ORANGE COUNTY SOCIAL SERVICES AGENCY

CFS OPERATIONS MANUAL

Effective Date: March 12, 2013 **Number: M-0109**
Revised Date: July 29, 2013

Child Abuse Registry (CAR)

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Purpose

To provide guidelines for assessing child abuse and neglect allegations and determining disposition, response time, and assignment of child abuse reports.

Approved

This policy was approved by Gary Taylor, Director of CFS, on July 29, 2013. *Signature on file*.

Most Recent Revision

This revision of the Policy and Procedure (P&P) includes:

• Clarification that the Hotline Structured Decision Making (SDM) tools will be completed prior to determining the referral response outcome
• Instruction for documentation of reports received on Non-Minor Dependents (NMDs) in the Child Welfare Services/Case Management System (CWS/CMS) per CWS/CMS Data Entry Standards—Safety Assessment for Non-Minor Dependents (NMD)

Background

In 1974, the Orange County Board of Supervisors established the Child Abuse Registry (CAR), a program within the Social Services Agency (SSA), Children and Family Services (CFS), to centralize the reporting of child abuse within Orange County. On February 1, 1975, a 24/7 hotline was initiated to receive reports of child abuse. CAR is often the first point of contact the community has with SSA, and remains one of the primary points of entry into child protective services for children and their families.

The primary role of CAR staff is to evaluate reports received from mandated and non-mandated reporters alleging child abuse and neglect to determine the level of risk and need for intervention services. In addition, CAR staff:

• Process and distribute child abuse reports to local and state law enforcement agencies
• Maintain a countywide index of child abuse reports
• Provide consultation to mandated reporters concerning reporting responsibilities and mandatory follow-up reports
• Provide information and referrals to callers for a variety of services such as counseling, temporary shelters, drug and alcohol abuse treatment programs, medical clinics, housing, and parenting resources
• Provide training for mandated reporters on child abuse and neglect issues and mandated reporting laws

Definitions

For purposes of this Policy and Procedure (P&P), the following apply:

Child Abuse and Neglect Reporting Act (CANRA): Defines child abuse, establishes procedures to report and investigate child abuse, and imposes an obligation to report child abuse on certain individuals. “The intent and purpose of (CANRA) is to protect children from abuse and neglect.” (Penal Code [PC] Section [§] 11164)

Collateral Contact: An individual, other than the Reporting Party (RP), who may have information relevant to the reported child abuse allegation, or who may be able to provide additional information concerning the reported child and/or family. A collateral contact may have a personal relationship with the child/ family (e.g., relative, friend, neighbor), or a professional relationship with the child/family (e.g., law enforcement, medical provider, mental health provider, teacher, etc.).

Companion-To-Case (C-To-C) Referral: Two or more separate referrals assigned together that have a common element that links them such as two families sharing the same residence, blended family situations, or the same alleged perpetrator involving children from different mothers.

Differential Response (DR): An alternative response system that enables CFS to respond in multiple ways to allegations of abuse or neglect. Orange County CFS has three systems, or “paths,” of responses: Path 1 (community response); Path 2 (dual response between CFS and community based organizations); Path 3 (CFS only initial response).

Emergency Response Protocol (ER Protocol): Developed from regulations outlined in CDSS Division 31-105, the ER Protocol is used by child welfare agencies receiving a referral of alleged child abuse or neglect to determine whether or not an in-person investigation is required. The ER Protocol specifies the minimum information that must be gathered to determine if an in-person investigation is required.

Evaluate Out (E/O) Report: Report taken when the information provided by the RP meets the legal definition of child abuse or neglect, however, an in-person response by CFS is not warranted. An E/O report may be cross-reported to another agency that has jurisdiction to investigate (e.g., law enforcement or Community Care Licensing). E/O reports are also used to document a report from a mandated reporter that is a duplicate to a prior report from a different mandated reporter that has already been or is currently being investigated.

Hotline: Alternate term commonly used for the 24/7 Orange County CAR.

Information Only (I/O) Report: Report taken when the information provided by the RP does not meet the legal definition of child abuse or neglect. I/O reports from mandated reporters are entered into CWS/CMS for documentation purposes. I/O reports may also be entered into CWS/CMS when a referral to another community agency or CFS program (e.g., MDCT program) is indicated.

Mandated Reporter: A person who, pursuant to CANRA, is required to report knowledge or reasonable suspicion of child abuse which is obtained while acting in a professional capacity or within the scope of his or her employment (refer to PC § 11165.7 for a list of mandated reporters).

