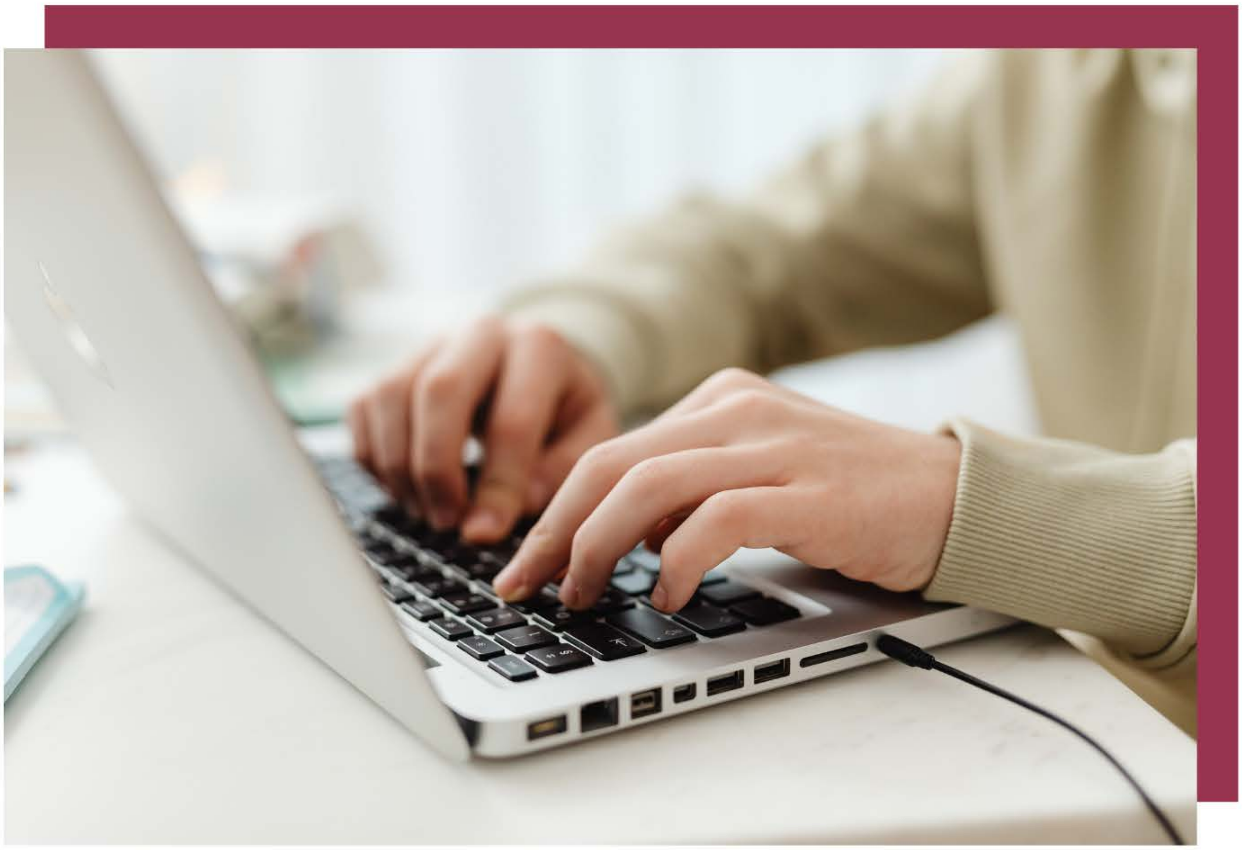
NEW STAFF TRAINING



CHRIS Desk Guide

MidSOUTH
College of Business, Health,
and Human Services
University of Arkansas at Little Rock

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

Revised 07-2026

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About

This Desk Guide was developed by the UA Little Rock MidSOUTH Training Academy for the State of Arkansas Division of Children & Family Services New Staff Training: CHRIS Orientation & Navigation.

The screenshots in this document are taken from CHRIS Version 31.6.

Desk Guide Revision Date: 05-2026

Abbreviations

AFCARS	Adoption and Foster Care Analysis Reporting System
CHRIS	Children's Reporting and Information System.
DCFS	Division of Children and Family Services
NCANDS	National Child Abuse and Neglect Data System
NYTD	National Youth in Transition Database. States are required to transmit NYTD data to the Feds every six months of the Federal Fiscal Year that captures three reporting populations: Served Population, Baseline Population and Follow-Up Population.

CHRIS: Getting Started

Case Management

Documentation

CHRIS is one of the computer programs used for casework documentation. Because DCFS utilizes various programs for documentation, it is also sometimes referred to as a Division Information Management System.

Legal Requirements

CHRIS helps guide staff through legal requirements, enabling them to fully comply with federal/state laws, as well as Division policies.

Confidentiality

Access to referrals and case information is limited to staff with a legitimate work-related need tied to their assigned responsibilities. Staff are prohibited from accessing information out of curiosity, for personal reasons, or when a personal relationship or connection creates a conflict of interest.

Logging in: County Office

Log in to the Network Client for Microsoft Networking on the DHS network to access your computer.

Username: (Typically) first initial, middle initial, last name.
Password: Use the one-time password you are provided.
Domain: DHS

PASSWORDS

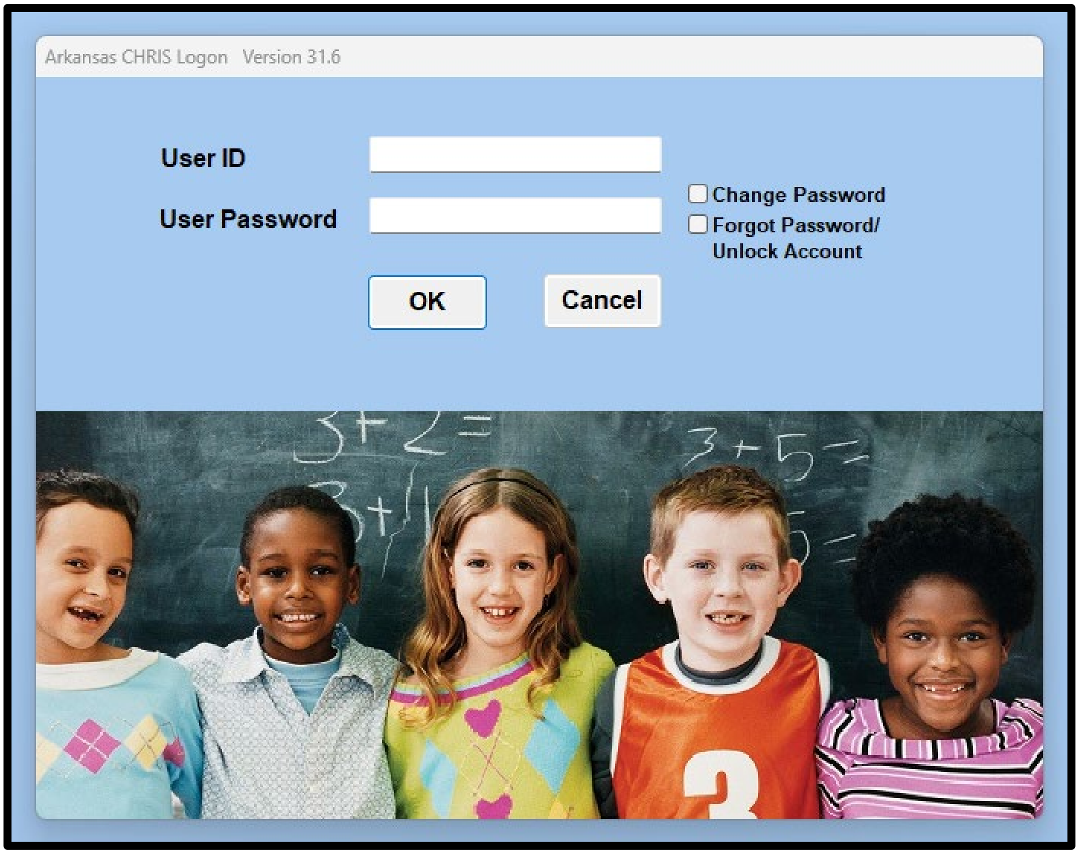
- Change your password to something you can remember!
- **To change your DHS Network password:**
    - **[CTRL] + [ALT] + [DEL]** > Change Password.
- Do not write your password anywhere others can easily find it.

After the user has changed their temporary password, a security question screen will appear to complete before proceeding to create a permanent password.

This self-management feature enables users to edit security questions and/or answers as needed. Each question is answered only once, and answers are not case-sensitive, meaning that upper and lowercase cases are accepted.

Logging in: CHRIS

Use the **Arkansas CHRIS Logon** window to gain access to the CHRIS server.



User ID: Your CHRIS user ID and the DHS network username will be identical.

- Typically, the username is: first initial, middle initial, last name.
- If they are not, call the Help Desk right away at 501-682-4357 (HELP).

Password: The first time you log in to CHRIS, you will be given a default password. Change your password to something you can remember.

CHRIS Passwords:

- May not be the same as any previous six passwords
- Must be at least eight characters in length, but no longer than sixteen.
- Cannot start with a numeric character 0 through 9
- May use upper case or lower-case characters (English A-Z or English a-z)
- May use numeric characters 0 through 9
- Cannot contain spaces or special characters (such as !,@, #, $, %, ?, ‘, -)
- You will be prompted to change it at specified intervals.

To change the password:

☐ Log in as usual, then click the **[Change Password]** button and follow the prompts.
  - CHRIS passwords are case sensitive.

You will also be prompted to enter two security questions/answers.

Forgot Password or Unlock Account:

➔ Click the [square] radio button.
  - ◆ You will be prompted on how to recover your password using your email and your security questions.

➔ Enter your email address and answer two security questions.
  - ◆ You will need these two pieces of information to recover your password.

Security Reminder:

- When you leave your office, even for a moment, lock your computer.
  - **[CTRL]+[ALT]+[DEL]** > Select **[Lock]** OR
  - **[Windows Key]+[L]** blocks access to your computer until you log back on.

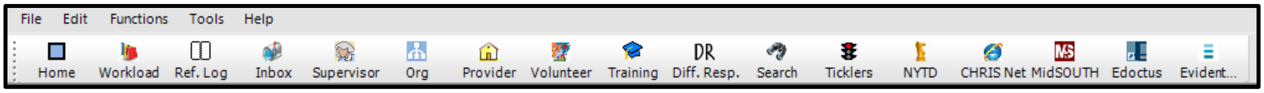
CHRIS: User Interface

Home Menu

After logging into CHRIS, you will see a few items on your computer screen: the **CHRIS Home Menu** (featuring 16 icons), a **File Menu** (top toolbar) with five tabs, and a **Main toolbar** (featuring 17 icons).

File Menu

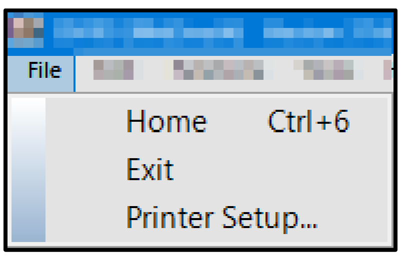
See below for the **File Menu Toolbar**.



The **File Menu bar** has five tabs: File, Edit, Function, Tools, and Help.

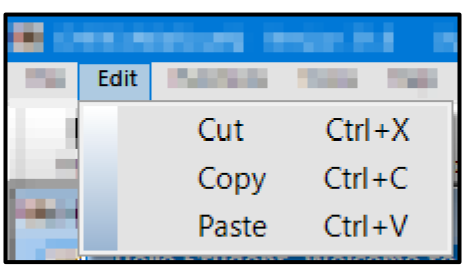
File

Home, Exit, or Printer Setup…



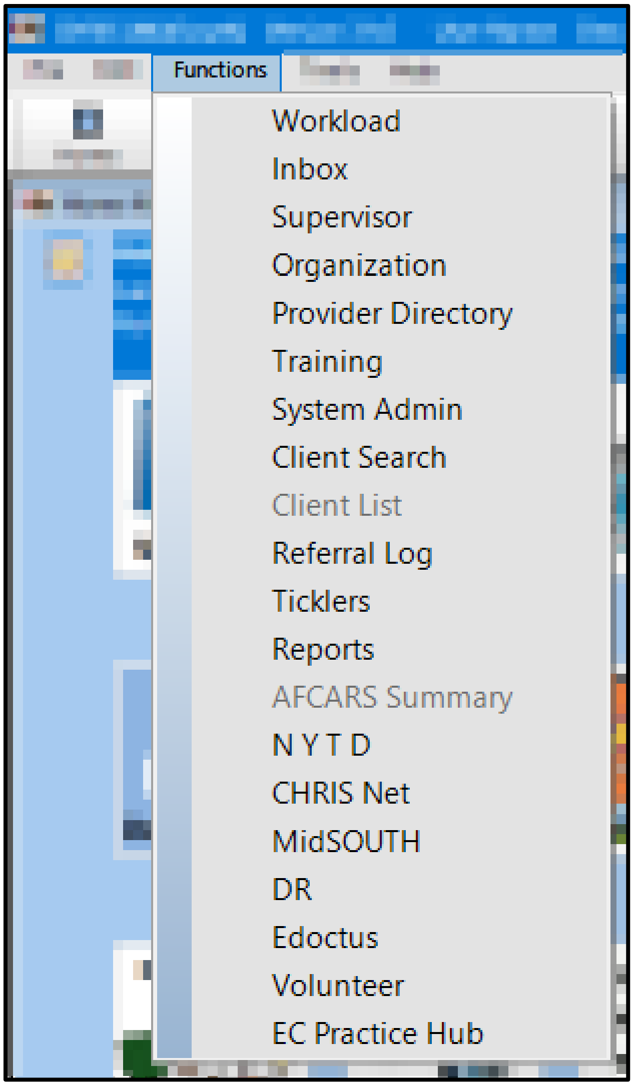
Edit

Cut, Copy, or Paste



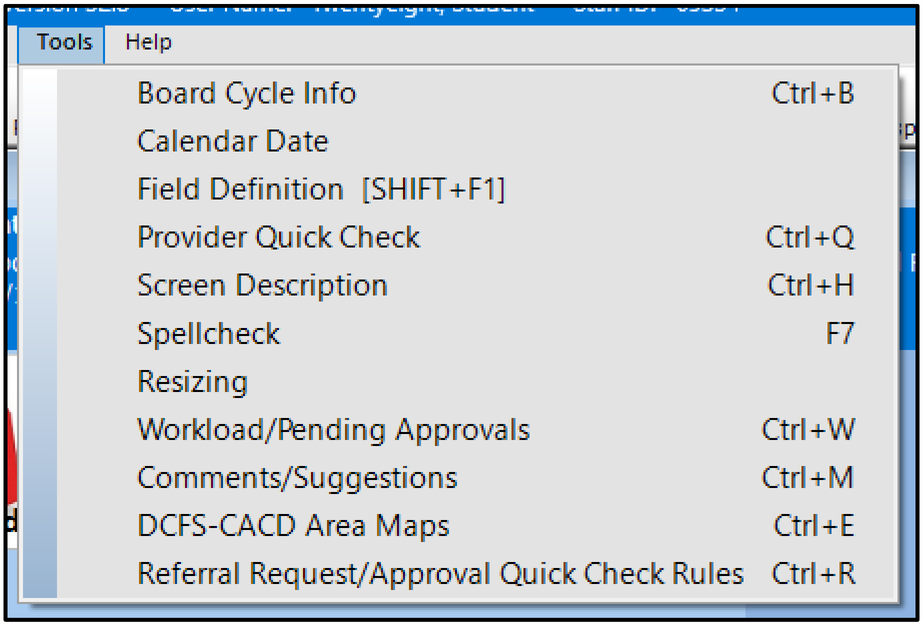
Functions

- ✓ Brings up a list of the **Main Toolbar** topics.
- ✓ This button ensures duplicate navigation.
- ✓ You can also access these functions by clicking the **Main Toolbar** buttons or icons.



Tools

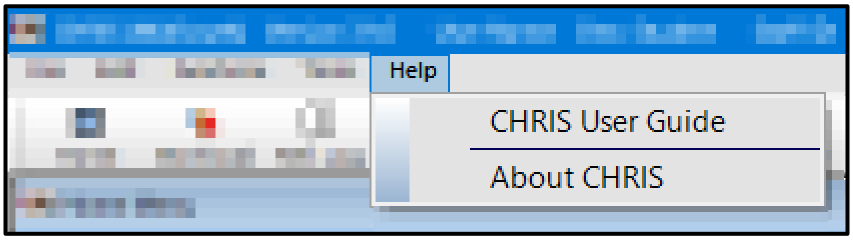
The Tools tab leads to shortcuts, information, and other helpful tools in CHRIS.



CHRIS Help

Click on the **Help** tab to access the **CHRIS User Guide**.

The **CHRIS User Guide**, also known as **CHRIS Help**, houses information on a variety of topics, including screen descriptions, field definitions, and security level information.

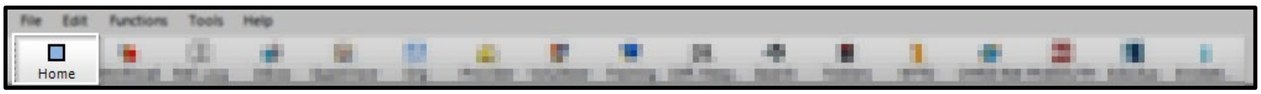


Main Toolbar

CHRIS uses two toolbars. The **Main Toolbar** appears below the **File Menu** bar at the top of the screen. The Main Toolbar and the Home Menu have almost identical icons/buttons. However, there are a few differences. The icons and their purposes will be listed in detail in the section following CHRIS Screens.

Home Icon

The Home Icon takes you back to the front screen in CHRIS.



Evident Change Practice Hub Icon

The Evident Change Practice Hub is covered more in the Icons section of this desk guide.

Focus Toolbars

- When a button on the Main Toolbar is chosen, a **Focus Toolbar** appears directly below the **Main Toolbar.**
- Focus Toolbars will be discussed in more detail after the **Workload Dialog Box** section.

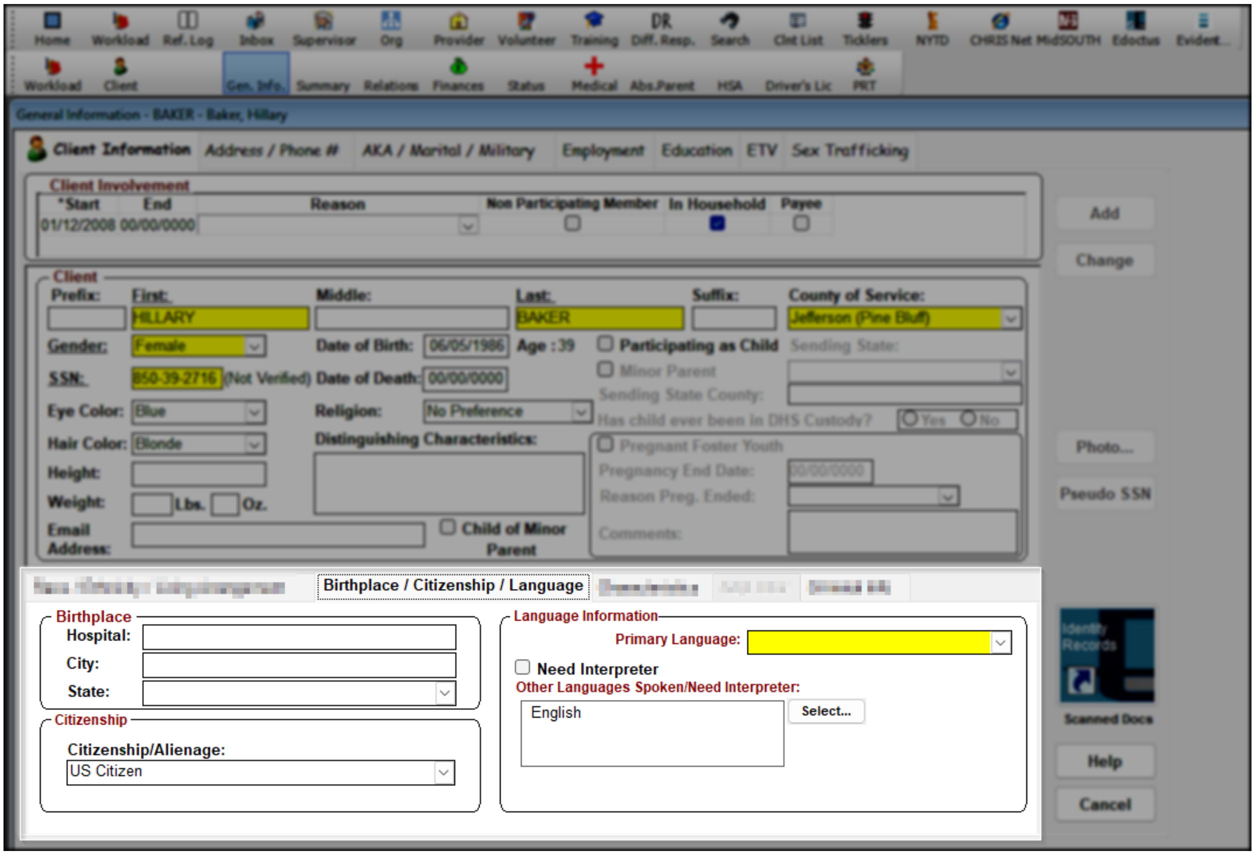
CHRIS Screens

A typical CHRIS screen looks like any other window. There will be menus and toolbars at the top: the **Main Toolbar** and the **Focus Toolbar**.

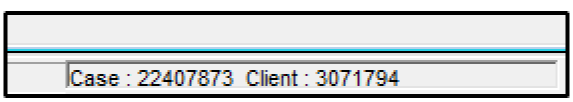
- CHRIS groups related data elements together.

- Each screen utilizes appropriate Windows-style interfaces, such as fields, multiple-line text fields, pick lists, radio buttons, checkboxes, etc. Most screens have several fields and prompts. Mandatory fields are highlighted in yellow.

- An important point to note about CHRIS screens is the presence of tabs.
    - Clicking the tabs is essential for viewing additional client information.
        - Important details may be on screens that are not visible in the default view. You see them only after clicking the tab.
        - The **Birthplace/Citizenship/Language** is one such tab.
    - You can easily click the top, middle, or bottom area to access the information.
    - You can also move between fields by pressing **[TAB]** on your keyboard.
    - If you make changes to a field with information, you must press **[TAB]** or click on another field before the change button becomes active to save your updates.



The **Status** bar at the bottom includes information such as the referral or case number, screen number, date, and time.



- ✓ The Case/Referral number matches the case or investigation being viewed.
- ✓ The screen number may help get help from support personnel or another user.
- ✓ The Provider ID shows in the status bar if you are looking at a provider.

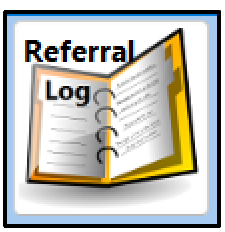
Icons

- ✓ An **icon** (a color picture along with words) usually indicates there are extra options (more buttons below).
- ✓ You will see icons on the CHRIS Home Menu, the Main Toolbar, and Focus Toolbars.

Workload

	✓ The **Workload** Icon takes you to the **Workload Dialog Box.** ✓ You will also see this referred to as **the Workload/Case/Referral/I&R/Provider Dialog Box.** ✓ There are four basic functions that this dialog box provides.

Referral Log

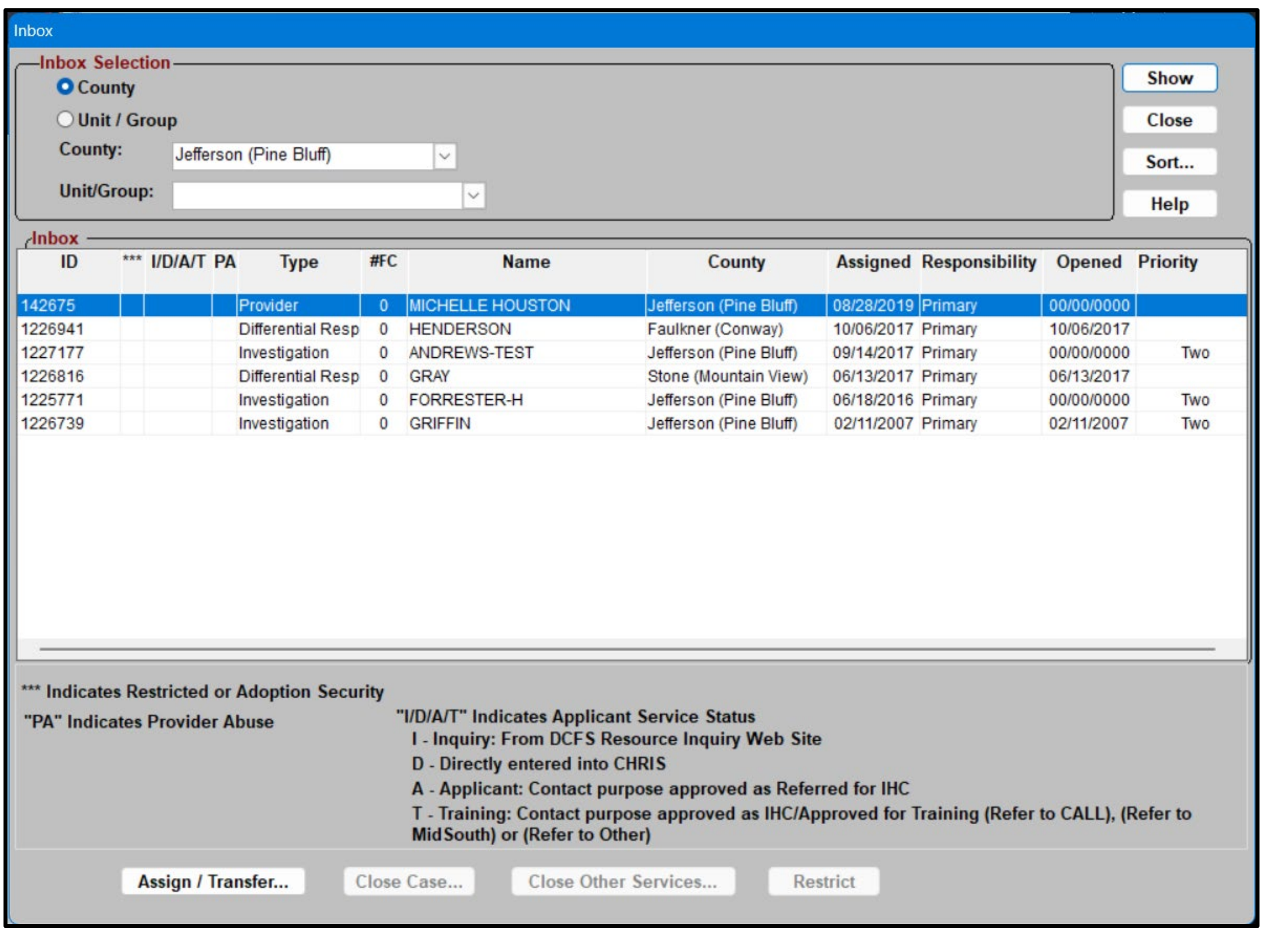
	**Referral Log**: ✓ List of referrals for the county or the DCFS staff member. ✓ Primarily for use by the supervisor.

Inbox

- ✓ The **Inbox** 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.
- ✓ Click the **Unit/Group** radio button to ensure you see everything you need.

Inbox Notes: The Inbox dialog box allows users to view transfers to the county inbox and assignments to the unit/group inbox. There is one shared location for the entire county. Everyone in the county, as well as statewide, can view the contents of the Inbox.

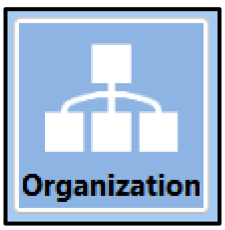
Supervisor Note: Supervisors should check this frequently. Also, a cautionary note - someone with enough security can assign a Case / Investigation / Provider directly to a Unit.



Supervisor

- ✓ Supervisors will click this button to get to the **Supervisor Approval** screen.
- ✓ If you are a Division staff member and submit anything for approval, this is where your supervisor goes to find it.

Organization



- ✓ You can find all CHRIS Users here.
- ✓ Some options include Staff and On Call.
- ✓ A reports option is also available.
- ✓ The CHRIS calendar is located under the **Reports** option.
- ✓ You can locate a cell phone number for most Division and CACD staff members in this screen.

Supervisor Note:

- ☐ The Ticklers Report is also located here if you need to print individual ticklers.

Provider

	✓ A provider is a person, business, or organization that provides services (e.g., resource parents, doctors, agencies). ✓ Only specialists with resource clearance can add new providers.

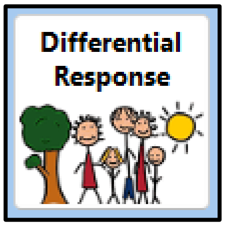
Volunteer

	✓ This section provides information on all approved volunteers. ✓ It includes information such as what type of services the volunteer can provide and when they are available.

Training

	✓ Training hours for DCFS staff and Resource parents.

Differential Response

<table>
<tr>
<td>
</td>
<td>

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

</td>
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</table>

Search

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Search: for a client in CHRIS

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

</td>
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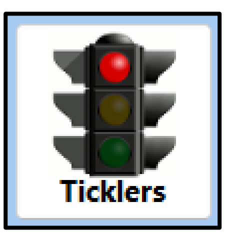
</table>

Ticklers

<table>
<tr>
<td>
</td>
<td>

Reminders of what you must do or things that may soon go overdue.

- When you click, you can filter by:
    - ✓ Overdue
    - ✓ Upcoming
    - ✓ Name Date(s)
    - ✓ Nature
    - ✓ All

</td>
</tr>
</table>

NYTD

- ✓ The NYTD Client Information Screen is a display-only screen for 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 need to be added or updated in CHRIS. See **CHRIS Help**: NYTD Client Information Screen for more details.

CHRISNet

- ✓ Website with CHRIS support and information, including policy.
- ✓ CHRISNet Reports include important information, such as the forms library, CHRIS Net reports, and other resources (such as training videos, matching tools, and practice guides) that can be viewed online or exported and saved to your computer.
- ✓ CHRIS Instructions are also available here.

MidSOUTH

- ✓ Opens the MidSOUTH/DCFS Portal

Edoctus

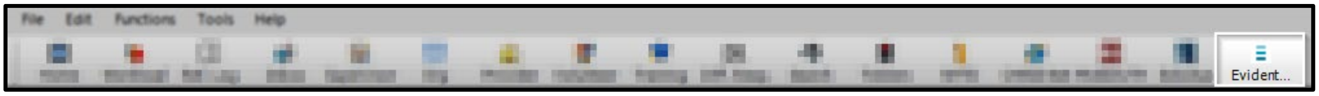
- ✓ **Edoctus** is a document management storage system. Staff will use this to scan supportive documents for each case type.
- ✓ Additionally, all true findings investigations are required to be scanned after the report is completed.

