Orientation to Child Welfare Operating Procedures

OFFICE OF CHILD WELFARE
AUGUST 2016
Learning Objectives

Participants will:

- Understand the new format for child welfare operating procedures and where to locate them
- Review the content in each operating procedure
- Receive overview of the upcoming proficiency process
- Review Key Concepts within 170-1 Core Safety Concepts and 170-4 Child Maltreatment Index
- Understand the upcoming FSFN enhancements
Format for Operating Procedures

**Family Safety 175 series**

- Operating procedures are not organized in a manner that supports the work flow
- Most of the published operating procedures are outdated and need to be aligned with our practice.

**Child Welfare 170 series**

- Operating procedures are organized in a manner that supports the work flow
- Are converted from Practice Guidelines and relevant published OP
- Include guidance on FSFN documentation and supervisory roles
- Provide refined clarification on practice related issues
Operating Procedures

- There are two locations to find published operating procedures:
  - The Center for Child Welfare website
  - The Department’s Intranet Page
The Department Intranet Page

- Publications Management
- Documentation Management
- Legal
- Travel And Transportation
- Systems Management
- Financial Management
- Personnel
- Facilities Acquisition And Management
- Procurement And Contract Management
- Property Management
- Adult Services
- Mental Health And Substance Abuse
- Economic Self-Sufficiency Services
- Child Welfare
- Family Safety
- Inspector General
- Safety
- Pamphlets
- Headquarters Operating Procedures

Child Welfare

<table>
<thead>
<tr>
<th>Publication Number</th>
<th>Publication Name</th>
<th>Word</th>
<th>PDF</th>
</tr>
</thead>
<tbody>
<tr>
<td>DFS CFOP 170-1</td>
<td>Florida’s Child Welfare Practice Model</td>
<td>DOC</td>
<td>PDF</td>
</tr>
<tr>
<td></td>
<td>Table of Contents</td>
<td>DOC</td>
<td>PDF</td>
</tr>
<tr>
<td></td>
<td>Chapter 1, Introduction to Florida’s Child Welfare System and Practice Model</td>
<td>DOC</td>
<td>PDF</td>
</tr>
<tr>
<td></td>
<td>Chapter 2, Core Safety Concepts</td>
<td>DOC</td>
<td>PDF</td>
</tr>
<tr>
<td></td>
<td>Chapter 3, Planning for Child Welfare Professional Safety</td>
<td>DOC</td>
<td>PDF</td>
</tr>
<tr>
<td></td>
<td>Chapter 4, Family Support Services</td>
<td>DOC</td>
<td>PDF</td>
</tr>
<tr>
<td></td>
<td>Chapter 5, Home Studies (Draft Pending)</td>
<td>DOC</td>
<td>PDF</td>
</tr>
<tr>
<td></td>
<td>Chapter 6, Criminal History and Delinquency Record Checks for Investigations, Placement and Emergency Placement (Draft Pending)</td>
<td>DOC</td>
<td>PDF</td>
</tr>
<tr>
<td></td>
<td>Chapter 7, Case Transfer from Investigations to Case Management</td>
<td>DOC</td>
<td>PDF</td>
</tr>
<tr>
<td></td>
<td>Chapter 8, Child Welfare Professional Mandated Reporting in Open Cases</td>
<td>DOC</td>
<td>PDF</td>
</tr>
<tr>
<td></td>
<td>Chapter 9, Newborns or Other New Children in Households with Active Investigation or Ongoing Services</td>
<td>DOC</td>
<td>PDF</td>
</tr>
<tr>
<td></td>
<td>Chapter 10, New Adults in Households with Active Investigation or Ongoing Services</td>
<td>DOC</td>
<td>PDF</td>
</tr>
<tr>
<td></td>
<td>Chapter 11, Investigations Involving an Ongoing Case</td>
<td>DOC</td>
<td>PDF</td>
</tr>
<tr>
<td></td>
<td>Chapter 12, Case Note and Meetings Documentation</td>
<td>DOC</td>
<td>PDF</td>
</tr>
<tr>
<td></td>
<td>Chapter 13, Confidentiality of Records</td>
<td>DOC</td>
<td>PDF</td>
</tr>
<tr>
<td></td>
<td>Appendix A, Child Development Stages Matrix</td>
<td>DOC</td>
<td>PDF</td>
</tr>
<tr>
<td></td>
<td>Appendix B, Mapping the Safe and Together Model Critical Components to the Information Domains</td>
<td>DOC</td>
<td>PDF</td>
</tr>
</tbody>
</table>
# The Center for Child Welfare