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Multi-Disciplinary Consultation Team (MDCT): A collaboration of representatives from the SSA, Health Care Agency (HCA), Orange County Probation Department, and Orange County Department of Education (OCDE) that work with families of non-dependent children who are experiencing mental health issues, parent/child conflicts including threat of parental abandonment, threats by the child to harm family members, or under utilization of needed community services such as education, Regional Center, or California Children's Services.

Non-Minor Dependent (NMD): A current or former dependent child or ward of the Juvenile Court, who is 18 but less than 21 years of age, in a foster care placement under the responsibility of the county SSA, county Probation department, or Indian tribe and participating in a transitional independent living case plan (TILP). NMDs are required to meet specific participation criteria in order to remain eligible for services.

Referral: A report of suspected child abuse or neglect. In the CWS/CMS system, the referral contains all relevant information including client demographic information, reporter information, collateral information, allegation(s), alerts, and response type. The information contained in the referral is used by the investigating SSW as a baseline document in the investigation of the alleged child abuse or neglect.

Reporting Party (RP): The person who contacts CAR to report an incident of suspected child abuse or neglect. The RP can be either a mandated or non-mandated reporter.

Screener Narrative: A document in the CWS/CMS system that presents narrative details of a child abuse referral that is provided by the RP and elaborated on by the screener (i.e., CAR SSW) through any further contacts with collaterals and a review of any current or prior referral or case history in CWS/CMS.

POLICY

Taking Reports

CAR staff will provide initial intake and evaluation of risk screening for all children reported to the Hotline as alleged victims of abuse, neglect, or exploitation.

These guidelines also apply to reports received by CAR via fax, mail, SSA email (*AccessOC*), or in-person (i.e., "walk-ins").

Per PC § 11165.9, CAR will accept reports of abuse or neglect from both mandated and non-mandated reporters even if CFS lacks agency or geographical jurisdiction to investigate the reported information.

The CAR SSW will obtain as much information as needed to confirm that the referral falls within jurisdictional parameters of another county or agency. The CAR SSW will immediately, or as soon as practicably possible, cross-report the referral by telephone, fax, or electronic transmission to the county or agency with proper jurisdiction. For additional information on cross-reporting, see Policy section "Cross-Reporting."

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Per CFS policy, CAR contacts (i.e., Hotline calls, walk-ins, faxes, mail-in reports, and email reports) will be recorded on the *CAR Daily Statistical Sheet (F063-04-68)*.

The CAR SSW will obtain known demographic information from the RP and will complete the *Orange County Social Services Agency Child Abuse Report face sheet (F063-04-49A),* as outlined in MPP Division 31-105.

Note: The CAR SSW will take a report from a mandated reporter even if the mandated reporter is unable to provide all requested information. Per CFS policy, reports that meet the legal definition of child abuse or neglect that cannot be investigated due to lack of necessary information will be documented in CWS/CMS as an E/O report. For additional information, see Policy section "Referral Response Options."

As indicated, the CAR SSW will utilize the Emergency Response (ER) Protocol (outlined in MPP Division 31-105) to obtain all relevant information and determine:

- If the information provided meets the legal definition for child abuse or neglect
- Whether or not a in-person response by CFS is required
- How quickly a response needs to be made

Note: For more detailed information on taking reports specific to sexual abuse allegations, refer to CFS P&P Sexual Abuse Allegations—Child Abuse Registry (CAR) (A-0205).

The CAR SSW will search in CWS/CMS to locate any current or prior referral or case history for the alleged victim(s), family members, household members, or alleged perpetrator (if not a family or household member). A search will be completed for all reports made to CAR, including E/O and I/O reports.

As appropriate, the CAR SSW will create a referral in CWS/CMS for the following types of reports:

- In-person Response
- E/O
- I/O

Emergency Response Protocol

Per MPP Division 31-105, the CAR SSW will utilize the ER Protocol process when it is necessary to determine if an in-person investigation is required. The ER Protocol process is not necessary when the CAR SSW has already determined that an in-person investigation is indicated (e.g., Police Response Protocol, obvious immediate danger reports, etc.).

Refer to Attachment 1—Emergency Response Protocol for guidance in utilizing the ER Protocol.

The ER Protocol process is complete when enough information has been obtained from the RP, collateral contacts (if applicable), and search of priors for the CAR SSW to determine whether or not an in-person investigation is required.

