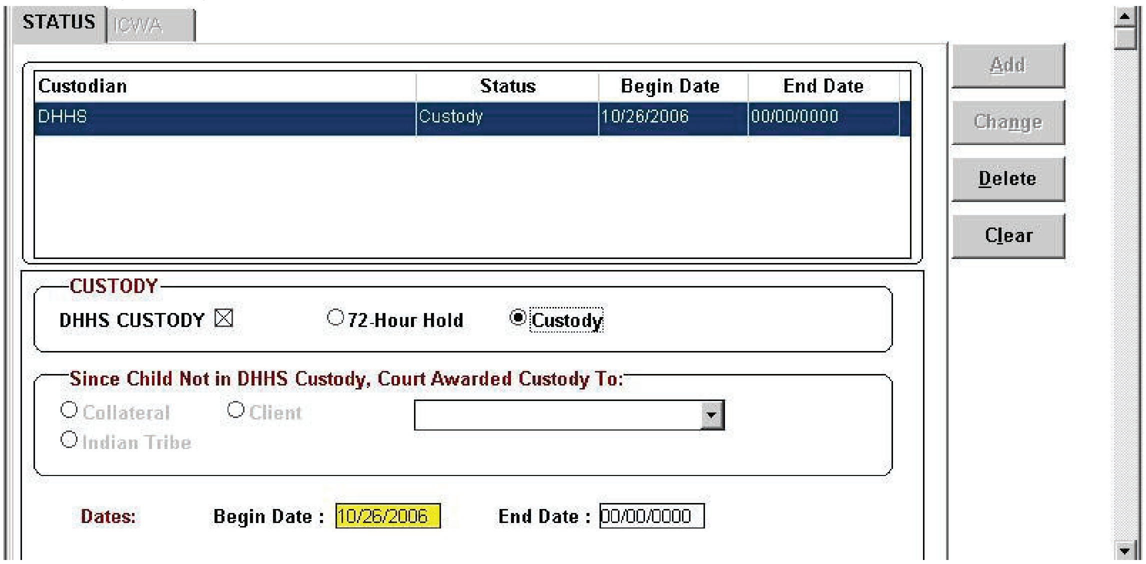
- Click Clear to add a new record.
- Information should be entered on client to whom the asset is registered.
- Regular and dedicated trust fund information is downloaded nightly into CHRIS. Trust fund amounts for children in foster care cannot exceed $2000 or they will lose their Medicaid eligibility.
- When the Trust Accts Details button is clicked, the DHS Foster Care Trust Transaction by Client appears and gives a history of the transactions in the trust fund, including requested holds, and the current balance. It shows the date of the transaction, the activity/account, amount and the running balance. There is also a Print button to print the report.
- Date Entered and Entered By automatically populate. How Verified must be selected by the worker.
- The Cash Value field is the only value field available for update.
- Keeps a history.
- This screen must be completed for members of the removal household before Completed Medicaid Application is sent to Eligibility Unit in CHRIS. This info will populate to Part 4 of the Completed Medicaid Application.

Workload/Client/Finances/Applications

These screens are Medicaid/IV-E Applications that are found only in Case screens. The screens include an Initial Medicaid Application, Completed Medicaid/IV-E Application and a Re-Determination/Changes screen. NOTE: CHRIS automatically sends the Initial Medicaid Application to the Eligibility Unit when the Placement screen is completed

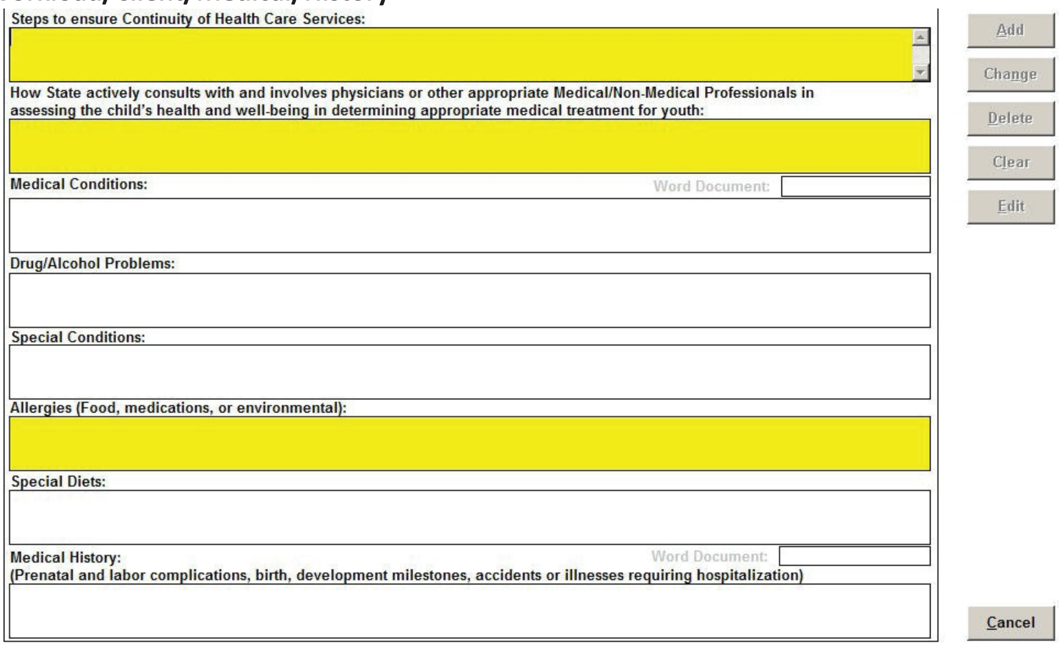
(Placement/Place/Recommend). The worker must complete and “Send” the Completed Medicaid/IV-E Application within 7 working days of the child’s first placement.

Workload/Client/Status



- Should reflect current custody status.
- Keeps a history.
- A client should never have two open status entries.
- Status information populates to this screen when a child is removed or returned home.
- This screen can also be viewed under Workload/Court/Status. The information is populated to both Status screens at the same time.
- Use this screen to end date a Removal if the child returned home without being placed.

Workload/Client/Medical/History


Steps to ensure Continuity of Health Care Services:

How State actively consults with and involves physicians or other appropriate Medical/Non-Medical Professionals in assessing the child's health and well-being in determining appropriate medical treatment for youth:

Medical Conditions: Word Document:

Drug/Alcohol Problems:

Special Conditions:

Allergies (Food, medications, or environmental):

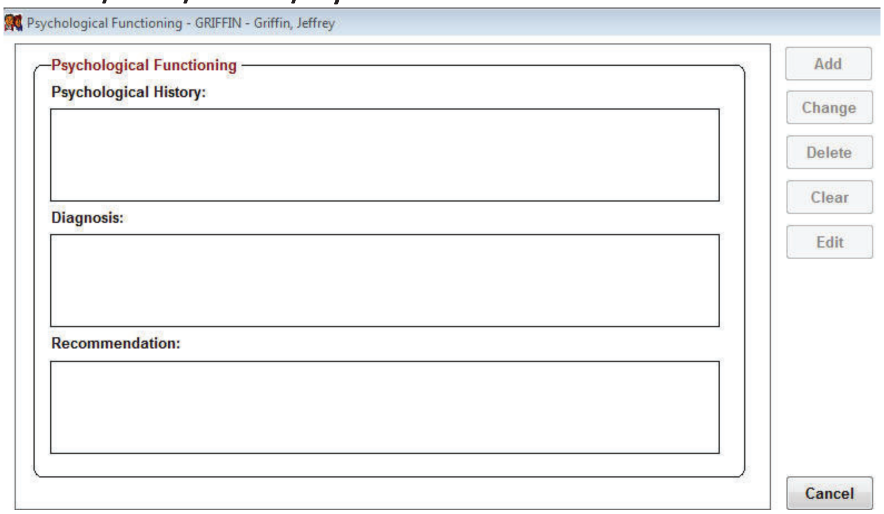
Special Diets:

Medical History: Word Document:
(Prenatal and labor complications, birth, development milestones, accidents or illnesses requiring hospitalization)

Add
Change
Delete
Clear
Edit
Cancel

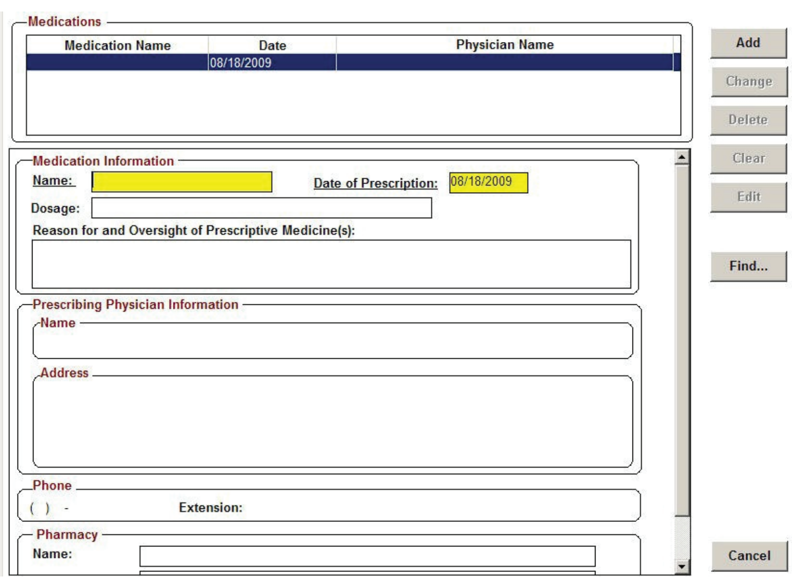
- Needs to be updated on an ongoing basis.
- All known medical information should be documented on this screen.
- COR Element #32 is pulled from this screen. Documentation in the Medical Conditions field and the Medical History field is required for compliance on this element
- The Steps to ensure Continuity of Health Care Services, How State actively consults with and involves physicians or other appropriate Medical/Non-Medical Professionals in assessing the child's health and well-being in determining appropriate medical treatment for youth, and Allergies, fields are all mandatory.
- CFS-6007 Placement Plan-Provider Information (Medical Passport) pulls information from this screen.
- Check for spelling and grammatical errors.
- Use the Zoom Box feature to see the entire field.
- In some areas, the DCFS Health Specialist completes this screen. If this is true in your area, the FSW is still responsible to update this screen as new information is learned.

Workload/Client/Medical/Psyc Func



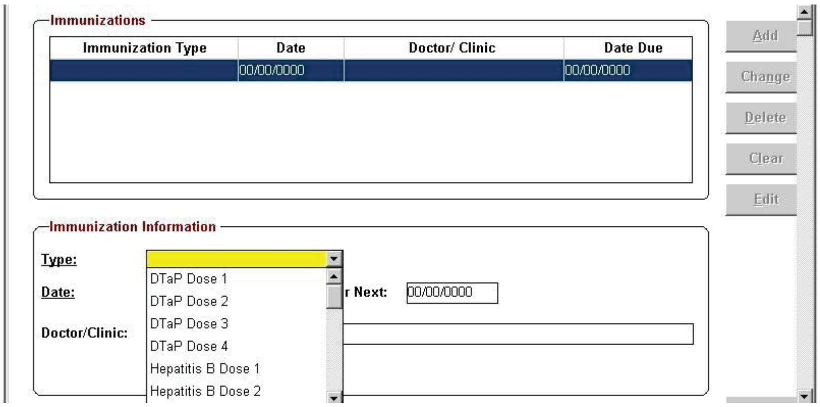
- This screen allows Children and Family Services staff to record the Psychological Functioning of a client.
- If a user is aware of a client’s psychological problems, information about the Psychological History, Diagnosis and Recommendation is captured here.
- The caseworker should key this information from the client’s mental health records provided by the facility where the client received services.

Workload/Client/Medical/Med



- Document all medicine prescribed to a child in DHS custody here.
- Click the Find button to locate the prescribing physician.
- Keeps a history of all medications.
- Included on the CFS-6007 Placement Plan-Placement Provider Information (Medical Passport).

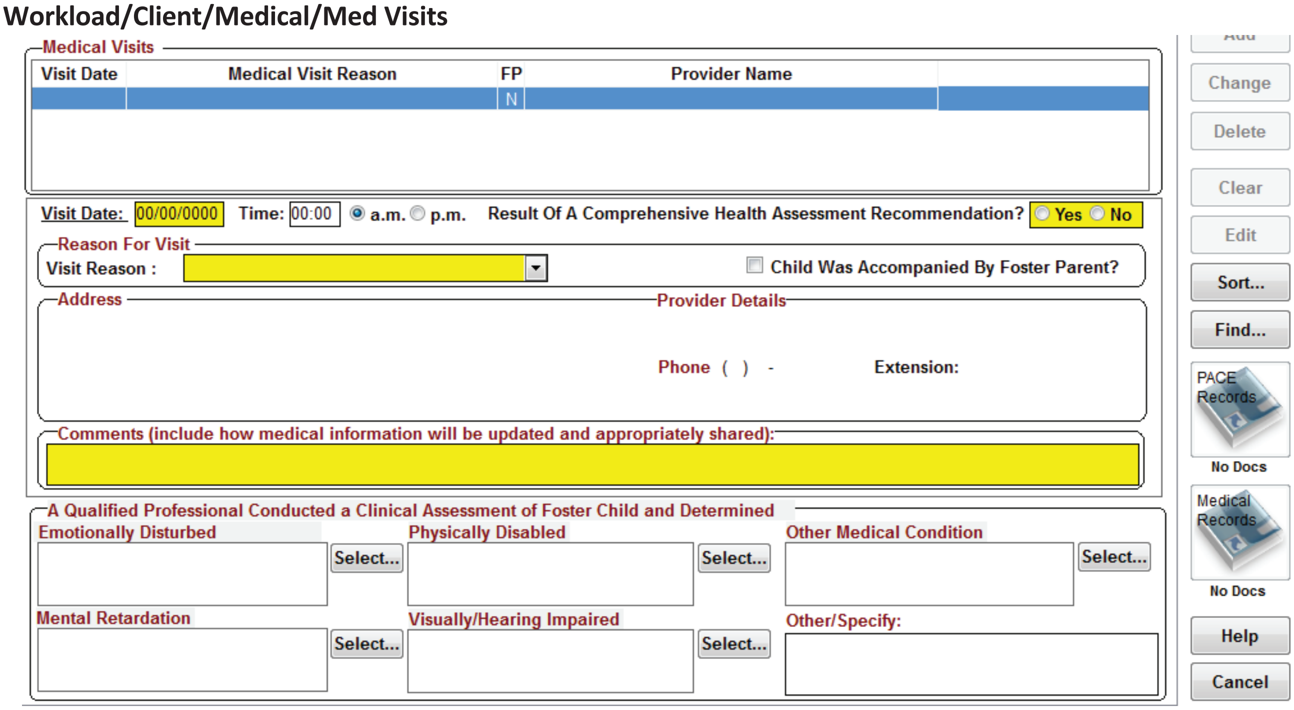
Workload/Client/Medical/Shots



- Keeps a history of immunizations.
- Should be kept current for all children in DHS custody.
- Included on the CFS-6007 Placement Plan-Provider Information Report (Medical Passport).