Reports

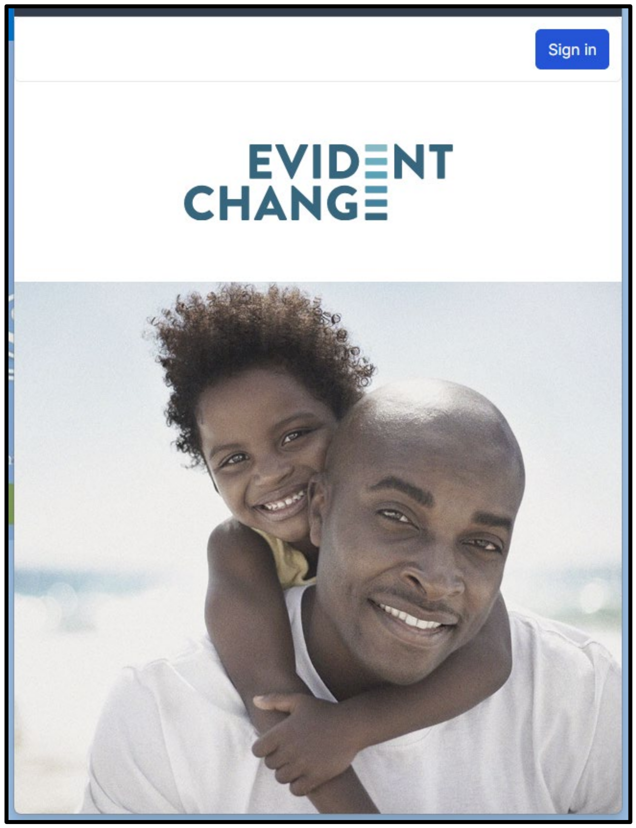
- ✓ The **Reports** icon has very limited functionality and is primarily used by the OST staff.

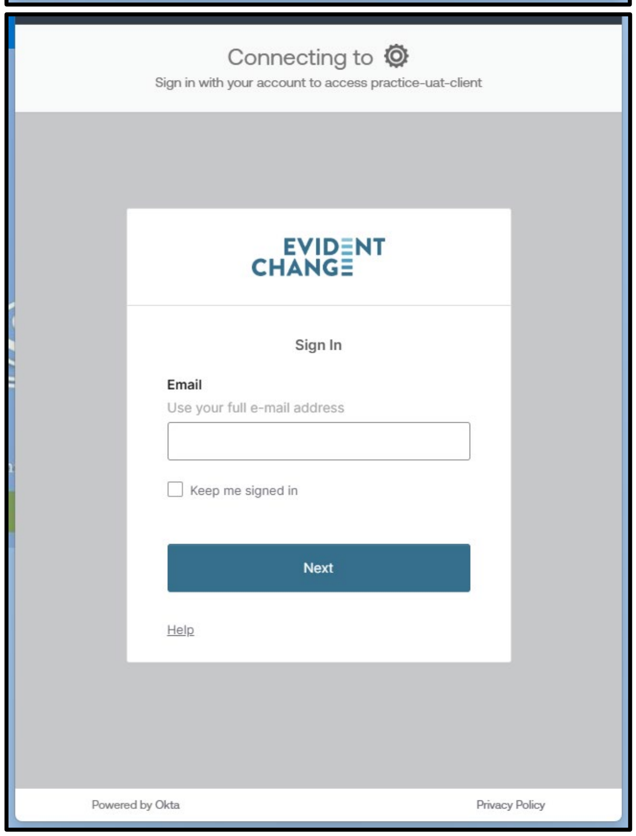
The Practice Hub

The Practice Hub, where everything SDM will be housed – DCS for Safety and Risk assessments; ARC for Risk Reassessments, Reunification assessments, Family Case Plan Tool and Form; and to launch the Safe Measures reports.



	The Practice Hub utilizes single sign-on technology, eliminating the need for additional login credentials. Access a list of all cases/referrals currently assigned to you.


Sign in
EVIDENT
CHANGE


Connecting to
Sign in with your account to access practice-uat-client
EVIDENT
CHANGE
Sign In
Email
Use your full e-mail address
Keep me signed in
Next
Help
Powered by Okta
Privacy Policy

SDM Assessments: Start a new SDM assessment from the case list, with pre-populated fields such as IDs and family names to reduce time spent entering basic data, or access past SDM assessments that have been started or completed to view or edit them.

Advanced Assessment Search

If a Social Services Specialist is looking for an SDM Assessment completed by another Specialist for a case or referral not on their assigned caseload, they will use the Advanced Assessment Search function in the practice hub.

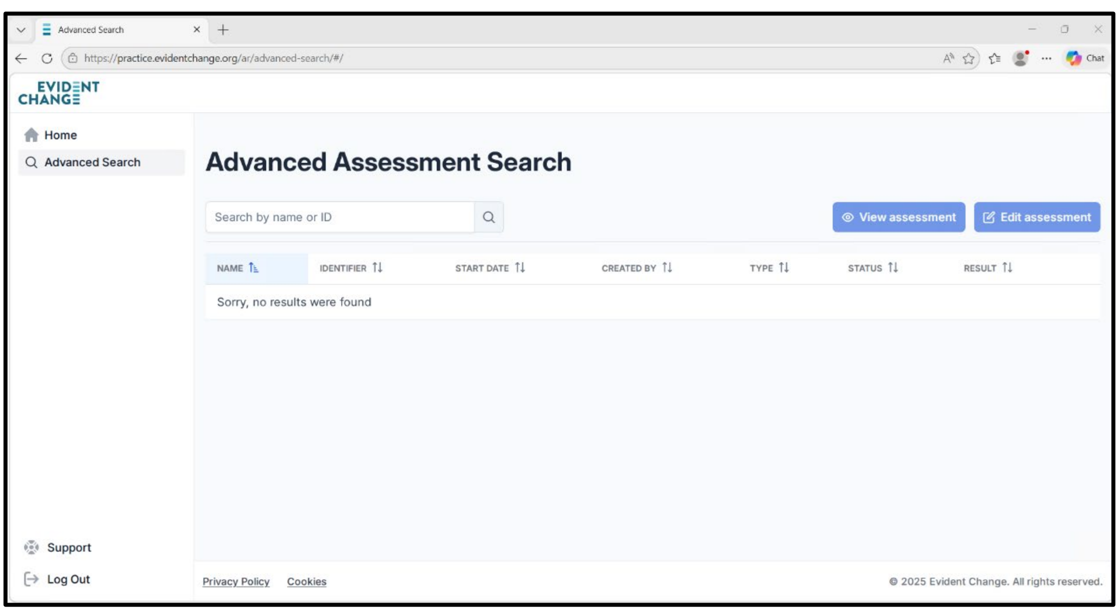
- When on the main screen of the practice hub, there will be an option on the menus to the left of their screen labeled "advanced search."
- To look for an assessment, the Specialist will click on the option and be taken to the advanced assessment search screen.

There are two ways to search for assessments:

1) Specialists can use the CHRIS referral or case ID number to search by entering it into the search bar at the top of the page and hitting enter. Searching by ID number returns all assessments in the practice hub for that ID.
2) Specialists can use the household's last name to search by entering it into the search bar at the top of the page and hitting enter. Searching by name will return all assessments completed under that last name; then the Specialist will need to look for either the correct ID Number or the name of the Specialist who completed.

After searching either way, the specialist can view a chosen assessment by highlighting the assessment they wish to see and clicking the 'view assessment' button at the top right of the page.

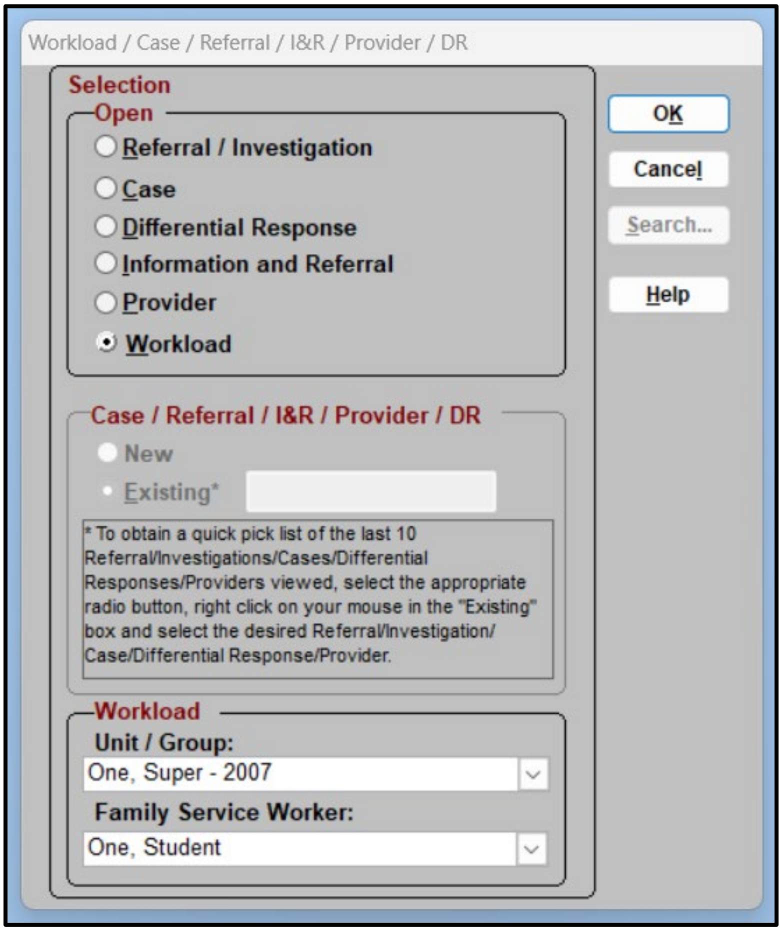
- If an assessment is marked as completed, it can only be viewed.
- If an assessment is marked as in progress or incomplete, highlight the record you wish to view/edit and click the 'edit assessment' button in the top-right corner of the page.
- **IMPORTANT: ONLY the Specialist who completed the assessment, or their direct supervisor, should enter or edit the assessment.**



Workload Dialog Box

Workload/Case/Referral/I&R/Provider/DR Dialog Box

When the **Workload** icon/button on the **Main Toolbar** or the **Home Menu** is clicked, the **Workload Dialog Box** appears. The default option selected is Workload.



Click **[OK]** to show the workload for the Social Services Specialist, which is indicated at the bottom of the screen. In the example above, the Social Services Specialist is **One, Student**.

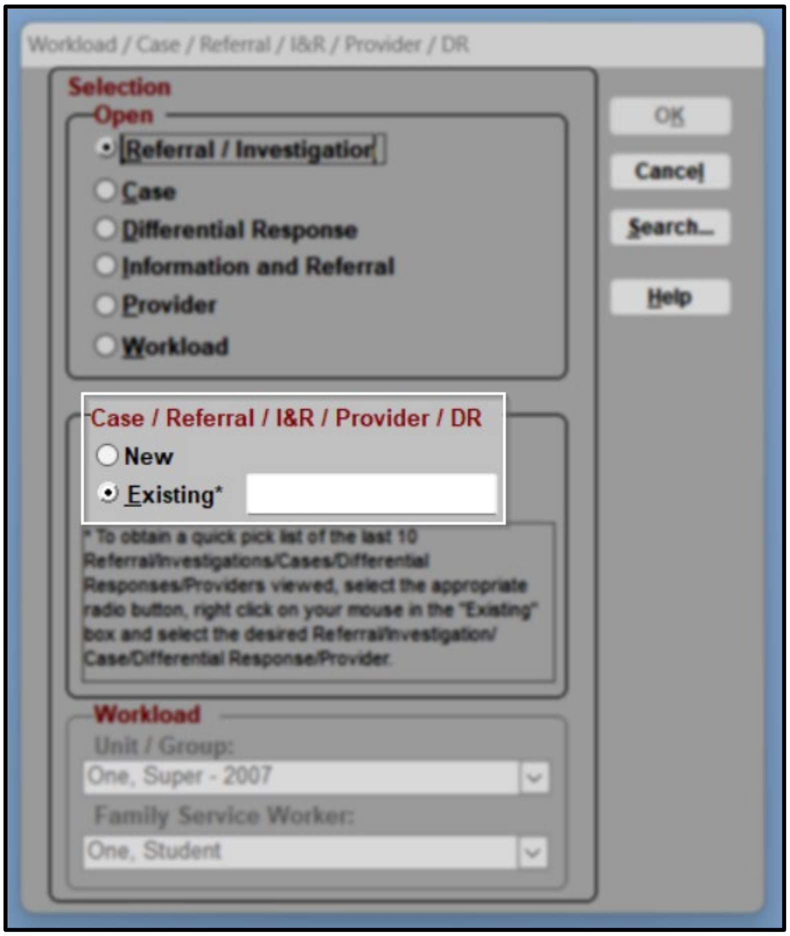
Your **New Workload Assignment Alert** window will display upon logging into CHRIS for all new assignments made to your workload until you have viewed the new assignment(s).

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

Open a Case

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.

- Check **Referral/Investigation**, **Case**, or **Differential Response**.
- The **Existing*** field will become active.
- Enter the Investigation, Differential Response, or Case number.
- Click **[OK]**, and the investigation or case will open.



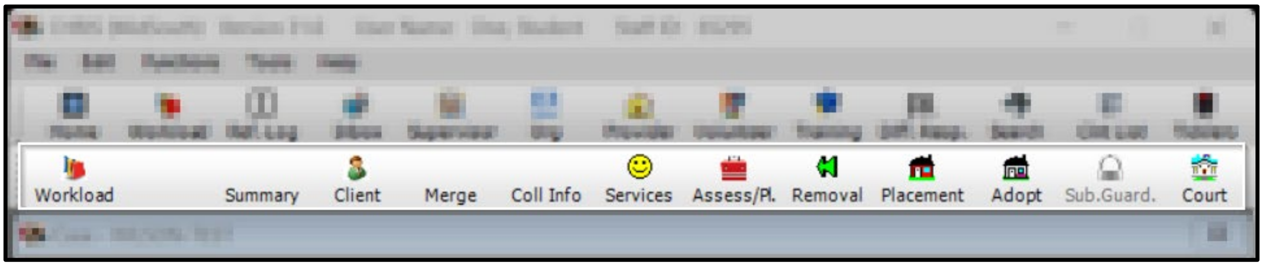
To view the last ten families you worked on for Referral/Investigation, Case, Differential Response, or Provider, click the appropriate radio button and right-click in the **Existing*** field.

Create a New Case:

- Click **[Case]** (under Open)
- Click the **New** radio button under **Case / Referral / I&R / Provider**.

Focus Toolbars

- ✓ Once you go from the workload into a case or investigation, you will see the **Main Toolbar** and the **Focus Toolbar**.
- ✓ The **Focus Toolbar** is decided by buttons selected from the **Main Toolbar** or by what is opened from the **Workload dialogue box**.
- ✓ If the worker opens a Case, the **Focus toolbar** for a Case will be active.

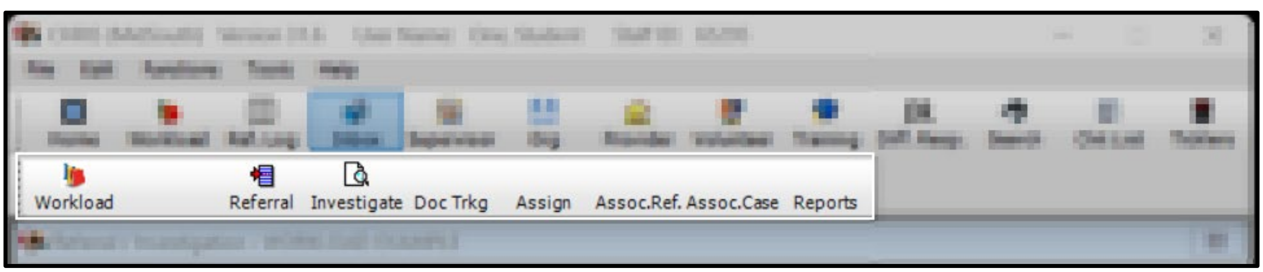


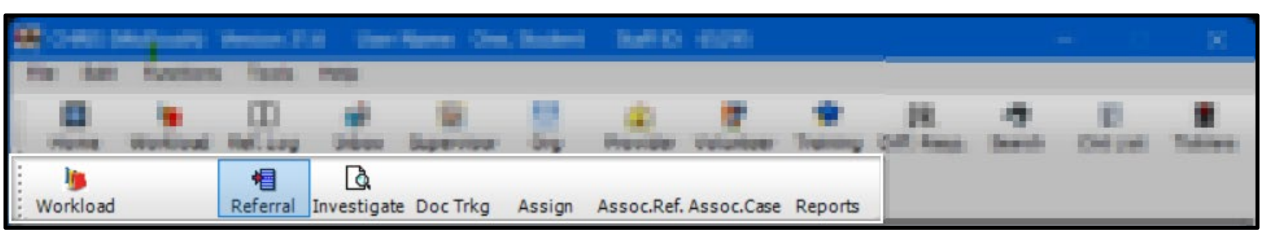
If the Specialist chooses a Referral / Investigation, the **Referral/Investigation Focus Toolbar** will appear.

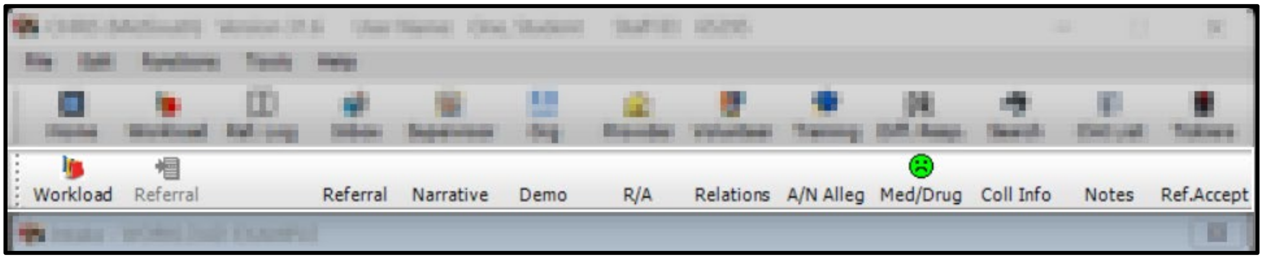
The **Referral / Investigation Focus Toolbar** drills down into the **Referral Focus Toolbar** and the **Investigation Focus Toolbar.**

Let's look at some examples.

If you click the **[Workload]** icon, check **Referral / Investigation**, enter the Existing* ID (or right-click and select a recent ID), and click **[Referral]** on the toolbar, it will bring up a Focus toolbar. You can look at—or focus on—the Hotline report.

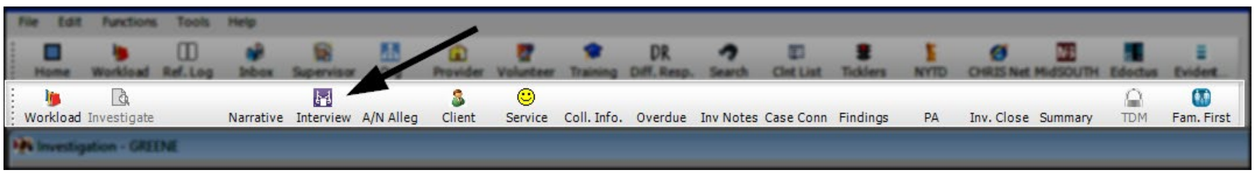




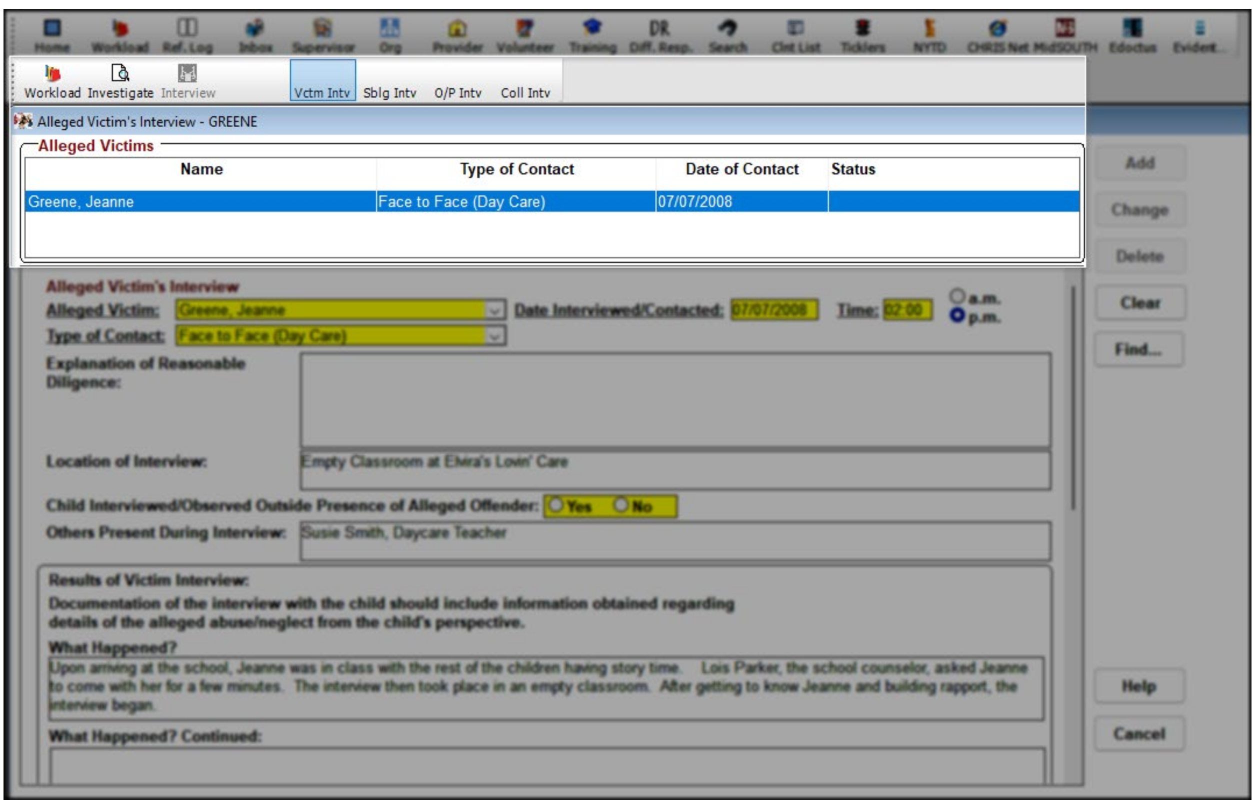


If you click **Workload** on the **Main Toolbar**, click **Investigation/Referral**, and click Investigation, you will see a **Focus** toolbar. You can focus on documenting your investigation.

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



You can now pick which interview to see.



CHRIS Screens and Fields

Radio Buttons

To select a radio button, click on the circle next to your selection. When a bold circle appears in the middle, it is selected.

Check Boxes

- 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 all information in the boxes applies)
    - All boxes (if the information in all the boxes applies)

Mandatory Field

When a field's background turns yellow, CHRIS requires you to enter information before proceeding to add or modify data on the screen. If a mandatory field is left blank, CHRIS displays a dialog box and then highlights the specific field with missing data (using the cursor). **Note:** Mandatory means data is required to add or change this screen. Many of the mandatory fields are AFCARS elements.

Date Fields

The date field contains a calendar. To access it, right-click on the **Date** field. You may then scroll to a month or double-click on a date.

Text Fields

- CHRIS displays a field to prompt you to type information.
- When text in a field is highlighted, typing a character deletes the highlighted text.
    - Many of the text boxes have this 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 before you save!
- To format paragraphs in a text box, use [CTRL]+[Enter].
    - Some printed reports go to court.
    - Using paragraphs instead of one long text block looks more polished, and the separation makes reading and locating information in reports easier.

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 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 move 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 checks the spelling only for that box. 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 several picks 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 for easier review.
- The highlighted record is considered the active record.
- All information on the screen will correspond to the active record.
- The inset grid indicates what you see when you choose the **[Workload]** button from the **Main Toolbar** and then click **Workload** in the **Workload Dialog Box**.
- If enough cases or investigations are 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 it hasn't already been highlighted, click the blank line.
- Now, you may complete the screen for that record.

Select Button and Two-Column List

Some fields in CHRIS may offer many choices, but the choices are restricted to a predetermined list. To access the list, CHRIS provides 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. 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 the information entered on the currently active CHRIS Screen.
- Response windows allow the user to enter information that will populate updated information on another CHRIS screen without navigating to that screen.
- These screens normally contain either an **[OK]** or an **[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 enter information for the first time without clicking the Add button.
- You will also get it if you make changes to information that has 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

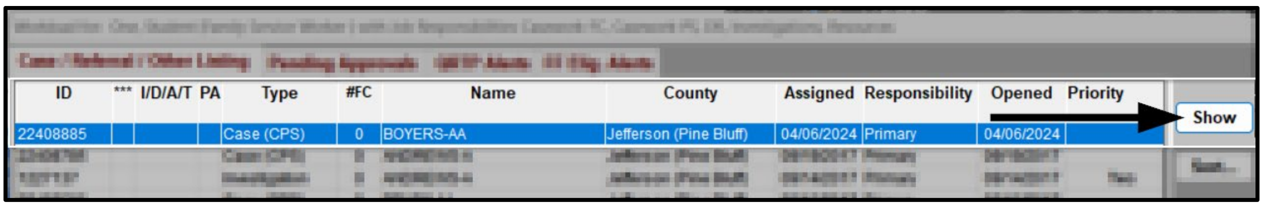
- The CHRIS Spell Check works through MS Word and includes a grammar check.
- You may invoke it for a single field by clicking the **[Spell Check]** button in a **Zoom Box** or by clicking **Tools/Spellcheck** on the **File Men**u bar.
- Remember, you cannot go back and spell check after you have saved information.
- Make Spell Checking 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 toolbars and a series of buttons on every screen.
- On some screens, a button will be grayed out if it does not function for that screen or if you do not have the 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 the **[Show]** button or double-click the item from the list.



- **New** means you need to create a new record, such as:
    - A new Client.
    - A new Family Time Session.
    - A new Family 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 **[Cancel]** before selecting another screen on the Main Toolbar or Focus Toolbar.

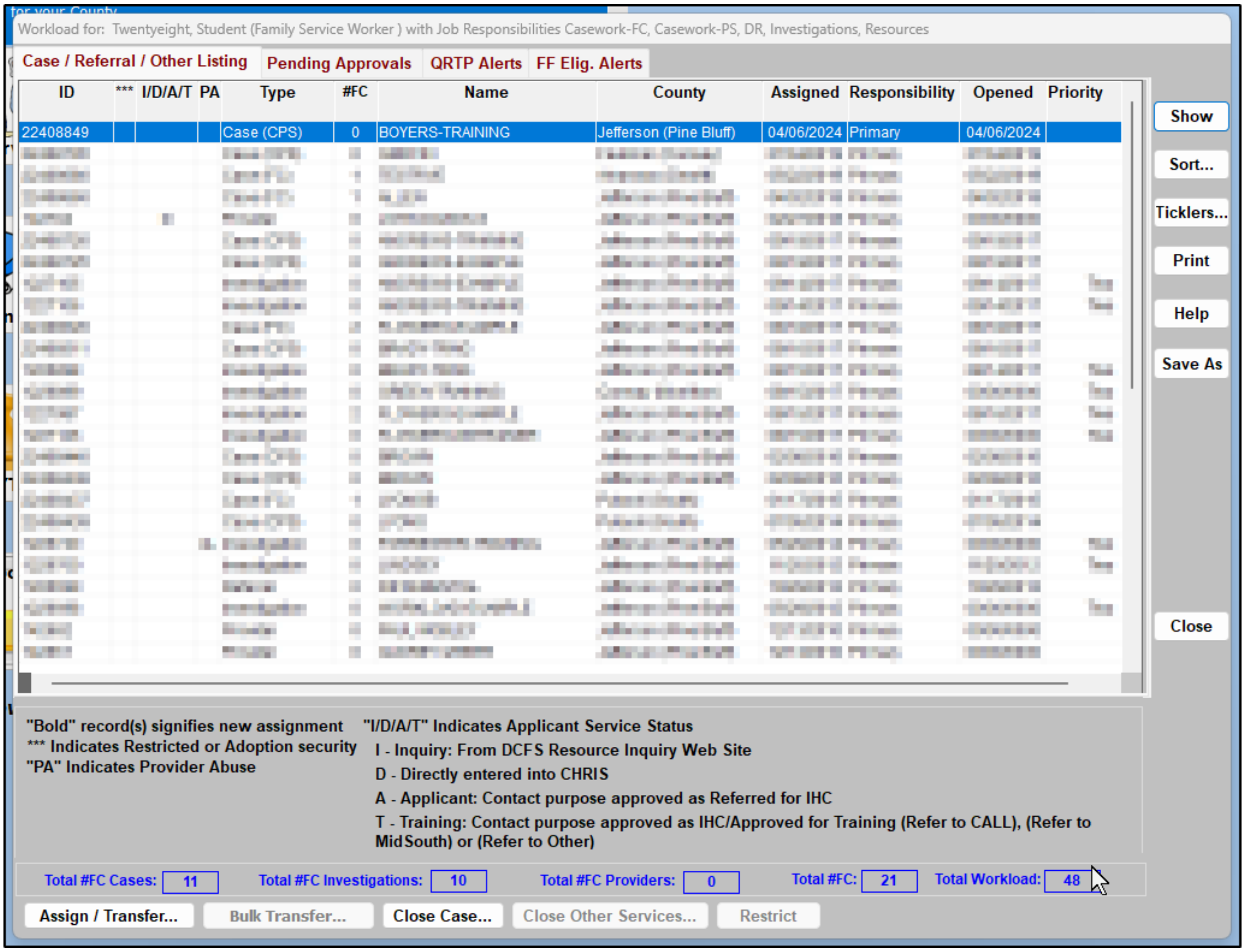
- If you have added or changed information, be sure to click the appropriate button, such as **[Add]** or [**Change],** before clicking **[Cancel]**.
- If you have not saved the information, CHRIS displays a **Warning** dialog box.
- After clearing the box, you may click the appropriate button to save.

Button: [Help]

- There is a **[Help]** button located on many CHRIS Screens.
- You can get to **CHRIS Help** in four ways:
    - Click the **[Help]** button on the screen
    - Pull down **Help** on the File 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, which is the method of accessing client-specific information in this case, appears.
- It shows:
    - The inset grid form of Pick List.
    - A scroll bar indicates that more clients 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 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 also reviewed the **Main Toolbar** and the **Focus Toolbars** and examined some of the other features 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 addresses these tasks in detail. Some of these tasks will include a Tip Sheet to help you quickly navigate and complete them.

The Desk Guide includes a **Tip Sheet** section for quick reference on common tasks.

