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| | **STATE OFFICE for SERVICES to CHILDREN and FAMILIES**<br><br>**CLIENT SERVICES MANUAL I**<br><br>**ISSUED BY:** Program Operations<br><br>**EFFECTIVE DATE:** February 2, 1999 | **NUMBER:** I-B.2.1<br><br>**SECTION:** B. Case Management<br><br>**SUBSECTION**: 2. Eligibility for Services |
| **SUBJECT:** 1. Screening | | |

Prior Version

Responsible Manager: CPS/FBS Manager, Approval: _____ Assistant Administrator, Program Operations

Interpretation: CPS/FBS Manager,

**REFERENCES:**
ORS 419B.005 - 419B.045
ORS 109.610
ORS 109.640
ORS 109.112
SOSCF Policy I-B.2.2, “CPS Assessment”
SOSCF Policy I-B.2.3.1, “Preventive Restorative Eligibility”
SOSCF Policy I-B.2.3.2, “Protective Service Eligibility”
SOSCF Policy I-B.2.3.3, “Substitute Care Eligibility”
Attachment A, Screening Guidelines
Attachment A-1, Threat of Harm
Attachment A-2, Immediate Response
Attachment A-3, Screen Out
Attachment A-4, Report Credibility
FACIS 307

## PURPOSE

**413-020-0300(1)** These rules define the minimum expectations for opening a referral for assessment and determining eligibility for service. These rules are to be used with the SOSCF Protective Service Eligibility Policy, I-B.2.3.2, the Preventive Restorative Eligibility Policy, I-B.2.3.1, and/or Substitute Care Eligibility Policy, I-B.2.3.3, and the CPS Assessment Policy, I-B.2.2.

**(2)** The “Screening Guidelines”, a format to assist SOSCF staff in the process of information gathering and decision making, are included as Attachment A.

**Statutory Authority: ORS 418.005**
**Stats. Implemented: ORS 418.746-751, 419B.004-045, 109.610, 109.112**

## SCREENING

| | STATE OFFICE for SERVICES to CHILDREN and FAMILIES<br><br>CLIENT SERVICES MANUAL I<br><br>**ISSUED BY:** Program Operations<br><br>**EFFECTIVE DATE:** February 2, 1999 | **NUMBER:** I-B.2.1<br><br>**SECTION:** B. Case Management<br><br>**SUBSECTION**: 2. Eligibility for Services |
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**413-020-0310 (1)** Screening is the process by which SOSCF receives referrals, assesses whether the referral is a report of child abuse/neglect, and determines the agency response and the urgency of that response. (For definition of emergency and non-emergency reports, refer to SOSCF CPS Assessment Policy, # I-B.2.2.) Screening also involves determining eligibility for SOSCF services, and may initiate an assessment.

**(2)** If screening indicates that a family is appropriate for SOSCF services, the referral is assigned for assessment in the appropriate SOSCF program (Child Protective Services, Preventive/Restorative Services, and/or Substitute Care).

**(3)** If a family is not eligible for SOSCF services after screening, the referral is closed and referred to community resources, if appropriate.

**Statutory Authority: ORS 418.005**
**Stats. Implemented: ORS 418.746-751, 419B.004-045, 109.610, 109.112**

## SOURCE OF REFERRAL OR REQUEST

**413-020-0320** Services for a child or family may be initiated in a variety of ways:

**(1)** A child or family requests services;

**(2)** A community agency, an acquaintance or relative requests service on behalf of a family;

**(3)** A person reports suspected child abuse or neglect;

**(4)** Another county or state requests services;

**(5)** A juvenile court orders or requests services;

**(6)** SOSCF receives a report from law enforcement that a child is at risk of abuse or neglect.

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**Statutory Authority: ORS 418.005**
**Stats. Implemented: ORS 418.746-751, 419B.004-045, 109.610, 109.112**

## REFERRAL COURTESY

**413-020-0330 (1)** The screener is most frequently the first point of contact the community has with SOSCF. It is important that the referent be treated with respect. This includes, but is not limited to: listening carefully to what the referent has to say; helping the referent through the task of reporting child maltreatment or requesting services; giving the referent clear feedback about what will happen next. If the information provided does not meet eligibility requirements, the screener may refer the caller to other community agencies or help with problem solving;

**(2)** Branches shall have protocols in place to accommodate referents with special needs e.g. disabilities or language barrier as per the American Civil Liberties Act and Title VI of the Civil Rights Act.