  Immunizations records should be obtained from Department of Health office or family physicians if PRFC does not provide records. Document your request for immunization records on the Doc Tracking screen (Workload/Other/Doc Tracking).

Workload/Client/Medical/Med Visits

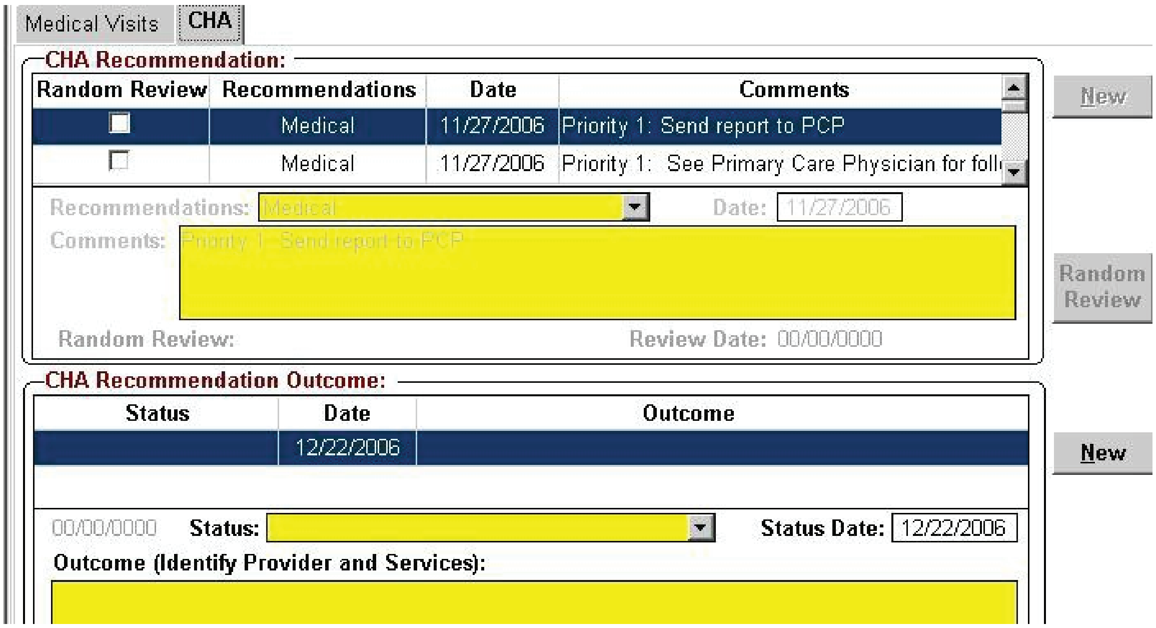


- All medical visits should be documented on this screen.
- Disability information should be completed after a child has been examined by a qualified

professional and has been diagnosed with a disability.

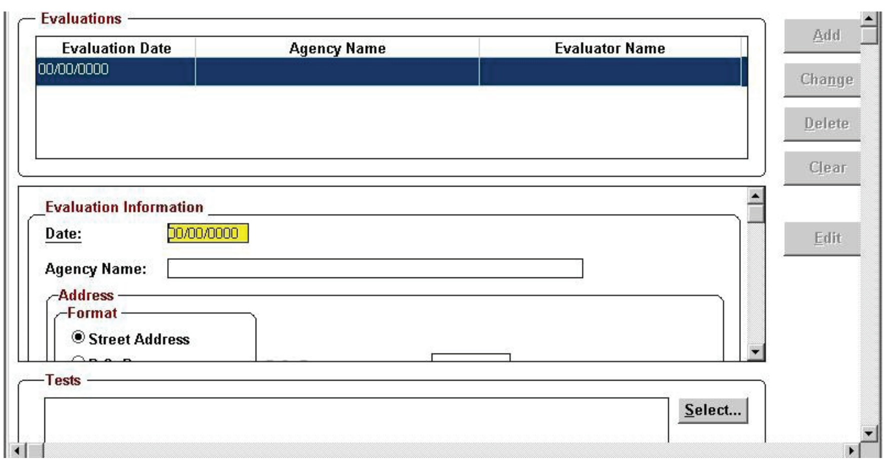
- Click the Find button to find the resource where the visit was completed.
- Click on the Pace Records and the Medical Records buttons to view records that have been scanned into the Edcotus records. No Docs will appear under the button if there are no documents available.
- Three COR Elements are pulled from this screen.
  - COR Element #29 – Children entering foster care due to severe maltreatment or evidence of acute illness or injury receive Initial Health Screening. The Visit Reason must be 'Initial Health Screening'. The Visit Date and Time should not be greater than 24 hours from the removal date and time (Workload/Removal).
  - COR Element #30 – Children entering foster care receive Initial Health Screening within 72 hours. The visit reason must be 'Initial Health Screening'. The Visit Date and Time should not be greater than 72 hours from the removal date and time (Workload/Removal).
  - COR Element #31 – Foster care children have Comprehensive Health Assessments completed within 60 days. The Visit Reason must be 'Comprehensive Health Assessment'. The Visit Date should not be greater than 60 days from the removal date (Workload/Removal). UAMS personnel will enter the Comprehensive Health Assessment into the system. However, it is still the responsibility of the primary worker to make sure that the information has been entered in the correct time frame.
- The UAMS Foster Care Project will enter Comprehensive Health Assessment Recommendations (CHA).

Workload/Client/Medical/Med Visits/CHA



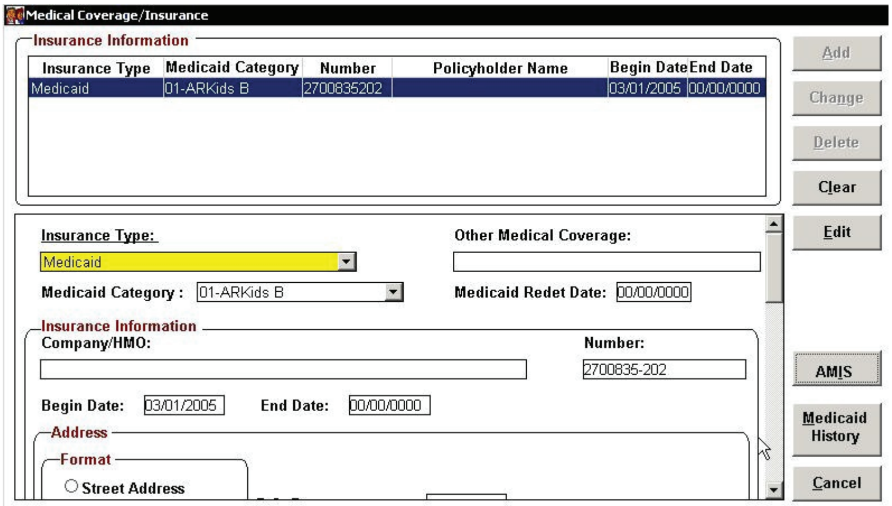
- Information on this tab can only be entered by the UAMS Foster Care Project.
- Recommendations and their outcomes from the Comprehensive Health Assessment are captured.
- When the worker gets CHA ticklers, they will remain on the tickler list until follow-up appointment(s) are documented on the CHA tab in the Med Visits screen.

Workload/Client/Medical/Psyc. Eval



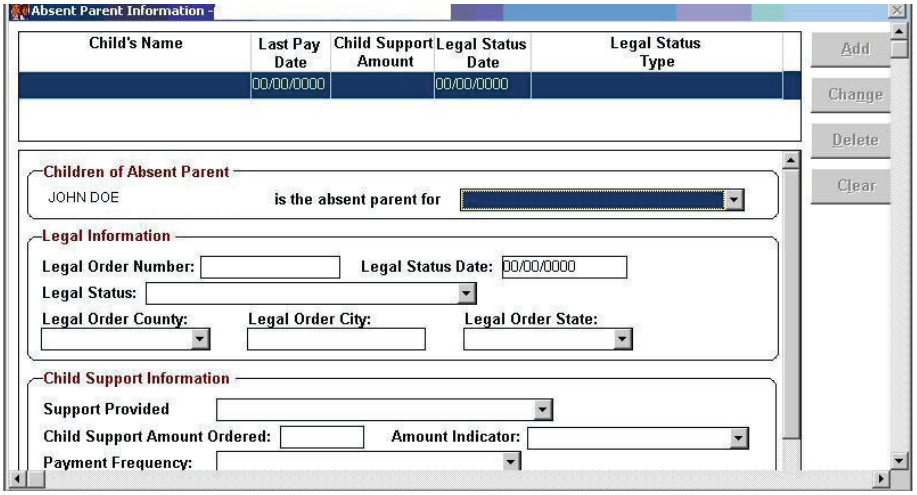
After a client has a Psychological Evaluation, enter information provided by the Mental Health Provider. Document receipt of Psychological Evaluation on Document Tracking Screen (workload/Other/Doc Trkg)

Workload/Client/Medical/Insurance



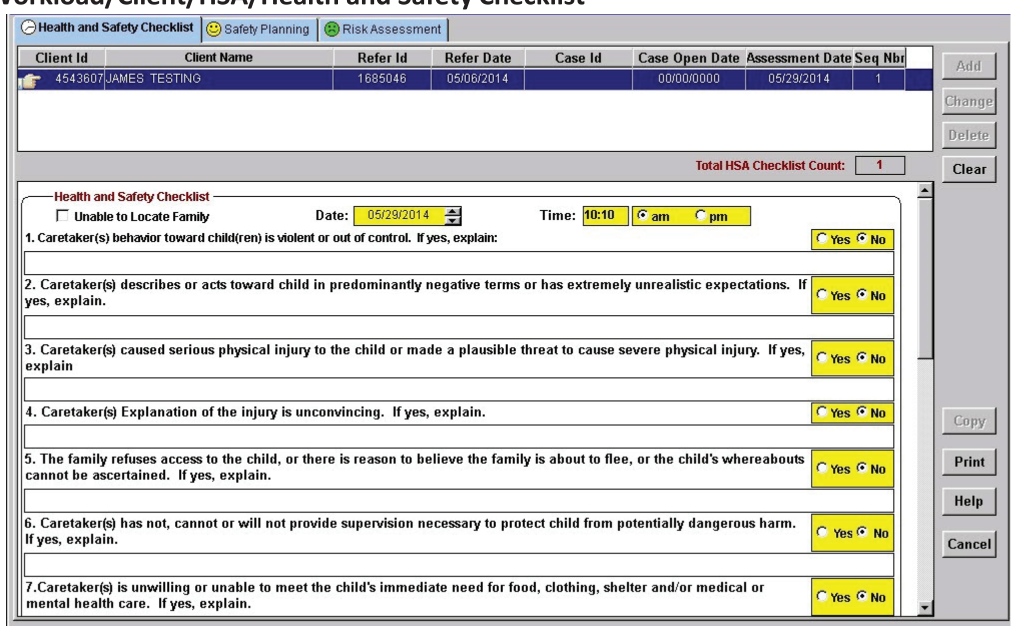
- Insurance information should be entered on clients.
- Information should be kept up-to-date. If information changes, the old information should be end dated and the new information should be entered.
- The AMIS Command button displays medical services that have been billed through Medicaid.
- The Medicaid History button displays foster care Medicaid history for a child prior to the Eligibility redesign.
- Only the Eligibility Unit can enter Medicaid information
- This screen must be completed for members of the removal household before Completed Medicaid/IV-E Application is sent to Eligibility Unit in CHRIS. This info will populate to Part 4 of the Completed Medicaid/IV-E Application.

Workload/Client/Abs. Parent



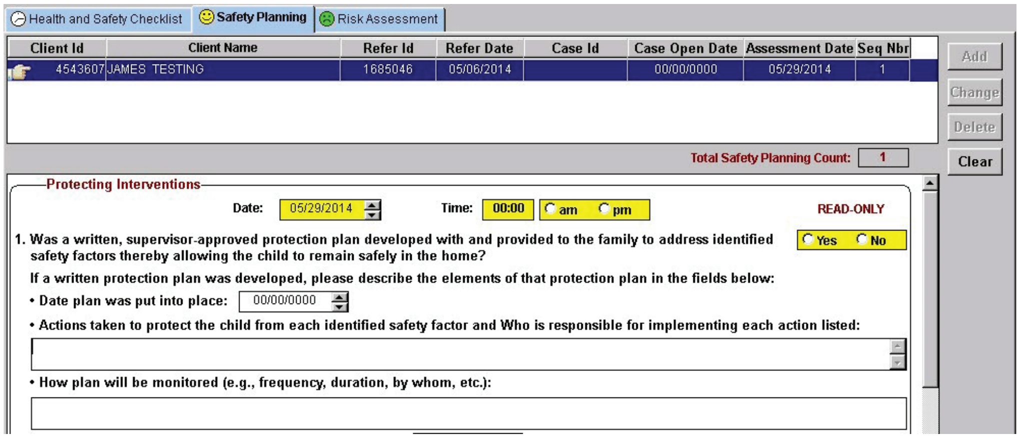
- Information is entered under the client who is the absent parent. (Must be in as a Client to show up on this screen.)
- A separate record is created for each child that has an absent parent.
- All known child support information should be entered for each child.