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Structured Decision Making (SDM)

Per CFS policy, the CAR SSW will utilize:

• SDM *Screening* (i.e., screen-in) tool to determine whether or not a referral meets the statutory threshold for an in-person response as outlined in MPP Division 31-105
• SDM *Response Priority* tools to determine how quickly to respond to an allegation of abuse or neglect

A screen-in and/or response time as determined by SDM may be changed (i.e., "override") due to forensic, safety, or best practice considerations. When the circumstances of the referral are not captured by any of the decision trees or corresponding overrides, the CAR SSW will consult with the CAR SSSS OD or a CAR SSSS to request a discretionary override.

For additional information on utilizing SDM tools, refer to CFS P&P Structured Decision Making (D-0311).

Decision Criteria

Per MPP Division 31-105, the decision as to whether or not an in-person investigation is necessary will include, but is not limited to, consideration of the following factors:

• Ability to locate the child and/or family
• Existence of an open case or referral and whether the reported allegation is being adequately addressed by the assigned SSW
• Allegation meets one or more of the definitions of child abuse, neglect, or exploitation as defined in MPP Division 31-002(c)(7), 31-002(e)(9), or 31-002(n)(1)
• Alleged perpetrator is a caregiver of the child or the caregiver was negligent in allowing, or unable or unwilling to prevent, the alleged perpetrator access to the child
• Allegation includes specific acts and/or behavioral indicators which are suggestive of abuse, neglect, or exploitation
• There is additional information from collateral contacts or records review which invalidates the reported allegation
• There are previously investigated inconclusive or unfounded reports from the same RP with no new allegations or risk factors

Note: Per CFS policy, prior history of I/O reports in CWS/CMS will not be used as a determining or contributing factor for accepting a report for CFS investigation.

Utilizing the *Orange County Social Services Agency Child Abuse Report face sheet (F063-04-49A)* and the Screener Narrative, the CAR SSW will document the decision to take a report for either an in-person investigation, or as an E/O or I/O, and will include:

• The specific decision outcome
• A description of the alleged child abuse or neglect incident as provided by the RP
• As applicable, Senior Social Services Supervisor (SSSS) or Program Manager (PM) approval

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Referral Response Options

Upon completion of the ER Protocol process outlined in MPP Division 31-105, and SDM, the CAR SSW will make a determination to assign the report to one of the following outcome options:

• Accept for investigation by CFS
• E/O with no referral to another community agency
• E/O with referral to an appropriate community agency
• I/O as determined by CFS policy

A. **Accept for Investigation by CFS:**

1. Immediate ("I") Responses: Per MPP Division 31-115, a referral will be assigned as an "I" response based on the following

   • The ER Protocol indicates the existence of a situation in which imminent danger to a child, such as physical pain, injury, disability, severe emotional harm, or death is likely
   • A law enforcement agency reports that a child is at immediate risk of abuse, neglect, or exploitation
   • The CAR SSW determines that a child referred by a law enforcement agency is at immediate risk of abuse, neglect, or exploitation

2. 10-Day Responses: Per MPP Division 31-120, a referral will be assigned as a 10-day response based on the following:

   • The ER Protocol indicates that an in-person investigation is appropriate and the CAR SSW has determined that the child is not at immediate risk of abuse, neglect, or exploitation
   • A law enforcement agency making the report has assessed that the child is not at immediate risk of abuse, neglect, or exploitation, and the CAR SSW has determined that an in-person immediate response is not indicated

   Per CFS policy, the CAR SSW will enter 10-Day referrals into CWS/CMS the same day that the report is received.

B. **No Investigation by CFS:**

1. Evaluate Out (E/O) Reports: Per MPP Division 31-105, a report will be entered in CWS/CMS as an E/O based on the following:

   • The information provided meets the legal definition for child abuse, neglect, or exploitation and
   • The ER Protocol decision criteria process indicates:
      • The victim child is unable to be located
      • There is already an open case or referral and the problem described in the allegation is being adequately addressed by the assigned SSW
      • There is additional information from collateral contacts or records review which invalidates the reported allegation (i.e., the allegation was previously investigated and closed, etc.)
      • There are previously investigated inconclusive or unfounded reports from the same RP with no new allegations or risk factors being reported

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Per MPP Division 31-110, if the CAR SSW determines that an in-person investigation is not necessary, however, the services of another community agency are appropriate, a referral (i.e., cross-report) will be made to that agency.

• When a report alleges child abuse by a non-family member who is not responsible for the child's care, the report will be cross-reported to law enforcement

2. Information Only (I/O) Reports: Per CFS policy, all reports from mandated reporters that do not meet the legal definition for child abuse, neglect, or exploitation will be entered in CWS/CMS as an I/O.