## Child Welfare Operating Procedures CFOP 170 Series

<table>
<thead>
<tr>
<th>CFOP 170-1 Florida's Child Welfare Practice Model</th>
</tr>
</thead>
<tbody>
<tr>
<td>Click Here to view the entire CFOP</td>
</tr>
<tr>
<td>Chapter 1 Introduction to Florida's Child Welfare System and Practice Model</td>
</tr>
<tr>
<td>Chapter 2 Core Safety Concepts</td>
</tr>
<tr>
<td>Chapter 3 Planning for Child Welfare Professional Safety</td>
</tr>
<tr>
<td>Chapter 4 Family Support Services</td>
</tr>
<tr>
<td>Chapter 5 Home Studies (draft pending)</td>
</tr>
<tr>
<td>Chapter 6 Criminal History and Delinquency Record Checks for Investigations, Placements, and Emergency Placements (draft pending)</td>
</tr>
<tr>
<td>Chapter 7 Case Transfer from Investigations to Case Management</td>
</tr>
<tr>
<td>Chapter 8 Child Welfare Professional Mandated Reporting in Open Cases</td>
</tr>
<tr>
<td>Chapter 9 Newborns or Other New Children in Households with Active Investigation or Ongoing Services</td>
</tr>
<tr>
<td>Chapter 10 New Adults in Households with Active Investigation or Ongoing Services</td>
</tr>
<tr>
<td>Chapter 11 Investigations Involving an Ongoing Case</td>
</tr>
<tr>
<td>Chapter 12 Case Note and Meetings Documentation</td>
</tr>
<tr>
<td>Chapter 13 Confidentiality of Records</td>
</tr>
</tbody>
</table>

| CFOP 170-2 Completing Hotline Intake Assessment  |
| CFOP 170-3 Criminal Justice Information Services |
| CFOP 170-4 Child Maltreatment Index              |
| CFOP 170-5 Child Protective Investigations       |
| CFOP 170-7 Develop and Manage Safety Plans       |
| CFOP 170-9 Family Assessment and Case Planning   |
| CFOP 170-11 Placement                            |
| CFOP 170-12 Adoptions                           |
| CFOP 170-14 Response to the Human Trafficking of Children |
| CFOP 170-15 Federal and State Funding Eligibility |
Overview of Operating Procedures

170-1 Florida’s Child Welfare Practice Model
- Define Practice Model
- Reference Guide
- Case Transfers
- Case Notes Documentation

170-2 Completing Hotline Intake Assessment
- Conducting an Interview
- Means to Locate
- Screening Decision
- Contacting the Report
Overview of Operating Procedures

- **170-4 Maltreatment Index**
  - Expanded guidance for screening and findings
  - Split Household Violence and Domestic Violence

- **170-5 Child Protective Investigations**
  - Pre-commencement Activities
  - Patently Unfounded Reports
  - Investigations Involving Multiple Counties
  - Supervisor Consultations
Overview of Operating Procedures

- **170-7 Developing and Managing a Safety Plan**
  - Safety Analysis/Conditions for Return
  - Approval of Informal Providers
  - Dual Safety Plans – Domestic Violence
  - Other Parent Home Assessment
  - Family Made Arrangement

- **170-9 Family Assessment and Case Planning**
  - Family Engagement
  - Case Planning
  - Supervisor Consultation
Key Concepts for 170-1

- **Florida’s Child Welfare Practice Model**
  - Describes our entire practice model which includes:
    - Covers topics focused on Safety, Permanency and Well-Being
    - Defines the primary safety concepts
    - Strengthens expectations for case transfer
    - Strengthens FSFN documentation requirements
    - Enhances guidance about the focus of the FFA
    - Investigations involving ongoing case management
    - Case Note and Meeting documentation
Family Functioning Assessment is the process by which information is gathered, analyzed and assessed.

Each FFA and FFA-O should focus on one household, independent of the number of judicial cases.
Key Concepts for 170-4

- **Child Maltreatment Index**
  - Provides guidance for screening of intakes and determination of maltreatment findings:
    - Updated definitions of maltreatments
    - Provides additional guidance for the Hotline to assess for maltreatments
    - Updated guidance for verification of a maltreatment
  - Updated to maltreatment headings
    - Split Family Violence Threatens Child into Household Violence and Intimate Partner Violence
    - Combine Failure to Thrive/Malnutrition/Dehydration
Family Violence Threatens Child

- **Household Violence**
  - Household members engage in any violent behavior that demonstrates a wanton disregard for a child’s safety and/or could reasonably result in injury to the child.

- **Intimate Partner Violence**
  - Includes the dynamics of establishing power, control, or coercion perpetrated by one intimate partner over another that includes actions that have caused, or could cause, the child’s physical, mental or emotional health to be significantly impaired
DCF Investigations Proficiency Process

- Part of this year’s Priority of Efforts (POE)
- Candidates – DCF Investigations Supervisors (CPIS) & Programs Administrators (PA)
- Timeline - September 14, 2016 through June 30, 2017
DCF Investigations Proficiency Process

- Reviewers will include OCW CCSPE and Action for Child Protection
- It contains two (2) steps for both the CPIS process and the PA process
  - Consultation component
  - Case review component
- Preparation
  - Documentation will be a very big component of the Proficiency Process
  - Understanding and utilizing CFOPs will be a tremendous help in preparation and implementation of the process.
Strengthening Child Safety Practice Through Technology

- Enhancement to FSFN will include:
  - Child Protective Investigations Refinements
  - Ongoing Case Management Refinements
  - New Child Placement Agreement
  - CBC Data Reporting Enhancements

Additional information and training opportunities on the way!