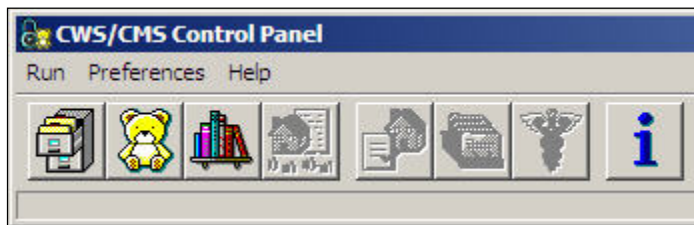


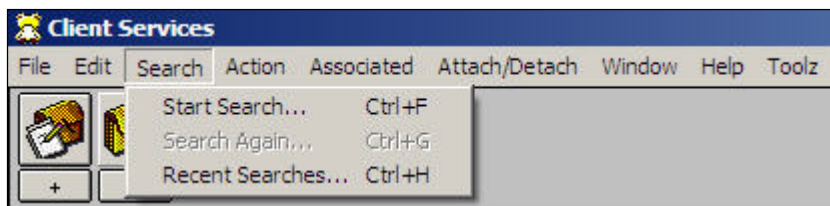
Researching Client Referral and Case History

Search for Client

1. To open **Client Services** click on the Teddy Bear icon.



2. Click on **Search** and from the drop down menu select **Start Search**.



3. On the Search dialog box enter the Last and First Name, then enter the client's date of birth in the appropriate fields. Click the **OK** button.

A screenshot of the 'Search' dialog box. It has a title bar with a close button. The 'Search Type' dropdown is set to 'Client'. There are 'OK', 'Cancel', and 'Help' buttons on the right. The main area contains a list of fields for client information, each with a search icon (magnifying glass) to its right. The fields are: Last Name (E), First Name (Ben), Middle Name, Social Security Number, Gender, Approximate Age, Ethnicity, Street Number, Street Name, City, County of Residence (Sacramento), State (California), ZIP Code, Date of Birth (02/01/2002), and Home Phone. On the right side of the dialog, there are three checkboxes: 'Phonetic Name Search' (checked), 'Phonetic Street Name Search' (unchecked), and 'Partial Address Match' (unchecked).

Researching Client Referral and Case History

- Highlight the client and double-click to open the **Client Abstract** page.

Note: To access clients in your county who are marked as 'Sensitive', you must have the 'Sensitive Persons' privilege set up in Resource Management.

Search Information																									
Status Sending query to host...10/7/2010 1:55:55 PM Host is processing query...10/7/2010 1:55:55 PM Processing Complete!...10/7/2010 1:56:00 PM				Search Criteria																					
				Phonetic Search	Yes																				
				Phonetic Street Search	No																				
				Partial Address Search	No																				
				Last Name	E																				
				First Name	Ben																				
<table border="1"> <thead> <tr> <th></th> <th>Sensitive</th> <th>Alert</th> <th>Name</th> <th>%</th> <th>Date of Birth</th> <th>SSN</th> <th>Gender</th> <th>Ethnicity</th> </tr> </thead> <tbody> <tr> <td>1</td> <td></td> <td></td> <td>E, Benjamin J</td> <td>100</td> <td>02/01/2002</td> <td>000-00-0033</td> <td>Male</td> <td>\white*</td> </tr> </tbody> </table>									Sensitive	Alert	Name	%	Date of Birth	SSN	Gender	Ethnicity	1			E, Benjamin J	100	02/01/2002	000-00-0033	Male	\white*
	Sensitive	Alert	Name	%	Date of Birth	SSN	Gender	Ethnicity																	
1			E, Benjamin J	100	02/01/2002	000-00-0033	Male	\white*																	

Referral History:

- On the **Client Abstract** page click on the **Referral History** tab.