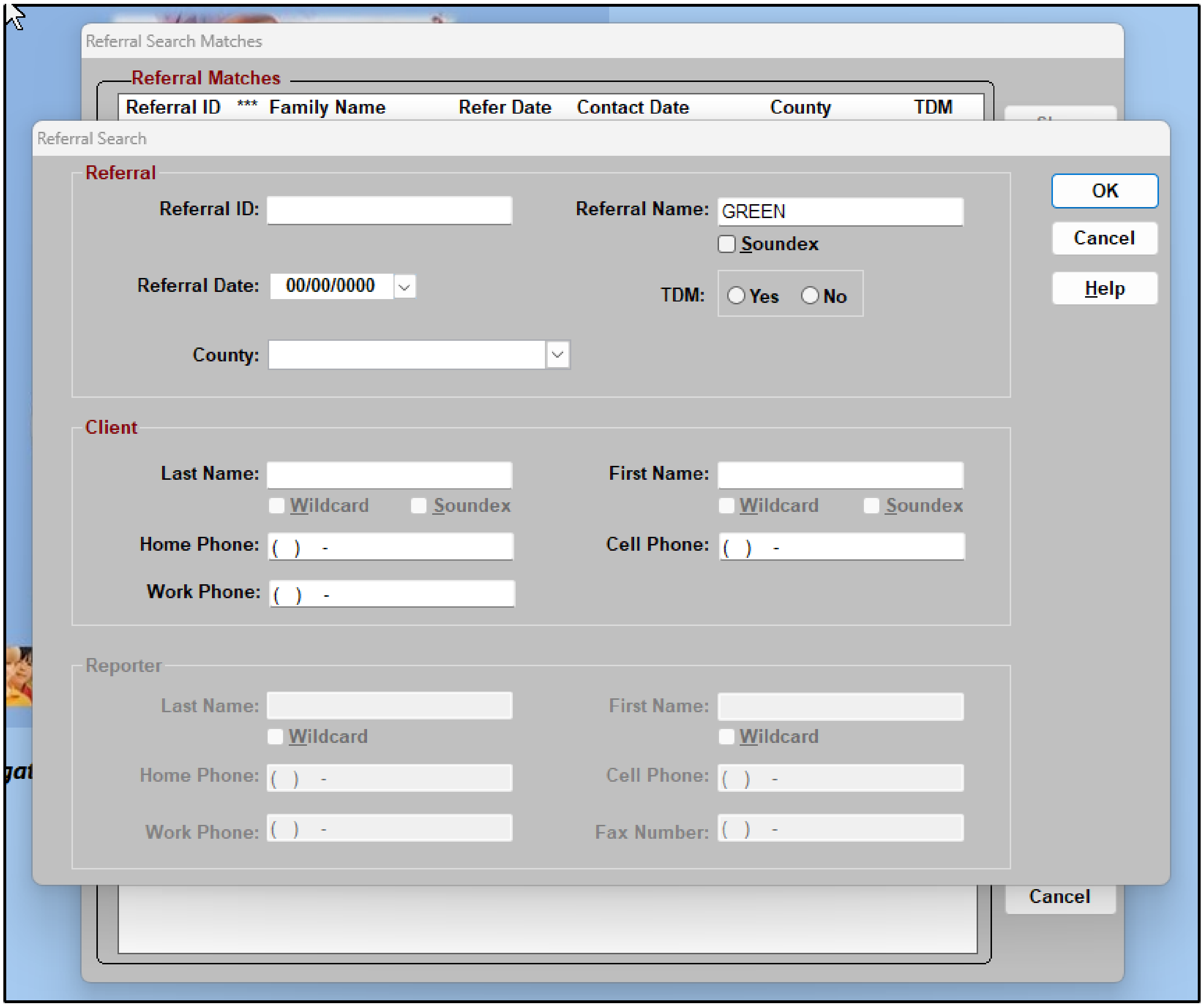
- **The tasks covered in this section are:**
  - Searches in CHRIS
  - Review of **Investigation** screens
  - Completing the **Client** screens
  - Documenting Contacts and Family Time

CHRIS Searches

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]** button.
- If you were searching for a specific case, you would select the radio button beside the case and then click on the **[Search]** 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, whether Referral/Investigation, Case, Differential Response, or Provider.



Investigation Search Matches

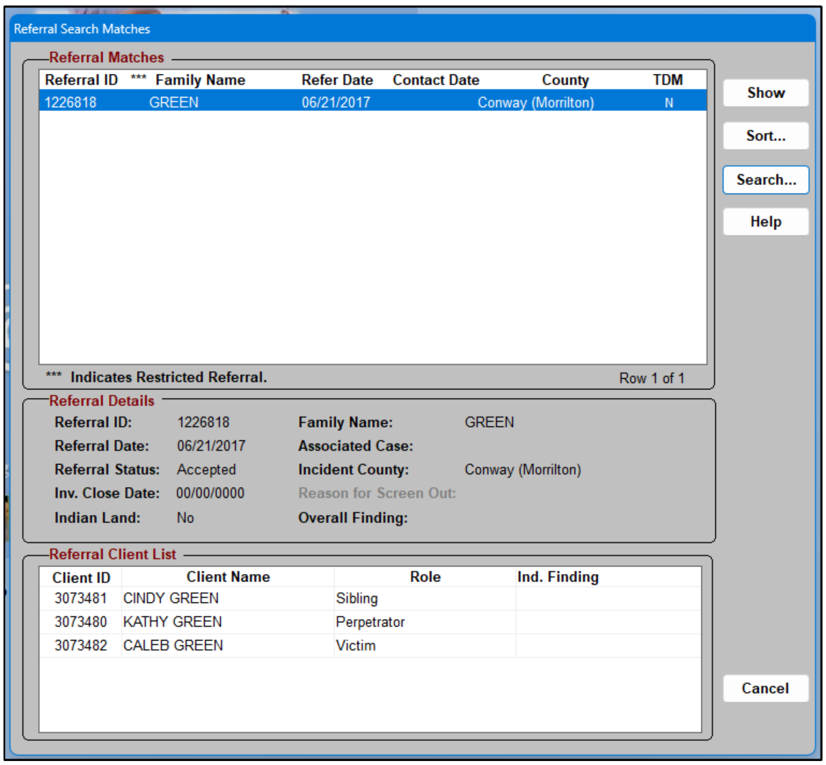
The Referral Search Matches screen allows you to preview the referral ID, family name, referral data, contact date, county, and TDM. It also displays referral details and the Referral Client List.

Referral Details

- The referral details section provides:
  - Referral ID Referral Date
  - Family Name Indian Land
  - Associated Case Incident County
  - Referral Status Reason for Screen Out
  - Inv. Close Date Overall Finding

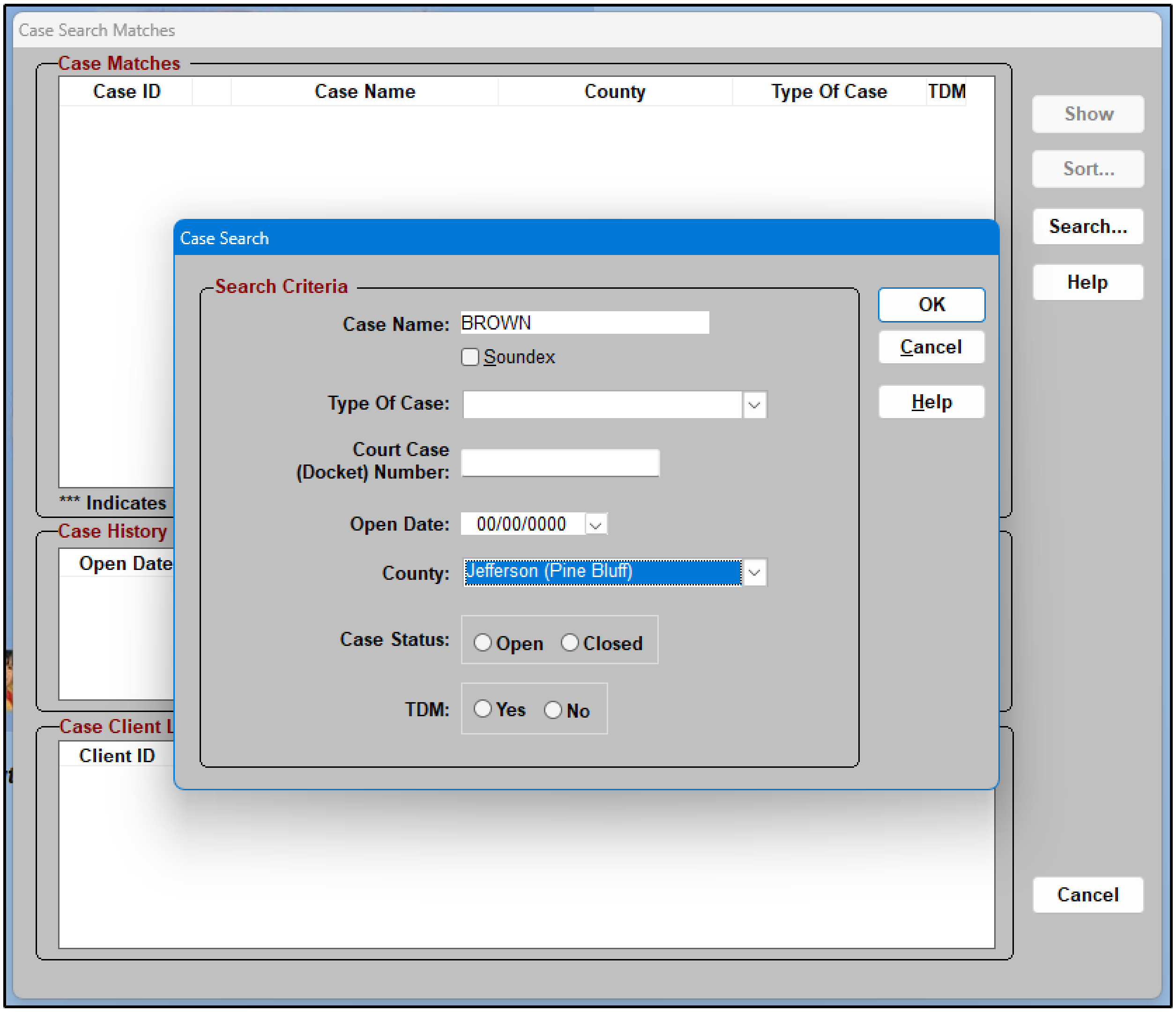
Referral Client List

- The Referral Client 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, highlight the next referral 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]** button and begin a new search.



Case Search Matches

The Case Search Matches screen enables you to preview cases by case ID, case name, case type, county, and TDM. It also displays a case history and a list of case clients.

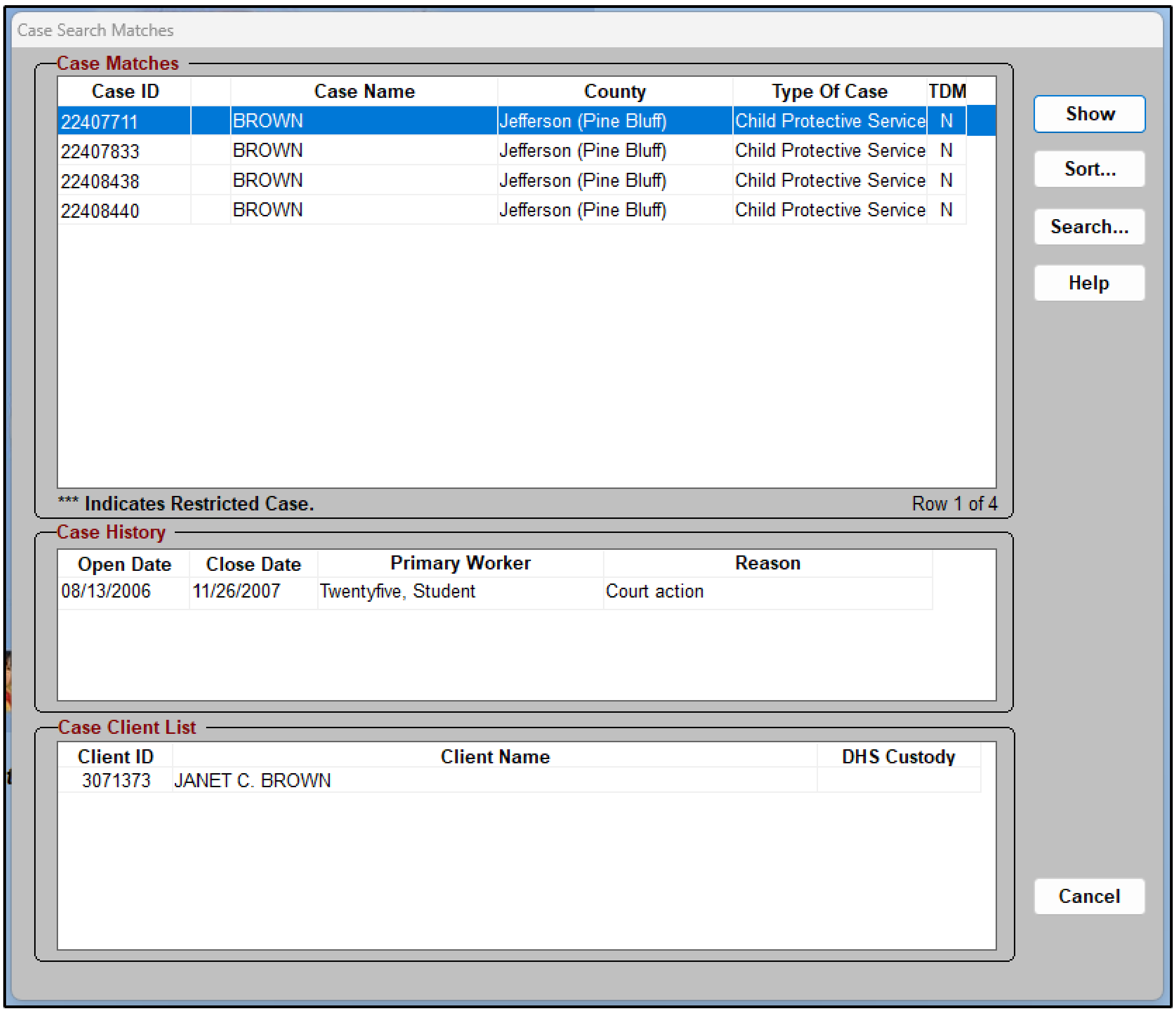


Case History

- The case history shows:
  - Open Date.
  - Close Date.
  - Primary Specialist.
  - Reason for Case Closure.

Case Client List

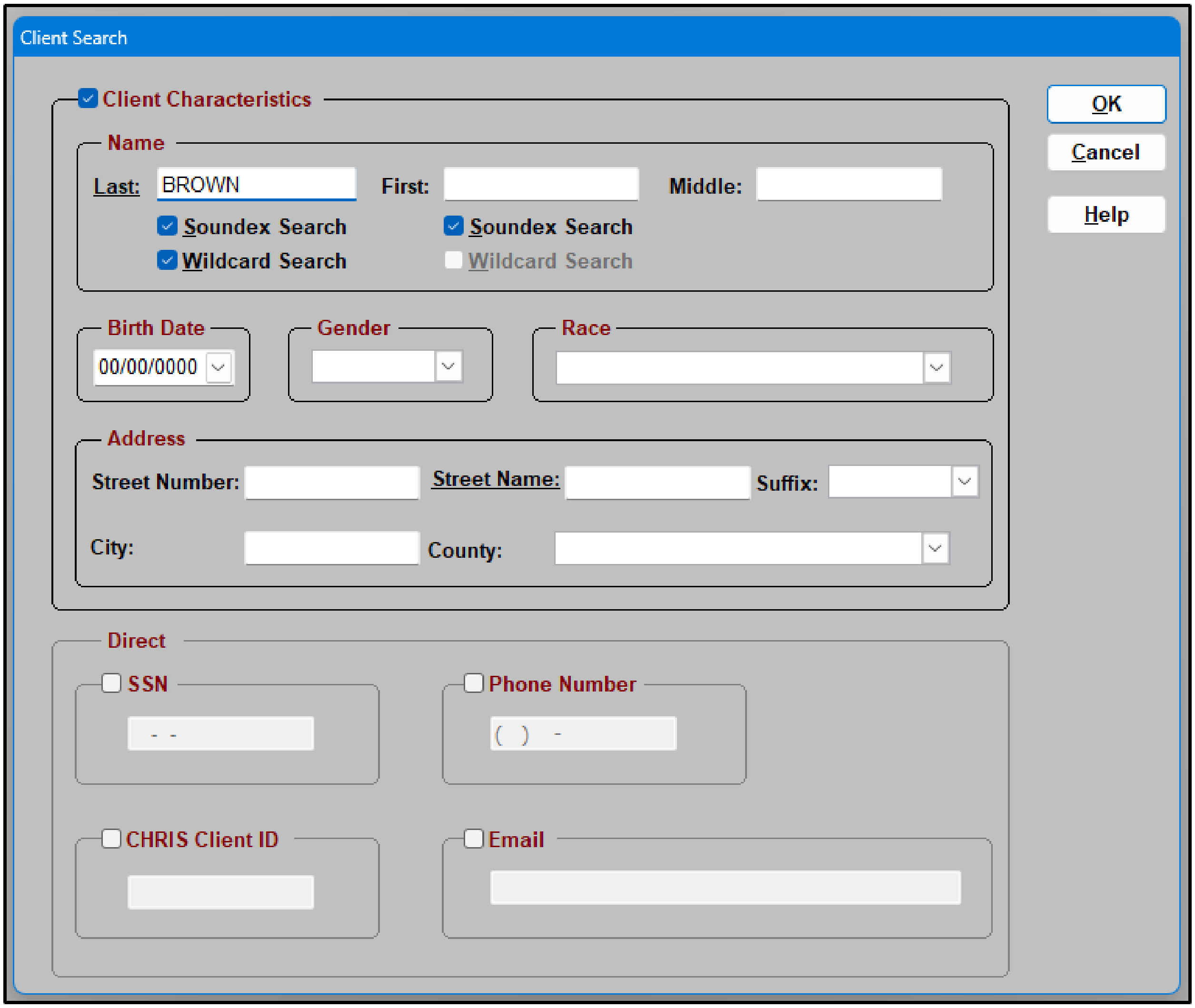
- This list allows you to see:
  - Every Client ID number and Client Name involved in this case.
  - If a client (child) is in DHS custody.
- *If there is more than one case match, highlight the next case to preview information for that case.
- Once you are sure this is the case you are searching for, select **[Show]** to take you to that case in CHRIS. If this search does not yield the family you are searching for, select the **[Cancel]** button and begin a new search.



Client Search

Do not select Workload.
Screen Path: Click **[Search]** from the **Main Toolbar** or the **[Search]** icon.

The **Search Criteria** screen lets you search in three ways. To select one of these options, select the appropriate check box. Once you have entered your data, select the **[OK]** button on the right side of the screen to bring up your search results.



Client Characteristics

- ✓ Select **Client Characteristics** to search by Name, Address, Birth Date, Gender, and/ or Race. The more information you enter, the narrower the search becomes, resulting in fewer matches.
- ✓ To expand your search options and get more matches, you can turn **Soundex Search** or **Wildcard Search** on by clicking the radio checkbox for Last Name and First Name.

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.

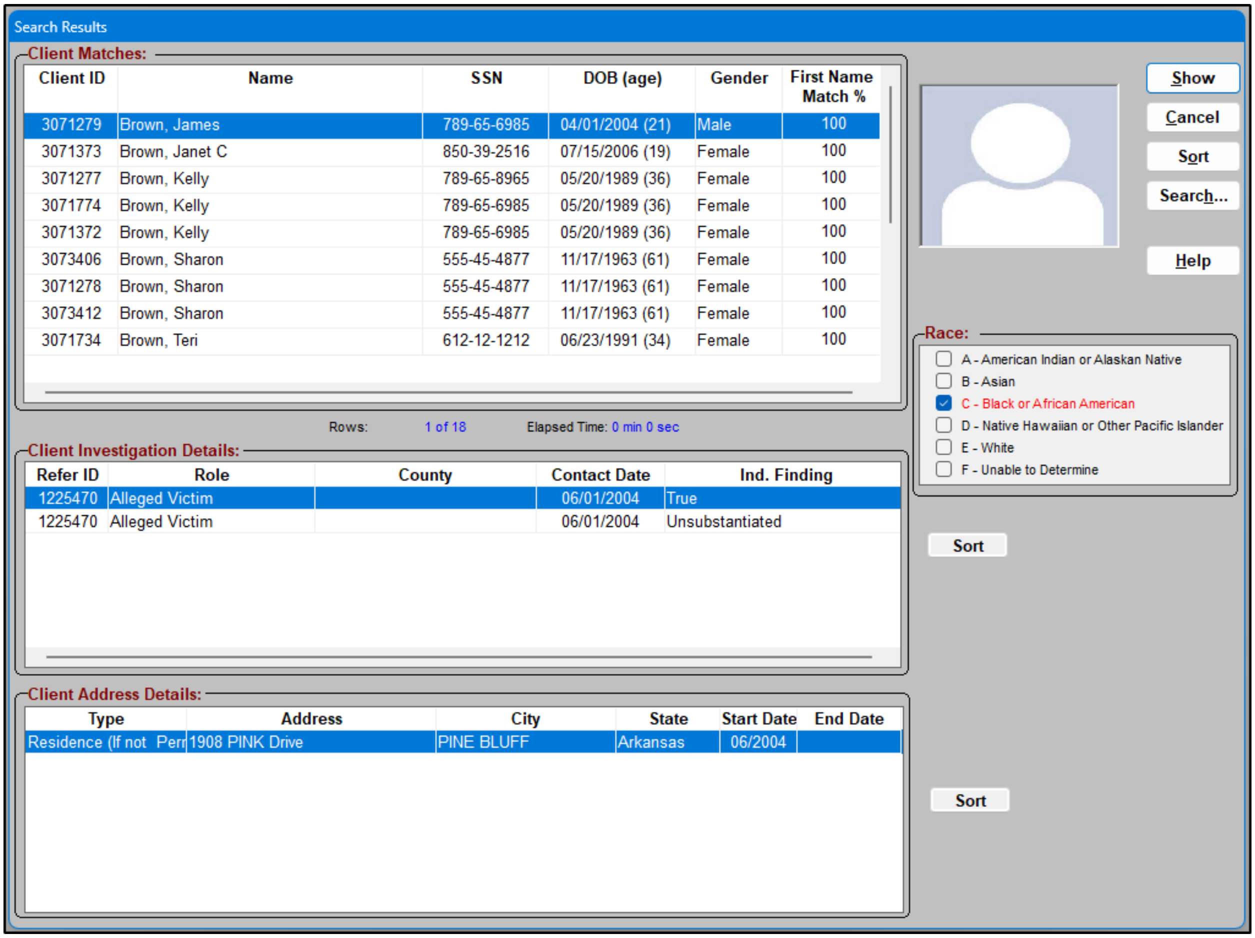
- ✓ **If you know the client's Phone Number:**
  - Select the Phone Number option and enter the exact phone number.
  - The phone number must be entered on the Client Gen. Info Address/Phone # tab.

- ✓ **If you know the client's CHRIS Client ID:**
  - Select the CHRIS Client ID option and enter the client-specific ID.

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

Client Search Results

This brings up the client matches. If available, details on investigations this client was involved in, along with address details, will be displayed. Once you have selected the client you are searching for, hit **[Show]** on the right side of the screen.



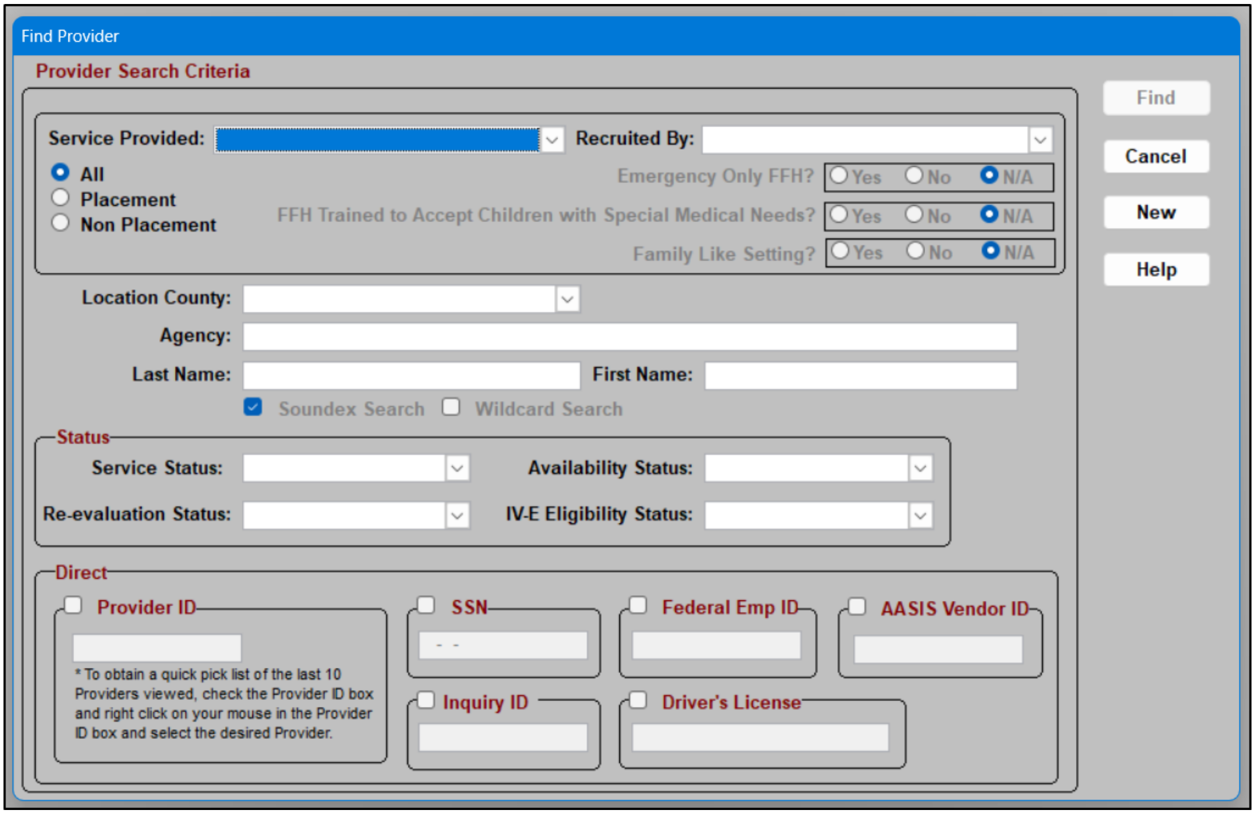
[Show] takes you to a screen where you have several buttons that bring up screens with different information about this client:

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

Select the information you need to find.

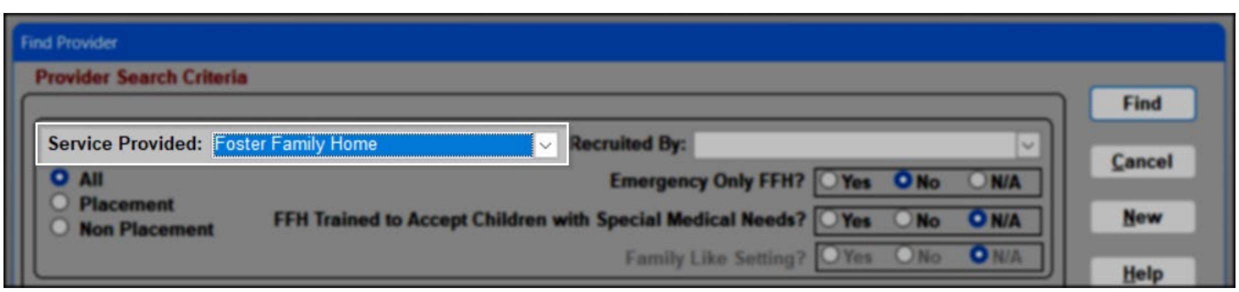
Provider Search

Do not select Workload. Select **[Provider]** from the top toolbar or click the **[Provider]** icon in the Home Menu. Then click **Directory**



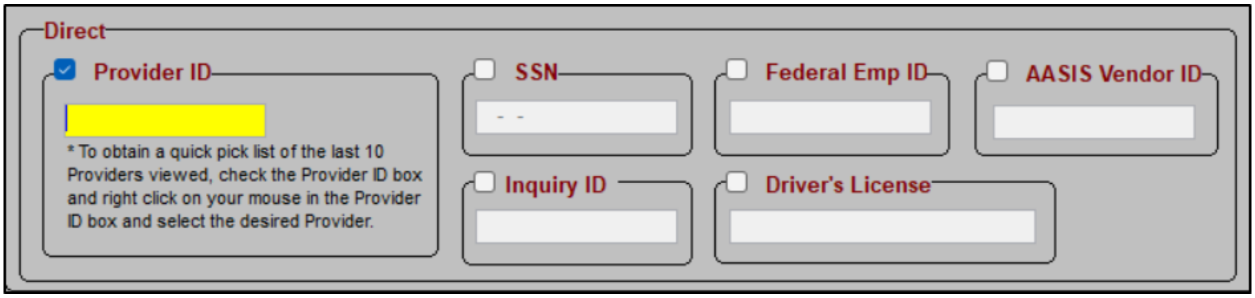
Provider Search Criteria

- First, select what type of provider you are searching for: **All Providers, Placement Providers, or Non-Placement Providers**
    - If you select **Placement** or **Non-Placement**, you must select a service from the Services Provided Pick list.



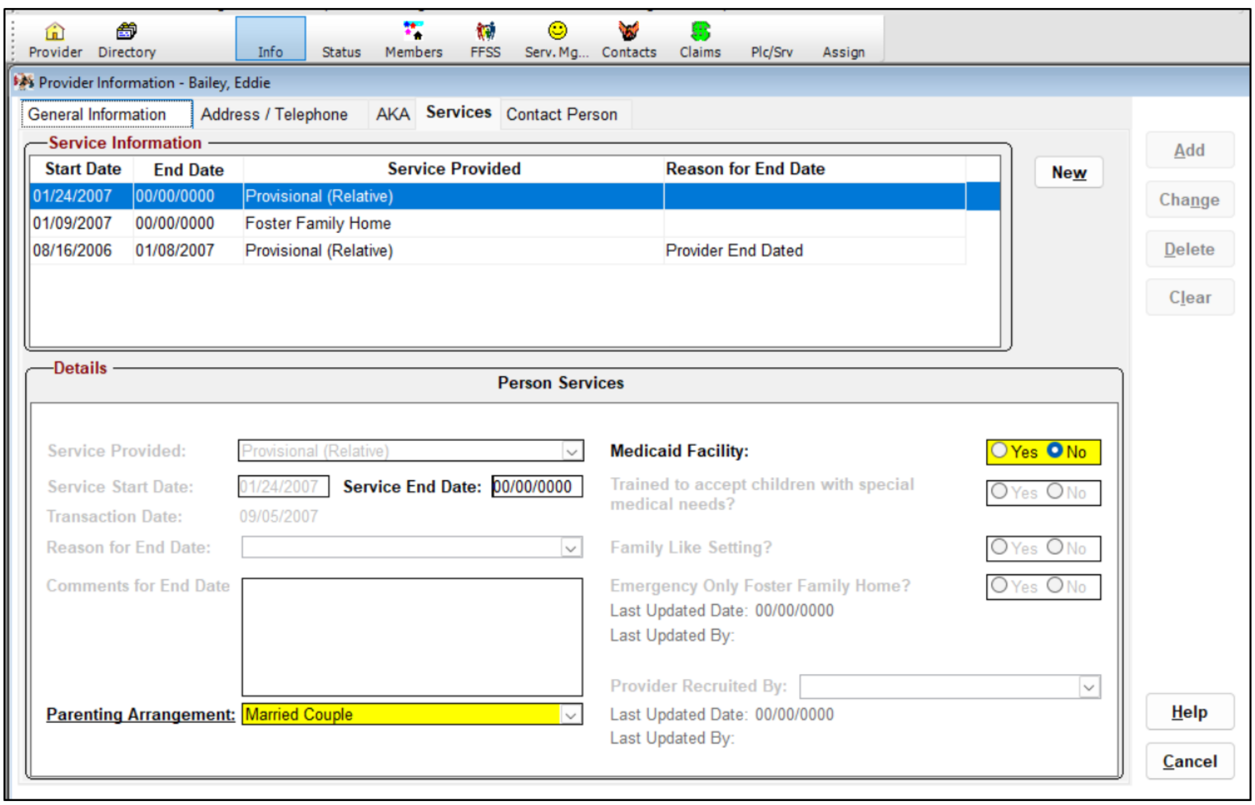
- You can do a direct search if you have the provider's: Provider ID • SSN • Fed Emp ID • AASIS Vendor ID • Inquiry ID • Driver's License

- To find a client using a Direct search, select the type of information you want to search for 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 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]** to display all the information listed in CHRIS on that provider.