Workload/Client/HSA/Health and Safety Checklist



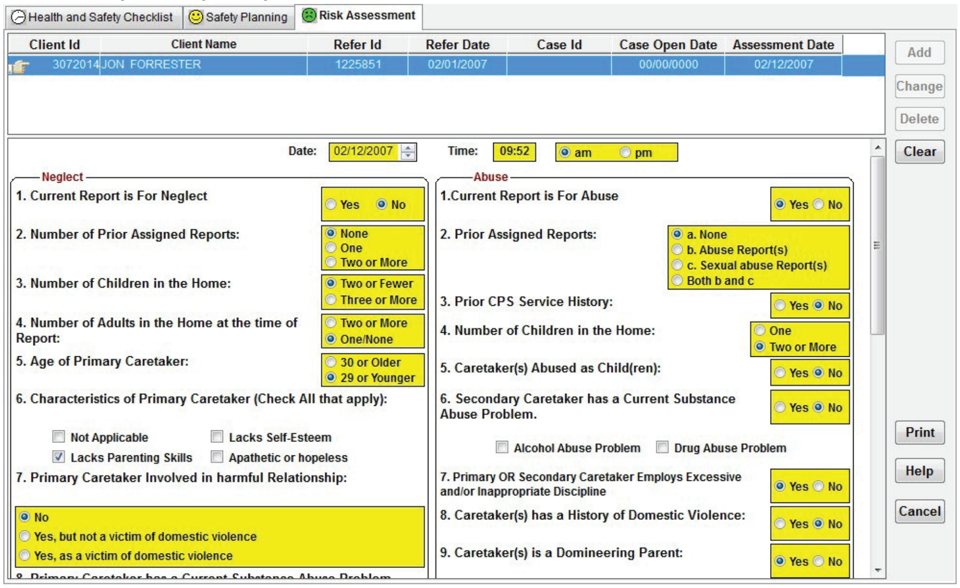
- Must be completed on all clients who are Participating as Child.
- Must be completed within two working days of the investigation initiation.
- Must be completed before a case is opened.
- Can be copied from one client to another.
- Click the Print button to print Health and Safety Checklist.

Workload/Client/HSA/Safety Plan



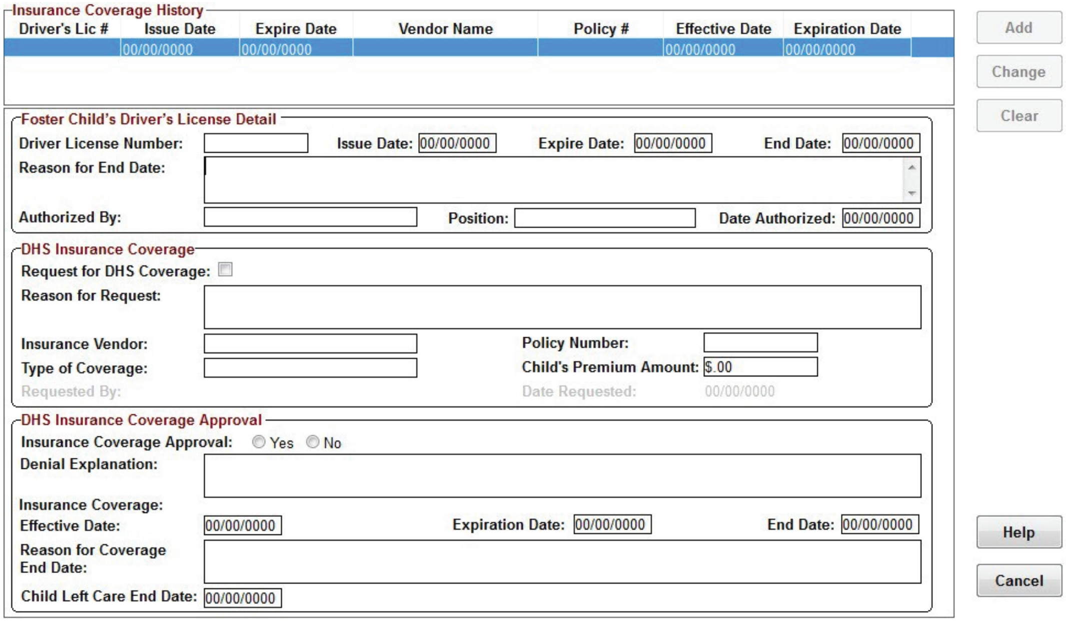
- Must be completed on every client who is Participating as Child.
- Health and Safety Checklist must be completed first.
- If the Health and Safety Checklist is answered with all No's, the Safety Plan will default to 'Safe' and the worker will not be able to enter information.
- If a protection plan is developed, it must be documented in the Safety Planning screen within 48 hours of the investigation initiation, excluding weekends and holidays.
- If a reasonable protection plan cannot be developed, and the child is removed from the home. The removal must be documented in the Safety Planning screen within two working days.
- If any other actions were taken or services put in place to ensure safety of the child victim or other children in the home, then these activities must also be documented in the Safety Planning screen within two working days of the investigation initiation.
- Click Print button to print the Safety Plan report.

Workload/Client/HSA/Risk Assessment



- Must be completed on every client who is Participating as a Child.
- Must be completed within 30 calendar days of the receipt of the child maltreatment report.
- If a case is opened and no Risk Assessment has been completed, worker must complete this baseline risk assessment.
- Must always complete both the Neglect side and the Abuse side.
- To ascertain the answers to #2 on the Neglect side (Number of Prior Assigned Reports) and #2 on the Abuse side (Prior Assigned Reports), must do a Search on the Main Tool Bar.
- Click the Print button to print the selected Risk Assessment.

Workload/Client/Driver's Lic.

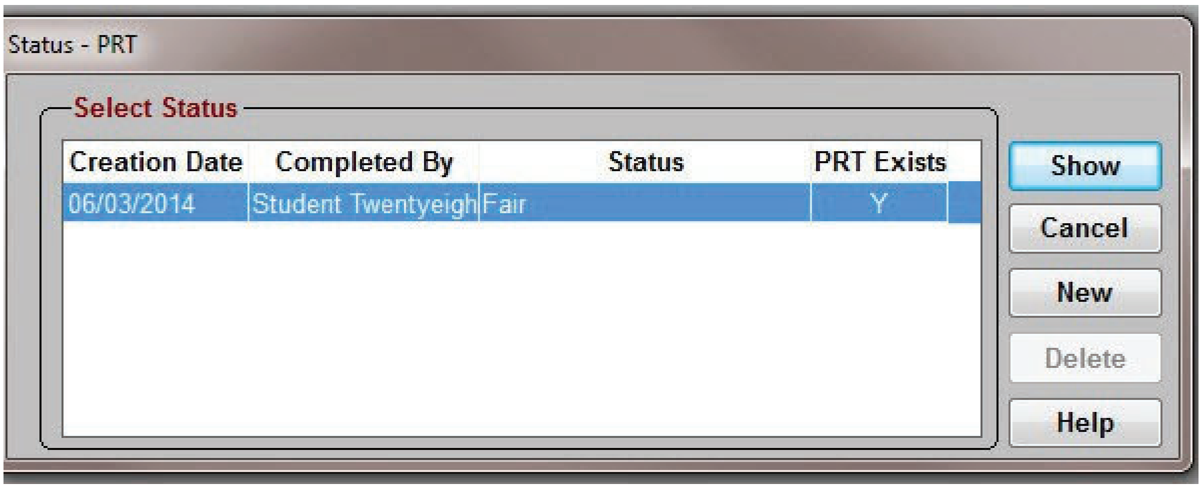


- Screen is used to capture details on both driver license and car insurance coverage of a foster child who is 16 years old or older.
- Screen will be read only if the child is not in care or under the age of 16.
- DHS Insurance Coverage section will be grayed out if Foster Child's driver license information is not entered.
- Foster Child's Driver's License Detail grouping is available to workers and Area Manager (security 16).
- DHS Insurance Coverage grouping is only available to Area Managers (security level 16).

Workload/Client/PRT

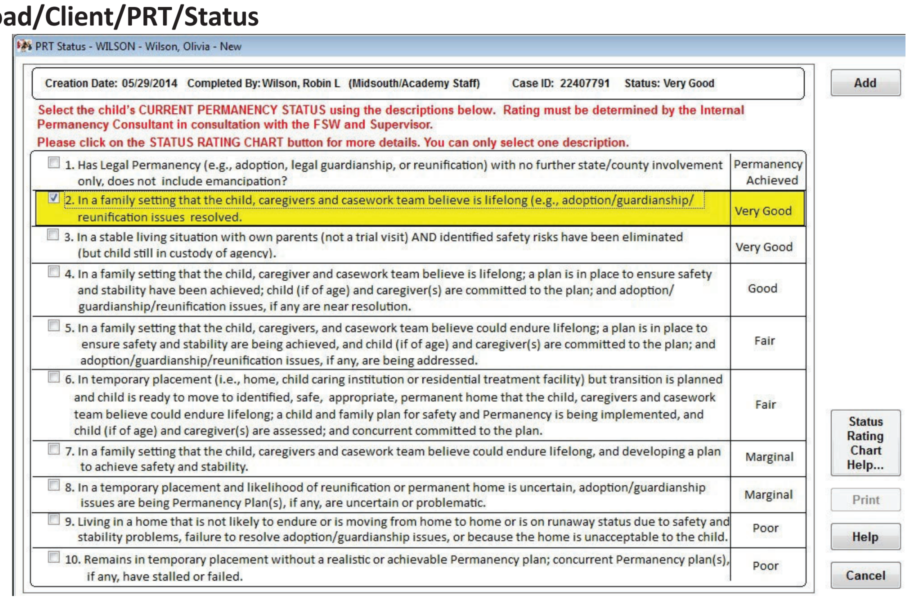
- An email notification will be sent to the FSW, Supervisor and Central Office Staff on the **15th month leading up to 90 days before the 18th month of Removal Date** to schedule Permanency Roundtable Meeting. If PRT information is not entered timely, a reminder email will be sent to the appropriate staff.
- This focus button houses two (2) new sub-buttons to capture Permanency Round Table information.
- A dialog box will also capture status changes.

Workload/Client/PRT



- Click the New button to enter a New Permanency Round Table meeting.
  - Click the Show button to view an already entered Permanency Round Table meeting.

Workload/Client/PRT/Status

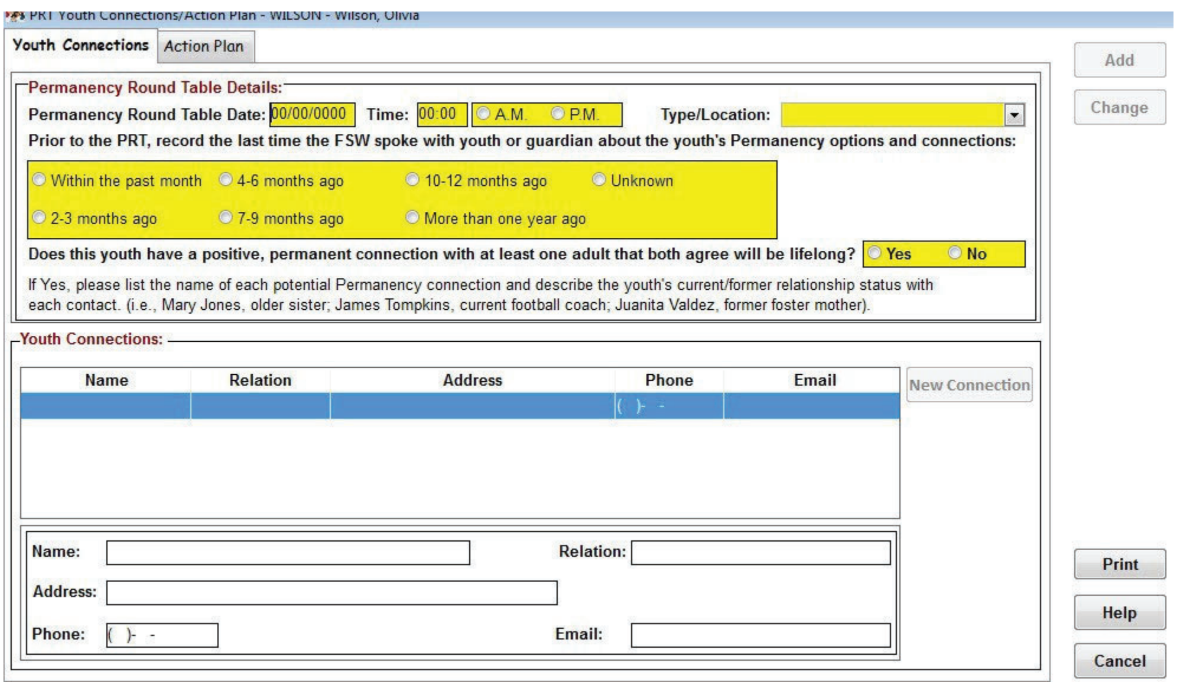


- This screen lists Ten (10) descriptions with a matching Permanency Rating. The user can only select one description per Permanency Rating Status. Once the description has been selected it will auto highlight and generate an overall Permanency Status. The rest of the screen will be disabled after clicking the Add Command Button. To change status a new screen must be created.
- A new Status Rating Chart Help Button that will display a printable chart to assist in selecting the right status based on the foster child's needs.

Workload/Client/PRT/PRT

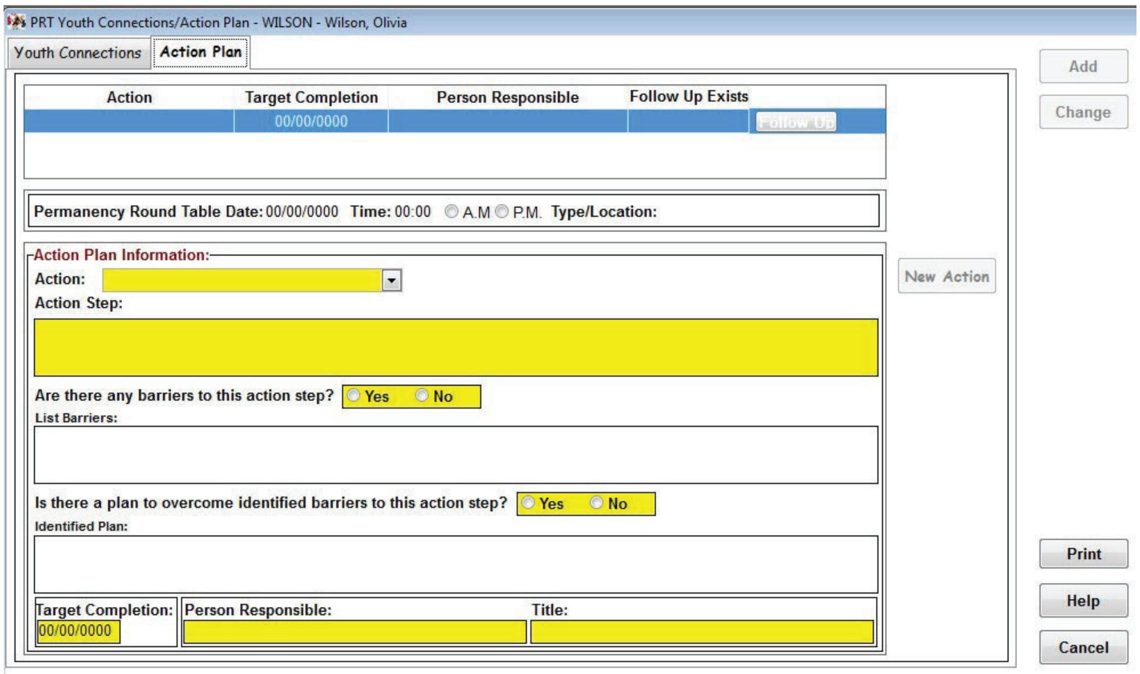
Captures the Youth Connections and Action Plan

Youth Connections Tab



- Captures the last time the Case Worker communicated with the client in focus about his/her Permanency options.
- Captures positive, permanent connections with adults that both the worker and youth agree will be a lifelong connection.
- **Permanency Round Table Date/Time and Type/Location will populate to the contact screen to create a Permanency Round Table contact showing that a PRT was completed.**

Action Plan Tab



- Captures the plan of action in placing the foster child in a permanent setting.
- Follow Up screen to capture information pertaining to the Action selected form the Permanency Action Plan screen.
- User can add multiple follow ups per action
- The screen contains the following fields
  - Action
  - Contains 25 actions to choose from in alpha order.
  - Action Steps
  - Are there any barriers to this action step?
  - Is there a plan to overcome identified barriers to this action step?
  - Target Completion
  - Person Responsible/Title
- When printing, both of the screens including a signature page will print the Permanency Round Table report

Contacts/Visits (Case)

Contacts and Visits

In the field, everyone seems to use these words interchangeably. You hear of people going on a home visit. An FSW visits with a foster child in the foster home. Staff supervise visits between parents and their children who are in foster care. You document both client contacts and family visitations on the Client Contact Information Screen.