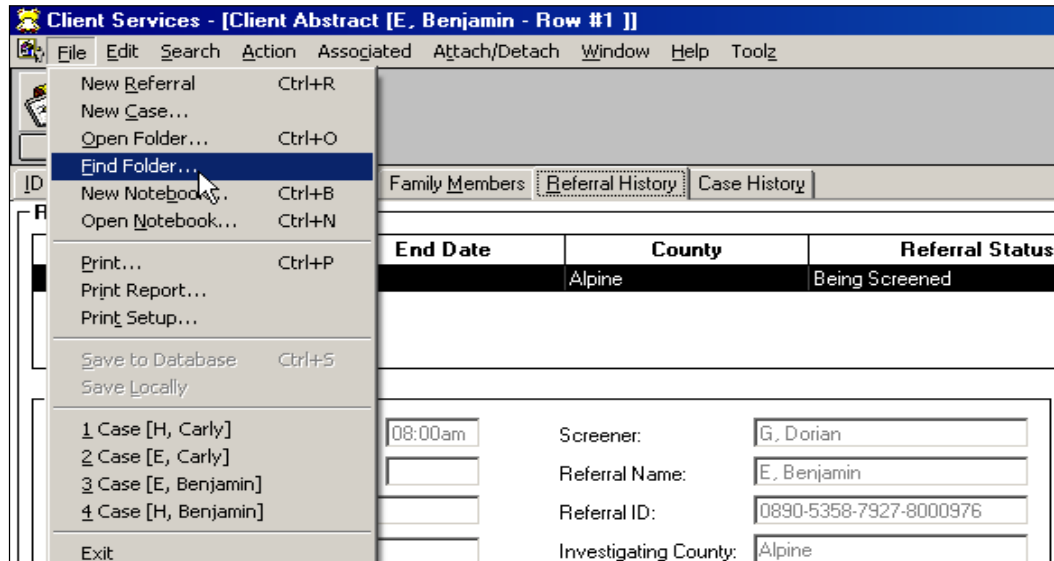
ID	Other Names	Other Addresses	Family Members	Referral History	Case History								
Referral History													
				<table border="1"> <thead> <tr> <th>Start Date</th> <th>End Date</th> <th>County</th> <th>Last Staff Person</th> </tr> </thead> <tbody> <tr> <td>12/01/2008</td> <td></td> <td>Alpine</td> <td>G, Dorian</td> </tr> </tbody> </table>	Start Date	End Date	County	Last Staff Person	12/01/2008		Alpine	G, Dorian	
Start Date	End Date	County	Last Staff Person										
12/01/2008		Alpine	G, Dorian										
Referral Specifics													
Received Date/Time:		12/01/2008	08:00am	Screener:									
Response Date/Time:				Referral Name:									
Response:				Referral ID:									
Closure Reason:				Investigating County:									
<input type="checkbox"/> Petition Filed		<input type="checkbox"/> Other Associated Referrals		<input type="checkbox"/> Family Refused Services									

- Highlight the **Referral ID** number in the Referral Specifics frame, right click to Copy.

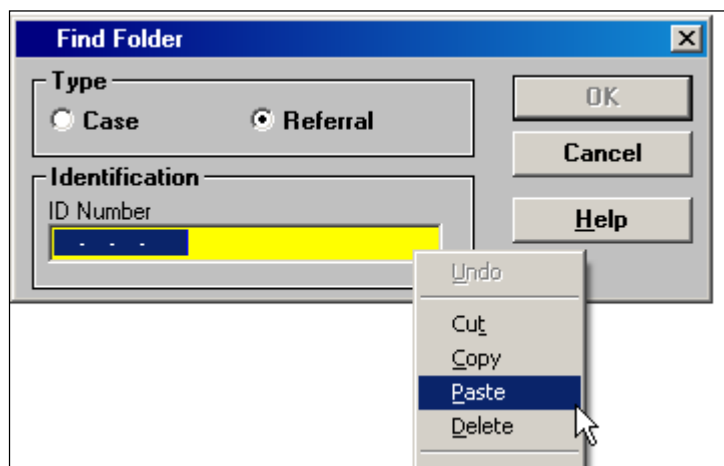
Referral Specifics			
Received Date/Time:		12/01/2008	08:00am
Response Date/Time:			
Response:			
Closure Reason:			
<input type="checkbox"/> Petition Filed		<input type="checkbox"/> Other Associated Referrals	
<input type="checkbox"/> Family Refused Services			
Screener:		G, Dorian	
Referral Name:		E, Benjamin	
Referral ID:		0890-5358-7927-8000976	
Investigating County:		Alpine	
Referral Clients			
	Name	DOB	Disposition
1	E, Benjamin J	02/01/2002	
2	E, Clyde H	03/01/1977	
3	E, Jennifer L	03/05/1978	
Allegations			
	Alleged Victim	Abuse Category	Alleged Perpetrator
			Disposition