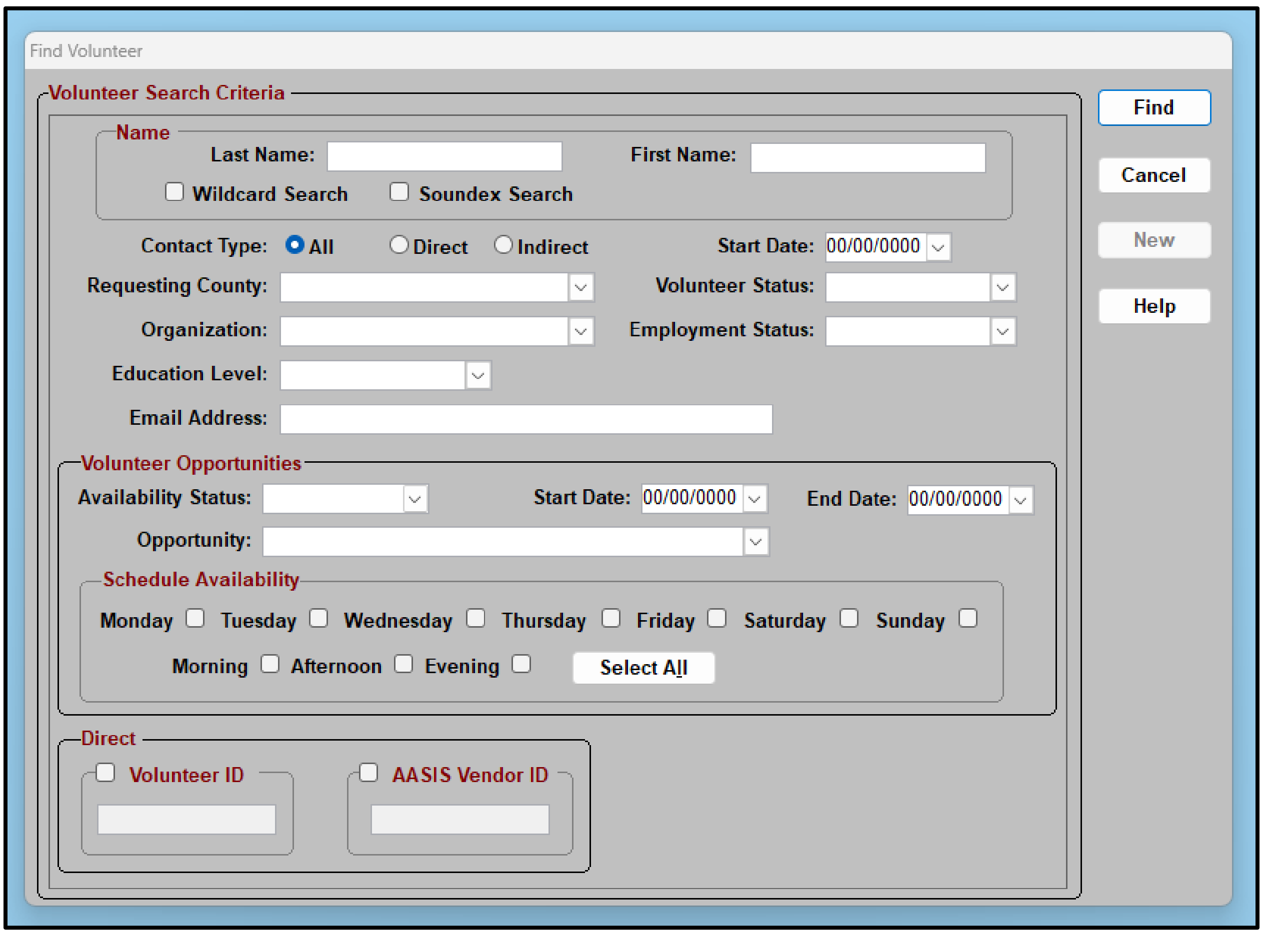
Screen Path: Provider/Directory/Info

Volunteer Search

Find Volunteer Dialog Box

Click the **Volunteer** toolbar button to view the **Find Volunteer** dialog box. This dialog box enables certain CHRIS Users to add a new Volunteer to the Volunteer Directory and to search for existing Volunteers.

Search for an existing Volunteer by entering or selecting one search criterion or any number of search criteria. Find a specific Volunteer by selecting one box at the bottom of the dialog box and entering the identifying information.



Volunteer Search Criteria

You may enter the Last Name and First Name of a person. Selecting the "**Contact Type (All)**" radio button will display all Volunteers. Clicking the (**Direct)** or **(Indirect)** radio button will display either Direct or Indirect Volunteers.

The CHRIS User can search for a Volunteer by selecting the Start Date, Requesting County, Volunteer Status, Organization, Employment Status, Education Level, or Email Address, as well as Availability Status, Start/End Date, Opportunity, or Schedule Availability.

Volunteer Search Results: This screen displays the search result(s) from the Find Volunteer Dialog Box. The search result(s) will be displayed in the Volunteer Details Inset Grid.

- **Volunteer Details Inset Grid:** The Volunteer Details Inset Grid displays the Volunteer match(es) to the search criterion(a) on the Find Volunteer Dialog Box. This inset grid displays the Volunteer ID, Volunteer Name, Requesting County, Contact Type, and Requesting Organization.

- **Volunteer Information Inset Grid:** Highlight a line in the Volunteer Details Inset Grid for information on that Volunteer to display in the Volunteer Information Inset Grid.
    - The Volunteer Information Inset Grid displays the Birth Date, Employment Status, Cell Phone, Gender, Education Level, Work Phone, Extension, Email, Home Phone, Preferred Contact Method, and AASIS Vendor ID.

- **Volunteer Opportunity Details:** When the CHRIS User highlights a Volunteer in the Volunteer Inset Grid, the **Volunteer Opportunity Details** inset grid displays the Volunteer Opportunities, Availability Status, Start Date, End Date, and End Reason. If a column does not contain data applicable to the Volunteer, it will be blank.

- **Show:** Highlight a record in the **Volunteer Details** Inset Grid and select the **[Show]** Button for the system to navigate to the highlighted Volunteer.

- **Cancel:** Select the **[Cancel]** button to cancel the user from the response window.

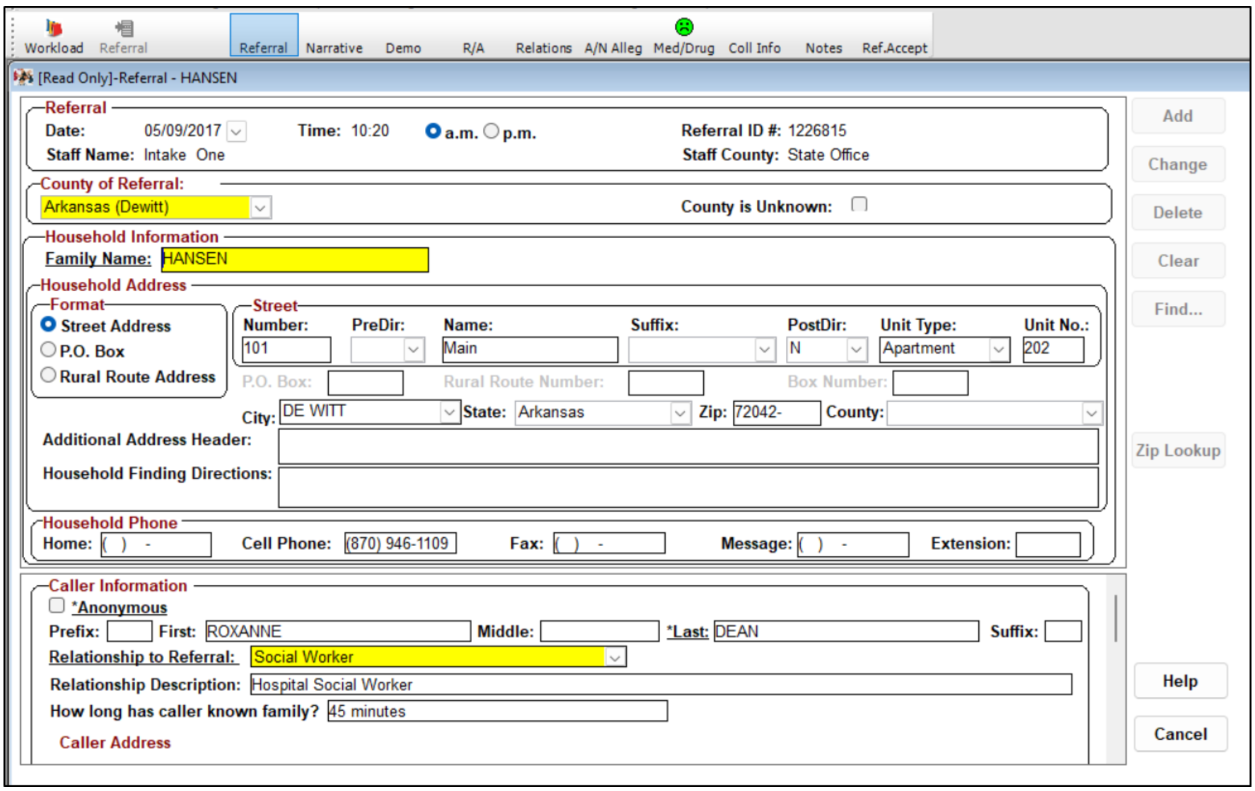
- **Sort:** Select the **[Sort]** button to sort by the Volunteer Details column headings: Volunteer ID, Volunteer Name, Requesting County, Contact Type, and Requesting Organization

INVESTIGATION SCREENS

Referral/Investigations Toolbars

The purpose of this section is to acquaint you with the information found on these screens. This section is brief because certain tasks, such as updating client screens, are the same in the investigation as they are in the case.

- To access the information, click **[Workload]** on the home screen and then click the **Referral/Investigation** radio button.
- If you have been working on an investigation, click **Existing*** and right-click in the box to bring up a list of the last ten investigations you have opened.
- *Use the tip sheets for more details.*
- If needed, search either for referral information or for investigations using the search methods described earlier in this manual.

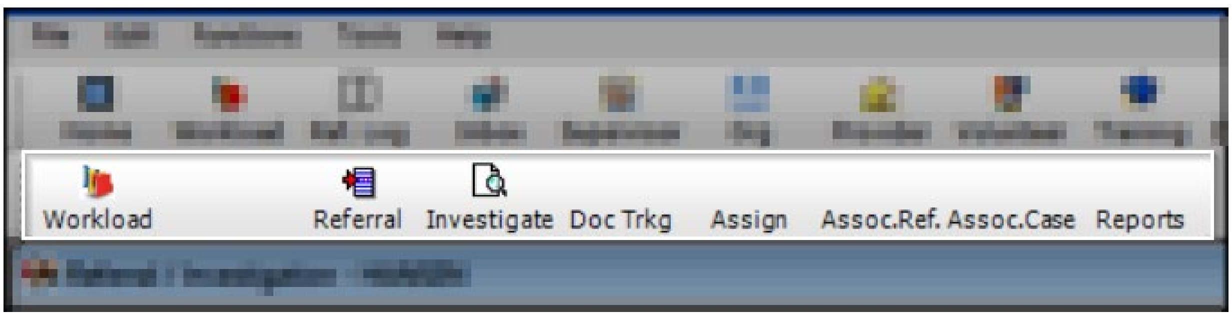


Referral/Investigation Focus Toolbar

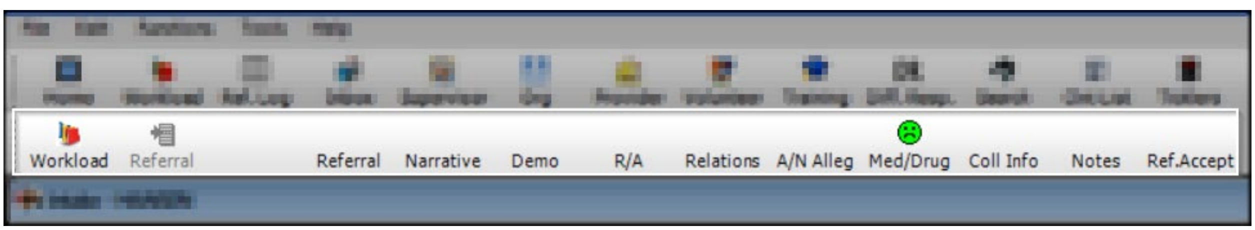
Referral/Investigation Toolbar.

From here, you can:

- View the referral.
- Enter information into the investigation.
- Document forms, publications, or any other documents provided.
- Assign the investigation.
- View associated referrals/investigations.
- View the open cases associated with an investigation.
- Review/print reports generated during the investigation.



When you click the **[Referral]** button on the **Referral/Investigation** toolbar, it displays another focus toolbar that allows you to view information entered by the Hotline.

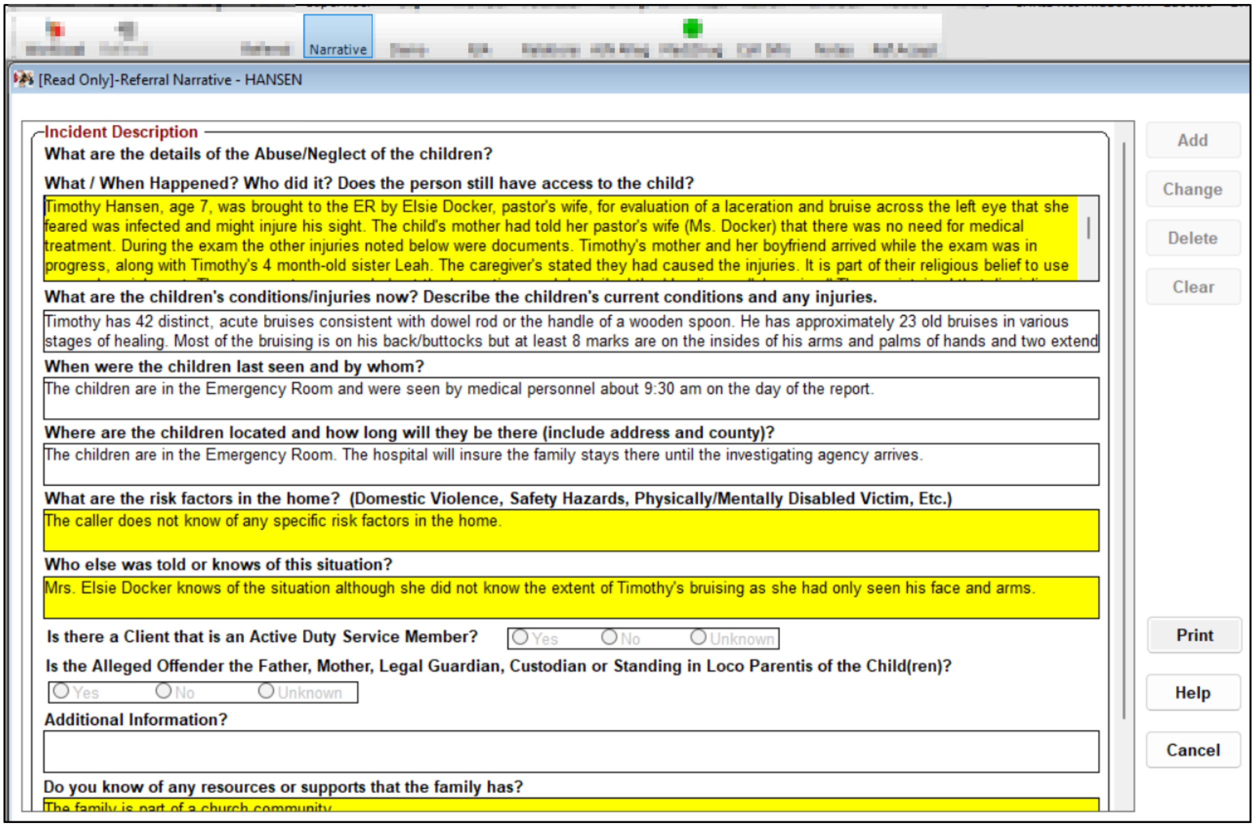


Referral

- The Referral button shows the:
  - Date and time of the referral.
  - Referral ID number.
  - Family Name.
  - Address and telephone number.
  - Information on the caller:
    - such as name, relationship to the person being reported, how long they have known the family, address, telephone numbers, and email address.

Narrative

- The Narrative button shows the information and details of the report to the Hotline.



Demo

- The **[Demo]** button brings up screens that show demographic information on the people in the Hotline report, such as 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, and distinguishing characteristics.

Relations

- The **[Relations]** button brings up the screens that show the relationships between household members.

A/N Alleg

- The **[A/N Alleg]** 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.
  - There is information on the:
    - Date(s) of the alleged maltreatment.
    - Alleged offender(s).

Med/Drug

- The **[Med/Drug]** button initially brings up an inset grid.
- Select the client you need to see. Click **[Show].**
    - You can view information under the **Medical and Drugs** tabs.
    - The information entered by the Hotline will vary depending on the nature of the report. However, there should be information on severe maltreatment cases and Garrett's law cases.

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Coll Info

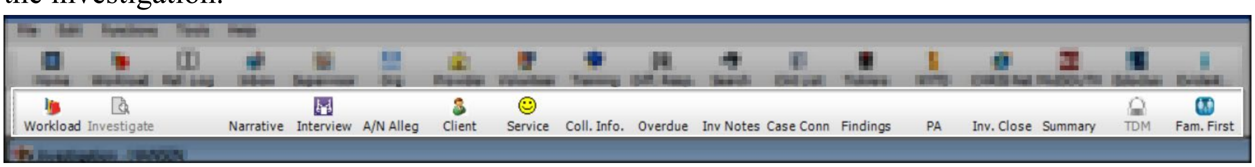
- The **[Coll Info]** button brings up any information on collaterals entered by the Hotline.

Ref Accept

- The **[Ref Accept]** button brings up a screen that shows:
    - If the Hotline did a Central Registry check for prior cases.
    - If the referral was accepted for investigation.
    - If the child(ren) are in the home or out of the home.
    - The priority of the response.
    - The investigative agency.
    - Whether a multi-disciplinary team (MDT) received the information.

Investigate

When you click the **[Investigate]** button on the **Referral/Investigation** Focus Toolbar, another focus toolbar opens, with tabs under which the investigator will document the work done during the investigation.



Narrative

- The [**Narrative]** button brings up the narrative from the Hotline Report.

Interview

- The **[Interview]** button brings up a toolbar with four 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

- The **[A/N Alleg]** button brings up the same information seen 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 marked as Collected During Investigation (or potentially Collected During DR Assessment).

Client

- **Client** Screens are addressed later in the manual.

Services

- The **[Services]** button takes you to a screen with three buttons: Contacts, Serv Log, and Ref. Svcs.
- **Contacts:** Click this 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.
- **Serv Log:** Click this button to select the appropriate client and document any services, such as medical, mental health, or drug screening/treatment, provided during the investigation.
- **Ref. Svcs**: Click this button to document referrals to DDS for early intervention or for fetal alcohol referrals.

Coll Info.

- The **[Coll Info.]** button lets you add collaterals.
    - 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

- The **Overdue** Screen is where you document the reason(s) an investigation is overdue.
- It is also where you request an extension on a mandatory time frame.

Inv Notes

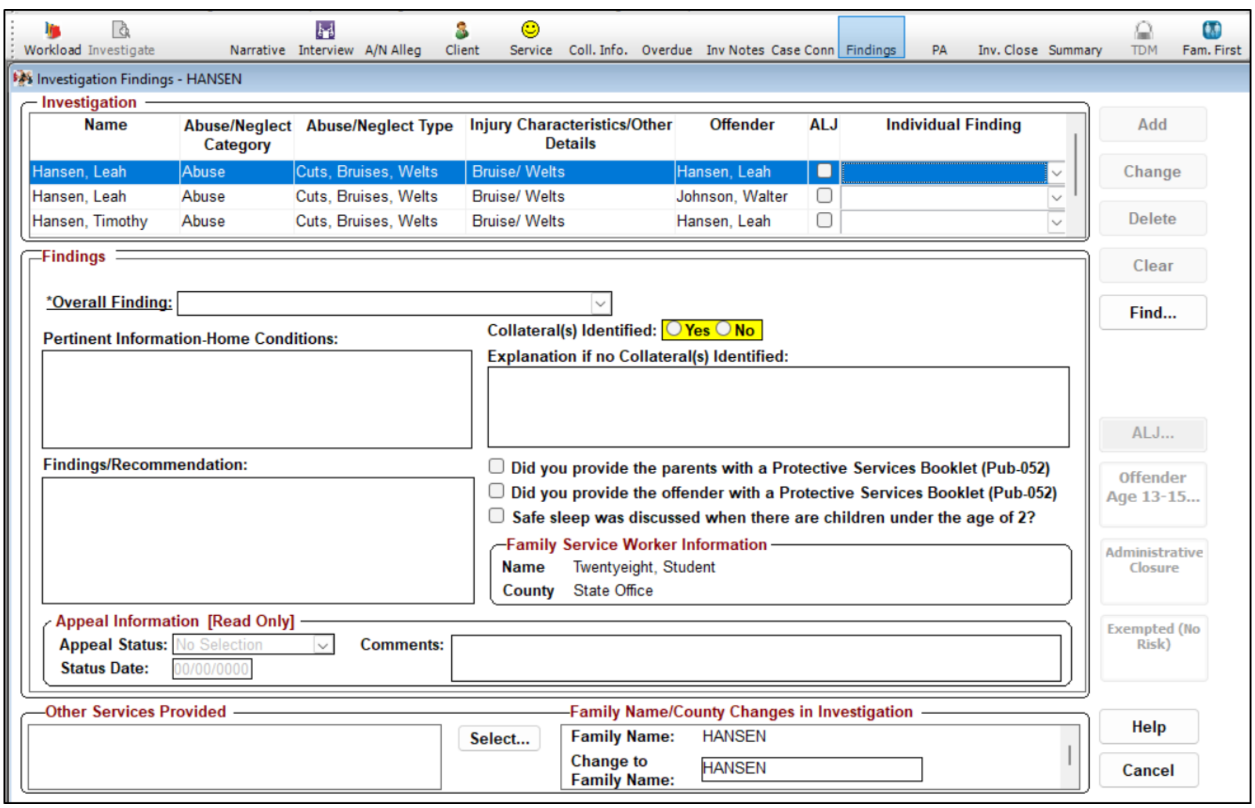
- Check with your supervisor to see what information to document in the **notes** field.

Case Conn

- Click the **[Case Conn]** 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

- The **Investigation Findings** Screen is where you indicate the overall findings for the investigation.
  - **Abuse/Neglect** shows the individual Abuse/Neglect categories and types for each victim, as well as the alleged offender(s).
  - **Interviews:** You must indicate if you interviewed collaterals and explain why if you did not interview them.
  - **Publications:** Check whether you provided the caregivers and alleged offenders with the required publications.
  - **Other Services Provided:** You must complete the 'other services provided' tab if you made referrals during the investigation.
  - **Families First:** Complete the Families First Screens for each true finding that doesn't result in removal.



PA

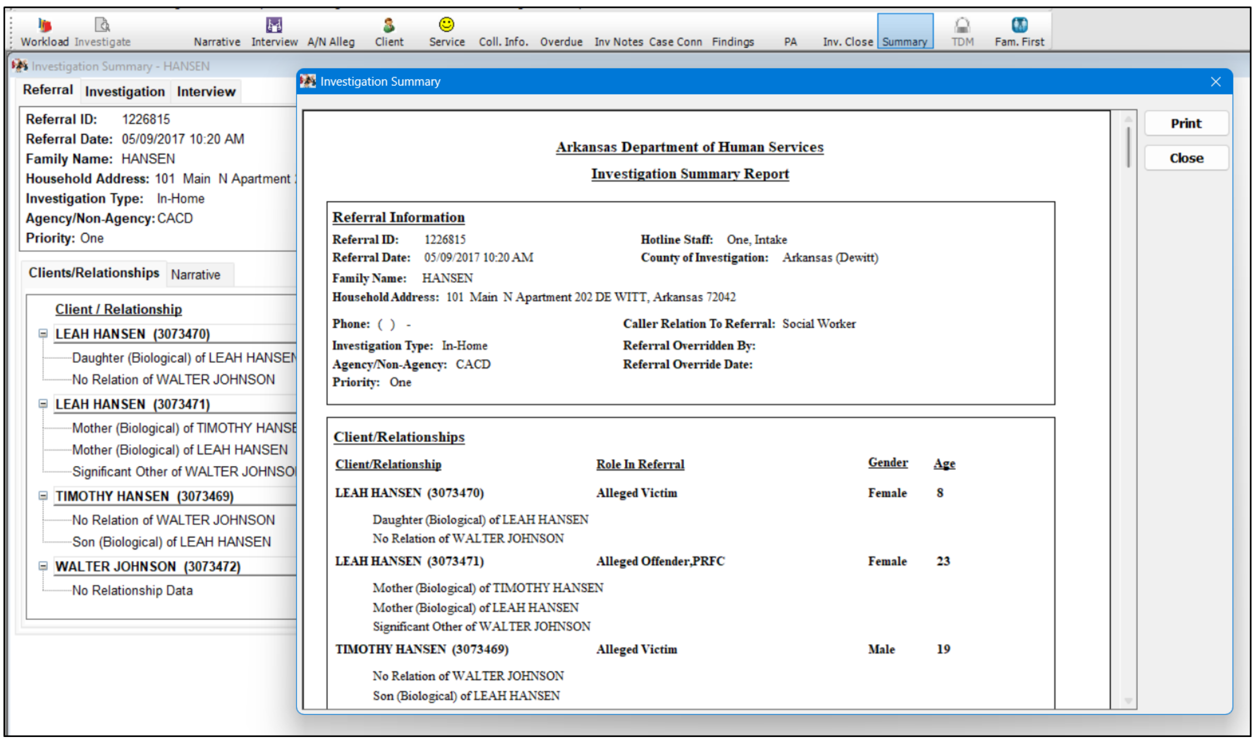
- The **[PA]** button brings up the Report to the Prosecuting Attorney.
    - It must be completed on reports with true findings.

Inv. Close

- The **Inv. Close** Screen is used to close an investigation.
- **Note:** You must complete the report to the PA to close a case with a true finding.
- You may receive error messages if you have left off information on the required screens throughout the investigation.

Summary

- The **[Summary]** button brings up a summary of the investigation's activities and the staff member who completed them.



TDM

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

CHRIS CLIENT SCREENS

Entering and updating client information as work progresses is essential to this work. Many other tasks you complete will pull information from the client screens. If there's an error in the client screens, it will populate to other screens and fields.

Example: If you do not have someone listed as a client who needs to be listed, you will not be able to document tasks required by law and policy related to that person. So, let's take a close look at these screens.

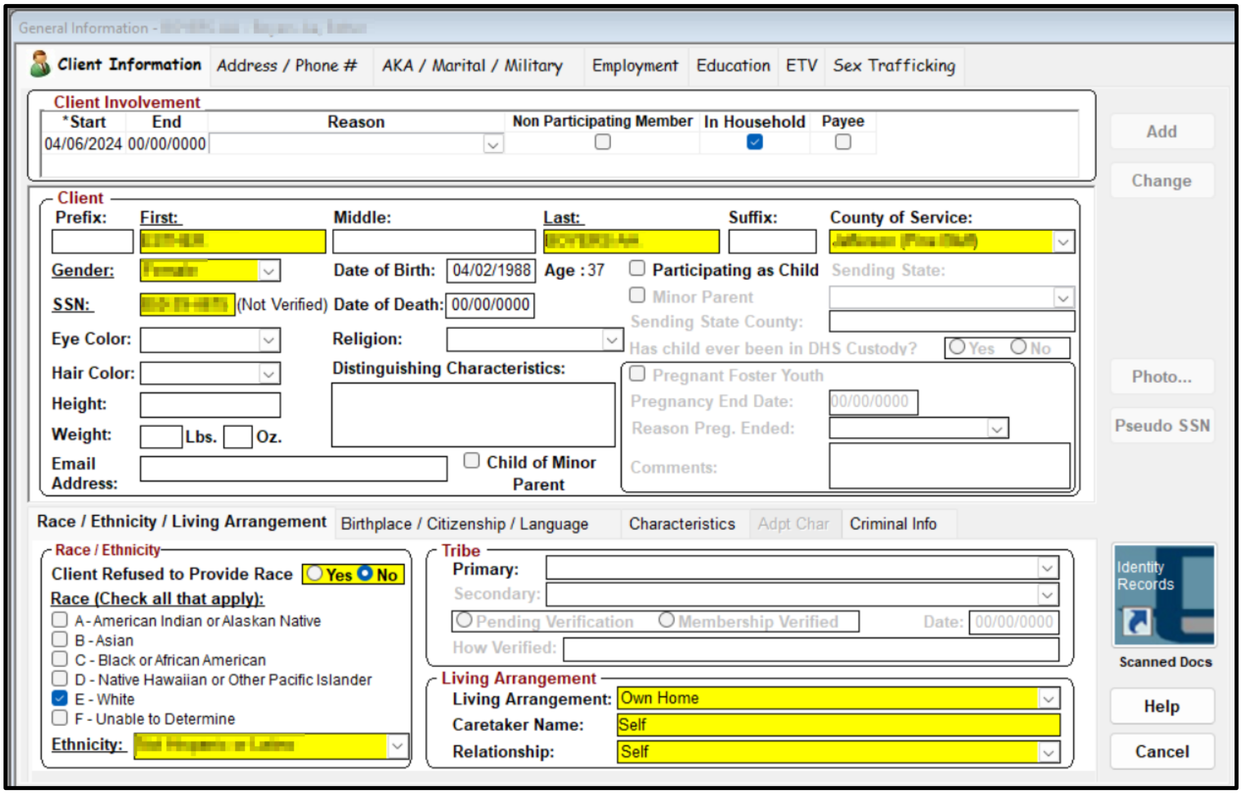
Workload/Client

- Clients can be entered during the referral (Hotline), investigation, and/or the case.
- When you look at your list of clients, ensure you see everyone you need to see.
  - For example, absent parents must be entered as clients (to complete other fields and screens).
- The **Select Client** dialog box appears when the **[Client]** button is selected.
  - All the **Client** screens in CHRIS are client-specific. You must select a client before viewing any additional buttons 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 **[All Clients]** radio button to see a list of all the clients that have ever been involved in the case.
- **Sort:** 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.
  - A blank **Client/General Info** Screen will appear when you click **[New].**
- To see if a client was merged with another Client ID, select the **[Client Merge History]** button. This will show if the system or a person completed the merge.

Client/General Info Screen



- 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, and Living Arrangements.
  - First and Last names are mandatory.
  - If the field has a * beside it or if it is yellow, it is mandatory, but do not form the habit of completing only mandatory fields.

- The **[Participating as Child]** checkbox is computer-generated based on the child's birth date (from one day up to the child's 18th birthday).

- Select the **[Minor Parent]** checkbox when you have a *Participating as Child*, youth (under 18), who has a child.
  - Checking this box for males helps ensure that minor male caregivers are included 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 entering a date, select the reason from the drop-down menu, and 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.
        - Change any unknown entries 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). **Important Note:** This should be a last resort.
    - All pseudo numbers begin with 850.
    - Replace pseudo numbers with the correct SSN as soon as possible.

- *County of Service* needs to reflect where the client is receiving services.
    - If a child is taken into care and placed in another county, the County of Services field must be updated to reflect the child's resident county or county of placement.

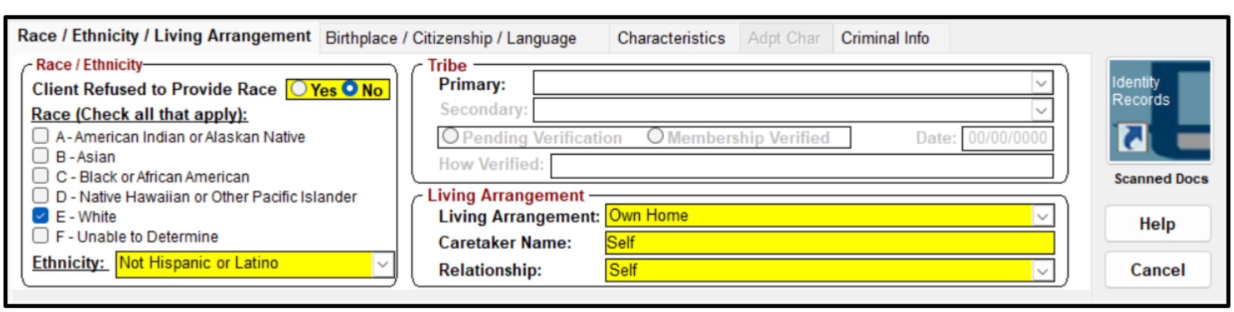
Client/General Info Screen: Race/Ethnicity/Living Arrangement Sub Tab

Race and Ethnicity fields are mandatory. Select all that apply for Race. The "Client Refused to Provide Race" question must be answered by selecting the **(Yes)** or **(No)** radio button.