A simple rule of practice is this:

Contacts refer to any interaction with a client, a collateral, an agency staff person, Provider, Ad- Litem, CASA, OCC, etc. Contacts can be face-to-to face (in various locations), by phone, by email or by some other means of communication.

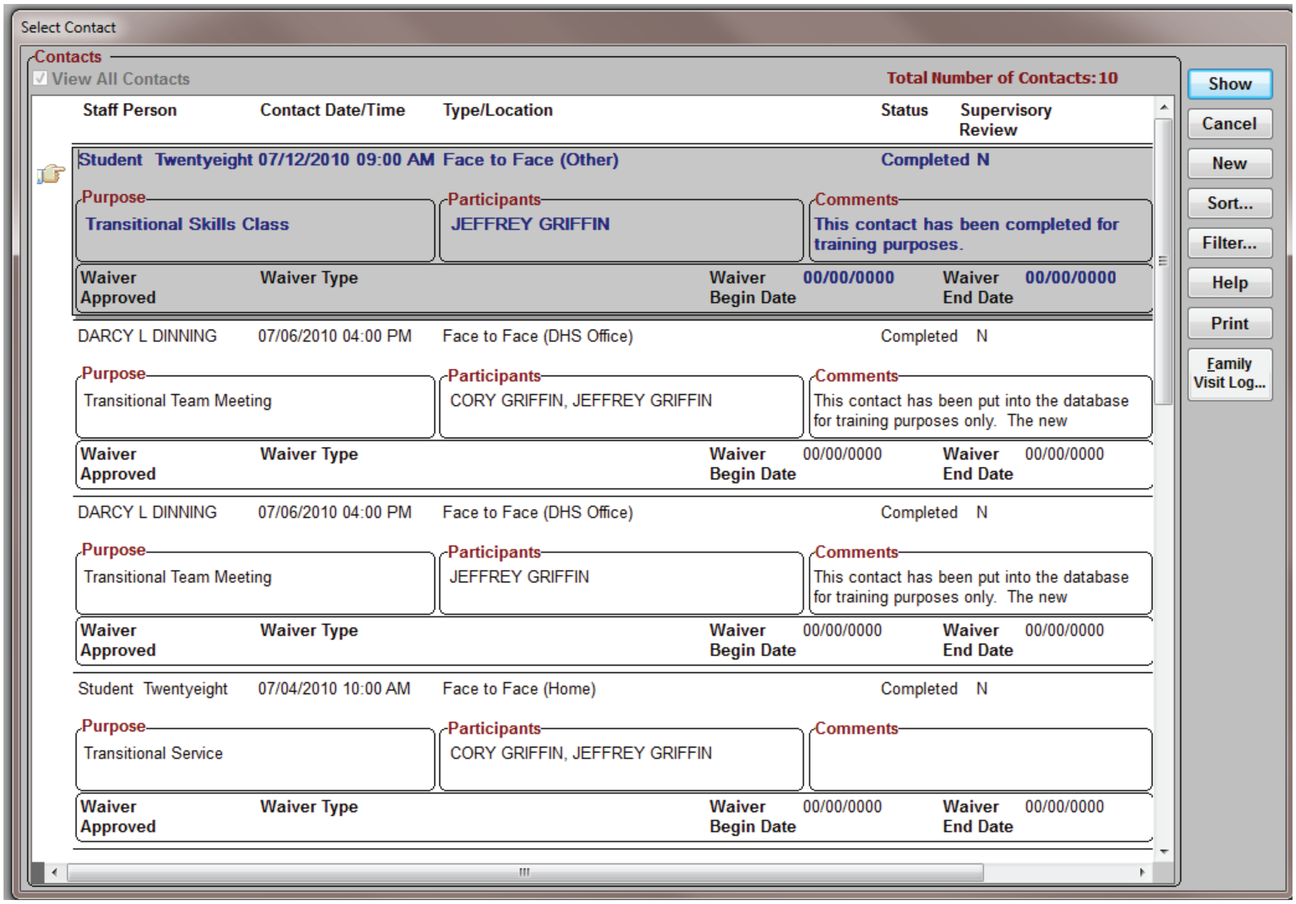
Visits are much more narrowly defined. Visits refer to:

- Visitation between parents/guardians and their children in foster care;
- Visits between sibling in foster care or between siblings in foster care and siblings who were not removed from the home; and/or
- Visits between grandparents and children in foster care.

Why is this distinction important? It is important because law, policy and federal requirements are looking for both types of interactions to occur within certain time frames. CHRIS will pull this information for reports from the Client Contact Information Screen, but it is important that you have the right purpose chosen in order for you to get credit for the proper type of contact/visitation that occurred.

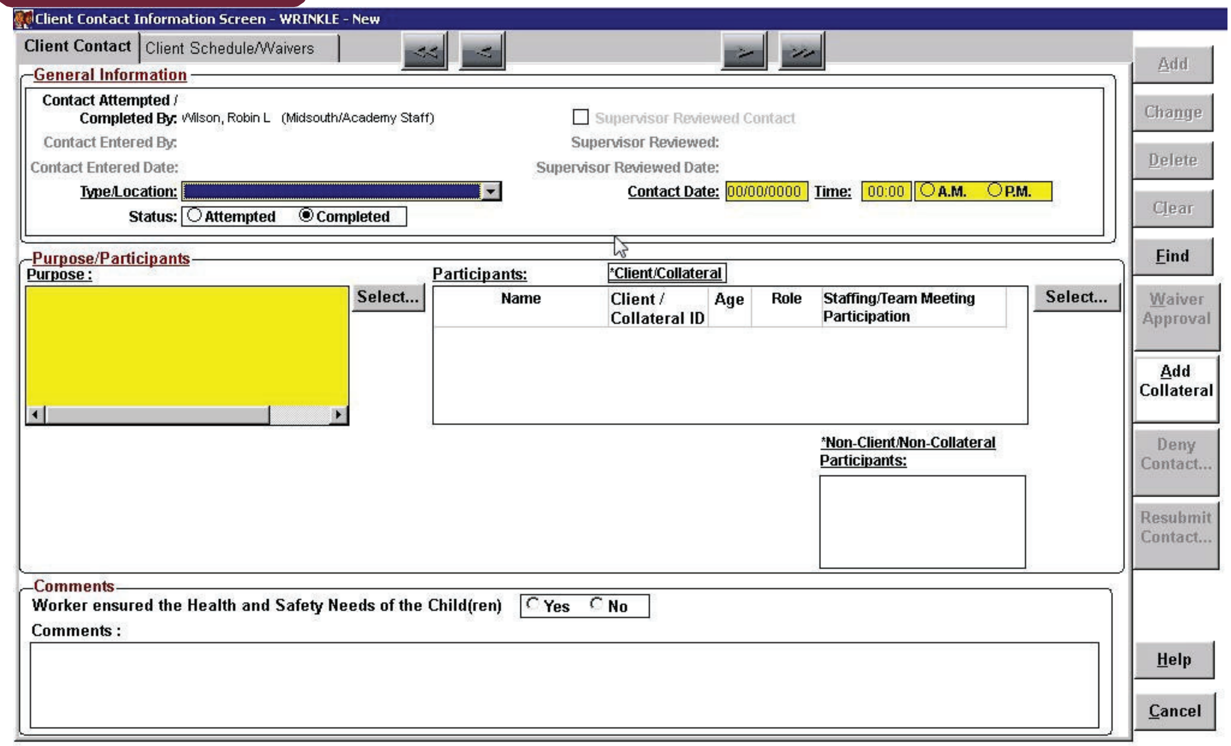
Workload/Services/Contacts

Go to Workload/Service/Contacts and you see the following screen:



If you want to view a contact that has already been entered, highlight the contact and click Show or double click on contact. You can sort contacts. For example, you can click Sort, and then have it show you contacts by Type/Location. CHRIS will default to sorting by date. If you want to enter a new contact, click the New button. You get a blank Client Contact Screen. (See next page.)

If there are visits documented, click on the Family Visit Log button to print a list of the visit.



All contacts made with the family or concerning the case should be documented.

Completed By: This field is automatically populated with the name of the person logged into the CHRIS system. This field should contain the name of the person that actually completed the contact with the family. If the information is being keyed into CHRIS by another worker, then that worker should click on the Find button and select the workers name that actually completed the contact and click OK button. That name of the worker that actually completed the contact will now show.

Contact Entered By: This field is automatically populated with the name of the person logged into the CHRIS system. This field should reflect the name of the worker that actually inputs the contact information into CHRIS.

Contact Entered Date: This field is automatically populated with the actual date that the contact is keyed into CHRIS. This field cannot be changed.

Supervisor Reviewed Contact: Supervisors click this checkbox after reviewing the contact. Once the supervisor clicks the checkbox his/her name will automatically populate in the **Supervisor Reviewed** field and the date that they reviewed the contact will automatically populate into the **Supervisor Reviewed Date** field.

Type/Loc: This is a pick list. Your selection should indicate what type of contact was made and where the contact was made. To count for COR, the contact must be Face-to-Face (except "Failed Attempt"). To count for NCANDS it must be Face-to-Face.

Status: This is radio button. Your selection should reflect if the contact was completed or attempted. The Type/Loc should match with the status.

Date: Key in the date of the contact. Put the actual date the contact was made (not the date you are keying the entry).

Time: Key in the time of the contact.

Purpose: Select the appropriate Purpose for your contact.

Participants: Select every client who participated in the contact. (Note: For Contacts, "Participation" will remain "NA". However, this field will be used when documenting a staffing or a Transitional Team Meeting on the Contacts screen.)

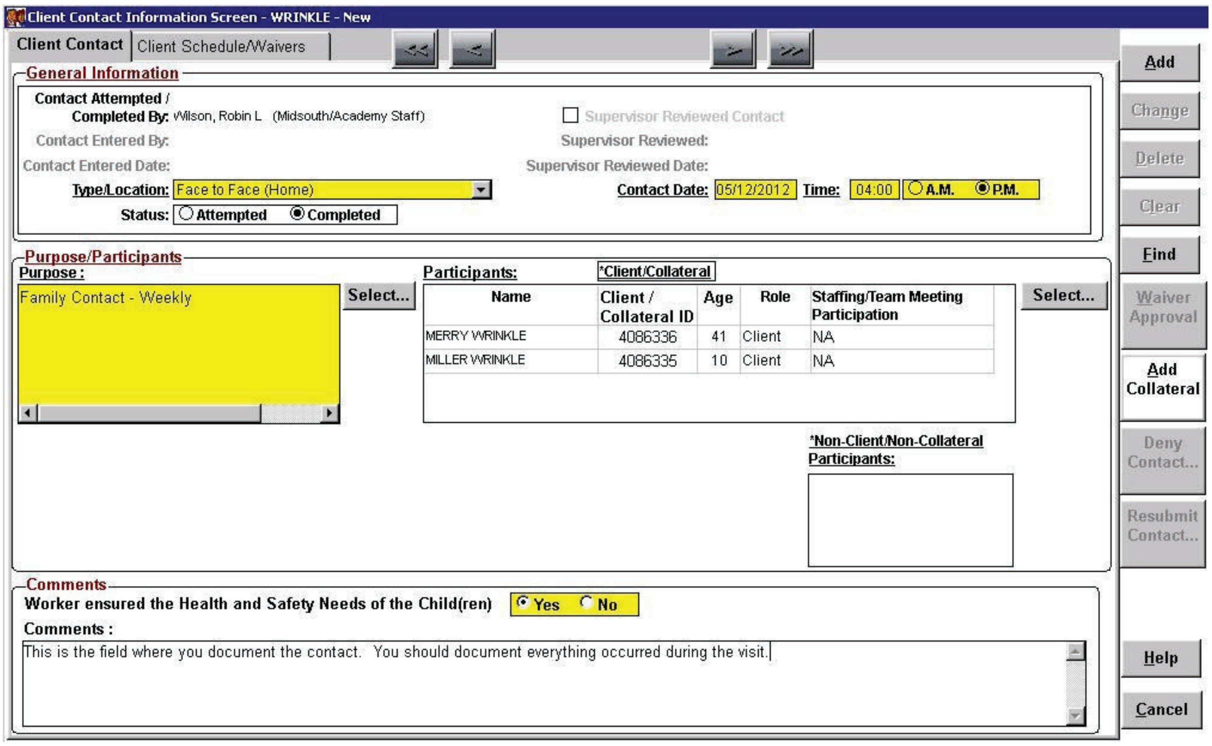
Transitional Service Category: This field is hidden until Transitional Skills Class, Transitional Team Meeting or Transitional Services is picked as a Purpose. When one of these services is picked, the field is unhidden and becomes mandatory. There are 18 Transitional Service Categories in the pick list. A definition for each Service Category is provided in CHRIS Help.

Non-Client/Non-Collateral Participant: Key in every person who participated in the contact but is not a client or collateral (i.e. another FSW who accompanied you on the visit, your Supervisor, your field trainer, etc.) Include the title or description for each participant in this text box. There is an Add Collateral button on the contact screen. This will enable you to add a new collateral right there and to continue with your contact.