Researching Client Referral and Case History

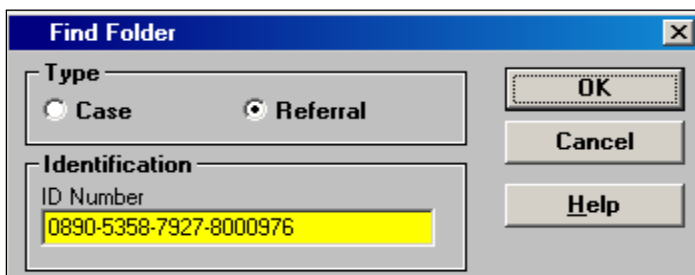
- Click **File** and select **Find Folder** from the drop down menu.



- In the **Find Folder** dialog box, check the radio button for **Referral**. Right click the mouse to paste the **ID Number** in the **Identification** field.



- Click the **OK** button to open the Referral for the chosen client.



Researching Client Referral and Case History

Print Screener Narrative

10. Select the Referral Management (Green) section, and click on the Open Existing Documents icon.

Client Services - [Referral Management]

File Edit Search Action Associated Attach/Detach Window Help Toolz

Summary ID Reporter Assignment Spec Proj

Referral Summary

Referral Name Lear, Eva		Referral ID 0987-8158-3115-4000600
Received Date 07/22/2014	Received Time 08:30am	Investigating County Lassen
Status		Staff
Referral Status Under Investigation		Screener Binkley, Cheryl
Completed Due Date 08/01/2014	Original End Date 08/01/2014	Primary Staff Person Binkley, Cheryl

11. Select the Screener Narrative document and click OK to open the document. Click File and select Print from the drop-down menu to print the document.

Client Services - [Referral Management]

File Edit Search Action Associated Attach/Detach Window Help Toolz

Summary ID Reporter Assignment Spec Proj

Identification and Common Address

Referral Identification

Date	Time
09/03/2004	01:04pm

Screener
W, Chris

Common Address

Street No.	Street Name
821	No Way

City
Sacramento

County
Sacramento

Address Comment

Screener Alerts
Parents speak Spanish only. F

CACI Notice to Perpetrator

+	Date Sent
---	-----------

Date Sent

Delivery Method

☐ In Person ☐ By Mail

Perpetrator

Open Notebook

Select Item to Open
Document - Referral Load

For this Referral

	Local	ID	Name	Received Date	Time
1	<input checked="" type="checkbox"/>	1152-1435-0141-6000018	Pedro L	09/03/2004	01:04 PM

Open this Document - Referral

	Title (Type)	File Name	Ext	Size	Date/Time
1	Emergency Response Referral Document	inerr_00.DOC	doc		2004-09-10-13:19
2	Screener Narrative	inalg_00.DOC	doc		2004-09-10-13:19

OK Cancel New Remove Sort... Help

Researching Client Referral and Case History

Review and Print Referral Response

- Go to the **Summary** tab to determine how the referral was handled. The Response Type could either be Evaluate Out (EO) or it could be give an Immediate or a "number of days" (5 or 10 Days) Response.

Client Services - [Referral [Collins, Roxan]]

File Edit Search Action Associate

Summary ID Reporter Assignment Spec Proj

Referral Summary

Referral ID: 1272-0500-1

Referral Name: Collins, Roxan

Time: 11/07/2013 05:09pm

Investigating County: Ventura

Status

Referral Status: Closed

Completion Due Date: 01/06/2014

Response: Evaluate Out

Approval Status: Approved

Staff

Screener: [Name]

Contact Information

First Contact Date: 11/07/2013

First Contact Time: 05:09pm

EO

Client Services - [Referral [Hausken, Crystal]]

File Edit Search Action Associated Attach

Summary ID Reporter Assignment Spec Proj

Referral Summary

Referral ID: [Redacted]

Referral Name: Hausken, Crystal

Time: 12/07/2013 05:09pm

Investigating County: Ventura

Status

Referral Status: Closed

Completion Due Date: 01/06/2014

Response: Immediate

Approval Status: [Redacted]

Staff

Screener: [Name]

Contact Information

First Contact Date: 12/07/2013

First Contact Time: 05:09pm

Immediate

- If the referral was Evaluated Out, go to **Action** and choose **Determine Response** from the drop-down menu.

