

5. Gather and Document CPS Screening Information

When the screener determines the report is Child Protective Services information, the screener must complete the screening activities described below. The timeline for screeners to complete the following actions, document their actions, and document information gathered, is immediately when a “within 24 hours” response timeline is assigned or within the same day when a “within five days” response timeline is assigned, unless a CPS supervisor grants the screener an extension.

Procedures

A. Accept reports of child abuse and neglect (OAR 413-015-0205(1))

- Accept reports of child abuse and neglect regardless of where the child lives or where the alleged abuse or neglect may have occurred. Note: Even if Oregon CPS would not be the appropriate jurisdiction to assess the situation, the screener must ensure reports of child abuse and neglect get screened.
 1. If the report is about a child that does not live in the county where the report is received, the screener must forward the completed screening report form to the local child welfare office in the county or state where the child lives.
 2. If the screener is unable to connect the reporter directly to another county or state, the screener should document the report in OR-Kids to facilitate forwarding the information to the appropriate jurisdiction. If the report is being forwarded within Oregon, the report can be referred via OR-Kids and the screening decision can be made by the local Child Welfare office where the child resides.
 3. The screener’s responsibility does not end until the reporter or the report is successfully forwarded to a screener in the county or state where the child lives, and the screener has confirmation that the report has been successfully forwarded.
 4. The screener is required to forward the report on the same day the information is received and confirm that the report has been successfully forwarded.
 5. Close the report at screening if the report is being forwarded outside of the state.

B. Gather and record information

Gather the following information from the reporter and accurately record the information in OR-Kids. This information is essential to support the screener in determining the Department’s response.

- Identify and document the following:
 1. Name and age of the alleged victim.
 2. Name and age of all other children living in the household.
 3. Names of the parents, caregivers, or guardians.
 4. Name of the alleged perpetrator(s) and their relationship to the child.
 5. Address and current whereabouts of all the above persons, and information about how to locate the child, the parent or caregiver, and the alleged perpetrator(s).
 6. Gather and record information about the family including past, current, or potential future child-related information.

C. Document detailed client information

Once the basic information is documented, identify and document the following detailed client information:

- **Primary Language.** The screener must determine, if possible, what language the client speaks and uses to convey and understand information. The screener must document the following in OR-Kids:
 1. Limited English proficient status for any member on the case if the client is unable to fully understand English, either spoken or written
 2. The primary language of each member on a case.
- **Race and Ethnicity.** The screener must make diligent efforts to determine and document the race and ethnicity of the client. A person's race and ethnicity is determined by how the person defines his or her self. In the case of a young child, parents determine the race and ethnicity of the child.
- **Hispanic Origin.** The screener must determine, if possible, and document the Hispanic origin of the client. Indicate that the client is of Hispanic origin if the client is a Mexican, Puerto Rican, Cuban, Central or South American person, or person of other Spanish cultural origin regardless of race. Whether or not a person is Hispanic or Latino is determined by how they the person defines his or her self. In the case of a young child, parents determine the Hispanic origin of the child. "Unable to determine" is used when the child is very young or is severely disabled and no other person is available to determine whether the child is Hispanic or Latino. "Unable to determine" also is used if the parent, relative, or guardian is unwilling to identify the child's Hispanic origin.
- **Relationship.** The screener must determine and document the relationship of every participant as they relate to the client identified as "Self."
- **Whereabouts.** The screener must make diligent efforts to determine and document the whereabouts of every identified family member.

D. Creating cases and documenting names in the client case record

Any screener creating a screening report or case on a new or existing client must complete the following activities:

1. Determine if there is a basis for creating a record or adding to an existing record on an individual. There is a basis if the screener needs to:
 - a. Document a report of child abuse or neglect. This includes reports that will be closed at screening and reports that will be referred for CPS assessment.
 - b. Document a request for Family Support Services. This includes requests for:
 - Placement;
 - Independent Living Programs;
 - Post Legal Adoption and Post Guardianship Services; of
 - Voluntary Services.
2. Search OR-Kids history of every identified child, parent, caregiver, and household member to determine if a record already exists. If the individual is already associated with a Child Welfare case the screener must assure that a new case is necessary by reviewing sections (b), “Use an Existing Case,” and (c), “Create a New Case,” below, and also using the OR-Kids Business Guides in OR-Kids online:
 - a. Use an Existing Case or Create a New Case. Once it has been determined that there is a basis for creating or adding to a record on an individual, then determine whether to use an existing case or to create a new case.
 - b. Use an Existing Case. When the individual who is identified as the case name has an existing case under their name, link the screening report to the existing case. This applies when the report will be referred for CPS assessment, closed at screening, or is a request for Family Support Services.
 - c. Create a New Case. Create a new case when the individual who is identified as the case name does not have an existing case under their name.
3. Record names
 - a. Case Participants. Participants on a case consist of the child or children, persons who have a legally recognized parental relationship or guardianship of each child, the alleged perpetrator(s), and related or unrelated individuals that live in the household as part of the family unit. The screener must include immediate family members of each child, even if they are deceased or not



TIP

Remember...

A new case is created even when there is an existing case if the existing Child Welfare case has been destroyed per Child Welfare Policy III-F.2.3, “Records Retention and Destruction.”

members of the household.

- Immediate family members of each child include their parents and siblings. Case participants do not include individuals who live on the property or have their own entrance if these individuals do not have a role in the family or do not have open access to the part of the home where the family resides.
- b. Use of Names. Please refer to OR-Kids online for detailed Business Processes regarding creating person information in OR-Kids.
 - Legal names should be used for all case participants and all known aliases should be documented.
 - Participants should not be created for individuals whose names are not known, such as “Unknown Father.” However, an unborn child may be created as a participant using “Unborn” as the first name, when inclusion of the unborn child is vital for recording case information, such as a closed at screening. Once known, “Unborn” should be replaced with the child’s name.
 - A child placed for adoption retains his or her birth name until the adoption is finalized.

E. Determine Case Name

1. When determining when to use a parent or caregiver’s name as the case name, the screener must:
 - a. Use the name of the parent or caregiver with whom the child resides.
 - b. Use the name of the mother when the child resides in the same household with both parents.
 - c. Use the name of the parent whose household the child resides in the majority of the time when the mother and father do not reside in the same household and the child’s parenting is not shared equally.
 - d. Use the name of the parent where the child resided when the alleged abuse occurred when the mother and father do not reside in the same household and the child’s parenting is shared equally.
2. Use a child’s name as the case name when:
 - a. Both legal parents are unknown (i.e., an abandoned child);



Keep in mind:

If a case must be opened it must be opened under the name of the parent or caregiver whose primary role is to protect the child. Likely if services are offered, this would occur in the home where the alleged victim and the primary parent both reside.

While only one individual is identified as the case name, the Department is still required to make contact with other parents and caregivers and to observe environments where the child resides part time. (OAR 413-015-0420 and 0422)

- b. The minor has been legally emancipated by marriage or the court in accordance with ORS 419B.550 to 419B.558;
 - c. A former foster youth requests Independent Living Program services and is 18 years old or older;
 - d. A child is the parent of an alleged victim (minor parent);
 - e. There is dissolution of a legally finalized adoption and the adoptive parents are no longer legal parents to the child or
 - f. Parental rights on both parents have been terminated or released.
3. Use a guardian's name when a former foster youth requests Independent Living Program services, is 17 years old or younger, and is in a guardianship placement.
 4. Use an adoptive parent's name when:
 - a. There is an allegation of abuse or neglect against the adoptive parent.
 5. When the name that will be used as the case name is determined, identify that name with the appropriate role and the relationship as "self."