Worker ensured the Health and Safety Needs of the Child(ren): If the person that completed the contact did not "see" the child, this answer should be "No". If the person that completed the contact saw the child(ren) click "Yes". The documentation should show how the health and safety was assured.

Comments: This narrative should include comments about the purpose of the contact. If the contact is with the child or a family member, the FSW should tie the comments back to the case plan (i.e. why the case is open, compliance with the case plan). Comments need to be detailed enough that if you no longer work for DCFS tomorrow, the new FSW could read your documentation and know what is going on in the case. Comments should highlight what you did to assure health and safety. Comments field will hold over 30,000 characters.

When you are done, it will look something like this. Click Add to save.



Document Staffing (For types of Staffings see Staffing Tip Sheet in the Case Tip Sheets) Type/Loc: Staffing must be Face-to-face (except “Failed Attempt”). Select the location of the staffing.

Status: Select either completed or attempted

Date: Key in the date of the staffing.

Time: Key in the time of the staffing.

Purpose: Select staffing type (i.e. Initial, Subsequent, etc.). COR looks for “Initial Staffing” and “Subsequent Staffing”, whichever is applicable. A “Permanency Planning Staffing” and “Subsequent Staffing” may be selected at the same time. However, if the Closure Staffing also served as a Subsequent Staffing, the staffing must be documented twice, first calling it a “Subsequent Staffing” and then calling it a “Closure Staffing”.

Participants: Select every client. “Participation” should be selected for every participant. It shows who was invited (by CFS-590) and whether that participant attended. If you select a client and check Participation, there should be a matching CFS-590 that proves you really invited them.

Non-Client/Non-Collateral Participant: Key in every person who participated in the staffing but is not a client or collateral (i.e. a PA, your Supervisor, attorneys, school counselors, etc.) Include the title or description for each participant in this text box. There is an Add Collateral button that you can click on an add a new Collateral while on the Contact screen.

Worker ensured the Health and Safety Needs of the Child(ren): The FSW should be sure that a staffing always ensures the Health and Safety Needs of the children.

Comments: This narrative should include comments about the staffing. For example, was the case plan developed at the staffing? Was the case plan signed by the family? It is not necessary to repeat the case plan in Comments, but documentation should be detailed enough that if you no longer work for DCFS tomorrow, the new FSW could read your documentation and know what is going on in the case. This information can be updated until the **Supervisor Reviewed Contact** box is checked indicating the supervisor has reviewed and approved the contact information. This will allow for minor changes to be made if the Supervisor chooses to do that instead of denying the Contact.

Deny Contact: A Supervisor can choose to deny (not approve) a contact. A Deny button is available for the Supervisor to select and provide a reason for denying the contact. After the Supervisor enters the reason and selects ‘Deny’ an automatic email will be sent to the Contact Entered By staff person, with a courtesy copy sent to the Contact Attempted/ Completed By staff person (if different) and a courtesy copy to supervisor denying the contact.

A worker, supervisor, or anyone with a security level 9 will be able to access the Resubmit Contact button. The Resubmit Contact button should be selected in order to resubmit the contact once necessary changes have been made and are ready for the Supervisor to review. The button will ask the worker if they are sure they want to resubmit. When Yes is selected it will automatically send the Contact Request to the supervisor's Approvals box. If No is selected it will not be sent.

NOTE: *If clients do not show up for the staffing, worker may staff with his/her Supervisor (Face to Face, DHS Office, showing Supervisor as a Non-Client/Non-Collateral participant).*

Client Schedule/Waivers

Type/Loc: Select "Family Contact Waiver Request"

Status: Completed

Contact Date: Use today's date

Time: Document the current time

Participants: Select the Clients for whom a weekly contact is waived

Purpose: "Family Contact Waiver Request" populates when it is selected for Type/Loc

Comments: Key in the reason you are entering the contacts waiver.

NOTE: Do not click "ADD" at this point. Instead click on the "Client Schedule/Waivers" Tab.

Weekly DCFS Contact With Family: Select "No".

Waiver Type: Select the Waiver Type that is needed for your family (i.e. Family Contact – Monthly). NOTE: CHRIS will accept only one waiver per case at a time. (1) To waive visits for child(ren) in foster care, the worker should choose "Foster Child" as Waiver Type. For COR, a "Foster Child" waiver will apply to all foster children, but will not apply to the family or children in the home.

(2) To waive visits for the family with a child in the home, the worker should choose "Family" as Waiver Type. For COR, a "Family" waiver will apply to the children in the home AND all foster children.

Waiver Reason(s): Select Waiver Reason that applies to your clients. If you select "Other", the Comments box will become mandatory.

Comments: Explain in Comments how often each child/family is to be visited if anyone has a different Contact schedule.

Contact Waiver Request Date: Populated by CHRIS

Contact Waiver Begin Date: Entered by CHRIS when waiver is approved. Begin date will be date of approval by your Supervisor.

End Date: <u>DO NOT KEY AN END DATE WHEN REQUESTING A NEW WAIVER.</u> Only use the

End Date field when you are ready to end date the waiver or when getting ready to close the case.

Waiver Review Date: Populated by CHRIS

Click "ADD" and send for approval.

End Date Contact Waiver

Type/Loc: Select "Family Contact Waiver Request".

Status: Completed

Contact Date: Use yesterday's date to end date the Contact Waiver if you are entering a new waiver on the same day; otherwise, use today's date.

Time: Document the current time.

Participants: Select the Clients for whom a weekly contact is waived.

Purpose: "Family Contact Waiver Request" populates when it is selected for Type/Loc.

Comments: State why you are end dating the waiver.

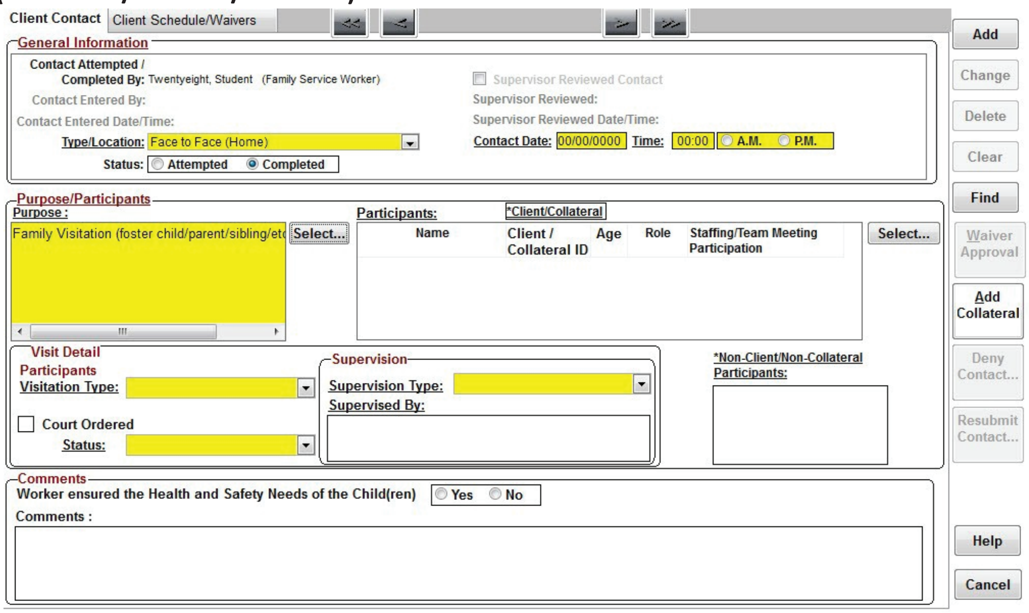
NOTE: Do not click "ADD" at this point. Instead click on the "Client Schedule/Waivers" Tab

End Date: Use yesterday's date to end date the waiver if you are putting in a new waiver today; otherwise use today's date. No other entry is required on this tab.

Now click "CHANGE" and the waiver is end dated. There is now no waiver in effect. If you need to enter a new waiver, see instructions for Creating a New Contacts Waiver.

Documenting Family Visitation

(Workload/Services/Contacts)



All parental and/or sibling visits made while a child is in Foster Care must be documented. Visits made by grandparents, step-parents and legal guardians must be documented.

NOTE: *If the parents do not show up or the visit is canceled, you MUST document this on the Contact screen. If you don't, it will appear that you did not set the visit up or did not enter the information in CHRIS. It is your responsibility as a worker to set up the visits and assist with transportation if needed. If the Parents choose not to show up for the visit or if they cancel it, you can document this no show/cancellation and stay in compliance. This information may be used when/if you move to terminate parental rights at a future date. Documentation will show that visits were set up, but the parents cancelled or did not show.*

- Contact Date and Time
  - Enter the date parents and child(ren) visited with each other. (Remember you can right click on the date field to get your calendar. Then double click on the date.)
- When the Purpose of **Family Visitation (foster child/parent/sibling/etc)** is selected, a **Visit Detail** section will become visible and mandatory to enter:
  - Visitation Type
    - To count as a Parental Visit, the visit must be documented as Father, Mother, or Parents.

  - Father-All Children, Mother-All Children, and Parents-All Children will count as a Parental visit AND a Sibling visit OR you can document the visit twice (once as Father-All Children and again as Sibling)
  - Visits with Grandparents, Step-Parents, etc. should be documented for your case record. When Status is "No Show" or "Cancelled by Family", Visitation Type must reflect the Type of Visit scheduled. (Do not select "None" as Visitation Type even though no visit was completed. Instead, show Mother-All Children, or whatever Type of Visit was scheduled).

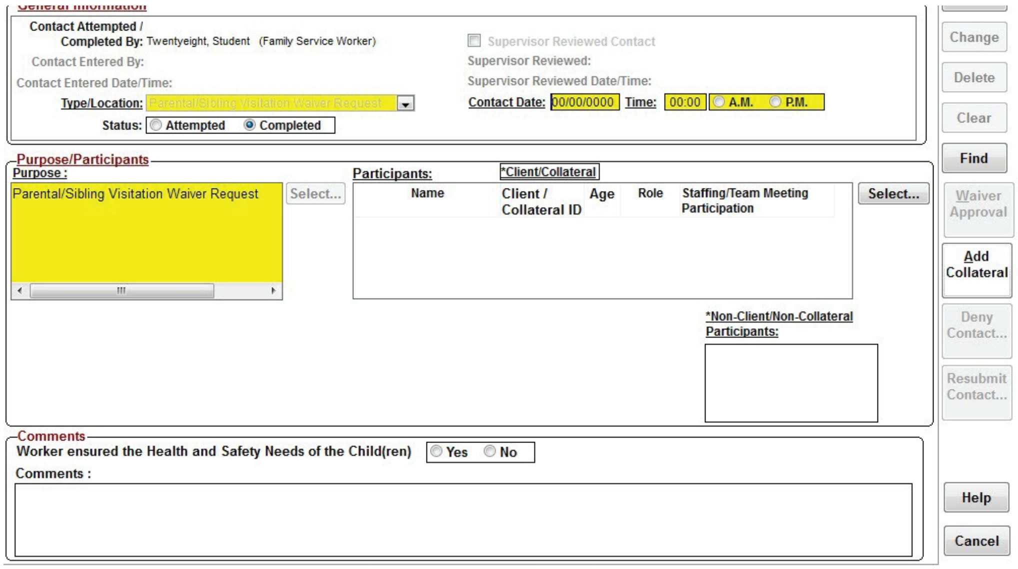
- Court Ordered checkbox (Check this box if parental visits were court ordered.)
- Status of the visit
  - <u>No-Show</u>: FSW scheduled a parental or sibling visit, but the parents (or siblings) did not show up. Visitation Type must reflect the type of visit scheduled.
  - <u>Cancelled Otherwise</u>: Cancelled for a reason other than "by Agency" or "by Family".
  - <u>Completed</u>: Scheduled visit was completed.
  - <u>Canceled by Agency</u>: Scheduled visit was cancelled by FSW or by foster parent (foster parent is considered to be part of the agency).
  - <u>Canceled by Family</u>: FSW scheduled a parental or sibling visit, but the family cancelled. Visitation Type: Must reflect the type of visit scheduled.
- Supervision Type
- Supervised By Text

- The Contact Purpose of **Family Visitation (foster child/parent/siblings/ect)** cannot be selected in conjunction with the following Contact Purposes:
  - Subsidized Guardianship Denial
  - Transitional Service
  - Transitional Skills Class
  - Transitional Team Meeting
- Select all the members of the family that were at the visitation in the **Participants** select box.
- Enter any non-clients that were at the visitation in the **Non-Client/Non-Collateral Participants** text box.
- **Comments:** Address the issues in the case plan. Do NOT leave Comments blank. If your case is

reassigned to a different FSW, he/she will not be able to tell how the parental or sibling visits are going. Nor will the Judge be able to tell if you should be asked to provide a record of visits to the Court. Document in behavioral terms what happened in the visits.

Parental/Sibling Visitation Waiver Request

(Workload/Services/Contacts)

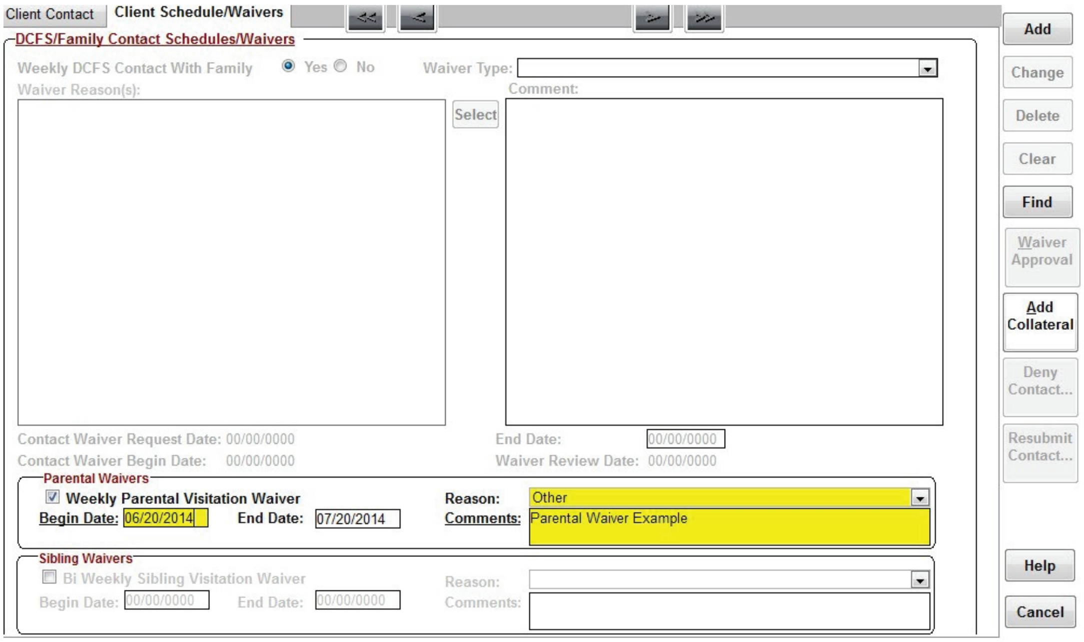


- Use the **Parent/Sibling Visitation Waiver Request** in the **Type/Location** pick list only if there is:
  - An approved reason for not having weekly visits between parent and child.
  - An approved reason for routinely waiving visits between siblings in foster care.
- When the Type/Location of **Parental/Sibling Visitation Waiver Request** is selected, the contact Purpose of Parental/Sibling Visitation Waiver request will automatically be selected and Purpose Select button disabled.
- The Parental Waivers and Sibling Waivers information should then be entered on the **Client Schedule/Waivers tab.**
- Only one Parental visitation waiver or Sibling visitation waiver can be entered **per contact** with the **Parental/Sibling Visitation Waiver Request** selected as Type/Location and Purpose.
- Parental/Sibling visitation Waiver requests can only be completed for 30 days at a time. If more time is needed, the user will have to submit a new request every 30 days.
- Once entered, the user would the Request approval of the Waiver type. The ‘Nature of Approval’ will show **‘Parental/Sibling Visitation Waiver Request’** in the Supervisor Approvals box. The Supervisor would then approve or deny with the ‘Waiver Approval’ button.