Client Services - [Referral [Pedro L]]

File Edit Search Action Window Help Tools

Summary ID Reporter Assignment Spec Proj

Identification and Control

Date: 09/03/2004

Time: 01:00pm

Screener: W, Chris

Common Address

Street No.: 821

Street Name: No Way

City: Sacramento

County: Sacramento

Address Comment: [Redacted]

Screener Alerts

Parents speak Spanish or [Redacted]

CACI Notice to Perpetrator

Date Sent: [Redacted]

Action

- Merge Substitution
- Merge Client...
- Merge Substitute Care Provider
- Add Associated Referral...
- Determine Response...**
- Information And Referral...
- Edit Allegation Conclusion
- Update Allegation Perpetrator
- Client Disposition...
- Create Continued Hearing
- Create Next Hearing
- Create Amended Petition
- End Case...
- Reopen Closed Case
- Change Placement Home
- Update Placement
- Insert Placement
- Migrate SOC 158 Info...
- View Counts
- Limit Access...
- Approval...

Determine Response

Researching Client Referral and Case History

- a. You will receive a new dialog box that gives you the information about why the case was not further investigated. This is what the **Determine Response** screen will look like:

The **Determine Response** dialog box contains the following fields and sections:

- Decision:** A dropdown menu with "Evaluate Out" selected.
- Agency Referred To:** A dropdown menu with "Not Referred" selected.
- Rationale:** A text box containing "Allegations do not meet the State requirement for investigation".
- Approval:**
 - Approval Status:** A dropdown menu with "Approved" selected.
 - Date:** A text box with "11/12/2013".
- Response Guidelines:** A section with seven questions, each followed by "Yes" and "No" radio buttons:
 - Is there sufficient information to locate the family?
 - Is this an open service case with DSS AND is the current intervention adequately addressing the problem described in the allegation?
 - Does the allegation meet one or more of the legal definitions of abuse?
 - Is the perpetrator a caretaker of the child or is there reason to believe that the caretaker was negligent in allowing or unable or unwilling to prevent the perpetrator having access to the child?
 - Are specific acts and/or behavioral indicators of abuse, neglect, or exploitation included in the allegation?
 - Does additional information obtained from collateral contacts or record material invalidate the report?
 - Does this report represent one in a series of previously investigated, unsubstantiated or unfounded reports from the same party in which no new allegations or risk factors are revealed?
- Advice:** A large text area for additional notes.

Buttons on the right side include **OK**, **Cancel**, **Approval...**, and **Help**.

- b. To print a copy of this information, press the "Print Scrn" button on your keyboard. Open MS Word, paste the screen shot into the document, and print.
14. If there was an immediate or a "number of days" response associated with the Referral, take the following steps to print a **Delivered Service Log**:
- a. On the tool bar menu, choose **File** and then **Print Report**. The **Print Report** dialog box will appear. In the **Area of Interest** field, select **Services Reports**. Click on **Print**.

The **Print Report** dialog box includes the following elements:

- Area of Interest:** A dropdown menu with "Services Reports" selected. A blue callout box points to this field with the text "Area of Interest".
- Report Name:** A text box containing "Delivered Service Log".
- Buttons:** **Print**, **Print Preview**, **Print with Multi Selection**, **Cancel**, and **Help**.

Researching Client Referral and Case History

- b. The **Select Folder** dialog box will appear. In the **Item to Select** field, choose **Referral** and then click on **Load**. Highlight the Referral you are working on and click **OK**.

Select Folder

Item to Select: Referral

Load

Select this Referral

	Local	ID	Name	Received Date	Time
1	<input checked="" type="checkbox"/>	1152-1435-0141-6000018	Pedro L	09/03/2004	01:04 PM

OK, Cancel, Sort..., Help

- c. A **Select On Behalf of Child** dialog box will appear. Highlight all names listed and then click on the "OK" button.