In addition, reports from non-mandated reporters that do not meet the legal definition for child abuse, neglect, or exploitation, may be entered in CWS/CMS as an I/O if the information provided indicates that a referral to another community agency or CFS program may be appropriate.

Per CFS policy, the CAR SSW will consult with the CAR SSSS OD or a CAR SSSS prior to designating a report as an I/O Path 1—Differential Response.

Utilizing the *Orange County Social Services Agency Child Abuse Report face sheet (F063-04-49A)*, the CAR SSW will obtain from a mandated RP all available demographic information prior to determining if the reported information will be taken as an I/O report.

Note: Per CFS policy, to assist in confirming that an I/O disposition is appropriate, the CAR SSW will request a review by an on-site Health Care Agency (HCA) Public Health Nurse (PHN) when an I/O report involves medical issues for a reported child.

Refer to Attachment 2—Referral Response Options for examples of referral response categories.

Screener Narrative

The CAR SSW will include the pertinent details of a child abuse referral provided by the RP and elaborated on through contacts with collaterals and a review of current and/or prior referral and/or case history in CWS/CMS.

Per PC § 11167(d)(1), the identity of the RP is confidential.

In order to comply with the requirement to protect the identity of the RP, the Screener Narrative will not contain:

• RP's name
• RP's relationship to the victim child
• Personal pronouns (i.e., "he" or "she") when referring to the RP

Note: Per CFS policy, I/O reports will not be referenced or documented as part of the referral history in the Screener Narrative. Prior I/O report information may be documented in Path 1—Differential Response referrals in order to provide all available family information to the Path 1 community agency.

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Consultation

CAR SSSSs provide consultation to CAR staff when there are questions or uncertainty about the level of response required and/or response time, or as requested by a CAR SSW. CAR SSWs may also consider consultation with additional resources that may be helpful in assessing safety and risk factors.

Per CFS policy, the CAR SSW will document consultations in the designated location on the *Orange County Social Services Agency Child Abuse Report face sheet (F063-04-49A)* and in the Screener Narrative.

Mandated Reporter Follow-Up Report

PC 11166(a) requires mandated reporters to prepare and send, fax, or electronically transmit a written follow-up report within 36 hours of receiving the information concerning the child abuse or neglect situation.

Note: Mandated reporters are not required to file a written follow-up report for I/O reports.

Mandated reporters have three options for filing a follow-up written report:

- Mail-in
- Fax
- Mandated Reporter Application (MRA)

For guidelines on follow-up reports, including accessing the MRA, refer to Attachment 3—Mandated Reporter Written Follow-Up Report: Suggested Guidelines.

Cross-Reporting

Per PC § 11166(j), CFS is required to immediately, or as soon as practicably possible, cross-report by telephone, fax, or electronic transmission to the law enforcement agency having jurisdiction over the case, to the agency given the responsibility for investigation of cases under WIC § 300, and to the District Attorney's (DA's) office, every known or suspected instance of child abuse or neglect. CFS is not required to cross-report allegations of General Neglect or Caretaker Absent/Incapacitated to law enforcement or the DA.

To meet the cross-reporting requirement when the referral falls within the jurisdictional parameters of another child welfare agency, CAR SSWs contact the agency via telephone, and transmit the follow-up written referral information via fax or electronic transmission.

To meet the cross-reporting requirement to law enforcement and the DA, CAR clerical staff:

- Mail a CWS/CMS generated report to the appropriate law enforcement agency
- Utilize Secure Communication Management System (SCMS) web-based email system to notify the DA
    - For instructions on utilizing the SCMS system, refer to Attachment 4—SCMS Practice Guide for DA Communications

In addition to cross-reporting to law enforcement and the DA as outlined above, PC §§ 11166.1 and 11166.2 require CFS to cross-report all reports of abuse and neglect by licensed foster care providers and day care providers (licensed and non-licensed) to:

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• Community Care Licensing (CCL) (for Foster Family Agency [FFA]/Group Homes [GH]/Orangewood Children and Family Center [OCFC])
• CFS Foster Care Licensing (FC Licensing) (for Foster Family Homes [FFH])

CFS Differential Response, in accordance with WIC § 830, enables cross-reports to community partners (e.g., Path 1) or community/CFS collaborative programs (e.g., MDCT).

Staff Notifications and Special Incident Reports (SIRs)

Per CFS policy, the CAR SSW will promptly notify the assigned SSW and SSSS when a new report of child abuse or neglect (including E/O and I/O reports) is received on an open referral or case.