Examples of Parental and Sibling Waiver Request

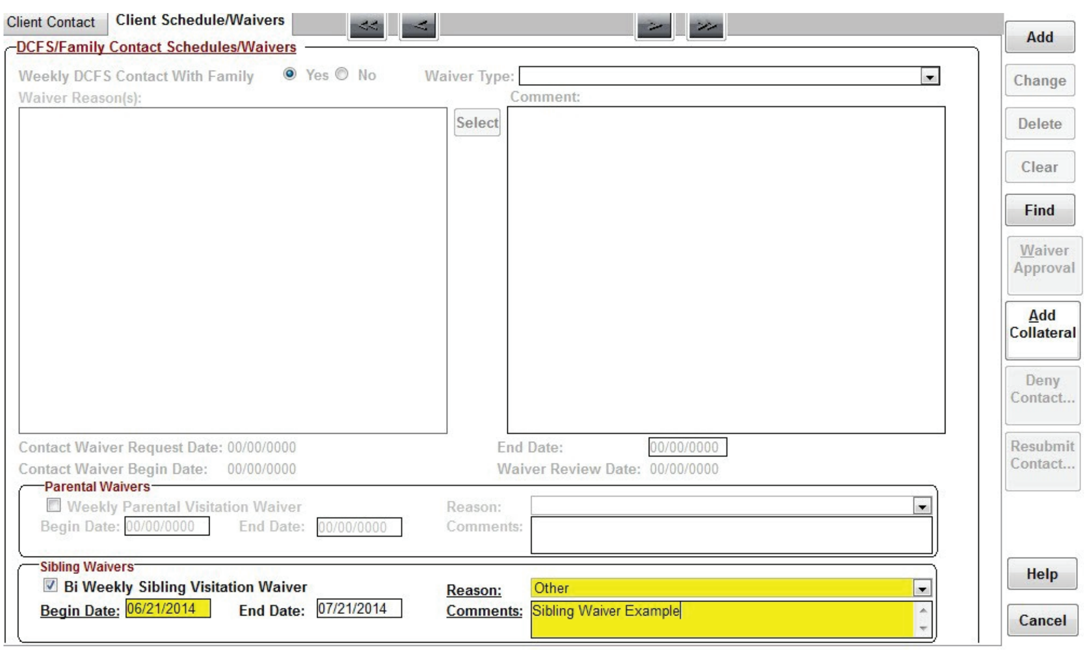
(Workload/Services/Contacts/Client Schedule/Waivers Tab)

Parental Visitation Waiver



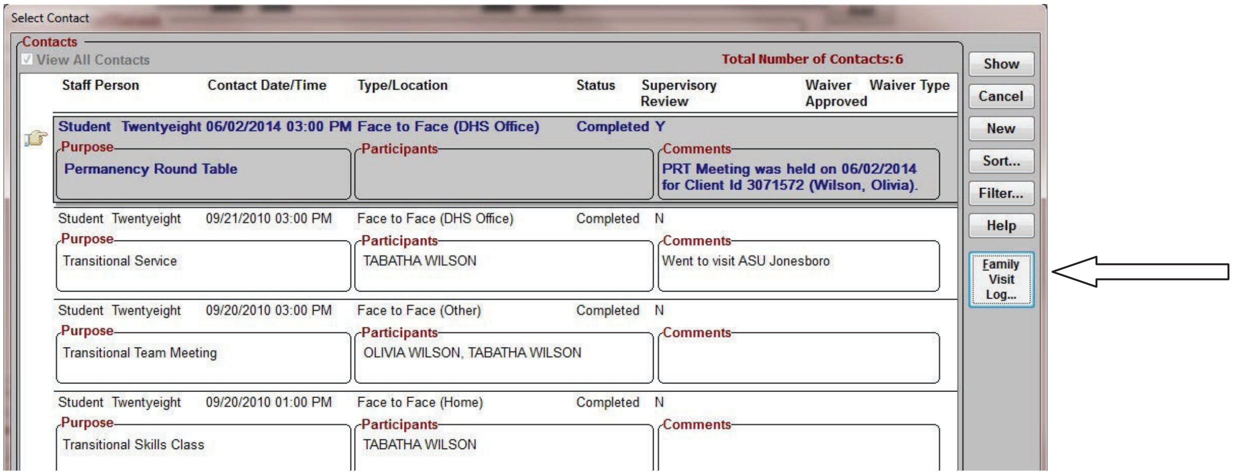
(Workload/Services/Contacts/Client Schedule/Waivers Tab)

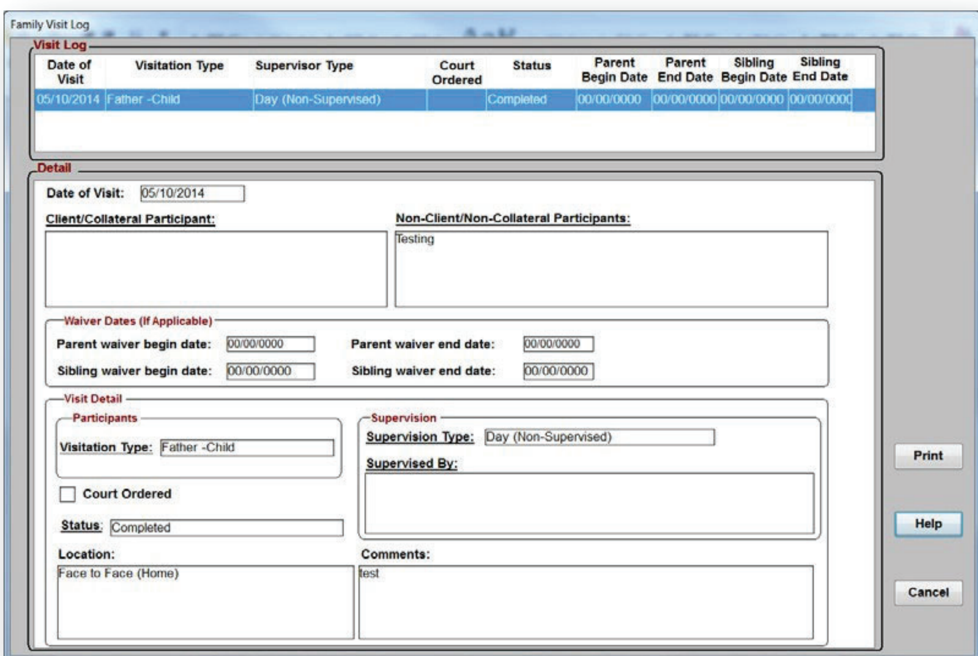
Sibling Contact Example



(Workload/Services/Contacts)

Family Visit Log





Family Visit Log Button

- The **Family Visit Log** screen will contain a list of all **Family Visitation (foster child/parent/sibling/etc)** Purposes and **Parental Waivers** and **Sibling Waivers** that have been entered on the Client Contact Information screen/Client Schedule/Waivers tab.
- The **Family Visit Log**… can be printed using the complete history or a specific date range. The **Print** button on the Family Visit Log screen should be selected to print any family visits or

parental/sibling waivers entered on the Client Contact Information screen/Client Schedule/Waivers tab.

TIP SHEETS (AKA Screen Paths)

Since searches occur in all types of cases, the first tip sheet is the Search Tip Sheet. Then, Tip Sheets are arranged by Investigation Tip Sheets and Case Tip Sheets categories. The Tip Sheets are then arranged alphabetically under each category.

A point to note: The more specific you are, the narrower your search will be. Let’s check this out using the investigation name “Green” and the case name “Brown.”

SEARCHES
CHRIS has several ways to search for cases, clients and providers.

Search From Your Workload: Advantages - one of the first screens you encounter; lots in information on a specific **case or investigation.**

Search From Your Workload (Investigation):

Task	CHRIS Screen Path
Select your workload • Decide if you are searching for an investigation or a case • Click the radio button beside referral/investigation or beside case • For this Tip sheet we are concerned with a Referral/Investigation search.	**Workload**
Click Referral/Investigation • Click Existing (default selection) ○ Option to enter CHRIS Case number if you know it ○ Enter Number, click OK button; CHRIS retrieves case • If you do not have the Case ID number: ○ Select Search command button on right ○ Referral Search Criteria screen appears	**Workload/Referral/Investigation/ Existing/Enter Case#** or **Workload/Referral/Investigation/ Existing/Search**
Referral Search Criteria Screen • Must enter last name, if not sure of spelling be sure that Soundex is checked • Enter as much data as you know (Referral Date, TDM, County, Client Name(Last and First)Phone Numbers) to refine search • Select Ok; brings up Referral Matches screen	
Referral Matches screen • Shows **Referral Matches**: Referral ID, Family Name, Refer Date, Contact Date, County, TDM ○ If more than one case match, highlight next referral in the list • Shows **Referral Details**: • Shows **Referral Client List**: Client ID, Client Name, Role, Individual Finding • Once you are sure you have the right case, highlight in the Case matches and hit Show on the right side of screen	

Search From Your Workload (Case):

<table>
<tr><th>Task</th><th>CHRIS Screen Path</th></tr>
<tr><td>Select your workload
Decide if you are searching for an investigation or a case
Click the radio button beside referral/investigation or beside case
For this Tip sheet we are concerned with a Case search.</td><td>Workload</td></tr>
<tr><td>Click Case
Click Existing (default selection)
Option to enter CHRIS Case number if you know it
Enter Number, click OK button; CHRIS retrieves case
If you do not have the Case ID number:
Select Search command button on right
Case Search Criteria screen appears</td><td>Workload/Case/Existing/Enter Case #
or
Workload/Case/Existing/Search</td></tr>
<tr><td>Case Search Criteria Screen
Must enter last name, if not sure of spelling be sure that Soundex is checked
Enter as much data as you know (Type of Case, Open Date, County, Case Status) to refine search
Select Ok; brings up Case Search Match screen</td><td></td></tr>
<tr><td>Case Search Matches screen
Shows Case Matches: Case ID, Case Name, Type of Case and County
If more than one case match, highlight next case in the list
Shows Case History: Open Date, Close Date, Primary Worker, Reason Closed
Show Case Client List: Client ID, Client Name
Once you are sure you have the right case, highlight in the Case matches and hit Show on the right side of screen</td><td></td></tr>
</table>

Client Search: Advantages – can search by more elements (client characteristics, address, SSN, etc.); let's you know if a client has been involved in more than one case; lots of Information on **client**

<table>
<tr><th>Task</th><th>CHRIS Path</th></tr>
<tr><td>
DO NOT HIT WORKLOAD

Click Search Button, top tool bar or the large icon
Brings up Client Search Screen
Check box to search by Client Characteristics or Direct:

Client Characteristic (must have last name); can narrow search if you have:

DOB, gender, race
Address – must have at least the street name; other information narrows search

Direct

SSN
Phone Number
CHRIS Client ID
Email

Click OK, brings up Search Results Screen

Client Matches
Client Investigation Details
Client Address Details
If more than one name, high light the next one in the list

Click Show

</td><td>
Search Button – Top Tool bar Icon

Search button/Select Search Criteria/OK
</td></tr>
</table>

Provider Search): You can also search for providers from the top tool bar or large icon

Task	CHRIS Path

DO NOT HIT WORKLOAD
• Click Provider Button, top toolbar or icon
• Click Directory
• Brings up Provider Search Criteria Screen
  ○ Select the type of provider you need by clicking radio button next to:
    ○ All
    ○ Placement
    ○ Non Placement (such as doctor, dentist, counselor, etc.)
• If you select placement or non- placement you must select Service Provided (field turns yellow)
• Enter county where you are seeking the service to narrow your search
• If you select Placement, select appropriate status to narrow your search (both Service Status and Availability Status
• IF you have the provider ID number, you can select Direct (at the bottom of the screen)
  o Enter Provider ID, Select Find on right side of screen
	Provider Button (top tool bar or icon)
	
	Provider Button /Directory

Investigation

Tip Sheets

Investigator's Survival Kit – Grab Bag

Investigation Time Lines

Protective Custody (72 Hour Hold)

INVESTIGATOR'S SURVIVAL KIT
On-Call Grab Bag

GENERAL FORMS

1. CFS-6052 – Referral Snapshot
   Warning: Reporter's name is on this form
2. CFS-212-A – Notice of Child Maltreatment Allegation to Alleged Offender
3. CFS-323 – Protective Custody/ Parental Notification
4. CFS-323A – Notice to Adult Relatives by Blood, Adoption or Marriage that a Child Has Been Taken into DCFS Custody
5. CFS- 200 Protection Plan
6. CFS-6003 – Report to PA – *carry a blank copy as a reminder of information needed*
7. CFS-327-A – Body Diagram
8. DHS-81 – Release of Information or **DHS-4000**, Authorization to Disclose Health Information
9. Blank Affidavit as reminder of information, especially efforts to locate absent parents, relatives, fictive kin
10. Health & Safety Checklist cards

MEDICAL PASSPORT FORMS

1. CFS-366 – Health Screening *to be completed by medical provider*
2. CFS-362 – Medi-Alert to Foster Care Provider

CFS-353 – Requested Medical Records Log
CFS- 365 – Receipt of Medical Passport

FOSTER PARENT FORMS

1. CFS-6007 – Placement Provider Information Report (From CHRIS)
2. CFS-450 – Prospective Provisional Foster Parent Information and Questionnaire
3. CFS-462-A– Foster Home Agreement Addendum

PUBLICATIONS

1. PUB-052 – Child Protective Services: A Caregiver's Guide
2. PUB 011 – What Happens When Your Child and Family are Involved with DCFS
3. Copy of investigation policy
4. PUB-357 Investigative Protocol (CHRIS Net)
5. PUB 35 – Team Decision Making
6. PUB 85 – Differential Response

EQUIPMENT

1. Camera, extra film, batteries, memory stick/card (if digital)
2. Engagement toys – paper, crayons, markers
3. Ink pens, paperclips, business cards, badge
4. Ruler with name of worker and DHS printed in red, used for reference in photos
5. Injury Assessment Chart or Portable Guides from OJJDP
6. Maps – city and county
7. Car Seat/Toddler Seat (access to one)

TELEPHONE NUMBERS

Crimes Against Children Division (CACD)
Child Abuse Hotline 1-800-482-5964
On-Call Supervisor number; your supervisor number
Prosecuting Attorney, Juvenile Judge

After hours directory
Emergency numbers – OCC, law enforcement,
On-call Resource Worker, DRT supervisor, TDM Facilitator
Foster home list with telephone numbers and addresses

Resource numbers: Battered Women's Shelter, homeless shelters, food banks, churches, suicide hotlines

CHILD MALTREATMENT INVESTIGATIONS - DCFS IS THE INVESTIGATING AGENCY

NAVIGATION ONLY

Time Frames start when the Hotline keys the report

NOTE: In order to complete some of the documentation set out below you must update the client screens.