- **Race Categories:** Check all race categories that apply to the selected client: American Indian or Alaskan Native, Asian, Black or African American, Native Hawaiian or Other Pacific Islander, White, and/or Unable to Determine. See CHRIS Help for details on each Race category.
    - If **Unable to Determine** is selected, another Race can be selected at the same time.
        - 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 if Unable to Determine is selected for either of these fields.

- 'Tribe' grouping is available for data entry, no matter what is selected from the Race/Ethnicity grouping. Race selection of 'American Indian or Alaskan Native' is no longer required in order to enable the 'Tribe' grouping, and it should allow information to be entered and saved.
    - There is extensive federal and state legislation related to tribal membership and jurisdiction, so you must ask about and document whether the family is claiming Native American heritage.

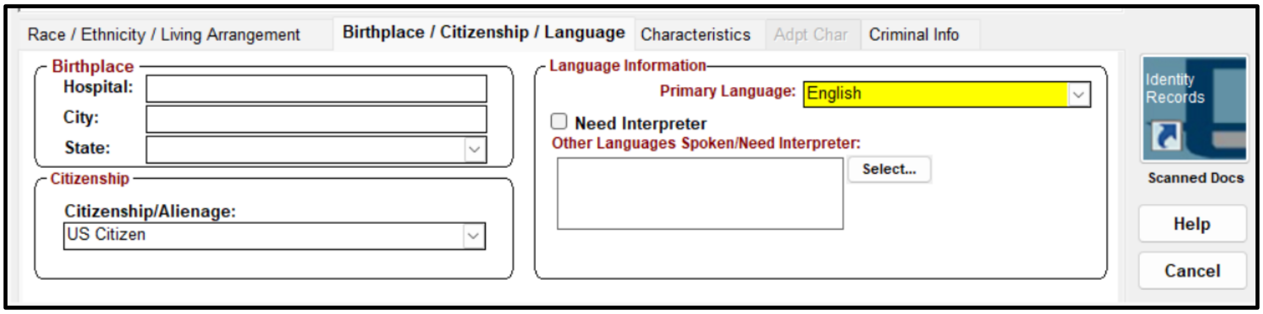
- **Living Arrangements**: Where the client is currently residing. A Living Arrangement must be entered. If the situation changes, the Living Arrangement, Caretaker Name, and Relationship must be updated.
    - If a child is taken into DHS custody, the Living Arrangement fields should be updated to reflect the current placement.
    - After the placement has been approved, a window will pop up for you to update this screen.



- **Caretaker's Name:** Name of the child's primary caretaker.
    - If the youth is an adult and responsible for themself, it should read Self.

- **Relationship:** Show the caretaker's relationship to the child/youth. 'Self' may be selected for adult clients.

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



- **Birthplace:** This grouping contains the following information fields regarding the client's birth: Hospital, City, and State. The user may complete or view this information.
- **Citizenship:** The Citizenship/Alienage field always defaults to US Citizen.
    -
- **Language Information:** Primary Language is a mandatory field.
    - If you make any changes to the **Client Gen Info** Screen or any of its tabs, you must complete the Primary Language.
    - You will receive an error message if you click on the **[Change]** button without completing the **Primary Language** field on the **Birthplace/Citizenship/Language** tab.
    - If English is not the first language, please select their other language(s) from the select box.
    - **Need Interpreter:** If the family member needs an Interpreter, select the [Need Interpreter] check box.
        - If the "Need Interpreter" checkbox is checked (indicating the child/youth needs an interpreter), the Languages select box becomes mandatory.

Child Welfare Goals: This grouping is available only in an Investigation record and includes a "National Goals of Child Welfare" picklist field. This field is completed by selecting the appropriate National Child Welfare Goals for the client from a picklist of goals.

Client/General Info Screen: Characteristics Sub Tab

- **Characteristics:** This tab displays client information regarding the client's physical and mental characteristics. The tab consists of the following select boxes: Strengths, Behavioral/Psychological, Physical/Medical, and Other/Specify, and the following checkboxes: Sensitive Information on File and Client Unable to Locate.
- The Strengths, Behavioral/Psychological, Physical/Medical select-box fields contain picklists that allow the user to select the appropriate conditions of the client.
- Multiple selections from each picklist are possible. At least, Strengths should be completed on this screen for every client, including adult clients.
    - Check the **[Client Unable to Locate]** checkbox if you cannot locate a client.

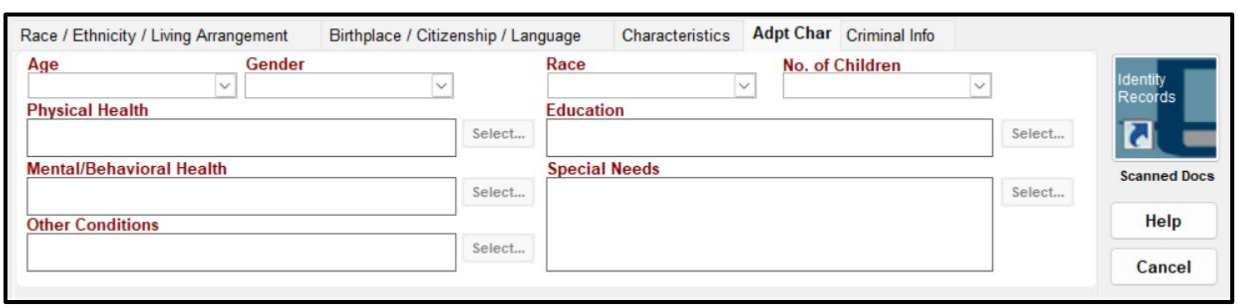
- **Sensitive Information on File:** Indicates whether there is sensitive information about the client in a paper file.

- **Physical/Medical** field: This is an AFCARS element for children experiencing foster care. Nothing should be selected here unless the Specialist has documentation to confirm the physical/medical problem.

- **Behavioral/Psychological** field: Select all of a client's behavioral and/or psychological characteristics.

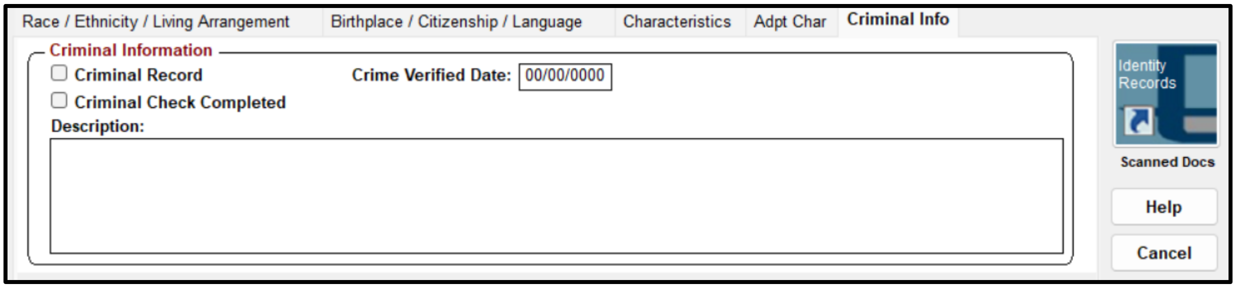
Client/General Info Screen: Adoption Characteristics Sub Tab

- **Adoption Characteristics** is enabled only when the child/youth in focus has been removed from the person responsible for care (PRFC). A picklist allows the user to enter or view the child's Age, Gender, Race, and No. of Children, if part of a sibling group.
- In addition, the Physical Health, Mental/Behavioral Health, Other Conditions, Education, and Special Needs select box fields allow multiple selections to define the overall characteristics that make the child a special needs child.
- Adoption characteristics must be completed for every child experiencing foster care.
- These characteristics need to be completed if parental rights are terminated.



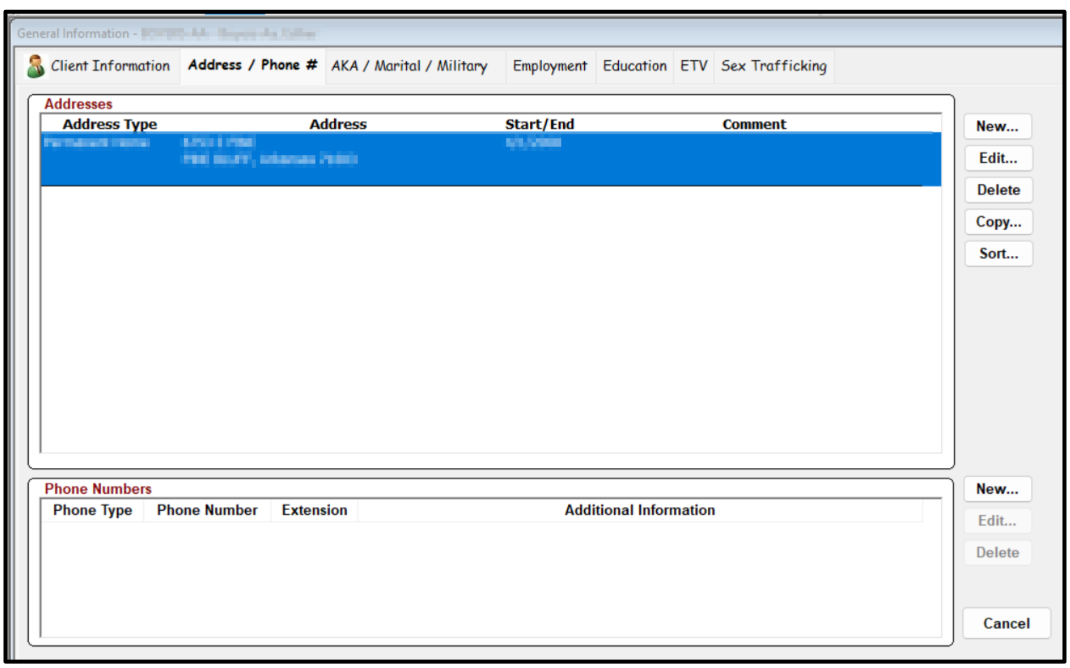
Client/General Info Screen: Criminal Information Sub Tab

- If the client has a verified criminal record, document it on this sub-tab.
- **Criminal Check:** Marked if a Criminal Check has been completed on the client.



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

The CHRIS User can enter or view the client's Addresses and Phone Numbers on this tab. The tab is composed of two groupings: Addresses and Phone Numbers. Each grouping contains an inset grid. It also contains a Cancel command button. Clicking the Cancel command button returns the user to the gray screen of the Client menu.

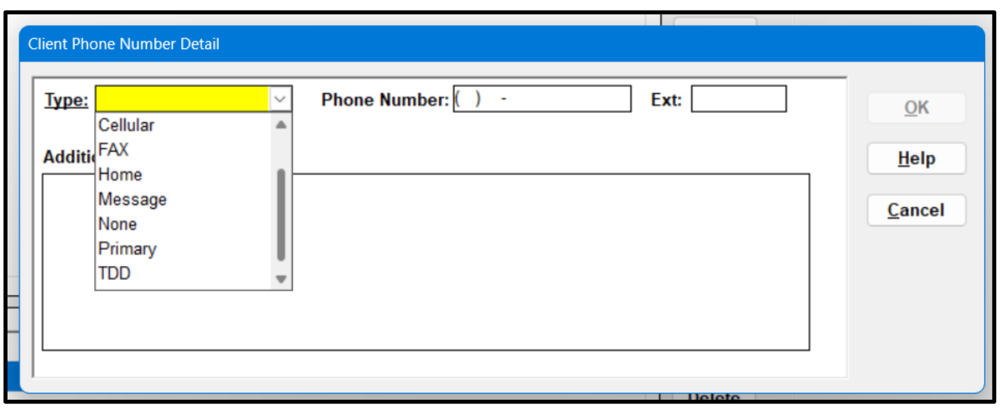


Address Detail Screen (to add New or to Edit)

- 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.
- The **Address** screen should always reflect the client's current location.
    - When a child is taken into care, the placement address will automatically populate 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.

Phone Detail Screen (to add New or Edit)

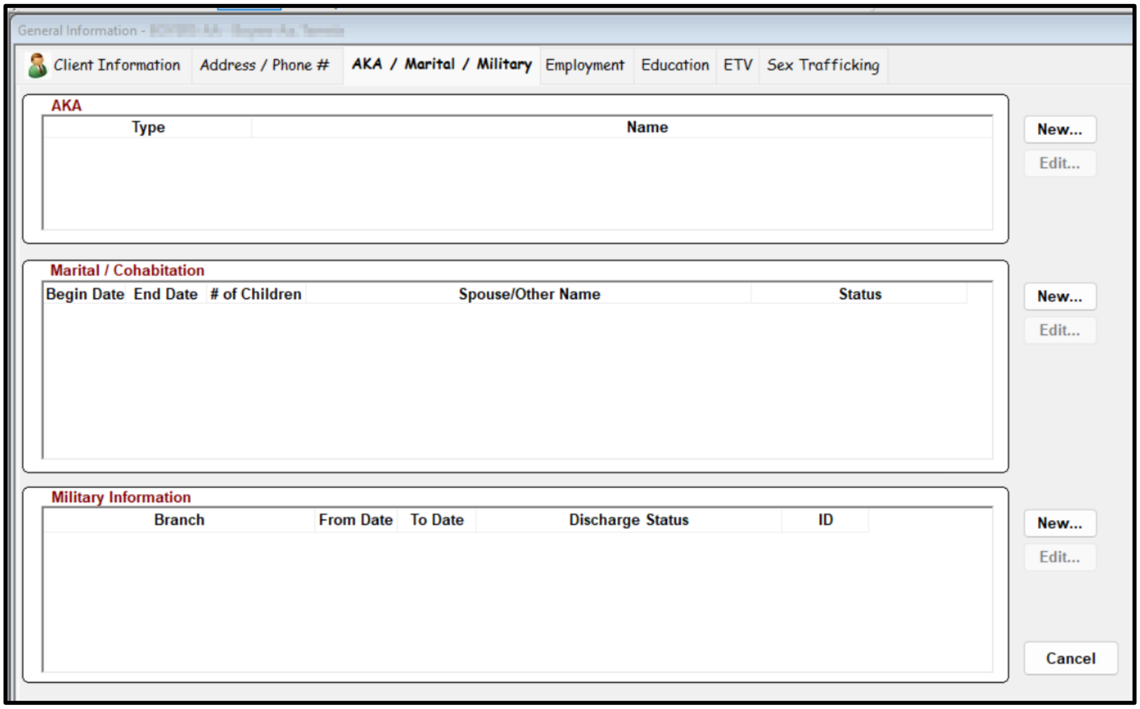
- Current phone numbers should be kept on the **Phone Detail** screen.
- A phone numbers list is kept in the phone number inset grid on the **Address/Phone #** tab.
- List all of the different types of phone numbers.
- Click the **[New]** button to add a new phone number.
- Click the **[Edit]** button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



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

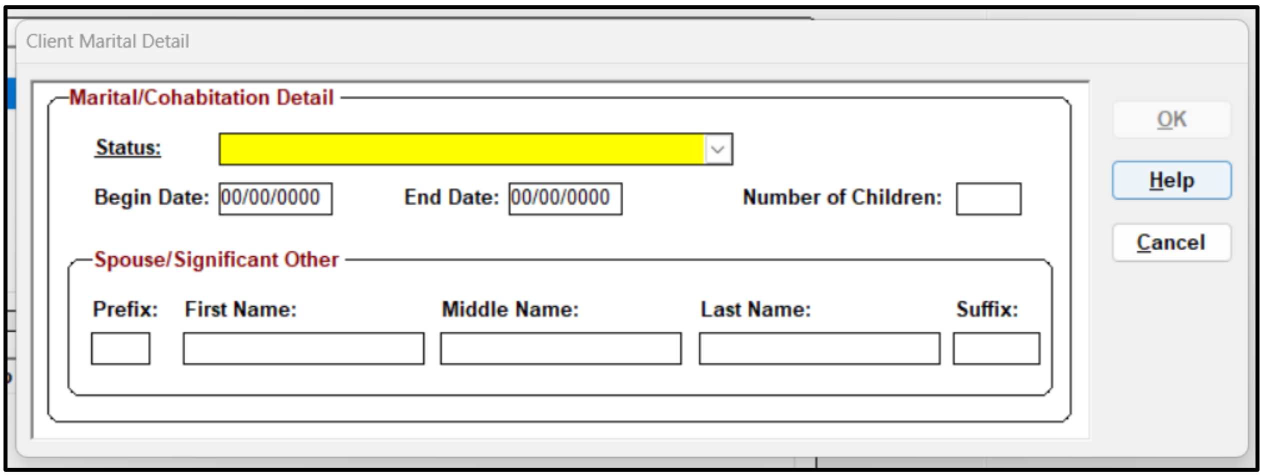
AKA Detail Screen

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



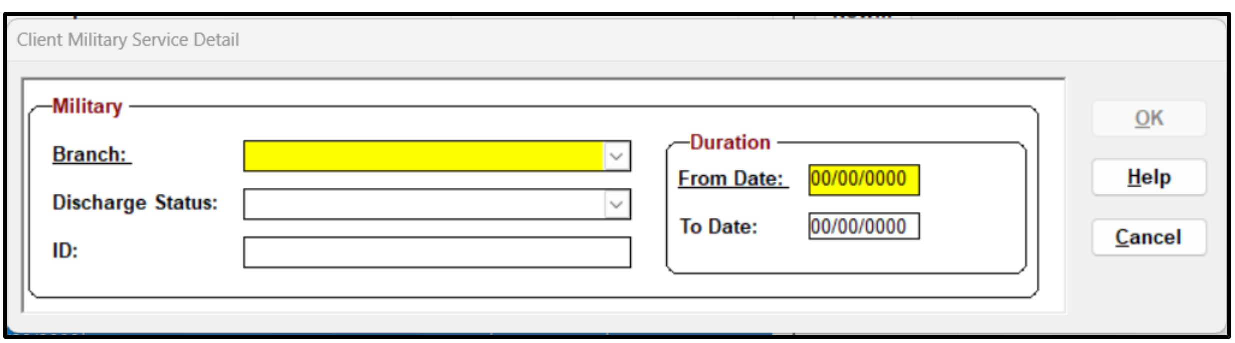
Marital Detail Screen

- **Marital Detail** screen**:** The **Marital Detail** screen records all relationships on the Marital/Cohabitation inset grid on the **AKA/Marital/Military** tab.
- 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.
- If a client changes relationships, this screen should be updated.
  - The old relationship should be end-dated (Edited).



Military Detail Screen

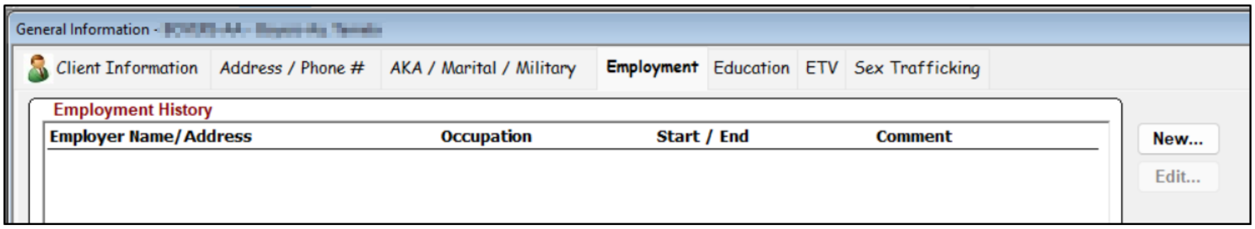
- Keeps a history on the Military Information inset grid on the **AKA/Marital/Military** tab.
- Should always reflect the status of the client if they are in the military.
- Click the **[New]** button to add a new record.
- Click the **[Edit]** button to edit an existing record.



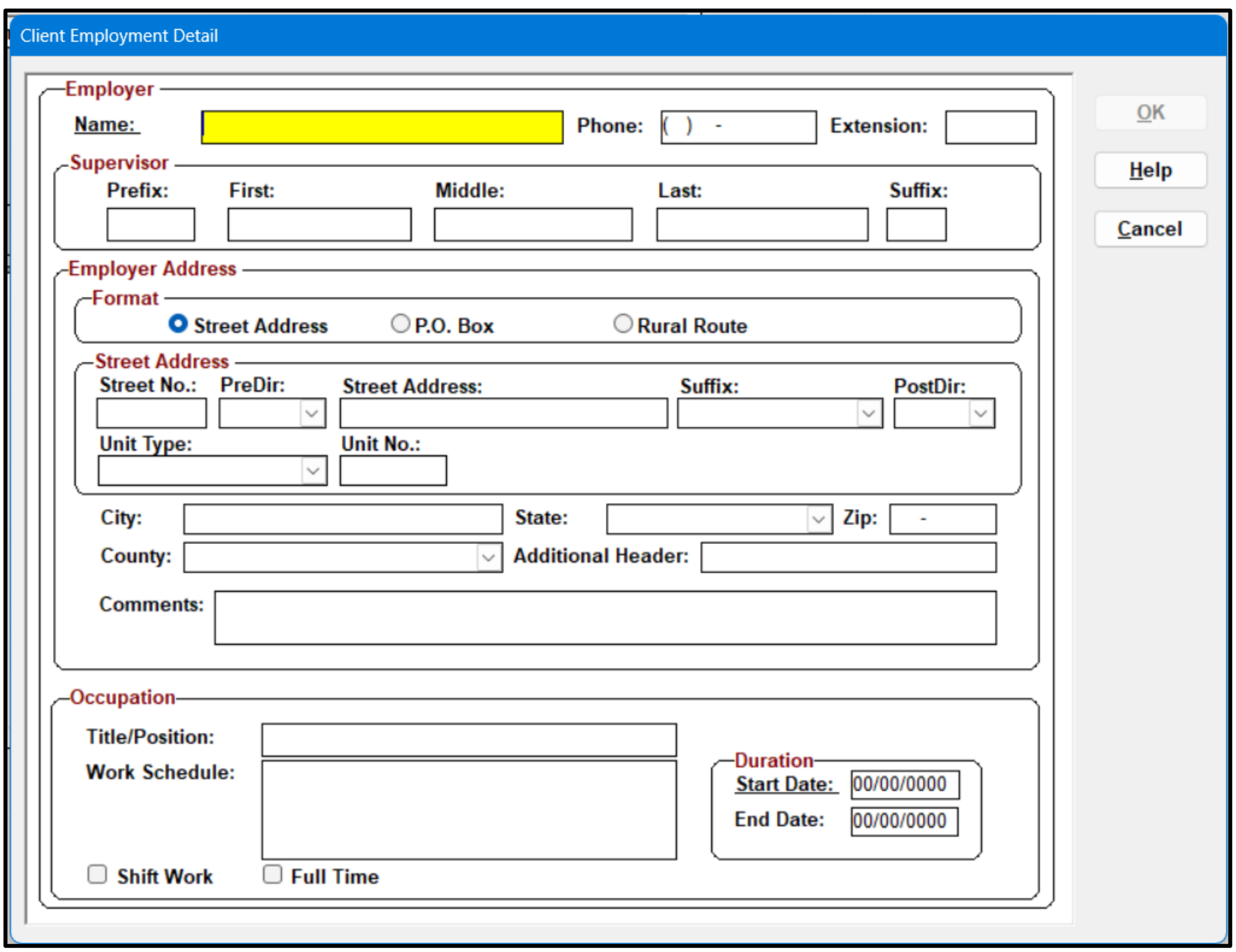
Workload/Client/Gen.Info./Employment Tab

Employee Detail Screen

- Keeps a history of employment on the **Employment** tab.
- If the employment ends, the end date should be added to the record.
- There may be more than one active employment at a time.



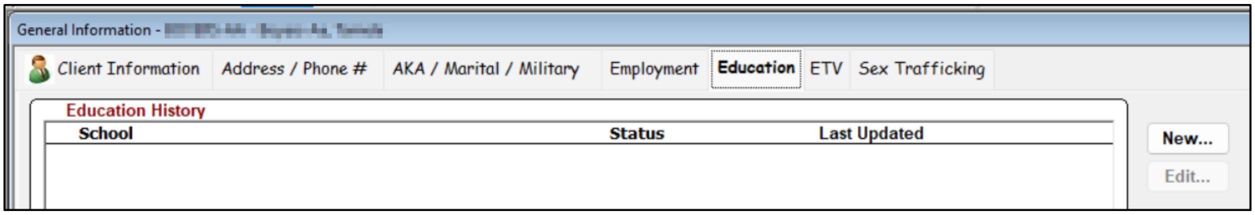
- Click the **[New]** button to add a new record.
- Click the **[Edit]** button to edit an existing record.



Workload/Client/Gen.Info./EducationTab

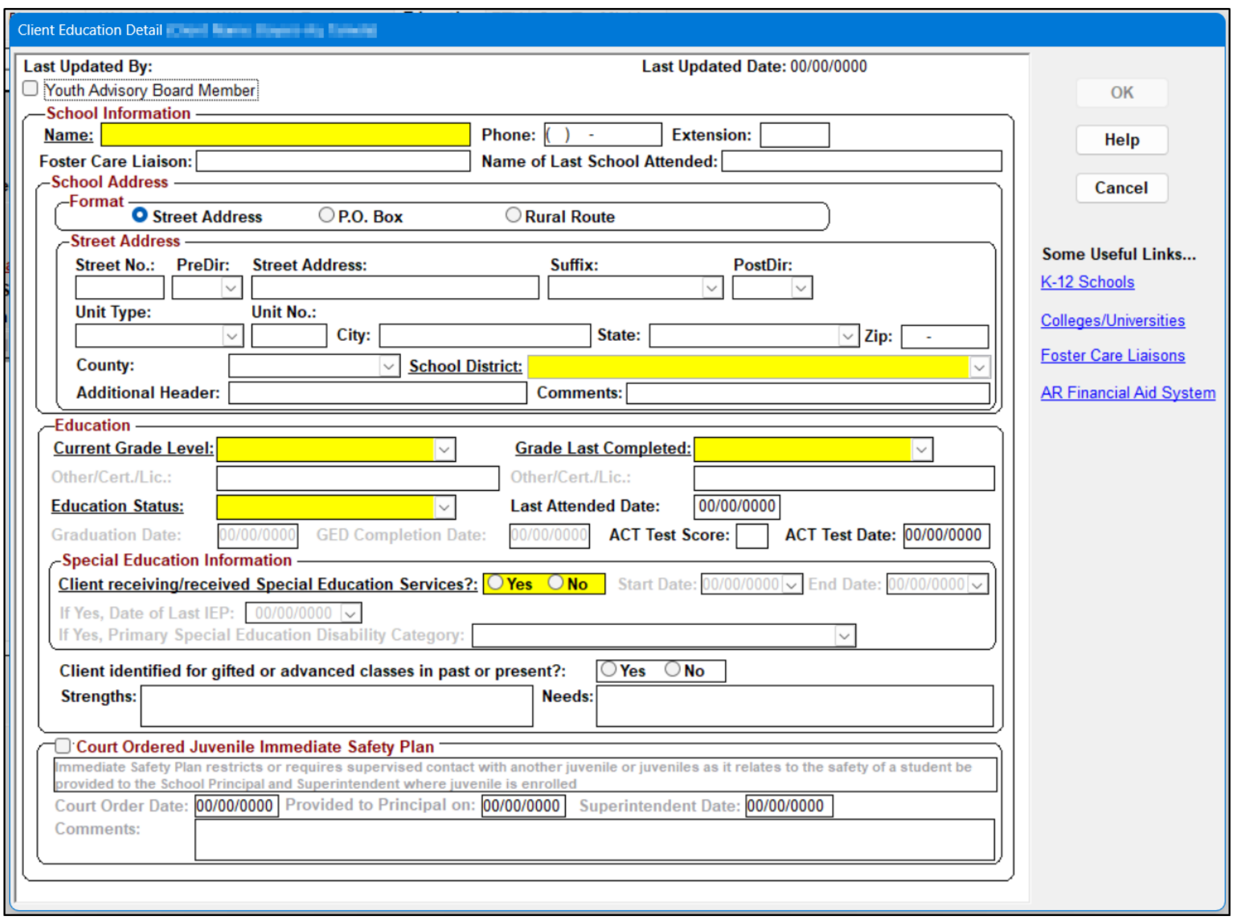
Education Detail Screen: Keeps a history of education on the **Education** Tab.

- Needs to be completed on every Participating Child client. The information completed on this screen populates the CFS-6007: Placement Plan–Provider Information.



When to Update:

- If the child is taken into care and must move to a new school.
- If the child changes grade levels (even while remaining at the same school).
- To add a new record, select **[New]**. To edit an existing record, select **[Edit]**.



Court-Ordered Juvenile Safety Plan: Complete this grouping when a Judge issues a Written Order of Protection.

Workload/Client/Summary Investigation View

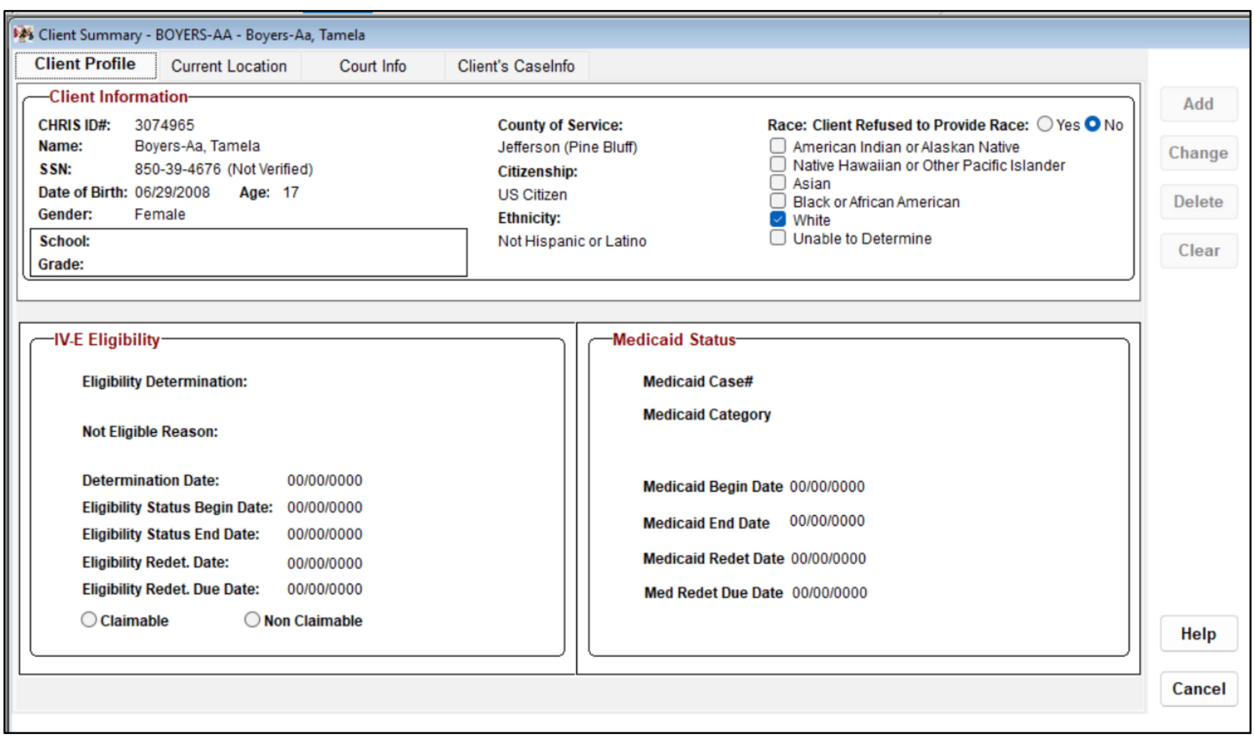
Case View: The **Client Summary** screens are "Read Only." You must go to the appropriate CHRIS screen to make changes or add missing data.