Per SSA policy, notification to designated CFS staff of adverse circumstances involving potential, former, and current clients is completed via the use of a *Special Incident Report (SIR) (F063-03-48)*.

When a report involves individuals and/or facts that may generate media interest (e.g., elected official, County department head, child fatality or near fatality, safely surrendered baby, etc.), the CAR SSW will notify the assigned SSW, SSSS, PM, and other designated CFS personnel via the chain of command utilizing the *SIR (F063-03-48)*.

As needed, the CAR SSW will consult with a CAR SSSS to assist in determining if the reported information indicates the need for administrative notification via the *SIR (F063-03-48)*.

For additional information on circumstances requiring a *SIR (F063-03-48),* refer to SSA Administrative P&P Special Incident Report (F 13).

Media Inquiries

Per SSA policy, all requests from the media for any information (e.g., client, staff, agency, etc.) will be referred to the SSA Public Information Officer (PIO). CAR staff will not respond directly to media inquiries.

Per SSA policy, all contact between SSA employees and the media will be documented in Attachment A–News Media Contact Form (located in SSA Administrative P&P Media Responses and Publicity Requests [D 3]). The CAR SSW will email the completed Attachment A–News Media Contact Form to the CAR SSSS OD, PM, and SSA PIO immediately following the media contact.

For additional information, refer to SSA Administrative P&P Media Responses and Publicity Requests (D 3).

Confidentiality

Per PC § 11167.5(b), reports of suspected child abuse and neglect (i.e., Screener Narratives) and any associated investigation reports (i.e., Investigation Narratives) are confidential. However, release of these records to certain persons or agencies, excluding the release of the identity or name of the RP, is permitted within specified guidelines.

Exception: Per PC § 11167, cross-reports to CCL may contain the name/identity of the RP. This is permitted, but not required, for a licensing agency when abuse or neglect in out-of-home care is reasonably suspected and/or the licensing agency is investigating the known or suspected case of child abuse or neglect.

CAR SSWs may provide verbal disclosure of information concerning reports of child abuse and neglect to:

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• Agencies receiving or investigating mandated reports of child abuse or neglect (i.e., other county child welfare agencies, law enforcement)
• Coroners and medical examiners when conducting a post mortem examination of a child
• CALWORKS staff as needed to serve the best interest of a mutual client
• Truancy Court Liaison

Prior to releasing information, the CAR SSW will verify the requesting party's identification.

Per CFS policy, requests for information concerning child abuse and neglect reports that do not meet the criteria listed above will be transferred to the CAR Clearance Line.

For additional information and guidelines concerning confidentiality of CFS client records and disclosure of child abuse records, refer to Attachment 2—Authorized Disclosure of Child Abuse Records in CFS P&P Confidentiality—CFS Client Records (F-0105).

Sensitive and Highly Sensitive Referrals

CAR staff will process as "sensitive" or "highly sensitive" (Z referrals) all reports that meet the criteria as specified in CFS P&P Sensitive/Highly Sensitive Referrals and Cases (F-0107).

Refer to Attachment 5—Processing Z Referrals: Suggested Guidelines for assistance with completing Z referrals.

Reports—Children in Out-of-Home Placement

Per PC § 11166.1, reports of abuse or neglect to children in out-of-home placements with a substitute care provider will have a referral created in CWS/CMS. This includes reports on the following out-of-home placements:

• FFH
• FFA certified home
• GH
• Relative
• Non-Relative Extended Family Member (NREFM)
• Small Family Home

Per CFS policy, to assist in determining program assignment for the referral investigation, the CAR SSW will search in the "Placement Management Section" in CWS/CMS to locate the reported child's current placement. Document the type of placement in the CAR Screener Narrative.

The CAR SSW will cross-report referrals and IO/Quality of Care reports involving children in a certified foster home or licensed facility to CCL. This includes:

• FFA homes
• GHs
• OCFC
• Small Family Home

The CAR SSW will cross-report referrals and IO/Quality of Care reports involving children in FFH placements to CFS FC Licensing.

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Note: A cross-report to CCL or FC Licensing is not required when the report concerns a child placed with a parent, relative, legal guardian, or NREFM.

Reports—NMDs

Per WIC § 16504(c), CAR will accept reports of NMDs residing in a FFH, FFA, GH, Transitional Housing Placement + Foster Care (THP+FC), or with an approved relative or NREFM, in which the NMD is alleged to be endangered by abuse, neglect, or exploitation by the caregiver or housing provider.

Reports on NMDs will not be entered as a referral into CWS/CMS and will not be assigned for investigation. NMDs are adults and there is no legal requirement to conduct an investigation.