FIRST 24 HOURS – TASKS and DOCUMENTATION TIME FRAME		CHRIS SCREEN PATH
Report is received in county office (can be CHRIS or phone)		
Supervisor	Checks inbox a minimum of once in am/once in pm	Inbox/County/highlight the Investigation/Show
	Assign investigation to FSW or Unit Group	Workload/Assign/Transfer
	Acknowledge receipt of Priority 1 within 2 hours	
	Staff at 72 hours, 14 days and at closure	
FSW	Checks Workload a minimum of once in am/once in pm	Workload/OK (most current show on top)
	Print Referral Acceptance (Snapshot) – CFS-6052	Workload/Investigation/Reports
	Completes preparation for investigation including: • CHRIS Search for prior investigations or cases • Search other available records • Interview reporter if known	Workload/Search – see Search Work Aid Workload/Investigate/Interview/Coll Intv/Select Reporter
	PRIORITY ONE REPORTS : Notifies Prosecuting Attorney (TELEPHONE); follow up with CFS-201 A within 5 business days	Investigate/Services/Contacts Workload/Doc Trkg NOTE: Policy lists these forms as optional; check

		your office preference
	Notify Local Law Enforcement; follow up with CFS-201 immediately	NOTE: Policy lists these forms as optional; check your office preference
	Initiates investigation within **24 hours for Priority 1 and 72 hours for all others**/document within 2 business days – interview alleged victim or visual inspection • Include information on the condition of the home or other residence in these interview screens	Investigate/Interviews/Vctm Intv
	Take pictures if needed/complete CFS-327a	Workload/Doc Trkg
	Interview parent/caregiver to assess safety/document within 2 business days	Investigate/Interviews/O/P Intv/Select Role
	Provide PUB 052	Workload/Dck Trkg
	Make safety determination on first contact with family, document on Health and Safety Checklist within 2 business days	Workload/Investigate/Client/Select Client/HSA/Health and Safety Checklist
	Complete safety Plan if indicated	Workload/Investigate/Client/Select Client/HSA/Safety Planning (Checklist must be completed before this screen is available
	If 72 hour hold is taken see that Tip Sheet	
	Forms given in the first 24 hours depend on case specifics. All forms are documented in Doc Tracking	Workload/Doc Trkg

Within 5 days		
	If Alleged Offender/Victim is in foster care immediately notify and follow up in 5 working days: • Attorney ad Litem for other children in the foster home • Attorney ad Litem for Alleged Offender/victim • Parents (custodial/non-custodial) of Alleged Offender/Victim, • OCC Attorney	Workload/Doc Tracking
Within 30 Days		
	Complete record checks on any new case members identified in the investigation	See Search Tip Sheets
	Obtain and enter information needed for the Client Screens on all members of the case	Workload/Investigate/Client/General
	Obtain and enter information on collaterals identified	Workload/Investigate/Coll Info
	Complete required interviews; provide PUB 52 and form CFS-212A to alleged offender if this person was not interviewed in the first 24 hours	Investigate/Interviews/O/P Intv/Select role Investigate/Interviews/Sibling Intv Investigate/Interviews/Collateral Intv Workload/Doc Trkg
	Assess need for medical evaluation – must have evaluation if the allegation is sexual abuse unless a supervisor approves an exception • Obtain parental signatures on Release forms (DHS 81; CFS – 4000) • Document exam in Client Screen (Med Visits)	Workload/Doc Trkg Workload/Investigate/Client/Medical/Med.Visit

	Assess need for mental health, drug and alcohol or other referral during the investigation for household members; if referred document Client Screen (Med)	Workload/Investigate/Client/Medical
	Complete Abuse/Neglect screens	Workload/Investigate/A/N Alleg
	• Select child	
	• Select Abuse/Neglect category	
	• Select Abuse/Neglect type	
	• Select Injury Characteristics	
	• Enter Incident Date Information	
	If new maltreatment allegations are found during investigation, enter these into the Abuse/Neglect Screen	Workload/Investigation/A/N Alleg (click CLEAR to enter the victim, new allegation and offender
DOUBLE CHECK		
	Be sure you selected the right individual finding	Workload/Investigate/Findings
	Be sure narrative in interview screens matches the selected Contact	Workload/Investigate/Interviews
	Be sure you selected the correct role for the client	Workload/Investigate/Client/Gen.Info
	Be sure you interviewed necessary collaterals to support your case findings	Workload/Investigate/Interviews/Coll & Workload/investigate/findings
	Check to be sure client and relationship match	Workload/Investigate/Client/Relations
	Update Health and safety Checklist/Safety Plan **if needed**	Workload/Investigation/Client/HSA
Determination – Always confer with supervisor		

	Complete findings screen for each child	Workload/Investigate/Finding
	Complete Risk Assessment on children with a true finding (both scales)	Workload/Investigate/Client/HSA
	Complete Report to Prosecuting Attorney	Workload/Investigate/PA
	Complete Investigation Notes	Workload/Investigate/Inv Notes
	Complete Case Connect – true findings	Workload/Investigate/Case Conn
	If overdue, document the reason	Workload/Investigate/Overdue
	Complete Investigation Closure Screen	Workload/Investigate/Inv. Close
	On true reports, referral all children under age 3 years to DDS for Early Intervention Assessment	Workload/Doc Trkg/DCO 3350 Workload/Investigation/Services/Srv. Log

CHILD MALTREATMENT INVESTIGATIONS – 72 Hour Hold PROTECTIVE CUSTODY

Time Frames start when the Hotline keys the report

Different offices may assign these tasks to different people. The important point is SOMEONE has to do them – Investigator, Caseworker, Placement Unit Worker etc.

TASKS – SEE ALSO GUIDES FOR INVESTIGATION	CHRIS SCREEN PATH
Notify the following people immediately (PROCEDURE II-D11)	
• OCC Attorney	
• Parents if available - provide CFS 323	Workload/Doc Trkg
• Health Specialist	
Prepare Affidavit – CFS 411 (CHRIS Net)	CHRIS Net/All Forms or Investigations tab in top tool bar
Arrange medical exam	Workload/Investigate/Client/Medical/Med Visits FYI – may also be documented in the case
OPEN OUT OF HOME PLACEMENT	
Place child in an approved placement • Child cannot be placed with relatives or fictive kin until that home is approved as a provisional foster home.	
• Complete as much of CFS – 450 as you know; provide to resource worker	CHRIS Net Forms/Resource/Adoptions Workload/Doc Trkg
Immediately complete Case Connect	Workload/Investigate/Case Conn.

Determine who will complete the Removal Screen	Workload/Removal Workload/Placement/Select Client/Place/Recomm
WITHIN 72 HOURS	
Determine if there should be no reasonable efforts to reunify (always with supervisory consultation and OCC notification)	
Determine if the emergency has resolved and children can return home – complete CFS – 336	Workload/Doc Trkg
End date placement	Workload/Placement/Select Client/Select Placement/Enter/Exit

Case Tip Sheets

CONTACTS/VISITS

TASK: CONTACTS	CHRIS SCREEN PATH
ENTER A NEW CONTACT:	Workload/Services/New/
General Information • Enter Type/Location (picklist) and Status • Enter Contact Date (date of the contact not the date of the documentation) • Enter the Time	
Purpose/Participants • Select the Purpose or Purposes (pick list) • Participants/Select • Select Role (Client or Collateral) • Click appropriate radio button for Staffing/Team Meeting	
• Name: Select Client/OK – this adds the person to the Participant Field • To add another client, click New; Select the next client • To select a collateral who participated change the radio button to see collaterals already added to the case	If you don't see your person they may need to be added as either a client or a collateral
Comments • Worker ensured the Health and Safety of the Child(ren) Click appropriate radio button	
Add to save the contact	
VISITS	**CHRIS SCREEN PATH**
When Family Visitation (foster children/parent/sibling/etc) is	Workload/Services/New/Purpose

selected as the Purpose the **Visit Detail screen** opens. • Select Visitation Type (pick list) • Check if the visit is Court Ordered • Pick the appropriate Status • Select Supervision Type • Type the name of person(s) supervising (Text field) • Enter any non-collateral/non-client participants at the visit	

Court Screens

SCREEN AND TIPS	CHRIS SCREEN PATH
Court Hearings Screens	**Workload/Court/Hearing/New**
Detail Screen – Enter every court hearing and information • Document clients involved in court hearings • Document jurisdiction, date of hearing, type of hearing, continuance and reason (if applicable) • Document court's orders • Document Judge's name; OCC attorney's name • Document notification to other staff • Document parties to hearing	**Workload/Court/Hearing/Details**
Child Screen • Document custody Status • Enter date and type of next scheduled hearing • Document any "No Reunification Services" (if applicable) • Document names of Attorney Ad Litem and Court Appointed Special Advocate	**Workload/Court/Hearing/Child**
Attorney Screen – Enter attorney information for each client • Each client in the hearing screen should have a record showing who represented him or her at that hearing	**Workload/Court/Hearing/Attorney**
Court Report Screens – Complete a court report for all review hearings • Be sure that Relative's Interest is up-to-date. To complete this section of the Court Report select a child and then click the Relative's Interest button. The section is completed for each child.	**Workload/Court/Report/Report** **NOTE:** In order to complete, you must first add all relatives notified as a CHRIS client with the case and complete the clients relationship screen. Once completed the relatives name will populate to this section of the court report.

• Provide notice to all parties at least 14 calendar days before the hearing, if DHS is the requesting party • Submit the "Court Report" (CFS-6011) to OCC attorney within 14 days prior to the hearing; note in Document Tracking	**Workload/Other/Doc Trkg**
Permanency Planning Screen • Submit the Permanency Hearing Court Report (CFS-6024) to OCC, CASA, Attorney Ad Litem and all Parties no later than 14 days before the scheduled Permanency Planning Hearing; note in Document Tracking • Make a recommendation to the court to continue visits between siblings and with relatives who established visitation prior to TPR (if in the child's best interest). • Document the recommendation in the "Permanency Planning Hearing Court Report (CFS-6024)	**Workload/Court/Report/Permanency**
Parental Rights Screen (if applicable) • Complete the Recommendation for Termination of Parental Rights screen • Record the date that termination was recommended for each parent	**Workload/Court/Par Rights/ Recommend**
• Complete the Termination of Parental Rights Screen • Document the date the TPR petition was filed • Document the date the TPR was effective • Document the type and date of notice • Document Legal Code • Document TPR hearing Date and Outcome	**Workload/Court/Par Rights/ Terminate**
Status Screen (Two ways to get to the same screen) • Should pop-up after completing the court hearing screens.	**Workload/Court/Status or Workload/Client/Status**

Foster Care Case Time Line

Time Frames start when the child is taken into care

<table>
<tr><th>TASK – FIRST 24 HOURS</th><th></th><th>CHRIS SCREEN PATH</th></tr>
<tr><td>FSW/Investigator</td><td>Completes Case Connect</td><td>Workload/Investigate/Case Connect</td></tr>
<tr><td colspan="2">Get Initial Medical Exam and document it

Complete Removal Screen

Complete Placement Screens

• Recommend – If a IV-E Eligible Child placed with a Not Eligible Provider, Federal Money will not be paid unless the Provider can become and does become Eligible during the placement. If the provider should receive a Payment Scale/Amount other than what populated based on Placement Service selected, check the ‘Child requires Special Rate’ checkbox and enter the Total ‘Monthly Authorized Amount’ with ‘Reason for Special Rate’. This will require a 3 tier approval.
• Pay Scale-The ‘Payment Scale Information’ that is approved on the Provider Recommendation screen will populate to this screen. If incorrect payment scale information was initially approved, then it can be corrected on this screen if the child is at the same Provider and same Placement Service.
• Enter/Exit- If the Foster Family is a relative of the child and/or Date Provider Information Report (CFS-6007) Signed by Foster Parent is not completed on the Provider Recommendation screen (or answered incorrectly), they can be selected here in an open placement. This will populate back to the Provider Recommendation screen.