**Statutory Authority: ORS 418.005**
**Stats. Implemented: ORS 418.746-751, 419B.004-045, 109.610, 109.112**

## SCREENING ACTIVITIES

**413-020-0335** A screening of all referrals, requests for service or reports of suspected abuse, shall be made to determine if the child/family is eligible for service from SOSCF. The screener begins this determination process by gathering and recording information including, but not limited to:

**(1)** Interview the referring party and determine the legal jurisdiction of the family's place of residence as well as the area in which a reported crime may have occurred. Obtain information to complete the FACIS Document. The "Screening Guidelines" shall be used to guide the interview. (Attachment A.)

**(2)** Research previous history. This should be done by reviewing IIS/Facis

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information and reviewing any previous case history recorded in the case record.

**(3)** Search other agencies' data screens, i.e., AFS and SED. This may provide essential family data and may assist the screener in determining other agencies' involvement with the child or family.

**(4)** Contact LEA, if appropriate, to obtain historical information, including domestic disturbance calls, arrests or temporary restraining orders.

**(5)** Make collateral calls suggested by the nature of the information reported. Possibilities may include, but not be limited to: the caretakers, schools, physicians, mental health professionals, corrections, AFS, OYA, etc.

**(6)** Immediately notify LEA of a report of child abuse or neglect as per statute, ORS 419B.015, SOSCF CPS Assessment Policy, # I-B.2.2, and per established local Multi-Disciplinary Team agreement.

**(7)** Immediately notify the Child Care Division, as per statute, if the report involves abuse or neglect in a registered day care home, or in a licensed day care center.

**Statutory Authority: ORS 418.005**
**Stats. Implemented: ORS 418.746-751, 419B.004-045, 109.610, 109.112**

**SCREENING DETERMINATION & TIME LINES**

**413-020-0340 (1)** Activities necessary to determine if a family is eligible and appropriate for services shall be undertaken without delay.

**(2)** Referrals should be screened for Protective Services eligibility and immediacy (refer to "Screening Guidelines", Attachment A) the day they are received.

**(3)** The screening determination results in the assignment for field assessment or closing after screening has occurred. This screening determination and the input of the

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information into the system shall be completed within five (5) working days. For those cases that require more than five (5) days to make a screening determination, supervisory review and approval is required. The one time five (5) day extension shall be recorded in screening documentation.

**(4)** It is recommended that screening decisions be made by a team consisting of a supervisor, screener, CPS trained caseworkers, and members of the Multi-Disciplinary Team, if appropriate. Use of the "Screening Guidelines" (Attachment A) is advised.

**(5)** The screening determination shall be based on the following considerations:

**(a)** Is this a report of child abuse, neglect, or threat of harm as defined in ORS 419B.005 and SOSCF policy, #I-B.2.2, Protective Services Eligibility.

**(b)** Is there any immediate danger to the child(ren);

**(c)** What is the timing and type of response needed;

**(d)** Is this family eligible for a SOSCF program;

**(e)** Are special accommodations necessary to complete the assessment;

**(f)** If family is not eligible for an SOSCF program, will a referral be made to a community resource?

**Statutory Authority: ORS 418.005**
**Stats. Implemented: ORS 418.746-751, 419B.004-045, 109.610, 109.112**

## REQUESTS FROM MINORS

**413-020-0350 (1)** Services requested by minors cannot be provided without parental consent. However, the request may be reviewed.

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**(2) Statutory Exceptions:** Even in the following exceptions, the worker shall attempt to obtain the minor's permission to talk to the parent(s) or guardian(s), and secure consent for the services requested:

**(a)** When a minor alleges child abuse (ORS 419B.005-419B.045);

**(b)** When a minor 12 years of age or older is seeking information, and/or referral pertaining to diagnosis or treatment of any venereal disease(ORS 109.610);

**(c)** When a minor 15 years or older requests a referral directly to a physician or clinic for termination of a pregnancy (ORS 109.640);

**(d)** When a minor parent requests services in considering surrender of their parental rights for purposes of adoption ( ORS 109.112);

**(e)** When a minor has been declared an emancipated minor.

**(3) No Exception.** The parent(s) or legal guardian shall be notified and given written approval in all cases prior to referring a pregnant unmarried minor under 15 years of age directly to a clinic or physician for termination of a pregnancy.