The CAR SSW will document reports received on NMDs in CWS/CMS per instructions provided in CWS/CMS Data Entry Standards—Safety Assessment for Non-Minor Dependents (NMD).

Per CFS policy, the CAR SSW will notify the assigned SSW and SSSS when a NMD Safety Assessment has been created in the NMD's CWS/CMS case.

Per Health and Safety Code (HSC) § 1536.1, the CAR SSW will cross-report the alleged abuse, neglect, or exploitation of the NMD to the appropriate licensing or approval agency as follows:

- CCL (if the NMD is placed in a FFA home, GH, or THP+FC)
- FC Licensing OD (if the NMD is placed in a FFH)
- Relative Assessment Unit (RAU) (if the NMD is placed with a relative or NREFM)
    - Provide cross report information to RAU via email to the Relative Assessment Unit In-box

As specified in All County Letter (ACL) 11-77, suspected abuse of a NMD by a roommate in a Supervised Independent Living Placement (SILP) will be cross-reported to the appropriate law enforcement agency.

Note: The CAR SSW will create a referral in CWS/CMS for investigation if the information provided indicates there are children residing in the licensed or approved home with the NMD who have been abused, neglected, or exploited or are at risk of abuse, neglect, or exploitation.

Youth Requesting Re-Entry

Per CFS policy, calls received by CAR from former dependents of the Juvenile Court, who request information on re-entering Extended Foster Care (EFC), will be referred to the NMD Re-Entry Liaison or designee. For further information on re-entries, refer to CFS P&P Re-Entry Into Extended Foster Care (EFC) (J-0105).

SSSS Review and Approval

Per CFS policy, CAR SSSSs will review referrals to confirm that, as appropriate, the ER Protocol process has been completed, and that the referral disposition is congruent with the information contained in the Screener Narrative and SDM.

Prior to approving or closing a referral, the CAR SSSS will review documentation in CWS/CMS, the *Orange County Social Services Agency Child Abuse Report face sheet (F063-04-49A)*, and in SDM for accuracy and thoroughness:

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• Confirm that no identifying information about the RP has been disclosed in the Screener Narrative
• Confirm that all required cross-reports (e.g., CCL) and notifications (e.g., assigned SSW, SSSS, PM) have been completed and documented in the Screener Narrative and on the *Orange County Social Services Agency Child Abuse Report face sheet (F063-04-49A)*
• Confirm that all required SDM Hotline tools have been completed and the screen-in and response time decisions are appropriate and congruent based on information contained in the Screener Narrative
• Confirm available supporting documentation (e.g., follow-up written reports, SDM, etc.) is attached with the referral
• Review the CAR SSW's decision for E/O and I/O dispositions
• If the referral is incomplete, requires corrections, or there is a need to modify the report disposition, return the referral to the assigned CAR SSW for modification

Exception: If the assigned CAR SSW is unavailable to complete modifications promptly, the SSSS may return the referral to another CAR SSW to make the necessary corrections.

Call Parrot Business Call Recording System

Per CFS policy, CAR staff will utilize the Call Parrot Business Call Recording System (AKA: Call Parrot) for quality assurance and monitoring purposes.

Note: Callers to the Hotline are advised via a pre-recorded introduction that calls may be monitored or recorded for quality assurance purposes.

CAR SSWs may utilize the Call Parrot system as needed to review or clarify information provided by a caller in order to accurately reflect the contents of the call as documented on the *Orange County Social Services Agency Child Abuse Report face sheet (F063-04-49A)* and in the Screener Narrative.

CAR SSSSs may utilize Call Parrot to:

• Investigate complaints
• Review calls with CAR SSWs
• Complete monthly and quarterly CAR call monitoring reviews

Note: Per CFS policy, supervisory staff from other CFS programs may listen to CAR telephone calls via Call Parrot for referral or case related reasons. CAR SSWs will refer requests for access to the Call Parrot system to a CAR SSSS or to the CAR PM.

Requests for release of Call Parrot information from persons or agencies outside of CFS will be submitted through the SSA Custodian of Records as described in Policy section "Release of Child Abuse Records" in CFS P&P Confidentiality—CFS Client Records (F-0105).

REFERENCES

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Attachments and CWS/CMS Data Entry Standards

Hyperlinks are provided below to access attachments to this P&P and any CWS/CMS Data Entry Standards that are referenced.