The **Client Summary in the Investigations** screen has only one tab, **Client/Summary**.

- It includes general Client Information, AKAs, Language, Medical Coverage number, Current Location, Court information, and Hearing information.

The **Case Client Summary** screen has four tabs.

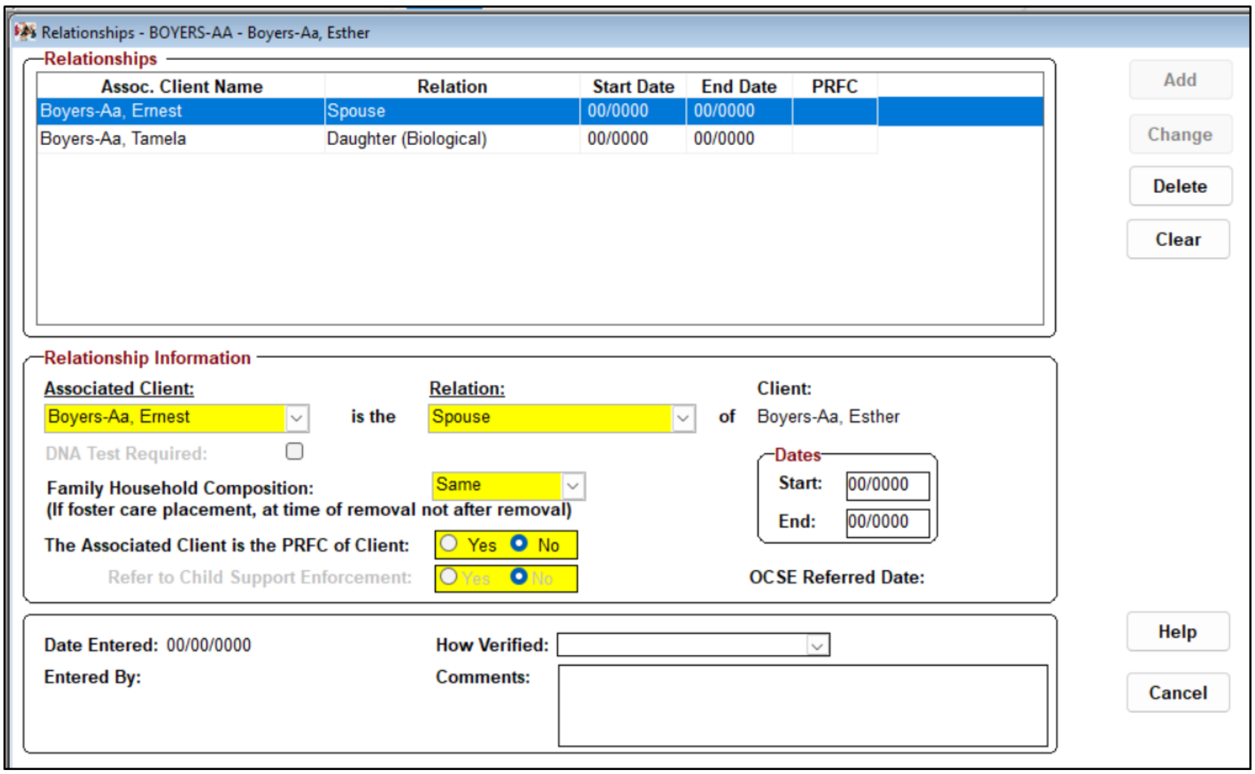
- **Client Profile tab**: General client information is pulled from the **Client General Info** screen, Medicaid information is pulled from the **Eligibility** screen, and case type and status are pulled from the **Case Summary and Court Status** screens.
- **Current Location tab:** Current address information is pulled from the "Address/Phone #" tab on the **Client General Info** screen or 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.
- The **Client Case Info tab** contains:
    - Case summary information from the **Case Summary** screen.
    - Client relations information from the **Client Relations** screen.
    - Case plan information from the **Case Plan/Plan Goals** screen.



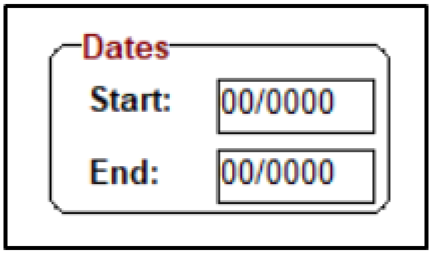
Workload/Client/Relations

The **Relationship** screen must display how each client is related to another client.

- The person you are making the relationship with is the client in focus.
- The person you are relating to is the Associated Client.
- The **PRFC (Person Responsible For Child)** must be in the "Same" household.
    - If the child is in out-of-home 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 entering care. This is an AFCARS element.
    - On this screen, the Household does not change when the child enters care.



- Suppose the Specialist enters a relationship with an associated client and clicks **[Yes]** on "The Associated Client is the PRFC". In that case, CHRIS looks at the **General Information** screen of the Associated Client to see if a date of birth has been entered.
    - A CHRIS alert will appear if the date of birth has not been entered.
        - 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.

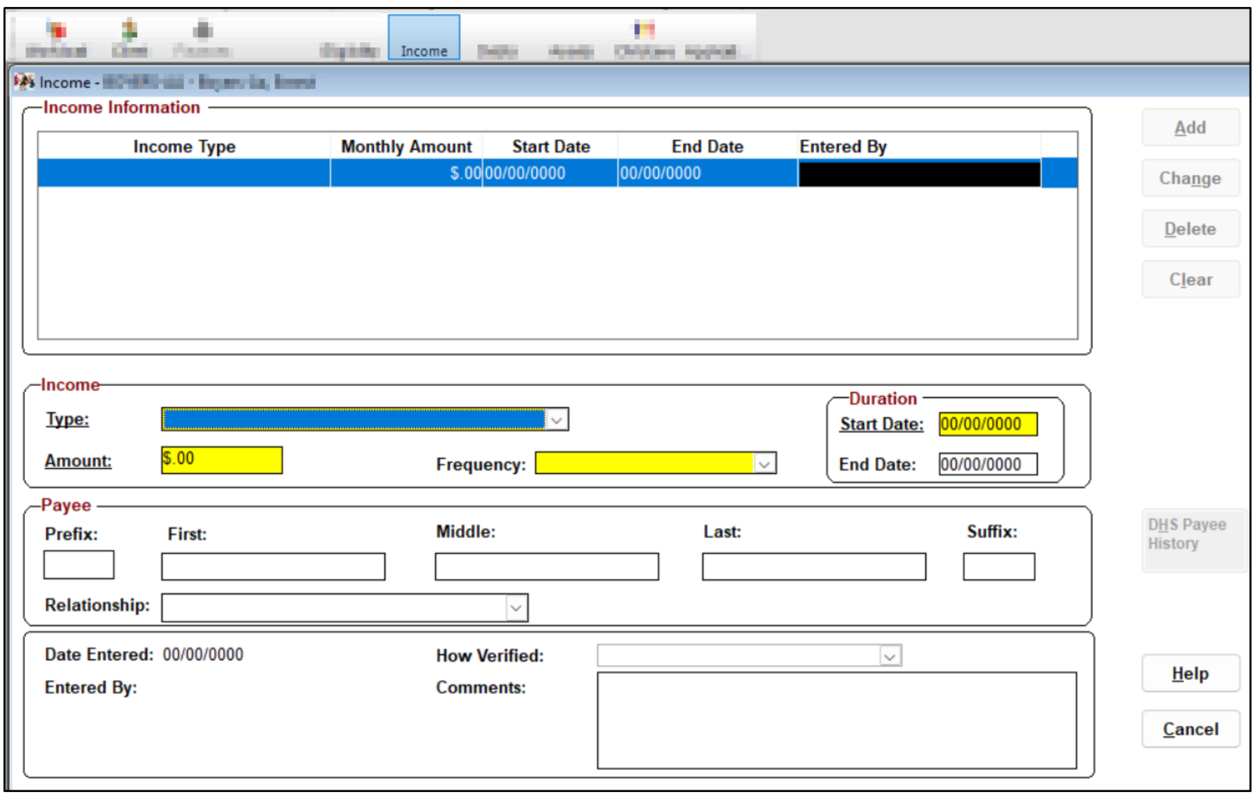
- Relationships are populated in the other client Relations screens.
  - If a Specialist enters a relationship that does not match an already entered relationship, a warning message will appear.
- Information from this screen populates the **Report to PA** and the **Family Strengths, Needs, and Risk Assessment**.
- The **Relationship** screen must be completed before sending the Completed Medicaid/IV-E Application (CMA) to the Eligibility Unit.
- This information will populate Part 2 of the Completed Medicaid Application (CMA) and 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 Completed Medicaid Application (CMA) is submitted showing the child is Eligible or Not Eligible.
- Updates nightly automatically and when the Eligibility Unit submits applications.
- Reflects current IV-E information.
- “Read Only” to DCFS workers.

Workload/Client/Finances/Income

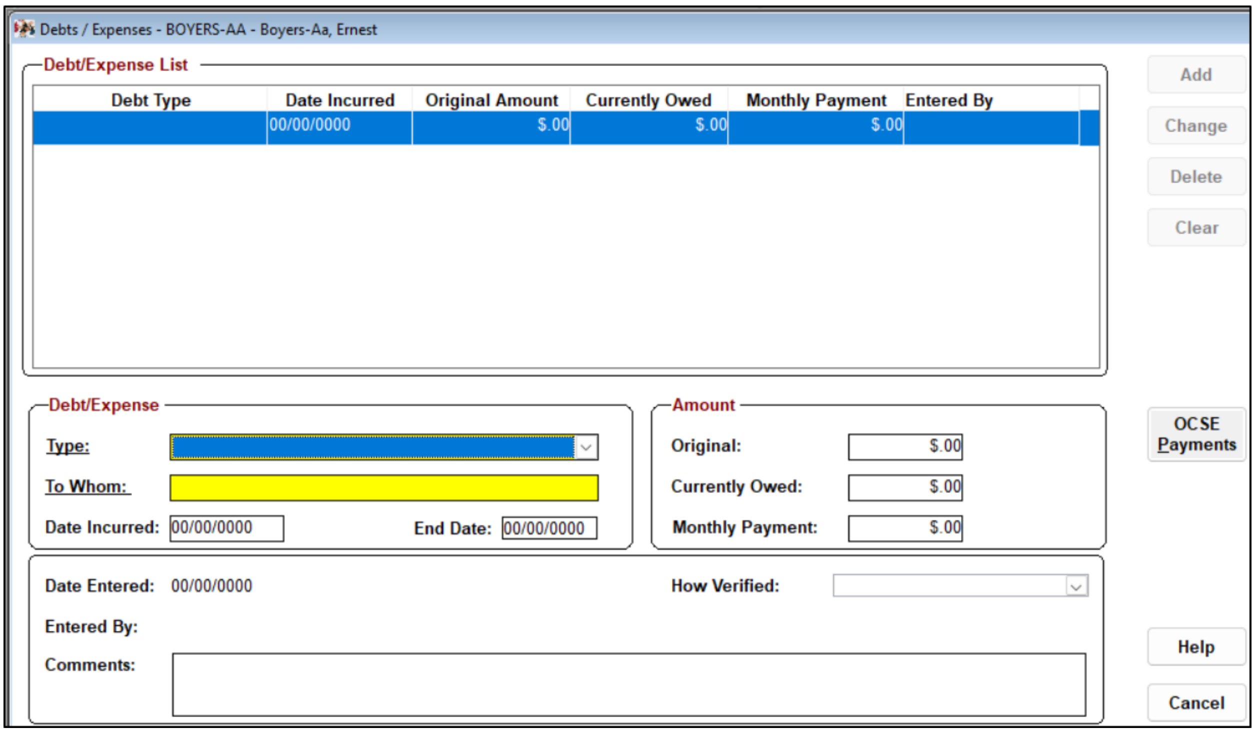
- Click the **[Clear]** button to add a new record.
- This screen is client-specific.
- Income should be recorded under the client to whom the money is being paid.
- **Date Entered** and **Entered By** will automatically populate.
- Start and End Dates should correspond with the income.
- Keeps a history of all income.
- This screen must be completed for members of the removal household before the Completed Medicaid Application is sent to the Eligibility Unit in CHRIS.
- This information will populate 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 the payee for the Program Assistant and SSI
- Can only be entered by the Eligibility Unit.
- A Social Services Specialist can read history.



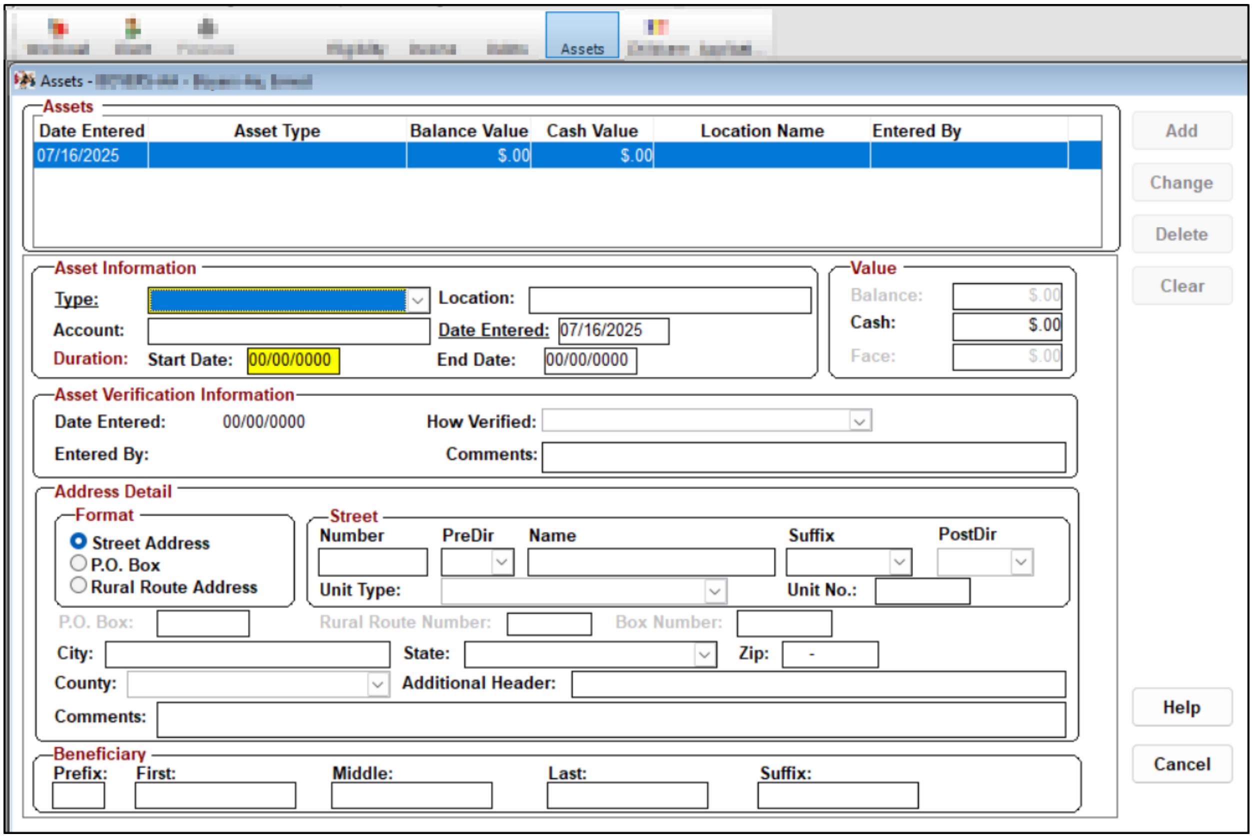
Workload/Client/Finances/Debts

Information should be entered under the client who is legally responsible for paying 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 the Completed Medicaid Application is sent to the Eligibility Unit in CHRIS.
- If OCSE is collecting Child Support payments, collections display when **the [OCSE Payments]** button is clicked.
- **Best Practice Tip:** Document any expenses DCFS pays on behalf of a child here.



Workload/Client/Finances/Assets



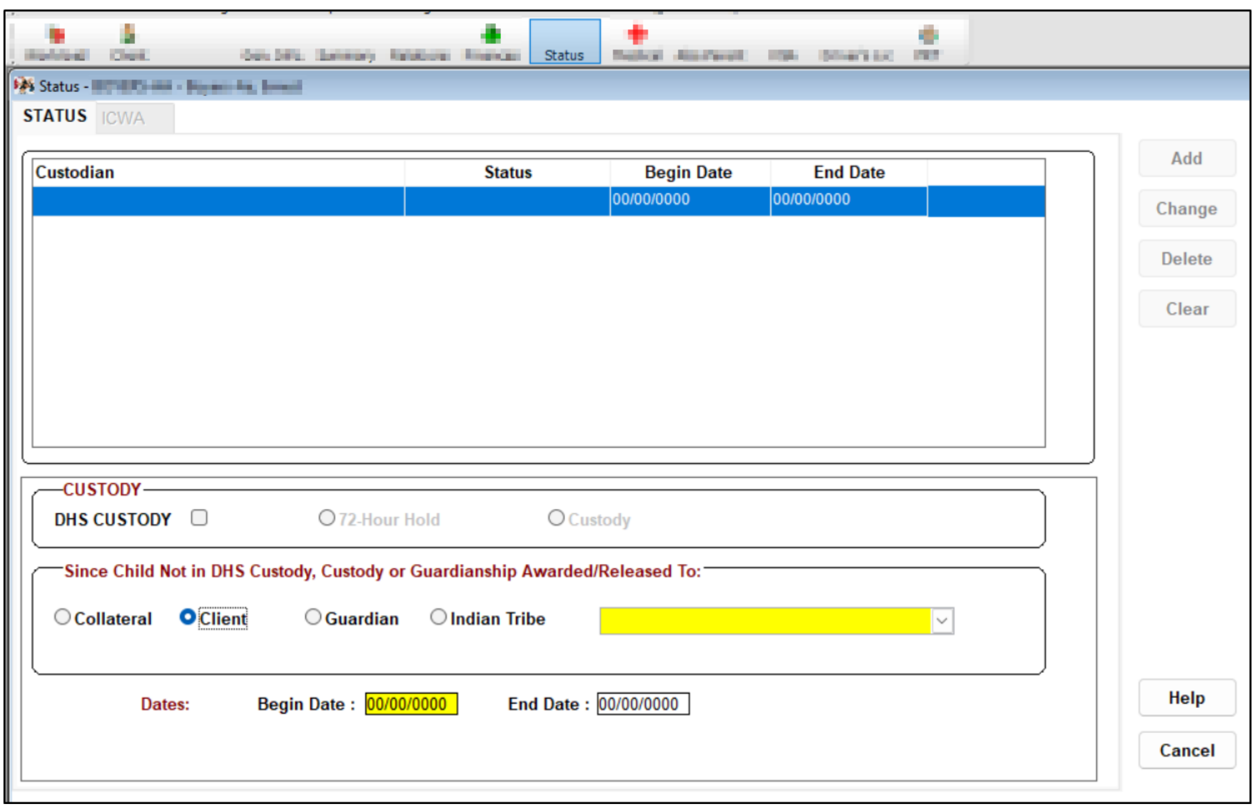
- Click **[Clear]** to add a new record.
- Information should be entered on the client to whom the asset is registered.
- Regular and dedicated trust fund information is downloaded nightly into CHRIS.
  - Trust fund amounts for children experiencing foster care cannot exceed $2000, or they will lose their Medicaid eligibility.
- When the **[Trust Accts Details]** button is clicked, the "DHS Foster Care Trust Transaction by Client" appears.
  - It gives a history of the transactions in the trust fund, including requested holds and the current balance. It also displays the transaction date, the activity/account, the amount, and the current 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 Specialist.
- 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 the Completed Medicaid Application is sent to the Eligibility Unit via CHRIS.
  - This information will populate Part 4 of the Completed Medicaid Application.
- **Note:** if a child has an ABLE account, it will be noted here in the Asset screen.

Workload/Client/Finances/Applications

- These screens are Medicaid/IV-E Applications found only in the **Case** screens.
    - The screens include an **Initial Medicaid Application**, a **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 Specialist must complete and "Send" the Completed Medicaid/IV-E Application within seven (7) business days of the child's first placement.

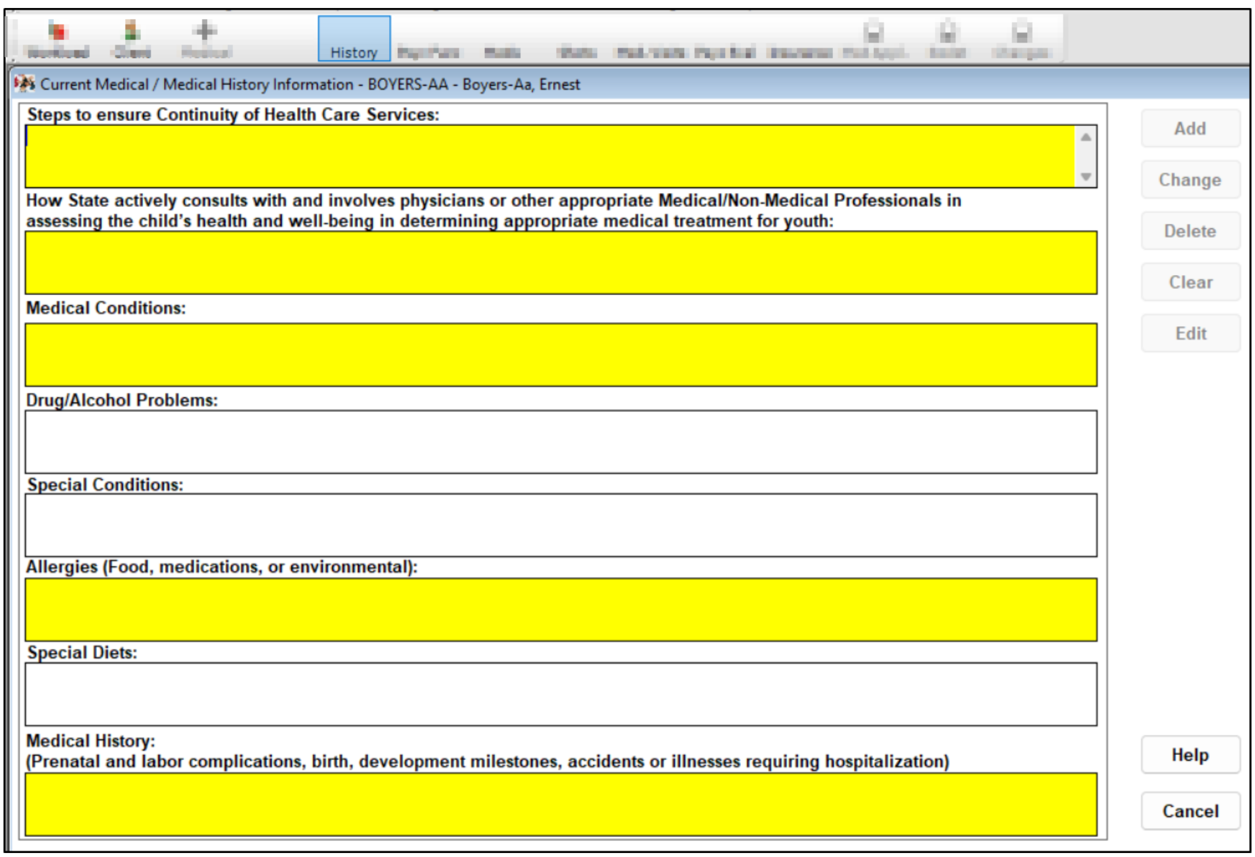
Workload/Client/Status

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



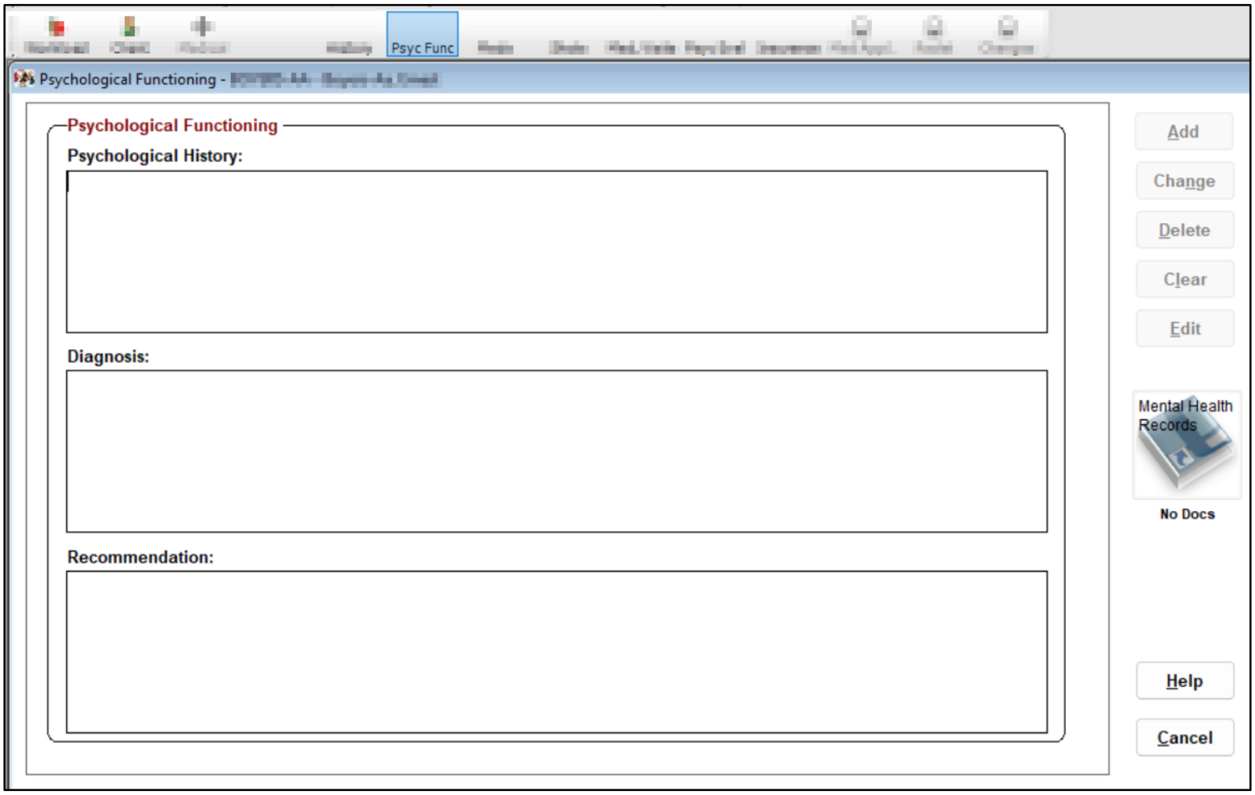
Workload/Client/Medical/History

- Needs to be updated on an ongoing basis.
- All known medical information should be documented on this screen.
- Documentation in the Medical Conditions field and the Medical History field is required for compliance with this element
- Mandatory text fields: “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 (Food, medications, or environmental).”
- 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 Service Assistant completes this screen. If this is true for your area, the Social Services Specialist remains responsible for updating this screen as new information becomes available.



Workload/Client/Medical/Psyc Func

- This screen allows DCFS 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 recommendations is captured here.
- The Specialist should key this information from the client's mental health records, which are provided by the facility where the client received services.

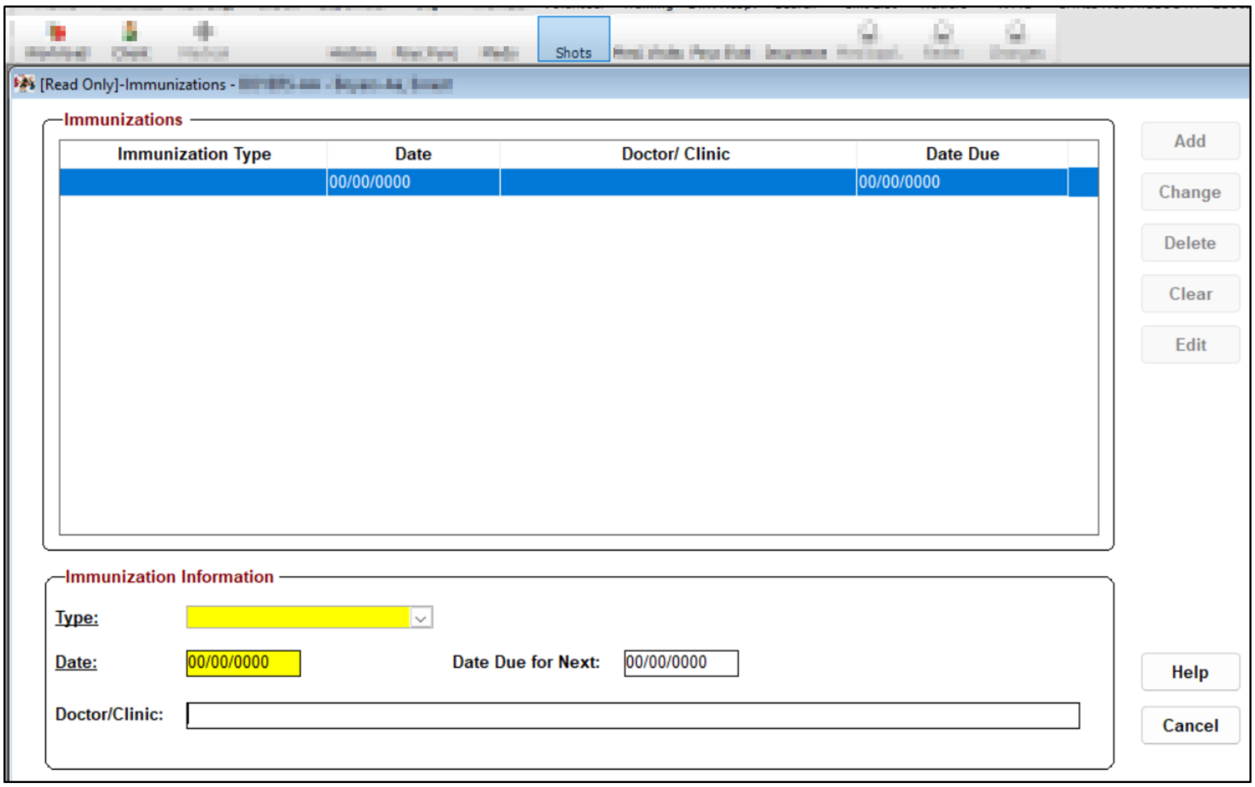


Workload/Client/Medical/Med

- Document all medicine prescribed to a child in DHS custody.
- To locate the prescribing physician, click the **[Find…]** button.
- Keeps a history of all medications.
- Included on the CFS-6007: Placement Plan- Placement Provider Information (Medical Passport).