Select On Behalf Of Child

On Behalf Of Child

Hausken, Lynsey - 0305-7879-9294-5080240 - Hausken, C
Hausken, Victoria - 0305-7879-9294-5080240 - Hausken, C

OK, Cancel, Help

- d. A **Delivered Services Select Filter** dialog box will appear. Change the **Date Range** to match your Referral History search range. It is important that you mark the checkbox and answer Yes to print the narrative for all three categories: Contacts, Services, and Visits. Then click **Apply**.

Delivered Service Select Filter

Date Range: From 12/01/2013 To 01/29/2014

Apply, Cancel, Help

Service Log: Do you want to print narrative?

☒ Contacts ☒ Yes ☐ No

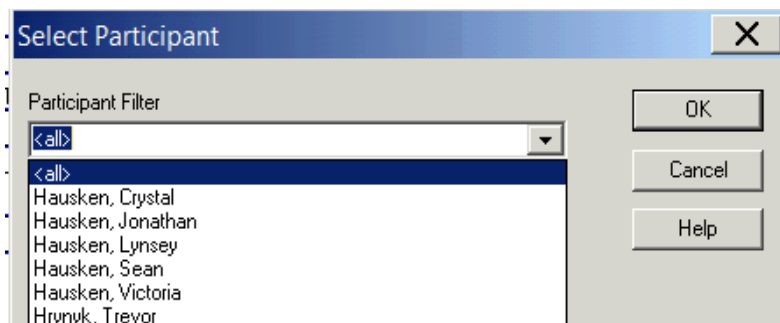
☒ Services ☒ Yes ☐ No

☒ Visits ☒ Yes ☐ No

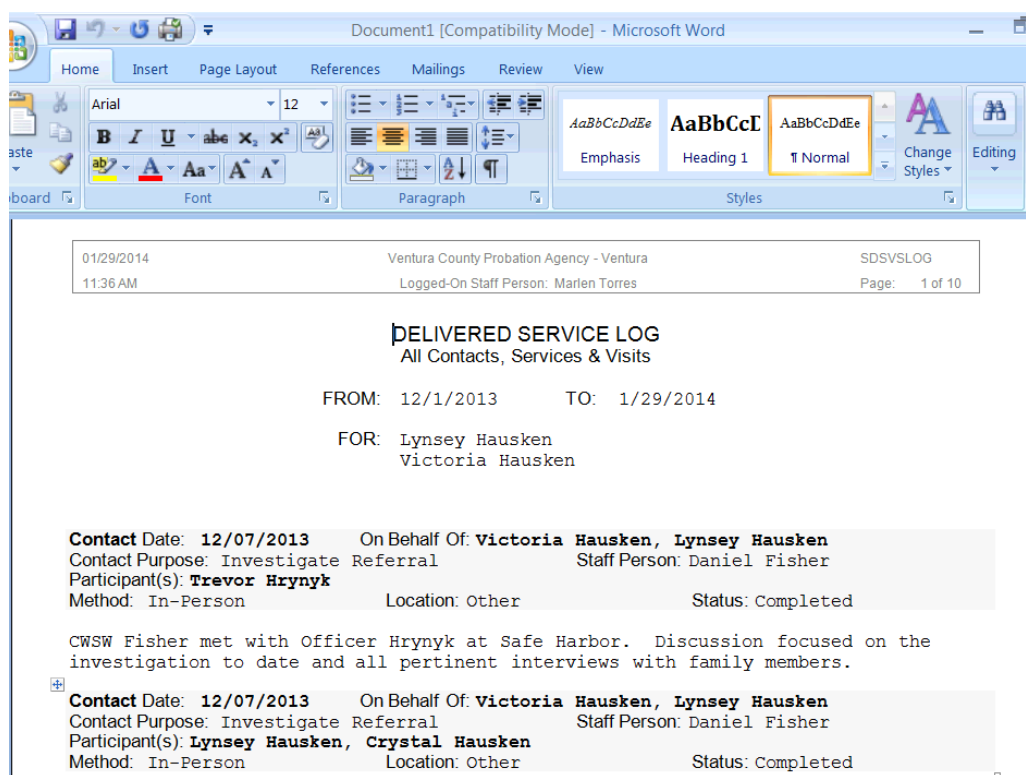
Check all boxes, Check YES for all, Apply

Researching Client Referral and Case History

- e. A **Select Participant** dialog box will appear asking you which participants you would like included in the report. Always choose **<all>** and then click **OK**.