• Attachment 1—Emergency Response Protocol
• Attachment 2—Referral Response Options
• Attachment 3—Mandated Reporter Written Follow-Up: Suggested Guidelines
• Attachment 4—SCMS Practice Guide for DA Communications
• Attachment 5—Processing Z Referrals: Suggested Guidelines
• CWS/CMS Data Entry Standards—Safety Assessment for Non-Minor Dependents (NMD)

Hyperlinks

Users accessing this document by computer may create a direct connection to the following references by clicking on them.

• CFS P&P Confidentiality—CFS Client Records (F-0105)
• CFS P&P Re-Entry Into Extended Foster Care (EFC) (J-0105)
• CFS P&P Sensitive/Highly Sensitive Referrals and Cases (F-0107)
• CFS P&P Sexual Abuse Allegations—Child Abuse Registry (CAR) (A-0205)
• CFS P&P Structured Decision Making (D-0311)
• SSA Administrative P&P Media Responses and Publicity Requests (D 3)
• SSA Administrative P&P Special Incident Report (F 13)

Other Sources

Other printed references include the following:

None.

FORMS

Online Forms

Forms listed below may be printed out and completed, or completed online, and may be accessed by clicking on the link provided.

Form Name	Form Number
CAR Daily Statistical Sheet	F063-04-68
Orange County Social Services Agency Child Abuse Report	F063-04-49A
Special Incident Report	F063-03-48
Suspected Child Abuse Report	SS 8572

Hard Copy Forms

Forms listed below must be completed in hard copy (including multi-copy NCR forms). ***For reference purposes only,*** links are provided to view these hard copy forms, where available.

Form Name	Form Number
None.	

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CWS/CMS Forms Forms listed below may **only** be obtained in CWS/CMS. ***For reference purposes only,*** links are provided to view these CWS/CMS forms, where available.

Form Name	Form Number
None.	

Brochures Brochures to distribute in conjunction with this procedure include:

Brochure Name	Brochure Number
None.	

LEGAL MANDATES

Penal Code (PC) Section (§) 11164 *et seq*., also known as the Child Abuse and Neglect Reporting Act (CANRA), provides definitions of sexual abuse, sexual assault, sexual exploitation, neglect (including severe neglect and general neglect), willful harming or injuring of a child or the endangering of the person or health of a child, unlawful corporal punishment or injury, and abuse or neglect in out-of-home care; specifies situations that do not meet the definition of child abuse or neglect.

PC § 11165.7 defines mandated reporters.

PC § 11165.9 specifies that designated agencies must accept reports of suspected child abuse or neglect offered by mandated and non-mandated reporters, and requires that the designated agency will maintain a record of all reports received.

PC § 11166(a) describes reporting responsibilities for mandated reporters, including time frames for filing an initial telephone report and subsequent follow-up written report.

PC § 11166(g) provides that any other person (i.e., non-mandated) with knowledge of or who observes a child whom he or she knows or reasonably suspects has been a victim of child abuse or neglect may report the known or suspected child abuse or neglect; specifies that a mandated reporter who acts in his or her private capacity and not in his or her professional capacity or within the scope of his or her employment falls within the category of “any other person” and not that of a mandated reporter.

PC § 11166(j) outlines the county welfare department’s responsibility to immediately or as soon as practicably possible cross-report to the appropriate law enforcement agency, the appropriate county welfare agency, and the District Attorney’s (DA’s) office every known or suspected instance of child abuse or neglect.

PC § 11166.1 mandates a county welfare agency to cross-report to the appropriate licensing agency upon receiving the following types of reports: 1) abuse alleged to have occurred in facilities licensed to care for children by the State Department of Social Services, or 2) child fatalities involving a child who was, at the time of death, living at, enrolled in, or regularly attending a facility licensed to care for children by the State Department of Social Services, unless the circumstances of the child’s death are clearly unrelated to the child’s care at the facility.

OCSA

PC § 11166.2 mandates a county welfare agency to cross-report to the appropriate licensing agency every known or suspected instance of child abuse or neglect that occurs while the child is being cared for in a child day care facility, involves a child day care licensed staff person, or occurs while the child is under the supervision of a community care facility or involves a community care facility licensee or staff person.

PC § 11167 requires mandated reporters to provide their name, business address, and telephone number when making a child abuse report; specifies all known information that must be included in a child abuse report; provides guidelines for providing information relevant to an incident of child abuse or neglect to a licensing agency investigating a known or suspected case of child abuse or neglect; specifies confidentiality of reporters and provides guidelines for disclosure among agencies receiving or investigating mandated reports; states that non-mandated reporters are not required to provide their names when making a report.

PC § 11167.5 specifies punishment/fine for violation of confidentiality of child abuse reports and defines persons and agencies to which disclosure is authorized.