Initial Medicaid Application - This will automatically be sent when the initial placement is approved. This application will be used by the IV-E Eligibility Unit to establish Medicaid Eligibility for the child.</td><td>Workload/Client/Medical/Med Visits

Workload/Removal
Workload/Placement/Place
Workload/Placement/Place/Recommend

Workload/Placement/Place/Pay Scale

Workload/Placement/Place/Enter/Exit</td></tr>
</table>

Complete the Medi-Alert (CFS-362)	
Complete Clothing Order (DHS-1914)	CHRIS Net Form
Complete Client Screens for each client: It's important for OCSE Referral purposes that both parents (even all alleged/putative dads) for the child(ren) **<u>are entered as Clients.</u>** • General Information– should always reflect the current living arrangement • Demographics – 1)Address (to match placement), 2) Phone (to match placement), 3) AKA, 4) Characteristics('Does Client Have a Disability?' is important to answer for children in foster care as it is relates to AFCARS Elements), 5) Marital (if applicable) • Relations-'Family Household Composition' should be at the time of the removal and should not be changed after removal. Ensure all Parents are listed on the child's Relationships screen with the correct 'Family Household Composition' to ensure OCSE is referred. • Employment/Education – 1) Employment, 2) Education, 3) Military (if applicable) • Finances – 1) Eligibility, 2) Income, 3) Debts, 4) Assets, 5) Applications (Medicaid/IV-E Applications). All income such as Wages/Salary, Program Assistant and SSI should be entered. It is important to enter financial information on **all** Clients as this information is a factor in determining the child's IV- E Eligibility status. • Medical 1) History, 2) PsycFunc, 3) Meds, 4) Shots, 5) Med. Visits, 6) Psyc Eval, 7) Insurance- Once the IV-E Eligibility Unit processes the Initial Medicaid Application, the child's Medicaid information will display on the Medical Coverage/Insurance screen.	CHRIS Net Form Workload/Client
Give biological parents the Pub-011	CHRIS Net
Notify OCC Attorney – Affidavit (CFS 411)	CHRIS Net Form

WITHIN FIRST WEEK	CHRIS SCREEN PATH
Complete Visitation Plan (CFS-6010A)	CHRISNet/Forms
Provide information about child to Health Unit to schedule Comprehensive Health Exam	Workload/Services/Contacts
Complete a visit between Parent/Child(ren)	Workload/Services/Contacts
Complete Home Visit (Contact)	Workload/Services/Contact
Complete Placement Visit (Contact)	
Probable Cause Hearing (Make sure that it is documented in CHRIS)	Workload/Court/Hearing
Complete Medical Passport and deliver to provider (Document)	Workload/Other/Doc Trkg
• CFS-352 – Medical, Dental, Vision and Psychological Episodic Form	CHRISNet/Templates
• CFS-353 – Requested Medical Records Log	CHRISNet/Templates
• CFS-362 – Medi-Alert to Foster Care Provider	CHRISNet/Templates
• CFS-365 – Receipt of Medical Passport to Provider	CHRISNet/Templates
• CFS-366 – Health Screening	
• CFS-368 – Child's Health Services Plan	
• CFS-6007 – Placement Plan	

WITHIN 30 DAYS	CHRIS SCREEN PATH
Complete Placement Plan (CFS-6008)	Workload/Case Plan/Placement Plan
Complete weekly visits between Parent/Child(ren)	Workload/Services/Contacts
Complete weekly Placement Visits	Workload/Services/Contacts
Complete weekly Home Visits	Workload/Services/Contacts
Send staffing notice CFS-590 (14 days prior to staffing)	Workload/Other/Doc Trkg
Complete CANS	Workload/Plan/Assess
Conduct Initial Staffing. Document in CHRIS	

Complete Case Plan (CFS-6010); Document Distribution of Case Plan Complete Health and Safety Checklist/Safety Plan/Risk Assessment –The Investigator is responsible for completing the Health and Safety Checklist, Safety Plan and the initial Risk Assessment (if appropriate) in the Investigation	Workload/Assess/Pl/Case Pla Workload/Client/HSA
AFTER FIRST 30 DAYS	**CHRIS SCREEN PATH**
Check to make sure that the Comprehensive Medical Exam has been completed and documented in CHRIS (within 60 days of child entering care) Complete weekly visits between Parent/Child(ren) Complete weekly Placement Visits Complete weekly Home Visits Update CANS Update Case Plan Send & Document Invitation to Family Centered Meeting CFS-590 (two weeks prior to staffing) Document distribution of Case Plan Complete Court Report Submit Court Report (CFS-6011) to OCC 14 days prior to the hearing Review Hearings (Make sure they are documented in CHRIS)	Workload/Client/Medical/Med Visits Workload/Services/Contacts (Visits) Workload/Services/Contacts Workload/Services/Contacts Workload/Services/Contacts Workload/Assess/Pl/CANS Workload/Assess/Pl/Case Plan Workload/Other/Doc Trkg Workload/Court/Report/Report Workload/Other/Doc Trkg Workload/Court/Hearing
THINGS TO REMEMBER	**CHRIS SCREEN PATH**

Document ALL forms/correspondence/reports etc.	Workload/Other/Doc Trkg
• When a placement changes you must complete a new Placement Plan	Workload/Access/Plan/Placement Plan
• FAST/CANS needs to be updated and approved before every staffing	Workload/Assess/Pl/FAST or CANS
• Case Plan must be updated and approved before every staffing	Workload/Assess/Pl/Case Plan/Approve
• Complete Notification of Change in Out-of-home Placement (CFS-300) and distribute to parents/OCC Attorney/Attorney Ad Litem, Court, Foster Parents and age appropriate child. Document sending it in CHRIS	Workload/Other/Doc Trkg AND Workload/Access/Plan/Placement Plan Workload/Other/Doc Trkg
• Conduct a Special Case Staffing if a child has 3 placements within 12 months. (Held within two weeks of third placement)	Workload/Services/Contacts
• Complete SS-5 if a child does not have a Social Security number or it is unknown.	CHRISNet Forms
• If less than weekly visits between parents/child(ren) are approved by the court, a DCFS supervisor must complete a waiver.	Workload/Services/Contacts
• If less than weekly contacts to parents home or to provider is approved by the court, a waiver must be completed and approved.	Workload/Services/Contacts
• If a child is receiving Supplemental Security Insurance (SSI), Social Security (Program Assistant), Child Support, Veterans Benefits (VA), Railroad Benefits (RR) or any other type of income when they are taken into care: • Execute a Consent for Use of Funds and Resources (CFS-491) signed by parents • Forward the Authorization for Billing and Trust Account Action (CFS-376) to the Trust Fund Coordinator	CHRISNet/Templates
There must be reasonable efforts to achieve permanency option for children who have been placed out of the home for 12 months.	

Opening a Case

OPEN CASE FROM INVESTIGATION	CHRIS SCREEN PATH
• Update all client information	Workload/Investigate/Client
• Be sure all clients have a SSN; click Pseudo SSN if you do not have the number	Workload/Investigate/Client/General Information
• Complete Case Connect Screen	Workload/Investigate/Case Conn
• From Case Connect Screen chose: ○ Open a New case ○ Connect to an Open Case ○ Connect to a Closed Case and Re-open the Case	
OPEN A CASE WITHOUT A CORRESPONDING INVESTIGATION	**CHRIS SCREEN PATH**
• Search for previous cases (see search tip sheet)	
• Navigate to new case	Workload/Case/New/OK
• Complete the Summary Screen	All information/Add
• Complete client screens for all clients	From Summary Screen after Add/Client/New
• Clicking New client brings you to the General Information Screen; enter client information	Workload/Client/ Race/Ethnicity Birthplace/citizenship/Language (language is required field) Characteristics Adpt Char Criminal Info Add to save Repeat for each client

• Complete Relationship Screens for each client	Workload/Client/Relationship/Add
• Add Case Collaterals	Workload/Coll Info
• Complete Court Screens (all three tabs – Details, Child, Attorney) if this case is opened due to court action; usually but not always a FINS case	Workload/Court/Hearing/New

Removal and Placement Screens

REMOVAL	CHRIS SCREEN PATH
• Complete all information on the Removal Screen	Workload/Removal/Show/Select Child
• Note: Date Affidavit Completed is not mandatory but complete it for your own record	
PLACEMENT	Workload/Placement/Select Child/Show
• Select a Placement	Workload/Placement/Select Child/Show/Place/New/Find
• Two ways to find a placement	
• **Direct**: Use if you know the provider number, provider last name, city where you need a placement, and/or county where you need a placement	Select Direct on Provider Search Criteria/Find (after you complete at least one field)
• **Customized:** Look by type of placement (such as Relative Foster Home) and county	Select Customized/Find/(after you complete type and county)
• Information on provider populates after placement is selected	
• Complete Placement Entry information	
• Address unique qualifications; be specific especially on how if meets health and safety needs	
• Indicate whether the placement is a relative/fictive kin	
• Check if Child needs special board rate, select the reason for the special rate from the picklist, and write explanation to justify	
• Indicate if siblings are in care and if they are placed together; describe reasonable efforts to place together	
• Submit for approval	
• Pop ups to: ○ Update living arrangements and caregiver ○ Update placement plan in 30 days	

○ Complete SSI questionnaire ○ Update education screen	
ENTER/EXIT	**CHRIS SCREEN PATH**
• Place information populated from the recommendation screen	Workload/Place/Enter/Exit
• Placement Exit Screen: ○ Complete date left a specific placement ○ Complete time left a specific placement ○ Select reason for leaving placement ○ Indicate if there are any unauthorized visitors ○ Complete survey to rate the placement child is leaving (pops up after you hit Add) • After clicking Submit and Request, pop ups allow you to enter who the child will live with at the new placement	Workload/Place/Enter/Exit/Add to save work

STAFFING

Time Frames start with the Case Open Date

TASK	CHRIS SCREEN PATH
All staffing are documented on the Contact Screen	Workload/Services/Contacts
Notices to staffing participants are sent on CFS-590 at least two weeks prior to the staffing date.	CHRIS Net forms
Staffing Purpose Options • Consideration to Adopt staffing • Disclosure staffing • Initial staffing • Other staffing • Permanency Planning staffing • Post TPR staffing • Separated Sibling staffing • Special staffing • Subsequent staffing	
Timeframes	
• Initial staffing: within 30 days of the date case opened • Subsequent staffing: prior to review hearings • TPR staffing – not specified in policy; • Consideration to Adopt staffing: 10 working days after court hearing terminating parental rights • Special staffing – within two weeks of 3rd placement when the child has been in 3 placements in a 12-month period • Permanency Planning - 11th month that a case has been opened; or if there is a recommendation • Always staff prior to case closure	

Placement Plan Screens

TASKS	CHRIS SCREEN PATH
Placement Plan	Workload/Assess/Pl

Create new plan – 30 days of each placement – excluding respite or hospitalization
 	
Family Information Screen – the plan opens to this screen
 	
• Placement plan creation date
• Reason for Removal and Why Out of Home Placement Is Necessary should be consistent with language in other screens related to removal
• If preventive services were offered check that box - Preventive Services Offered select box becomes mandatory
  ○ Select the date service(s) offered
  ○ Select the Agency providing the service(s)
  ○ Select the service offered
  ○ Click OK
  ○ Click Add to save
• Check it is was an emergency removal
• Enter current placement plan date
• Placement Service – select the service from the drop down menu
	Workload/Assess/Pl/Place Plan/Select Child/New/Fam Info

Child Information Screen – Not active until the Family Information has been added
 	
• Explain Unique Characteristic
• Describe efforts to place with a relative
• Indicate the placement proximity to the parent/caregiver
  ○ If other is selected the Explain text box becomes mandatory
• Describe how placement is least restrictive
  ○ If other is selected the Explain text box becomes mandatory
• Select whether siblings are in care
• Reason for placement above foster Family – explain why the child was not placed in a foster home; for
	Workload/Assess/Pl/Place Plan/Select Child/New/Fam Info/Child

example, if the placement was a residential facility • Services Provided to Child: Select all services that will be provided **to the child** in the placement • Services provided to Placement Provider: Select all services provided to placement provider to assure proper care for the child • Life Skills Training -. select items that will be needed by age appropriate child(ren) while in this specific placement • Add to save	
Notices – Active only after the Family Information and Child Information screens have been completed • Use to document that notices required by policy were sent and to document the date they were sent • Check whether placement information was given to the provider • If No, the explain field becomes mandatory • Enter attorney ad litem information • Add	Workload/Assess/Pl/Place Plan/Select Child/New/Fam Info/Notices

AFCARS

COR

NCANDS

AFCARS (Adoption Foster Care Analysis Reporting System)

AFCARS provides child-specific information on all children covered by the protections of Title IV- B and Title IV-E of the Social Security Act. On a semi-annual basis, all states submit data to the Children's Bureau concerning each child in foster care and each child who has been adopted under the authority of the state's child welfare agency. The AFCARS databases have been designed to address policy development and program management issues at both the state and federal levels. The data are also useful for researchers interested in analyzing aspects of the United States' foster care and adoption programs.

For each year since 1995, there are two AFCARS files, one containing adoption data and the other containing foster care data. These annual files are constructed from the states' semi- annual data submissions. The adoption file contains 45 data elements concerning the adopted child's gender, race, birth date, ethnicity and prior relationship with the adoptive parents. The date the adoption was finalized, dates parental rights were terminated, characteristics of birth and adoptive parents, and whether the child was placed from within the United States or from another country are also captured. The foster care file contains 89 elements providing information on child demographics including gender, birth date, race, and ethnicity. Information about the number of previous stays in foster care, service goals, availability for adoption, dates of removal and discharge, funding sources, and the biological and foster parents is also included in the foster care files.

AFCARS data elements are looked at continuously throughout the year to make sure that the needed information is collected. Many tools are available to assist in making sure that the needed data is entered into the CHRIS Data System.

- AFCARS Button – Located on the main CHRIS toolbar.
- CHRIS Net Reports – There are reports both for Foster Care and Adoption that you can use to assist you in quickly identifying what information you still need to obtain and/or enter into CHRIS.
- AFCARS Data Elements – A list of the Adoption and Foster Care data elements can be found at https://ardhs.sharepointsite.net/CW/default.aspx.

COR (Compliance Outcome Report)

This is a monthly report that is generated to assess where the state is at on 35 different elements.

- Elements 1a - 6a: Agency Child Maltreatment Assessments
- Elements 1b – 6b: Non Agency Child Maltreatment Assessments
- Elements 7- 12: Child Protective Services Cases
- Elements 13-34: Foster Care Cases
- Element 35: DCFS Family Foster Homes

The COR desk guide and monthly COR reports are located in CHRIS Net (use CHRIS Net button on Main CHRIS toolbar) in On-Line Reports, COR Folder

NCANDS (National Child Abuse and Neglect Data System)

NCANDS is a federally sponsored national data collection effort created for the purpose of tracking the volume and nature of child maltreatment reporting each year within the United States. The NCANDS Child File consists of child-specific data of all investigated reports of maltreatment to state child protective service agencies. Child File data are collected annually through the voluntary participation of states. Data elements include the demographics of children and their perpetrators, types of maltreatment, investigation or assessment dispositions, risk factors, and services provided as a result of the investigation or assessment.

You will receive notification if your help is needed in helping clean up or clarify data before the data is submitted. The data is submitted annually by January 31.