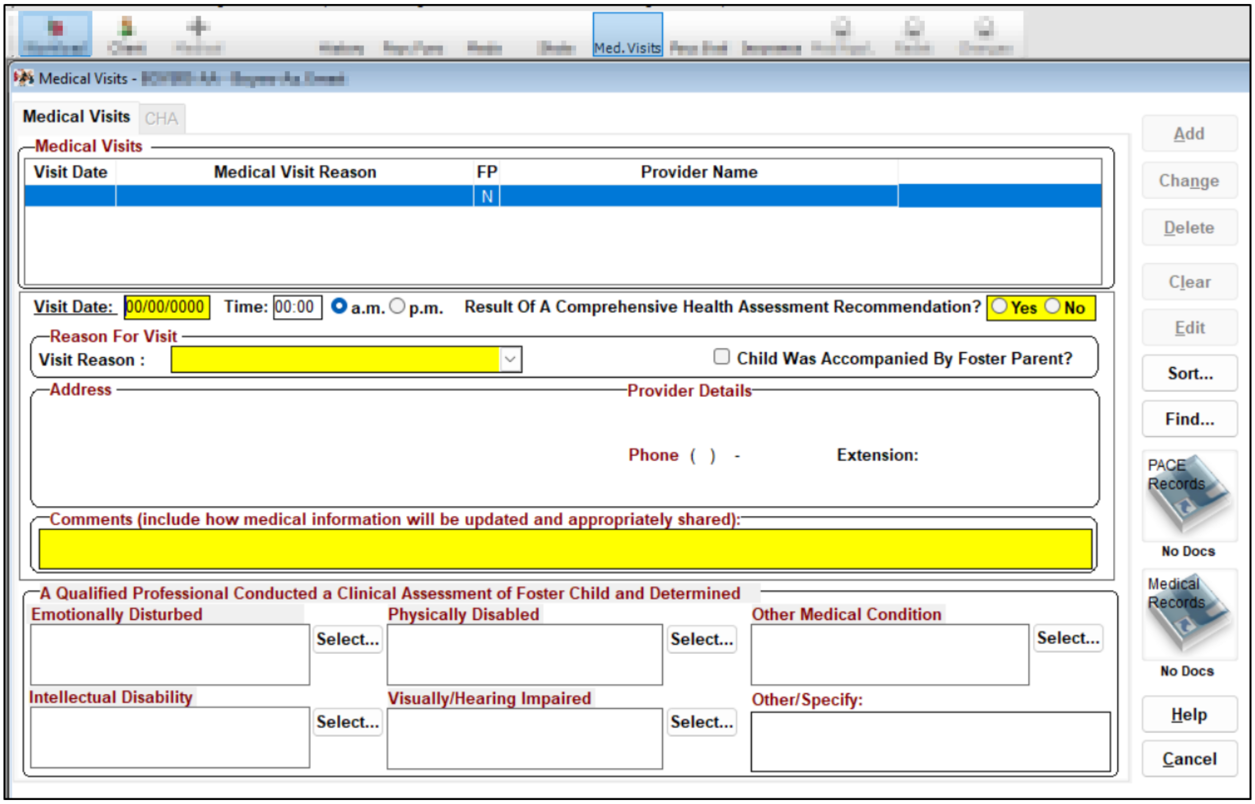
Workload/Client/Medical/Shots

- 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). Immunization records should be obtained from the 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 qualified professional has examined a child 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.
    - If no documents are available, "No Docs" will appear under the button.
- The UAMS Foster Care Project will enter the Comprehensive Health Assessment Recommendations (CHA).

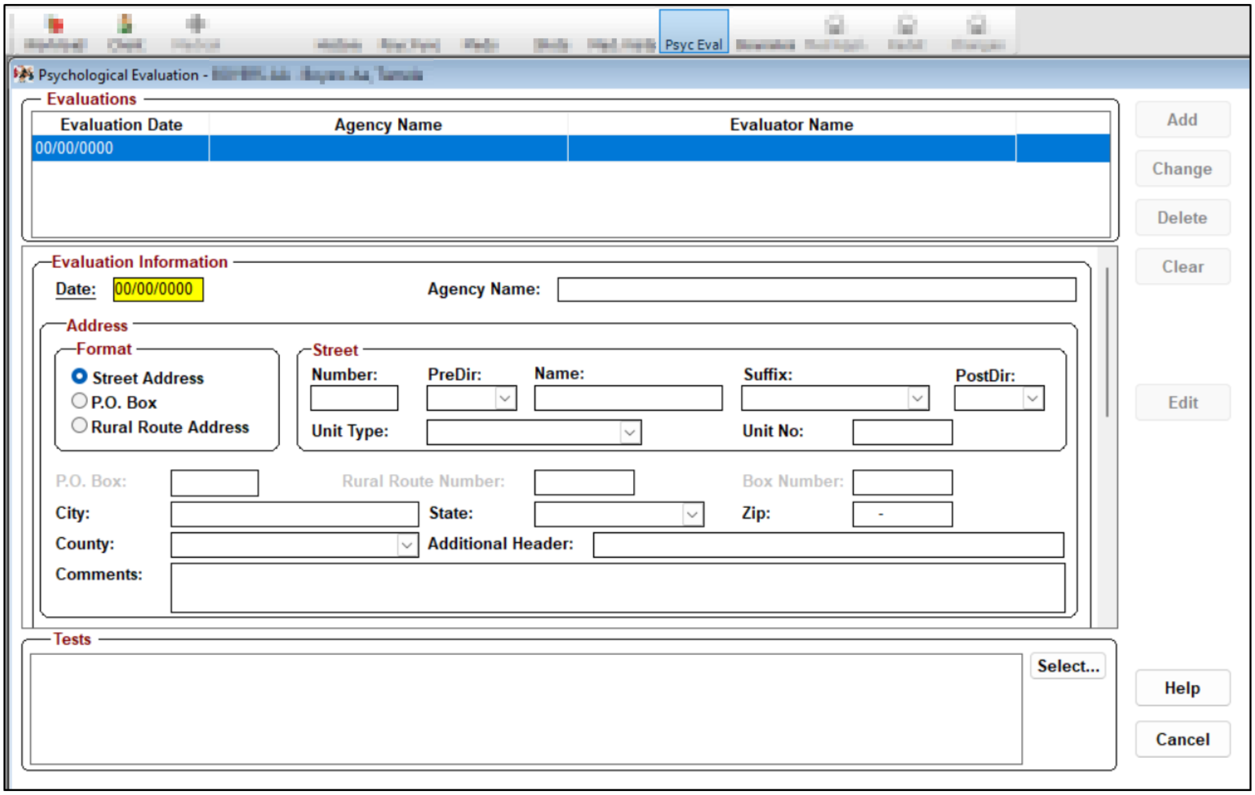


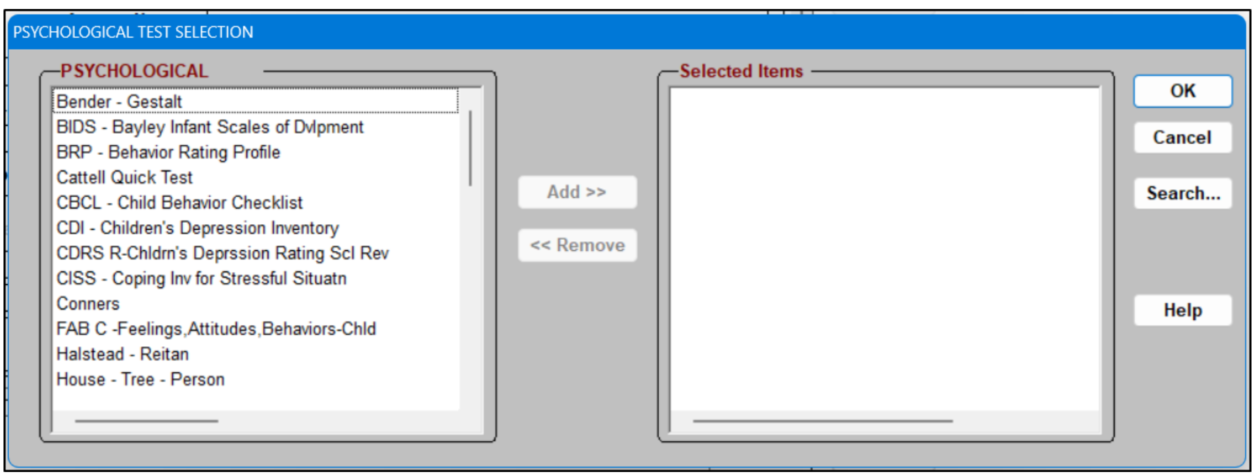
Workload/Client/Medical/Med Visits/CHA

- 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 Specialist 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 the information provided by the Mental Health Provider.
- Document receipt of Psychological Evaluation on **Document Tracking** screen (Workload/Other/Doc Trkg)

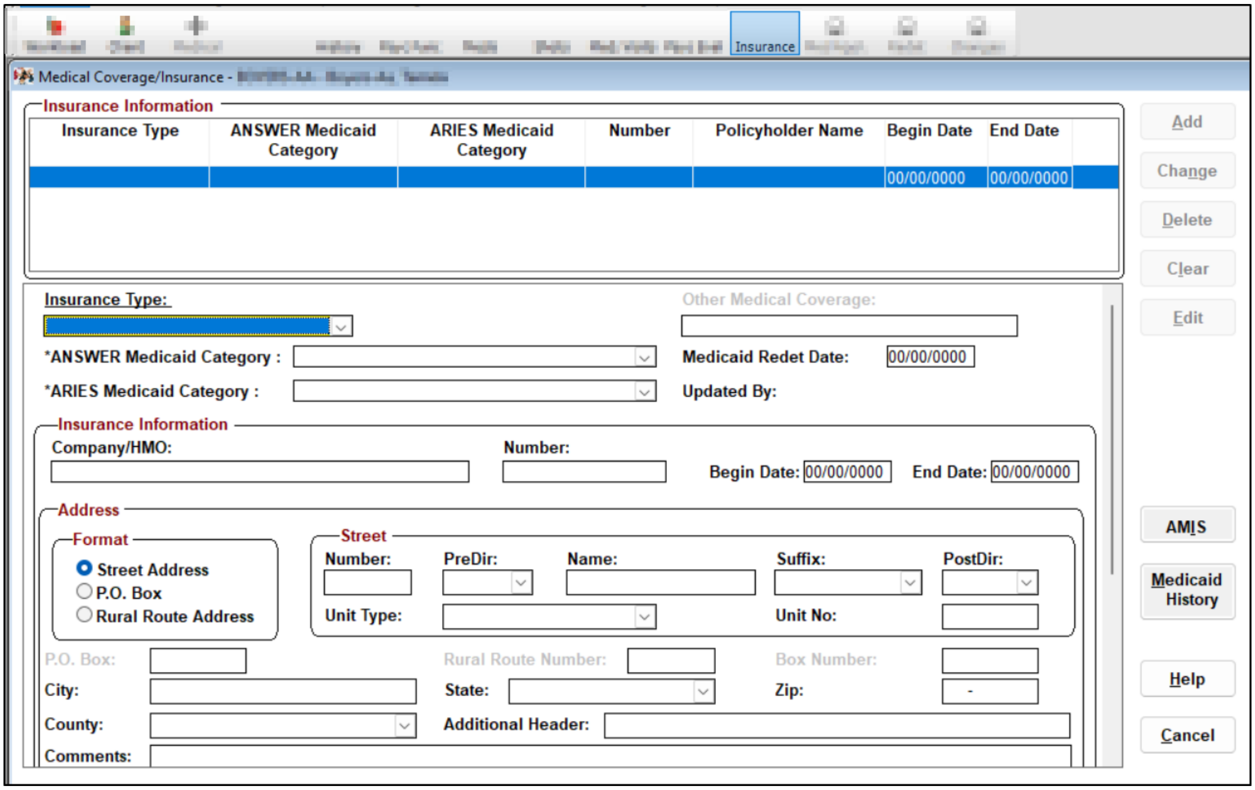




Workload/Client/Medical/Insurance

- Enter the insurance information on clients.
- Information should be kept up to date. If information changes, the old information should be end-dated and the new information entered.
- The **[AMIS]** 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 the Completed Medicaid/IV-E Application is sent to the Eligibility Unit in CHRIS. This info will populate Part 4 of the Completed Medicaid/IV-E Application.



Workload/Client/Abs. Parent

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

Workload/Client/Driver's Lic.

- Screen is used to capture details on both the driver's license and the car insurance coverage of a child in out-of-home care 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.
- The DHS Insurance Coverage section will be grayed out if the youth's driver's license information is not entered.
- Foster Child's Driver's License Detail grouping is available to Specialists and Area Managers (security 16).
- DHS Insurance Coverage grouping is only available to Area Managers (security level 16).

Contacts and Family Time

You hear of people going on a home visit. A Social Services Specialist has contact with a child in the resource home. Staff supervise family time between caregivers and their children who are in out-of-home care. You document both client contacts and family time on the **Client Contact Information** screen.

A simple rule of practice is this:

Contacts refer to any interaction with a client, collateral, Division staff person, provider, ad litem, CASA, OCC, etc. Contacts can be face-to-face (in various locations), by phone, by email, or by some other means of communication.

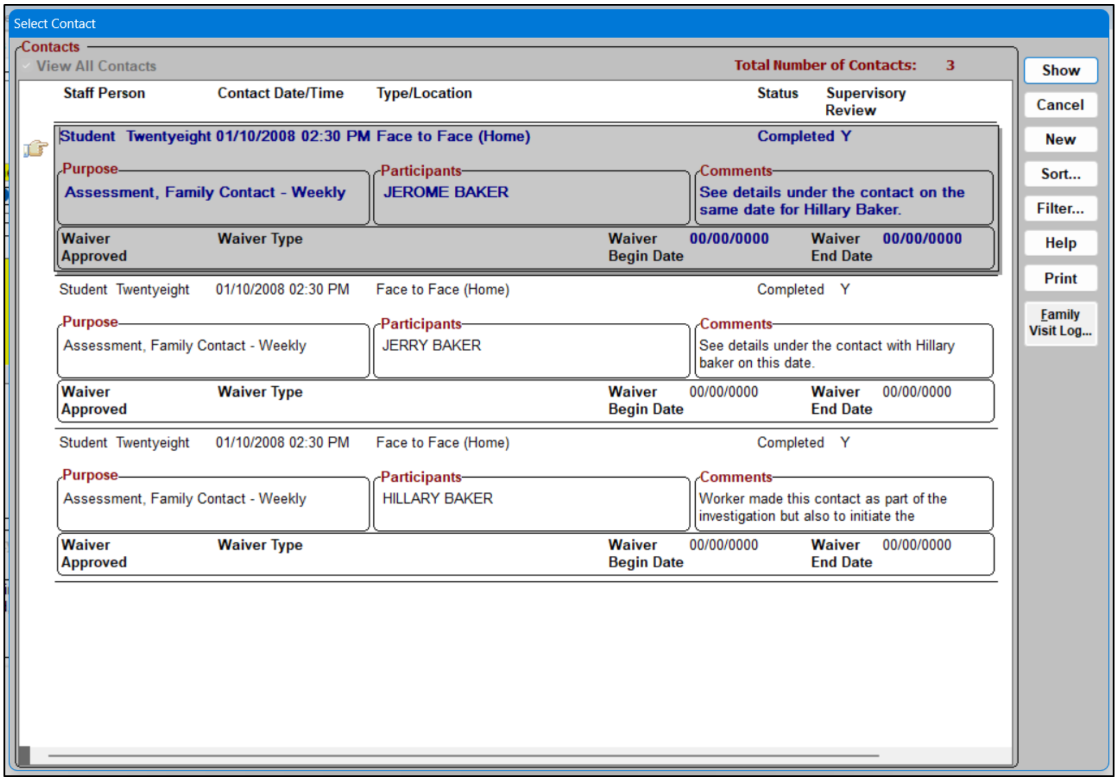
Family time is defined much more narrowly. Family time refers to:

- Family time between caregivers and their children in out-of-home care.
- Family time between siblings in out-of-home care or between siblings in out-of-home care and siblings who were not removed from the home.
- Family time between grandparents and children in out-of-home care.

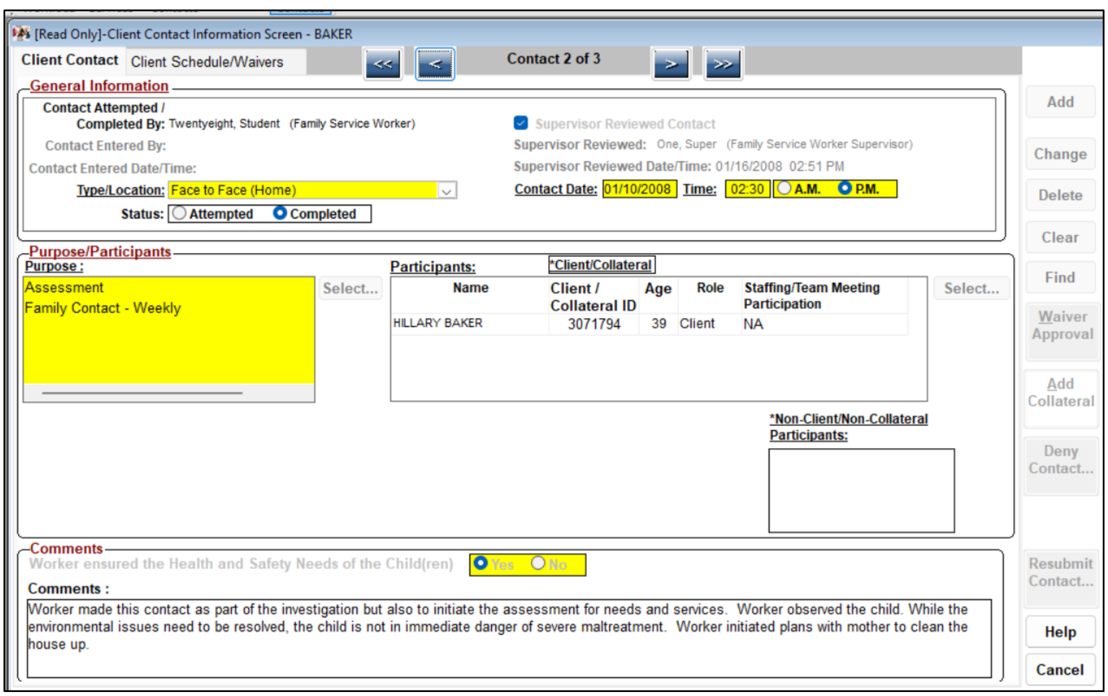
Why is this distinction important?

It is important because laws, policies, and federal requirements require both types of interactions to occur within specific time frames. CHRIS will pull this information for reports from the **Client Contact Information** screen; however, you must select the correct purpose to receive credit for the proper type of contact/family time.

Workload/Services/Contacts



If you want to view a contact that has already been entered, highlight the contact and click **[Show]** or double-click on the 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 are presented with a blank **Client Contact** screen.
- If there is family time documented, click on the **[Family Visit Log]** button to print a list of the family time that has been documented.

Client Contact Information Screen

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

- The **Completed By** field is automatically populated with the name of the person logged into the CHRIS system.
    - This field should contain the name of who completed the contact with the family.
    - If the information is keyed into CHRIS by another specialist, then that specialist will click on the **[Find]** button and select the DCFS staff name of who completed the contact and click the **[OK]** button.
    - The name of the specialist who completed the contact will now show.

- The **Contact Entered By** field is automatically populated with the name of the person logged into the CHRIS system.
    - This field should reflect the name of who inputs the contact information into CHRIS.

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

- Supervisors will click the **[Supervisor Reviewed Contact]** checkbox after reviewing the contact.
    - Once the supervisor clicks the checkbox, their name will automatically populate in the **Supervisor Reviewed** field, and the date they reviewed the contact will automatically populate into the **Supervisor Reviewed Date** field.

- **Type/Location:** This is a pick list.
    - Your selection must indicate what type of contact was made and where the contact was made.
    - To count for NCANDS, the contact must be Face-to-Face.

- **Status:** This is a radio button.
    - Your selection needs to reflect whether the contact was completed or attempted.
    - The Type/Location should match 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 Family Team Meeting 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 on 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 Social Services Specialist 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 that enables you to add a new collateral right there and to continue with your contact.

- **Specialist ensured the Health and Safety Needs of the Child(ren):**
    - If the person who completed the contact did not "see" the child, click **[No]**.
    - If the person who completed the contact saw the child(ren) click **[Yes]**.
    - The documentation should show how health and safety were 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 Social Services Specialist should tie the comments back to the family case plan (i.e., why the case is open, compliance with the family case plan).
    - Comments need to be detailed enough that if you no longer work for DCFS tomorrow, the new Social Services Specialist could read your documentation and know what is going on in the case.
    - Comments must highlight what you did to ensure health and safety.
    - The Comments field will hold over 30,000 characters.

- When you are done, click **[Add]** to save.

Document Family Team Meetings

For types of Family Team Meeting, see Family Team Meeting Tip Sheet in the Case Tip Sheets.

- ✓ **Type/Loc:** Family Team Meeting must be Face-to-face (except "Failed Attempt").
  - Select the location of the family team meeting.

- ✓ **Status:** Select either Completed or Attempted.

- ✓ **Date:** Key in the date of the Family Team Meeting.

- ✓ **Time:** Key in the time of the Family Team Meeting.

- ✓ **Purpose:** Select Family Team Meeting type (i.e., Initial, Subsequent, etc.).
  - A "Permanency Planning Family Team Meeting" and "Subsequent Family Team Meeting" may be selected at the same time.
  - However, if the Closure Family Team Meeting also served as a Subsequent Family Team Meeting, it must be documented twice, first as a "Subsequent Family Team Meeting" and then as a "Closure Family Team Meeting".

- ✓ **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 must be a matching CFS-590 that proves you invited them.

- ✓ **Non-Client/Non-Collateral Participant:** Key in every person who participated in the family team meeting but is not a client or collateral (i.e., a Social Services Assistant, your Supervisor, attorneys, school counselors, etc.).
  - Include the title or description for each participant in this text box.
  - Click **[Add Collateral]** to add a new Collateral while on the **Contact** screen.

- ✓ **Specialist ensured the Health and Safety Needs of the Child(ren):** The Social Services Specialist should ensure that a family team meeting always ensures the Health and Safety Needs, safety, permanency, and well-being of the children.

- ✓ **Comments:** This narrative should include comments about the family team meeting.
  - For example, was the family case plan developed at the family team meeting?
  - Was the family case plan signed by the family?
    - It is not necessary to repeat the family case plan in Comments. Still, documentation should be detailed enough so that if you no longer work for

DCFS tomorrow, the new Social Services Specialist 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 the Supervisor to make minor changes if necessary, instead of denying the Contact.

- ✓ **Deny Contact:** A Supervisor can choose to deny (not approve) a contact.
  - Supervisors may select the **[Deny]** button 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, with a courtesy copy sent to the 'Contact Attempted/Completed By' staff person (if different) and a courtesy copy to the supervisor denying the contact.

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

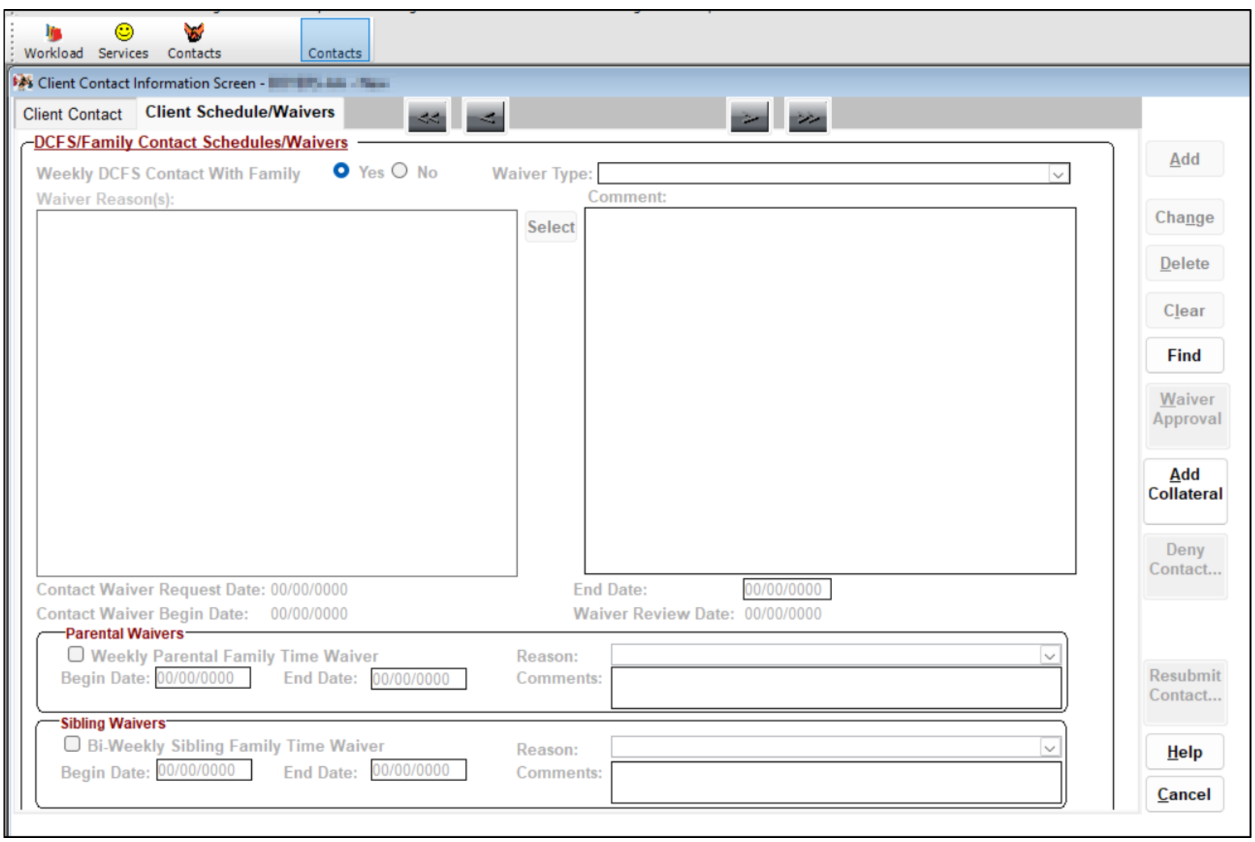
- ✓ **NOTE:** If clients do not show up for the family team meeting, staff may work with their Supervisor (Face to Face, DHS Office, showing Supervisor as a Non-Client/Non-Collateral participant).

Client Schedule/Waivers

- ✓ **Type/Location:** 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.
    - Do not click the **[Add]** button 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 (e.g., Family Contact - Monthly).
- ✓ **Note:** CHRIS will accept only one waiver per case at a time.
    - **(1)** To waive contacts for child(ren) experiencing foster care, choose the appropriate Foster Child Contact Waiver Type.
    - **(2)** To waive contacts for the family with a child in the home, choose the appropriate Family Contact Waiver Type.
- ✓ **Waiver Reason(s):** Select the Waiver Reason that applies to your clients.
    - If you select "Other", the **Comments** box will become mandatory.
    - Comments: If anyone has a different contact schedule, explain in the Comments how often each child/family is to be contacted.
- ✓ **Contact Waiver Request Date:** Populated by CHRIS.
- ✓ **Contact Waiver Begin Date:** Entered by CHRIS when waiver is approved.
    - The begin date will be the date of approval by your Supervisor.
- ✓ **End Date:** DO NOT KEY AN END DATE WHEN REQUESTING A NEW WAIVER.
    - 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 the **[Add]** button 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 the **[Add]** button 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 the **[Change]** button, 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 Time

(Workload > Services > Contacts)

All family time spent with a child while they are experiencing foster care must be documented, whether it is time spent with caregivers, siblings, grandparents, stepparents, or legal guardians.

- If the caregivers do not show up or the family time is canceled, you **MUST** document this on the Contact screen.
  - **No Show:** If the caregivers choose not to show up for the family time or if they cancel it, you can document this no-show/cancellation and stay in compliance.
  - **TPR:** This information may be used when/if you move to terminate parental rights at a future date.
  - **Important!** If you do not document, it will appear that you did not set the family time up and/or did not enter the information in CHRIS.
  - **Responsibilities:** It is your responsibility to set up family time and assist with transportation if needed.
- **Contact Date and Time:**
  - Enter the date caregivers and child(ren) had family time.
  - Remember, you can right-click on the date field to get your calendar. Then double-click on the date.
- When the **Purpose of Family Time** is selected, a **Family Time Detail** section will become visible and mandatory to enter:
  - Family Time Type.
  - To count as a Parental Family Time, the family time must be documented as Father, Mother, or Parents.
  - Father-All Children, Mother-All Children, and Parents-All Children will count as a Parental family time AND a Sibling family time, OR you can document the family time twice (once as Father-All Children and again as Sibling).
  - Family Time with Grandparents, Step-Parents, etc., should be documented for your case record.
  - When the Status is “No Show” or “Cancelled by Family,” the Family Time Type must reflect the Type of Family Time scheduled.
    - Do not select “None” as Family Time Type even though no family time was completed. Instead, show Mother-All Children, or whatever Type of Family Time was scheduled.
- **Court-Ordered** Checkbox: Check this box if family time was court-ordered.

- **Status of family time**
    - **No-Show:** Social Services Specialist scheduled family time, but the caregivers (or siblings) did not show up. The Family Time Type must accurately reflect the type of family time scheduled.
    - **Cancelled Otherwise:** Cancelled for a reason other than "by Division" or "by Family".
    - **Completed:** Scheduled family time was completed.
    - **Canceled by Agency:** Scheduled family time was cancelled by Social Services Specialist.
    - **Canceled by Family:** Social Services Specialist scheduled a parental or sibling family time, but the family cancelled.
    - **Family Time Type:** Must reflect the type of family time scheduled.
- Supervision Type
- Supervised By Text
- The Contact Purpose of Family Time (foster child/parent/siblings/etc.) 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 family time in the **Participants** select box.
- Enter any non-clients that were at the family time session in the **Non-Client/Non-Collateral Participants** text box.
- **Comments:** Address the issues in the family case plan.
    - Document in behavioral terms what happened during family time.
    - Do NOT leave Comments blank.
    - If the Comments are empty and your case is reassigned to another Social Services Specialist, they will not be able to tell how the family time is progressing.
    - The judge will also not be able to tell whether you should be asked to provide a record of your family time sessions to the Court.