PC § 11170 (b) (2) requires that mandated reporters be provided with follow-up information after the completion of a child abuse or neglect investigation or after there has been a final disposition in the matter of the report.

Welfare and Institutions Code (WIC) § 830 provides for members of a multi-disciplinary team to disclose and exchange confidential case related information with one another when it is for the purpose of the “prevention, identification, management, or treatment of child abuse or neglect.”

WIC § 16504 (a) mandates that any child reported to the county child welfare services department to be endangered by abuse, neglect, or exploitation will be eligible for initial intake and evaluation of risk services; mandates that every county child welfare services department maintain and operate a 24-hour response system; stipulates that consideration be given to providing appropriate social services to maintain children safely in their home; stipulates that an in-person response is not required when an evaluation of risk, which includes collateral contacts, a review of previous referrals, and other relevant information, determines that an in-person response is not appropriate.

WIC (§) 16504 (c) mandates that any non-minor dependent (NMD) reported to the county child welfare services department to be endangered by abuse, neglect, or exploitation by a licensed or approved caregiver while in a foster care placement will be eligible for evaluation of risk services to determine if the placement is safe and appropriate; specifies that a cross-report will be made to the appropriate licensing or approval agency and, as appropriate, to law enforcement.

WIC § 18951 defines “multi-disciplinary personnel” as a team of three or more trained professionals providing services related to child abuse or neglect. It also defines the types of professionals who may be part of a multi-disciplinary team.

California Department of Social Services (CDSS) Manual of Policies and Procedures (MPP), Division 31, Chapter 31-101 mandates that the county respond to all referrals for service which allege child abuse, neglect, or exploitation; outlines types of responses to referrals (Evaluate Out, Immediate investigation, and 10 calendar day investigation); mandates an in-person investigation of all referrals received from law enforcement unless the referral is a cross-report stating that law enforcement has already conducted an investigation and determined that there is no indication of abuse or neglect by a member of the child’s household.

CDSSA

CDSS MPP, Division 31, Chapter 31-105 describes the Emergency Response Protocol used by child welfare services agencies receiving a referral of alleged child abuse or neglect to determine whether an in-person investigation is required; specifies minimum elements that must be obtained in order to determine whether an in-person response is required; provides guidelines for consideration in deciding whether or not an in-person investigation is necessary; provides outcome options (evaluate out with or without a referral to another community agency or accept for in-person investigation); specifies that evaluate out referrals must include the rationale for the evaluate decision and supervisor approval.

CDSS MPP, Division 31, Chapter 31-110 provides guidelines for types of in-person referral responses, including response to reports from law enforcement and for documentation and referral to other community agencies when a determination is made that an in-person response is not necessary.

CDSS MPP, Division 31, Chapter 31-115 provides guidelines for an immediate response to referrals based on the completion of the Emergency Response Protocol that indicates a situation of imminent danger to a child; a report from law enforcement indicating that a child is at immediate risk of abuse, neglect, or exploitation; or the CAR Senior Social Worker's (SSW's) determination that a child referred by law enforcement is at immediate risk of abuse, neglect, or exploitation.

CDSS MPP, Division 31, Chapter 31-120 provides guidelines for a 10 calendar day response to referrals based on the completion of the Emergency Response Protocol that indicates an in-person investigation is appropriate and an immediate investigation is not warranted; or a law enforcement agency making the report does not state that the child is at immediate risk of abuse, neglect, or exploitation and the CAR SSW determines that an immediate investigation is not warranted.

Health and Safety Code (HSC) § 1536.1(f) requires notification to the appropriate licensing agency for incidents of abuse, neglect, or exploitation of NMDs in licensed foster care placements by a licensed caregiver, or other incidents that would jeopardize the health or safety of any other residents in the home or facility.

All County Letter (ACL) 05-09 and Errata provides instructions on reporting, assessment, investigation, disposition, documentation and cross-reporting of reports of suspected child abuse or neglect for children in out-of-home placement, including children placed in the home of a relative or non-relative extended family member (NREFM).

ACL 11-77 addresses a child welfare agency's responsibility to evaluate for an emergency response to an allegation that a NMD is endangered by abuse, neglect, or exploitation by a licensed or approved caregiver in order to determine if the placement is safe and appropriate as stipulated in WIC § 16504(c); specifies that a cross-report be made to the appropriate licensing or approval agency; specifies that suspected abuse of a NMD by a roommate in a Supervised Independent Living Placement (SILP) be cross-reported to local law enforcement.

OCSA