F. Documenting reports of abuse or neglect on a Department-certified foster parent or relative caregiver, licensed child caring agency, or day care facility

When documenting an allegation of abuse or neglect against a certified family, licensed child caring agency or day care facility the screener must:

- Create a case or link to an existing case on the certified family, licensed child caring agency provider's family, or the day care facility provider's family.
- Use the name of the primary provider or the agency/facility name as the case name, whichever applies.
- If it is a household setting, case participants include:
 1. The providers
 2. All children who reside in the home (e.g. biological, adopted, foster)
 3. The alleged perpetrator(s)
 4. Related or unrelated individuals that live in the household as part of the family unit
 5. Alleged victims that do not reside in the home, but are cared for in the home environment. This does not include all children who attend the agency or facility, only those who are alleged to be victims.
- If it is not a household setting, case participants include:
 1. The providers(s) identified as the alleged perpetrator(s)
 2. Alleged victims

Note: Children who attend the agency or facility that are not identified as victims initially, may be added as participants at any time if disclosures are made during the course of the CPS assessment. Similarly, providers, including owners and directors, who are not identified as perpetrators initially, may be added as participants at any time if additional disclosures are made during the course of the assessment.

- Name the Department certified foster or relative caregiver family, licensed child caring agency, or day care facility. Identify the adults and children involved in the assessment by name. Any identifying information can be redacted, when appropriate, if records are requested.

G. Gather critical information

Basic client information needs to be documented in a standard way in OR-Kids for the client information to be useful.

- Documenting the following types of information will assist the screener in effectively evaluating the reported child abuse or neglect, and justifying the Department's response:
 1. What is the extent of the *alleged* child abuse or neglect reported?
 2. What surrounding circumstances *are alleged to* accompany the child abuse or neglect?
 3. What does the reporter know about the child's functioning and how the child is vulnerable?
 4. What information is *reported* about the disciplinary approaches used by the parent or caregiver?
 5. What does the reporter know about the family's strengths and what they are doing well?
 6. What does the reporter know about the overall, typical parental or caregiver behavior?
 7. What does the reporter know about the functioning of the parent or caregiver in respect to daily life management and general adaptation including mental health, domestic violence, and substance use?

H. Collateral contacts (OAR 413-015-0205(4)(c))

- Contact individuals who can provide firsthand information necessary to determine the appropriate Department response. This may include individuals who have regular contact with the child, such as teachers, doctors, or others who have evaluated or maintain records on the child. It may include people who have an established personal or professional relationship with the parent or caregiver. Anyone who can judge the quality and nature of the parent or caregiver behavior, or those who have records or reason to know things about the parent or caregiver as a result of their involvement

with or exposure to the parent or caregiver.

I. Research Department history (OAR 413-015-0402(4)(d))

- Research Department history of *every* identified child, parent, caregiver, and household member by reviewing the available information in OR-Kids for essential family data. Determine current or previous Department involvement, the nature of the involvement and whether the details relate to the current child abuse or neglect allegations. If applicable, the screener may contact CPS in the state in which the family recently resided. In local Child Welfare offices that maintain closed case files in the office, it may be an option to review the file. Contacting the previous or current caseworker is also strongly encouraged. If the research reveals an “unable to locate” disposition that has not been assessed, the screener must reference that assessment, the date the assessment was completed, and those allegations not able to be assessed in the current report summary.

J. Request relevant information (OAR 413-015-0205(4)(f))

- Request relevant information from law enforcement agencies when available and the information is pertinent to making a screening decision. The information may include domestic disturbance calls, arrests, warrants, convictions, restraining orders, probation status or parole status. Screeners may also access similar information through the Oregon Judicial Information Network (OJIN) or E-Court. Each county has an assigned password. The screener will work with his/her supervisor regarding how to access this information.

K. Determine the location (OAR 413-015-0205(4)(g))

Determine the location and corresponding law enforcement jurisdiction of the family’s residence and the site where the alleged child abuse or neglect may have occurred. Child Welfare offices can work with their local Multi-Disciplinary Teams to determine the most efficient way to identify the appropriate law enforcement jurisdiction.

L. Sensitize case records

When information in a case record is determined to be a sensitive issue or requires sensitizing, access to information in OR-Kids must be restricted. A screener must take the following steps to make the case record sensitive:

- Obtain supervisory approval to sensitize the case record;
- Document why access to the case record is being restricted and document the reason for sensitizing access including names of individuals and relationships (when applicable) in OR-Kids;
- Assure the OR-Kids case record is made sensitive.