(See SOSCF policy, I-B.1.4, Guardian and Legal Custodial Consents.)

**Statutory Authority: ORS 418.005**

**Stats. Implemented: ORS 418.746-.751, 419B.005-.045, 109.610, 109.112, 109.640**

## REQUESTS FOR DIVORCE CUSTODY STUDIES

**413-020-0360** SOSCF is not required to perform custody studies in divorce cases. However, under specific circumstances, the local office, with approval of the branch manager, may complete a custody study.

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**Statutory Authority: ORS 418.005**
**Stats. Implemented: ORS 418.746-.751, 419B.005-.045, 109.610, 109.112, 109.640**

## SPECIAL COMMITTEE GUIDELINES

**413-020-0380 (1)** A special committee to consider and exchange information will meet if a report is made of a child living in a situation with two or more of the following elements:

**(a)** Large number of unrelated children;

**(b)** Harsh control and discipline measures, including physical force and deprivation of food, sleep, rest, and freedom;

**(c)** Transfer of primary allegiance away from parent to leader;

**(d)** Secrecy and preclusion of contact with non-members;

**(e)** Use of intimidation to control members and distance the public;

**(f)** A rigid hierarchy for members;
**(g)** Noncompliance with civil laws and regulations;

**(h)** Little or no participation in the educational system.

**(2)** The regional manager will convene the special committee. The committee will be chaired by the assistant administrator for Program Operations, and will include an Assistant Attorney General and the regional manager. Other members would be added according to the needs of each individual case, and would be drawn from the areas of an expert in cults, law enforcement, zoning authorities, the Health Division, SOSCF branch offices and administration, or other agencies that might be involved.

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**(3)** This committee will staff the case, exchange information, and discuss options for future action. SOSCF decision-making authority for each case will remain in the branch.

**(4)** If further assessment is needed, either the full committee or a smaller subcommittee will follow-up and assist the branch. The committee will meet as often as needed to facilitate communication and action between involved agencies.

**Statutory Authority: ORS 418.005**

**Stats. Implemented: ORS 418.746-.751, 419B.004-.045, 109.610, 109.112**

**DOCUMENTATION REQUIREMENTS**

**413-020-0390 (1)** The screener shall immediately record identifying information on the FACIS 307 even if the determination of the status of the referral has not been made. Screening narrative information should be recorded in the section entitled: "Screener's Nature of Referral Information". If additional screening information is obtained after the screener has completed the screening narrative, that information will be recorded in the section entitled "Assessor's Nature of Referral Information".

**(2)** The screening determination results in the assignment for field assessment or closing after screening has occurred. This screening determination and the input of the information into the system shall be completed within five (5) working days. For those cases that require more than five (5) days to make a screening determination, supervisory review and approval is required. The one time five (5) day extension shall be recorded in screening documentation.

**(3)** When recording a referral using the FACIS system, the REFER designation shall be used when the caller is reporting an allegation of ABUSE, NEGLECT, AND/OR THREAT OF HARM as defined in ORS 419B.005 and in the SOSCF Protective Services Eligibility policy, I-B.2.3.2, and the family identity is known. This information is to be recorded as a "referral" regardless of whether or not a field assessment is conducted as a result of the referral.

**(a)** The LOG designation should be used for other kinds of information reported to SOSCF and important for retention. Examples are: if the allegation is abuse, neglect, or threat of harm and there is not enough information reported to identify the child/family; if the report does not constitute abuse, and the branch believes it is appropriate to retain the information for future reference and/ or

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decision making; or if the information was reported by a mandatory reporter and was believed to be a report of abuse by the reporter;

**(b)** LOG designation should not be used for information if the referral meets statutory or policy definitions of abuse, neglect, and/or threat of harm.

**(4)** Referrals from mandatory reporters must be entered into the FACIS system through either the LOG or REFER designations, as appropriate.

**Statutory Authority: ORS 418.005**

**Stats. Implemented: ORS 418.746-.751, 419B.005-.045, 109.112, 109.610**