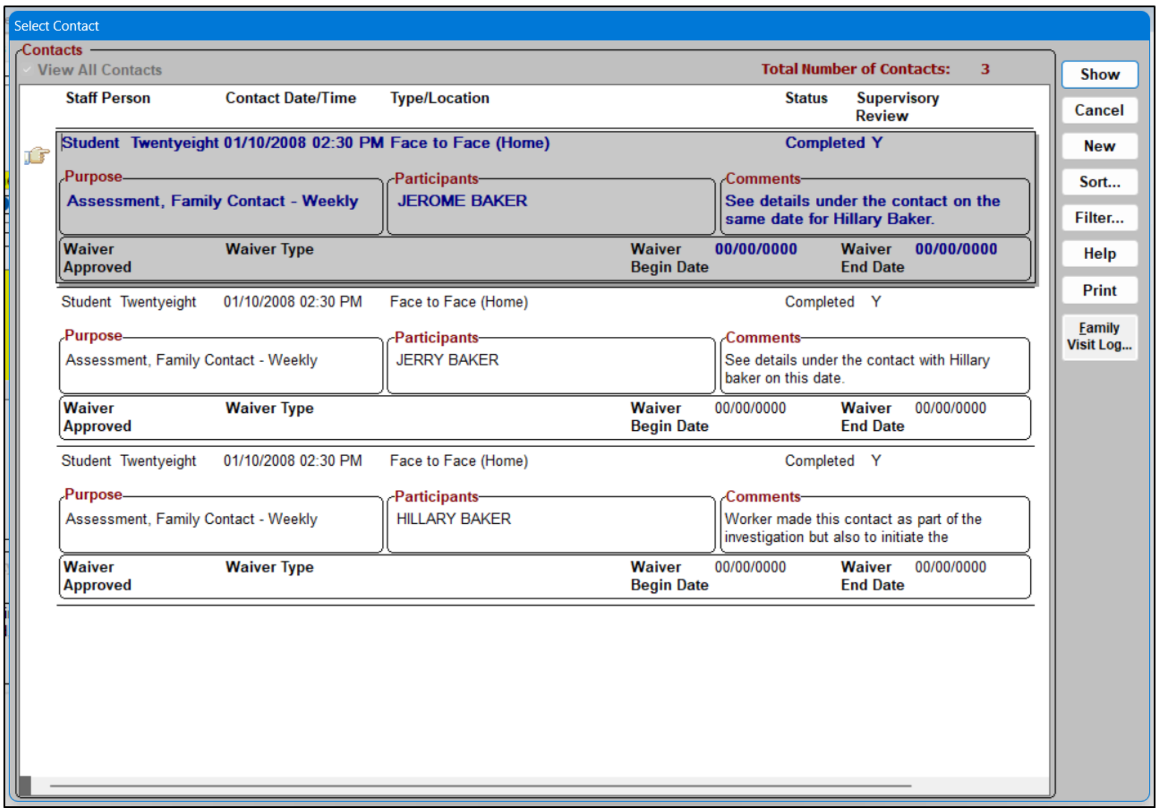
Parental/Sibling Family Time Waiver Request

(Workload > Services > Contacts)

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

Family Time Log

- The **Family Time Log** screen will contain a list of all Family Time Purposes and Parental Waivers and Sibling Waivers that have been entered on the **Client Contact Information** screen under the **Client Schedule/Waivers** tab.
  - The Family Time Log can be printed with either the full history or a chosen date range.
  - Select the **[Print]** button on the **Family Time Log** screen to print any family time or parental/sibling waivers entered. on the **Client Contact Information** screen under the **Client Schedule/Waivers** tab.



TIP SHEETS (AKA Screen Paths)

- ✓ Since searches happen in all types of cases, the first tip sheet is the Search Tip Sheet.
- ✓ Then, Tip Sheets are organized into:
    - o Investigation Tip Sheets and Case Tip Sheets categories.
- ✓ The Tip Sheets are then organized alphabetically within each category.

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

Search From Your Workload:

- ✓ **Advantages:**
  - o One of the first screens you encounter.
  - o Lots of information on a specific case or investigation.

Client Search:

- ✓ **Advantages:**
  - o Can search by more elements (client characteristics, address, SSN, etc.).
  - o Lets you know if a client has been involved in more than one case.
  - o Lots of Information on the client.

Search From Your Workload (Investigation)

Task	CHRIS Screen Path
Select the Workload icon. *Searching for an investigation?* **Selection > Open > Referral / Investigation**	Workload
✓ Click **Referral / Investigation**. ✓ Click **Existing*** (default selection). ✓ If you know the CHRIS case number, enter it. o Click **[OK].** o CHRIS retrieves the case. ✓ If you do not have the Case ID number, select the **[Search]** button on the right. o The **Referral Search** window appears.	Workload > Referral / Investigation > Existing > Enter Case # OR Workload > Referral / Investigation > Existing* > Search…
Referral Search Window ✓ Enter Client name (Client > Last Name) ◆ If you're unsure of the spelling, check **Soundex**. ✓ Enter as much data as you know to refine the search: Referral Date, TDM, County, First Name, and Phone Numbers. ✓ Click **[OK]** to bring up the **Referral Search Matches** window.	
Referral Search Matches Window ✓ Shows **Referral Matches** list. o Referral ID, Family Name, Refer Date, Contact Date, County, and TDM ✓ If more than one case matches, highlight the next referral in the list. ✓ Shows Referral Details ✓ Shows Referral Client List o Client ID, Client Name, Role, Ind. Finding ✓ Once you have the right case, highlight the Case matches and hit the **[Show]** button on the right side of	

the screen.	

Search From Your Workload (Case)

Task	CHRIS Screen Path
Select the Workload icon. *Searching for a case?* **Selection > Open > Case**	Workload

✓ Click **[Existing]** (default selection)
✓ If you know the CHRIS case number, enter it now.
    o Click **[OK].**
        ▪ CHRIS retrieves the case.
 	
✓ If you do not have the Case ID number:
    o Select the **[Search]** button on the right
    o The **Case Search Criteria** screen appears
	Workload > Case> Existing > Enter Case #
	
	OR
	
	Workload > Case > Existing > Search

Case Search Criteria
 	
✓ Enter the last name.
    o If you're unsure of the spelling, click the **[Soundex]** button.
✓ Enter as much data as you know to refine the search.
    o Type of Case, Open Date, County, and Case Status
✓ Select **[OK]** for the **Case Search Match** screen.	

Case Search Matches ✓ **Shows Case Matches:** Case ID, Case Name, Type of Case, and County. o If more than one case matches, highlight the next case in the list. ✓ **Shows Case History:** Open Date, Close Date, Primary Worker, Reason Closed. ✓ **Shows Case Client List:** Client ID, Client Name. ✓ Once you have the right case, highlight the Case matches and hit the **[Show]** button on the right side of	

the screen.	

Client Search

<table>
<tr><th>Task</th><th>CHRIS Path</th></tr>
<tr><td rowspan="2">DO NOT HIT WORKLOAD

✓ Click the [Search] button
o Located on the top toolbar or Home Menu
o Brings up Client Search window
✓ To search, select Client Characteristics OR use the Direct search.
o Client Characteristics
▪ Name (must enter Last)
▪ Birth Date
▪ Gender
▪ Race
▪ Address (at least Street Name)
o Direct
▪ SSN
▪ Phone Number
▪ CHRIS Client ID
▪ Email
✓ Click [OK] to view the Search Results screen
o Client Matches
o Client Investigation Details
o Client Address Details
o If there is more than one name, highlight the next one in the list.
✓ Click [Show]</td><td>[Search] button

(Top toolbar or icon)


</td></tr>
<tr><td>[Search] button > Select search criteria > [OK]</td></tr>
</table>

Revised 07-2026

Provider Search

Task	CHRIS Path
DO NOT HIT WORKLOAD ✓ Click **[Provider]** Button (located on the Main toolbar or Home Menu)	**[Provider]** button *(Main toolbar or Home Menu icon)* 
✓ Click Directory ✓ Brings up the **Provider Search Criteria** window o Select the type of provider you need by clicking the radio button next to: ▪ All ▪ Placement ▪ Non-Placement (such as doctor, dentist, counselor, etc.) ✓ If you select **Placement** or **Non-Placement,** you must choose the service provided in the **<u>Service Provided</u>** dropdown menu. ✓ Enter the county where you are seeking the service to narrow your search. ✓ If you select Placement, select the 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 window) ✓ Enter the Provider ID ✓ Select **[Find]** on the right side of the screen	**[Provider]** button > Directory

Investigator's Survival Kit On-Call Grab Bag

Investigator's Survival Kit
On-Call Grab Bag

(Note: this sheet is for the initial work in an investigation)

General Forms

- **CFS-6052** - Referral Snapshot
  - ***Warning:*** *The reporter's name is on this form! Remember to redact the reporter's name before visiting the family.*
- **CFS-212-A** - Notice of Child Maltreatment Allegation to Alleged Offender
- **CFS-323** - Protective Custody/Parental Notifications
- **CFS-200** - Immediate Safety Plan
- **CFS-6003** - Report to PA
  - ***Warning:*** *The reporter's name is on this form and should be redacted or should not be kept in an investigative file or the case file.*
- **CFS-327-A** - Body Diagram
- **DHS-4000** - Authorization to Disclose Health Information
- **CFS-311** - Notice of Attempt to Make Contact
- **Blank Affidavit** as reminder of information, especially efforts to locate absent parents and kin.

Equipment

- Cell Phone for pictures
- Engagement toys - paper, crayons, markers, etc.
- Ink Pens, paperclips, business cards, badge
- Ruler with name of worker and DHS printed in red, used for reference in photos

Publications

- **PUB-052** - Child Protective Services: A Caregiver's Guide
- **PUB-010 - Guidebook for Families**
- Copy of investigation policy
- **PUB-357** - Investigative Protocol
- Maltreatment Act
- SDM Safety and Risk Assessment Manual

Medical Passport Forms

*NOTE: These documents should be left with resource parents at the time of placement. The printable packet can be located on **CHRIS Net** or at the following file path:* ***SHARE/DCFS/CHRIS Net/Printable Packets/Medical Passport***

- **CFS-351 -** Initial Dental Exam
- **CFS-352 -** Medical, Dental, Vision, Hearing, and Psychological Episodic Form
- **CFS-362 -** Medi-Alert (Completed with caregiver at time of removal)
- **CFS 365 -** Receipt for Medical Passport
- **CFS-366-A and B -** Initial Health Screening (completed by physician)
- **CFS 372 -** Weekly Medication Chart
- **CFS 374 -** Quarterly Fire/Tornado Drills
- **CFS 462-A -** Resource Home Agreement Addendum (complete with resource parent at time of placement)

Important Telephone Numbers

- Crimes Against Children Division (CACD)
- Child Abuse Hotline: 1-800-482-5964
- On Call Supervisor Number
- Your Supervisor's number
- Prosecuting Attorney
- Resource Numbers: Battered Women's Shelter, homeless shelters, food banks, churches, suicide hotline
- After hours directory
- Emergency numbers - OCC, law enforcement, on-call Resource Worker, DRT supervisor, TDM Facilitator,
- Resource home list with telephone numbers and addresses

Child Maltreatment Investigations (DCFS is the Investigating Division)

NAVIGATION ONLY.

Timeframes start when the Hotline keys the report.
To complete some of the documentation below, you must update the client screens.

<table>
<tr><th colspan="2">First 24 Hours: Tasks & Documentation Timeframe</th><th rowspan="2">CHRIS
Screen Path</th></tr>
<tr><th colspan="2">Report is received in the county office (can be CHRIS or phone)</th></tr>
<tr><td rowspan="4">Supervisor</td><td>Check Inbox a minimum of once in the am and once in the pm.</td><td>Inbox > County > Highlight the Investigation > Show</td></tr>
<tr><td>Assign investigation to Social Services Specialist or Unit Group.</td><td>Workload > Assign > Transfer</td></tr>
<tr><td>Acknowledge receipt of Priority 1 within two (2) hours.</td><td></td></tr>
<tr><td>Staff at 72 hours, 14 days, and at closure.</td><td></td></tr>
<tr><td rowspan="4">Social Services Specialist</td><td>Check Workload a minimum of once in the am and once in the pm.</td><td>Workload > OK (most current show on top)</td></tr>
<tr><td>Print Referral Acceptance (Snapshot): CFS-6052.</td><td>Workload > Investigation > Reports</td></tr>
<tr><td>Complete investigation preparation, including:

✓ CHRIS Search for prior investigations or cases.
✓ Search other available records.
✓ Interview reporter if known.</td><td>Workload > Search
(See Search Work Aid)

Workload > Investigate > Interview > Coll Intv > Select Reporter</td></tr>
<tr><td>PRIORITY ONE REPORTS

✓ Notify Prosecuting Attorney (telephone).
✓ Follow up with CFS-201 A within five (5) business days.
✓ Notify Local Law Enforcement; follow up with CFS-201 immediately.</td><td>Investigate > Services > Contacts

Workload > Doc Trkg

Note: Policy lists these forms as optional; check your office preferences.</td></tr>
</table>

Social Services Specialist	***First 24 Hours: Tasks & Documentation Cont.***	**CHRIS**
	Initiates investigation within **24 hours for Priority 1** and **72 hours for all others** Document within two (2) business days – interview the alleged victim or visual inspection Include information on the condition of the home or other residence in these interview screens	Investigate>Interview> Vctm Intv
	Take pictures if needed/complete **CFS-327 A**	Workload > Doc Trkg
	Interview the caregiver to assess safety and document within two (2) business days	Investigate > Interview > O/P Intv > Select Role
	Provide **PUB 052: Child Protective Services - A Caretaker's Guide**	
	Make a safety determination on first contact with the family and document the **SDM Safety Assessment** within two (2) business days	Evident Change button
	Complete an **Immediate Safety Plan if needed.**	Evident Change button
	If a 72-hour hold is placed, refer to the Tip Sheet.	
	Forms provided within the first 24 hours depend on the specific circumstances of each case. All forms are documented in Doc Tracking.	Workload > Doc Trkg
Role	**Within five (5) days**	**CHRIS**
Social Services Specialist	If Alleged Offender/Victim is experiencing foster care, immediately notify and follow up in five (5) business days: ✓ Attorney ad Litem for other children in the resource home. ✓ Attorney ad Litem for Alleged Offender/Victim. ✓ Caregivers (custodial/non-custodial) of Alleged Offender/Victim. ✓ OCC Attorney.	Workload > Doc Trkg

Role	Within 30 days	CHRIS
Social Services Specialist	Complete record checks on any new case members identified in the investigation.	*See **Search Tip Sheets***
	Obtain and enter the necessary information for the Client Screens on all case members.	Workload > Investigate > Client > General
	Obtain and enter information on any identified collaterals.	Workload > Investigate > Coll Info
	Complete the required interviews and provide Form **CFS-212A** to Alleged Offender if this person was not interviewed in the first 24 hours.	Investigate > Interview > O/P Intv > Select role Investigate > Interview > Sblg Intv Investigate > Interview > Coll 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 caregiver 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 the need for mental health, drug and alcohol, or other referrals during the investigation for household members. If referred, document **Client Screen** (Med).	Workload > Investigate > Client > Medical
	Complete Abuse/Neglect screens: ✓ Select child ✓ Select Abuse/Neglect category ✓ Select Abuse/Neglect type ✓ Select Injury Characteristics ✓ Enter Incident Date Information	Workload > Investigate > A/N Alleg
	If new maltreatment allegations are found during the investigation, enter these into the **Abuse/Neglect** Screen.	Workload > Investigation > A/N Alleg *(Click CLEAR to enter the victim, new allegation, and offender)*

Role	CHECKLIST QUESTIONS	CHRIS
Social Services Specialist	Did you select the right individual finding?	Workload > Investigate > Findings
	Does your narrative in the interview screens match the selected Contact?	Workload > Investigate > Interviews
	Did you select the correct role for the client?	
	Did you interview the necessary collaterals to support your case findings?	Workload > Investigate > Interview > Coll Intv Workload > investigate > Findings
	Does the client and relationship match?	Workload > Investigate > Client > Relations
	Is the **SDM Safety Assessment** updated if needed?	Evident Change Icon
Role	**DETERMINATION** ***Always confer with your supervisor.***	**CHRIS**
Social Services Specialist	Complete the Findings screen for each child.	Workload > Investigate > Finding
	Complete Risk Assessment on all findings.	Evident Change Icon
	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, refer all children under age three (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)*

Timeframes start when the Hotline keys the report

Different offices may assign these tasks to different people. The important point is that someone must do them – Investigator, Primary Specialist (Caseworker), Placement Unit Specialist, etc.

Tasks – See also Guides for Investigation	**CHRIS Screen Path**
Notify the following people immediately : ● OCC Attorney ● Caregivers, if available - provide CFS 323 ● Health Specialist	CFS-362: Workload > Doc Trkg
Prepare Affidavit: **CFS-411 (**CHRISNet)	CHRISNet > All Forms **or** the Investigations tab in the top toolbar
Arrange a medical exam.	Workload > Investigate > Client > Medical > Med Visits *(May also be documented in the case)*
Open Out-of-Home Placement	**CHRIS**
Place the child in an approved placement. A child cannot be placed with kinship until that home is approved as a provisional resource home.	
Complete as much of the **CFS-450** as you know. Provide to the resource specialist.	CHRISNet 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	**CHRIS**
Determine if there should be no reasonable efforts to reunify (always with supervisory consultation and OCC notification).	
Determine if the emergency has been resolved and the children can return home – complete the **CFS-336.**	Workload > Doc Trkg
End date placement.	Workload > Placement > Select Client > Select Placement > Enter > Exit

Case Tip Sheets

Contacts/Family Time
Court Screens
Foster Care Timeline
Opening a Case
Removal and Placement Screens
Family Team Meetings

Contacts/Visits

Tasks – Contacts	CHRIS Screen Path
Enter a new contact.	Workload > Services > New
General Information ● Enter Type/Location (pick list) 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 the appropriate radio button for Family 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 ● Specialist ensured the Health and Safety of the Child(ren). Click the appropriate radio button.	
Add to save the contact.	
Family Time	**CHRIS**
When Family Time (children/caregiver/sibling/etc.) is selected as the Purpose, the Visit Detail screen opens. ✓ Select Family Time Type (pick list) ✓ Check if Family Time 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 Family Time	Workload > Services > New > Purpose

Court Screens

Screens 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 orders. ● Document Judge's name; OCC attorney's name. ● Document notification to other staff. ● Document parties to the 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 the 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:*** *To complete, first add all relatives notified as a CHRIS client with the case and complete the client's 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 the OCC attorney within 14 days prior to the hearing; note in DocTracking.	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 family time between siblings and with relatives who established family time 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 caregiver/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

Permanency Case Timeline

(Timeframes start when the child is taken into care)

Tasks – (Social Services Specialist/Investigator) First 24 Hours	CHRIS Screen Path
Completes Case Connect	Workload > Investigate > Case Connect
✓ Get an Initial Medical Exam and document it. ✓ Complete Removal Screen. ✓ Complete Placement Screens. ● **Recommend:** If an IV-E Eligible Child is 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 is populated based on the 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, it can be corrected on this screen if the child remains at the same Provider and placement service. ● **Enter/Exit:** If the Resource Family is a relative of the child and/or the Date Provider Information Report (CFS-6007) Signed by Resource 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. ✓ Complete the Medi-Alert (CFS-362). ✓ Complete Clothing Order (DHS-1914).	Workload > Client > Medical > Med Visits Workload > Removal Workload > Placement > Place Workload > Placement > Place> Recommend Workload > Placemen t> Place/Pay Scale Workload > Placement > Place > Enter > Exit CHRISNet Form

First 24 Hours Continued *(Permanency Care Case Timelines)*	CHRIS
Complete Client Screens for each client: It's important for OCSE Referral purposes that both caregivers (including 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 experiencing foster care as it 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 Caregivers are listed on the child's Relationships screen with the correct 'Family Household Composition' to ensure OCSE is referred if applicable. ✓ **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). o All income, such as Wages/Salary, Program Assistant, and SSI, should be entered. o 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- o Once the IV-E Eligibility Unit processes the Initial Medicaid Application, the child's Medicaid information will display on the Medical Coverage/Insurance screen. Give caregivers PUB 10. Notify OCC Attorney – Affidavit (CFS 411)	CHRIS Net Form Workload > Client

Within First Week (*Out-of-Home Care Case Timeline Continued)*	**CHRIS**
Complete Family Time Plan (CFS-6010A).	CHRISNet > Forms
Provide the Health Unit with information about the child to schedule a Comprehensive Health Exam.	Workload > Services > Contacts
Complete a family time between Caregiver/Child(ren).	Workload > Services > Contacts
Complete Home Contact.	Workload > Services > Contacts
Complete Placement Contact.	
Probable Cause Hearing: Ensure it is documented in CHRIS.	Workload/Court/Hearing
Complete Medical Passport and deliver to the provider (Document) ✓ CFS-352: Medical, Dental, Vision, and Psychological Episodic Form ✓ CFS-353: Requested Medical Records Log ✓ CFS-362: Medi-Alert to Resource Care Provider ✓ CFS-365: Receipt of Medical Passport to Provider ✓ CFS-366: Health Screening ✓ CFS-368: Child's Health Services Plan	Workload > Other > Doc Trkg CHRISNet > Templates
Within 30 Days	**CHRIS**
Complete weekly family time between Caregiver and Child(ren).	Workload > Services > Contacts
Complete weekly Placement Contacts.	Workload > Services > Contacts
Complete weekly Home Contacts.	Workload > Services > Contacts
Send notice CFS-590 (14 days prior to family team meeting).	Workload > Other > Doc Trkg
Complete Family Case Plan Tool assessment.	Evident Change Practice Hub
Conduct Initial Family Time Meeting. Document in CHRIS.	

Within 30 Days ***(Out-of-Home Care Case Timeline Continued)***	**CHRIS**
Complete Family Case Plan (CFS-6010). Document Distribution of Family Case Plan	Evident Change Icon
Complete Safety Assessment/Risk Assessment. The Investigator is responsible for completing the Safety Assessment and Risk Assessment during the Investigation.	Evident Change Icon
After the First 30 Days	**CHRIS**
Check to make sure that the Comprehensive Medical Exam has been completed and documented in CHRIS (within 60 days of the child entering care).	Workload/Client/Medical/ Med Visits
Complete weekly family time between caregiver and child(ren).	Workload>Services> Contacts
Complete weekly Placement Contacts.	Workload>Services> Contacts
Complete weekly Home Contacts.	Workload>Services> Contacts
Update Family Case Plan.	Evident Change Practice Hub
Send and document CFS-590: Invitation to Family Centered Meeting (two weeks prior to family team meeting).	Workload > Othe r> Doc Trkg
Document distribution of Family Case Plan.	
Complete Court Report.	Workload > Court > Report > Report
Submit Court Report (CFS-6011) to OCC 14 days prior to the hearing.	Workload > Other > Doc Trkg
Review Hearings: Ensure they are documented in CHRIS.	Workload > Court > Hearing

Things to Remember ***(Out-of-Home Care Case Timeline Continued)***	**CHRIS**
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
The Family Case Plan Tool Assessment needs to be updated and approved before every family team meeting	Evident Change Practice Hub
The Family Case Plan must be updated and approved before every family team meeting	Evident Change Practice Hub
Complete **CFS-300: Notification of Change in Out-of-home Placement** and distribute to caregivers, OCC Attorney, Attorney Ad Litem, Court, resource parents, and any age-appropriate child(ren). Document sending it in CHRIS	Workload > Other > Doc Trkg **AND** Workload > Access > Plan > Placement Plan
Conduct a Special Case Family Team Meeting if a child has three (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 if it is unknown.	CHRISNet Forms
If less than weekly family time between caregivers and child(ren) is approved by the court, a DCFS supervisor must complete a waiver.	Workload > Services > Contacts
If less than weekly contacts to the caregiver's home or to the provider are 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: ✓ Forward the **CFS-376: Authorization for Billing and Trust Account Action** to the Trust Fund Coordinator	CHRISNet > Templates
There must be reasonable efforts to achieve a 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 family information.	Workload > Investigate > Client
Ensure all clients have an SSN; click 'Pseudo SSN' if you do not have the actual number. ***Remember, a pseudo-SSN should be a last resort.***	Workload > Investigate > Client > General Information
Complete Case Connect Screen.	Workload > Investigate > Case Conn
From **Case Connect** Screen: ✓ 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**
Search for previous cases.	*(See Search Tip Sheet)*
Navigate to a 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: ✓ Race/Ethnicity ✓ Birthplace/Citizenship/Language *(language is required field)* ✓ Characteristics ✓ Adpt Char ✓ Criminal Info	Workload > Client **Add** to save. Repeat for each client.
Complete Relationship Screens for each family member	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 the 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	**CHRIS**
Select a Placement (*Two ways to find a placement)*	Workload > Placement > Select Child > Show > Place > New > Find
Direct: Use if you know the provider number, the provider's last name, the city where you need a placement, and/or the 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 Provisional Resource Home) and county.	Select Customized > Find *(after you complete type and county)*
Information on the provider populates after placement is selected.	
Complete Placement Entry information.	
Address unique qualifications. Be specific on how it meets health and safety needs.	
Indicate whether the placement is relative/fictive kin.	
Check if the child needs a special board rate. Select the reason for the special rate from the pick list and write an explanation to justify.	
Indicate if siblings are in care and if they are placed together; describe reasonable efforts to place them together.	
Submit for approval.	
Pop-ups to: ✓ Update living arrangements and caregiver ✓ Update placement plan in 30 days ✓ Complete SSI questionnaire ✓ Update education screen	

<table>
<tr><th>Enter/Exit (Removal and Placement Screens Continued)</th><th>CHRIS</th></tr>
<tr><td>Place information populated from the Recommendation screen</td><td>Workload > Place > Enter > Exit</td></tr>
<tr><td>Placement Exit Screen:
✓ Complete date left a specific placement.
✓ Complete time left at a specific placement.
✓ Select the reason for leaving the placement.
✓ Indicate if there are any unauthorized visitors.
✓ Complete a survey to rate the placement a child is leaving (pops up after you hit Add).
o After clicking Submit and Request, you may enter who the child will live with at the new placement.</td><td>Workload > Place > Enter > Exit > Add to save work</td></tr>
</table>

Family Team Meeting

TASK	CHRIS Screen Path
All family team meetings are documented on the Contact Screen	Workload > Services > Contacts
Notices to family team meeting participants are sent on CFS-590 at least two weeks prior to the meeting date.	CHRISNet Forms
Family Team Meeting Purpose Options ✓ Consideration to Adopt Family Team Meeting ✓ Disclosure Family Team Meeting ✓ Initial Family Team Meeting ✓ Other Family Team Meeting ✓ Permanency Planning Family Team Meeting ✓ Post TPR Family Team Meeting ✓ Separated Sibling Family Team Meeting ✓ Special Family Team Meeting ✓ Subsequent Family Team Meeting	
Timeframes ● **Initial Family Team Meeting:** Within 30 days of the date the case opened. ● **Subsequent Family Team Meeting:** prior to the review hearings. ● **TPR Family Team Meeting:** Not specified in policy. ● **Consideration to Adopt Family Team Meeting:** 10 business days after the court hearing terminating parental rights. ● **Special Family Team Meeting:** Within two weeks of the third placement when a child has been in three (3) placements in a 12-month period. ● **Permanency Planning**:11th month that a case has been opened, or if there is a recommendation. ● Always complete closing Family Team Meeting to develop the Aftercare Plan with the family prior to case closure.	

Appendix

AFCARS
NCANDS
NYTD
Safe Measures

AFCARS (Adoption and Foster Care Analysis and Reporting System)

AFCARS is the federally mandated data collection system designed to provide comprehensive, uniform information on all children experiencing foster care and those adopted under the authority of state and Tribal child welfare agencies. Understanding AFCARS is critical because the data you enter in CHRIS is what the state of Arkansas reports to the federal government.

Purpose and History: AFCARS was established under Title IV-B and Title IV-E of the Social Security Act. On a semi-annual basis, all states submit case-level data to the federal Children's Bureau (CB). The Department of Health and Human Services (HHS), Administration for Children and Families (ACF), and the Children's Bureau (CB) are responsible for the implementation and management of AFCARS.

The original AFCARS data collection was established in 1993. The regulations were significantly updated through a final rule published in May 2020, resulting in the new data collection standard known as AFCARS 2020. This update expanded the data required to report. Arkansas is continuously working to ensure that the required information (including details on entries, exits, placement stability, and resource/adoptive parents) is correctly captured in CHRIS.

Key Data Uses: AFCARS was established to provide data that assists in policy development and program management at the federal, Tribal, and state levels. The data is used to:

- Determine how many children are experiencing foster care, reasons why they enter, and how they exit.
- Track trends related to placement details, permanency outcomes, and resource/adoptive parent information.
- Help develop strategies to prevent children's unnecessary placement into out-of-home care.

Data Elements Overview

The primary interaction with AFCARS is through the required fields and documentation screens within CHRIS. AFCARS is not a separate piece of software you use, but data standards within documentation work. The data required for AFCARS is expansive and covers the entire lifespan of a child's involvement with the system.

Foster Care File: Contains information on over 89 elements, including child demographics, number of previous stays in care, service goals, availability for adoption, dates of removal and discharge, funding sources, and information about biological and resource parents.

Adoption File: Contains over 45 data elements concerning the adopted child's demographics, prior relationship with adoptive parents, date of adoption finalization, dates of parental rights termination, and characteristics of both birth and adoptive parents.

Tools to Ensure Compliance in CHRIS: AFCARS data elements are continuously monitored to ensure that the necessary information is collected and entered correctly. Many tools are available to help ensure that the necessary data is entered into the CHRIS Data System.

- ✓ **AFCARS Button:** Located on the main CHRIS toolbar.
- ✓ **CHRISNet Reports:** Reports exist for both Out-of-Home Care and Adoption. These reports help you quickly identify the information you still need to obtain and/or enter into CHRIS to meet AFCARS standards.
- ✓ **AFCARS Data Elements:** A list of the Adoption and Out-of-Home Care data elements can be found at https://ardhs.sharepointsite.net/CW/default.aspx.

Incomplete or inaccurate AFCARS data directly impacts state funding and makes it impossible to correctly assess the needs of children and families. Your diligence in completing all required fields in CHRIS is a direct step in compliance with the federal mandate.

***Reference:** Children's Bureau (CB) > Data & Research > Adoption and Foster Care Analysis and Reporting System (AFCARS)*

NCANDS (National Child Abuse and Neglect Data System)

NCANDS is a voluntary data collection system that gathers information from all 50 states, the District of Columbia, and Puerto Rico about reports of child abuse and neglect.

The NCANDS Child File consists of child-specific data of all reports investigated 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, dispositions of investigations or assessments, risk factors, and services provided as a result of the investigation or assessment.

Data Collection Process: States submit NCANDS data on a voluntary, annual basis. You will receive a notification if your help is needed to clean up or clarify data before it is submitted. Submissions are received during the NCANDS reporting period, which spans from October 1 to September 30. The states in NCANDS submit two data files each year.

Reference: *Children's Bureau (CB) > Data & Research > National Child Abuse and Neglect Data System (NCANDS)*

NYTD (The National Youth in Transition Database)

NYTD collects information and outcomes on youth and young adults currently or formerly in foster care who received independent living services as a part of the Chafee Program. States began collecting data in 2010.

States survey youth regarding six outcomes:

1. Financial self-sufficiency.
2. Experience with homelessness.
3. Educational attainment.
4. Positive connections with adults.
5. High-risk behavior.
6. Access to health insurance.

Compliance & Consequences: To ensure compliance with the NYTD standards, a State's data submission must meet the following criteria:

- The submitted file must conform to all required format specifications and include accurate, error-free information for designated standard demographic data elements.
- The data must be at least 90% error-free for all other required elements.
    - This means the submission must minimize issues such as missing information, internal data inconsistencies, and invalid responses.
- The State must provide full or partial outcome survey data for all youth in the required follow-up population or sample (at ages 19 and 21). If survey data isn't available, the State must document the reason (ex: the youth is deceased or incapacitated).
- The State must achieve specific response rates for the outcome survey:
    - A minimum 60% participation rate for 19- and 21-year-old youth who are no longer in out-of-home care.
    - A minimum 80% participation rate for 19- and 21-year-old youth who remain in out-of-home care (as defined by 45 CFR 1355.20).

If a State fails to meet any of the reporting standards listed above, they may submit corrected data before the end of the subsequent reporting period. If the corrected data still does not meet the standards, the State will face a financial penalty, ranging from one to five percent of their annual Chafee Program allotment for the affected reporting period. Funds provided for the Education and Training Voucher (ETV) program is not subject to these compliance penalties.

Reference: *Children’s Bureau (CB) >Reporting Systems >National Youth in Transition Database (NYTD)*

Safe Measures

SafeMeasures is a dashboard data tool produced by Evident Change that is designed to help frontline and supervisory DCFS staff monitor daily practice trends as well as long-term outcomes to improve accountability at all levels.

- ☐ Turns case management data into actionable information.
- ☐ Creates reports that include outcome information, such as child stability and well-being, and process information, such as timely contacts and completed assignments.

- ✘ SafeMeasures is **NOT** an independent database.
- ✔ It is an overlay to the DCFS case management system (where you enter information about children and families), and this may involve more than one database.

- ✘ Corrections **CANNOT** be made to SafeMeasures.
- ✔ Data corrections must be made within the case management system, and they will be reflected in your SafeMeasures site the next day.