- f. You will then be routed to the **Delivered Service Log**. This will provide the narrative of each face-to-face contact in the Referral.



Researching Client Referral and Case History

Print Investigative Narrative

15. Select the Referral Management (Green) section, and click on the Open Existing Document icon. *Note: Not all counties use the Investigative Narrative document.*

Client Services - [Referral]

File Edit Search Action Associated Attach/Detach Window Help Toolz

Summary ID Reporter Assignment Spec Proj

Referral Summary

Referral Name: Lear, Eva Referral ID: 0987-8158-3115-4000600

Received Date: 07/22/2014 Received Time: 08:30am Investigating County: Lassen

Status

Referral Status: Under Investigation

Completed Due Date: Original End Date:

Staff

Screener: Binkley, Cheryl

Primary Staff Person:

16. Select the Investigative Narrative document and click OK to open the document.

Open Notebook

Select Item to Open

Document - Referral Load

OK Cancel New Remove Sort... Help

For this Referral

	Local	ID	Name	Received Date	Time
1	<input checked="" type="checkbox"/>	0735-1159-3380-0000018	Pedro L	09/15/2004	09:33 AM

Open this Document - Referral

	Title (Type)	File Name	Ext	Size	Date/Time
1	Emergency Response Referral Document	inerr_00.DOC	doc		2004-09-15-12.03.
2	Investigation Narrative	inin_02.DOC	doc		2008-07-24-15.56.
3	Screener Narrative	inac_03.DOC	doc		2008-07-24-15.56.

Investigative Narrative

Researching Client Referral and Case History

- Once the document opens, click **File** and select **Print** from the drop-down menu to print the document.

CHILD(REN) NAME	CHILD I.D. #
<hr/>	
<div>Referral Number: 1663-5838-1092-1000018 Referral Date: 06/07/2005</div>	
<div>+</div> <div>INVESTIGATION NARRATIVE</div> <div>I arrived at the L residence to contact Pedro, his mother Pearl L, and his maternal grandmother Felicia J. They were all hesitant to talk to me at first, and when I confronted Pearl about Pedro's injuries, she said they happened accidentally. When I asked Pedro if his father hits him, he said, "Yes, when I'm bad." I could see bruises on the inside of his left arm and on his legs. When I asked Pearl about the bruises on Pedro's legs again, she admitted that her husband Joseph is abusive toward Pedro. Pedro's grandma then told me that Joseph hits Pedro and Pearl, and he should be "thrown in jail" for beating them so badly. She lifted Pedro's shirt to show me bruises on his back. She also informed me that Pedro has a sister sleeping in the other room (Pauline). I determined that both Pedro and his sister Pauline should be taken into protective custody. Pedro's sister has not been abused, but I feel she is at risk due to the abuse of Pedro. Will open a new case for both Pedro and Pauline.</div>	

View Allegation Conclusion(s)

- Click on the Existing Allegation icon in the Referral Management (green) section.

The screenshot shows a software window with a menu bar (File, Edit, Search, Action, Associated, Attach/Detach, Window, Help, Toolz) and a toolbar. The toolbar contains several icons, including a green icon labeled 'Open Existing Allegation' which is highlighted by a blue callout bubble with the text 'Existing Allegation'. Below the toolbar, the 'Summary' tab is selected, showing 'Referral Identification' and 'Common Address' sections. The 'Referral Identification' section includes fields for Date (09/15/2004), Time (09:33am), Screener (W, Chris), Method (Telephone), and Primary Agency Responsible (County Welfare Department). The 'Common Address' section includes fields for Street No. (821), Street Name (No Way), City (Sacramento), State (California), ZIP (95819), and Phone ((916) 000-4355). There is also a 'Location of Children' field with the text 'In the home. At school from 8:30-3:20'.

Researching Client Referral and Case History

19. Select an allegation in the **Open This Allegation** box and click **OK**.

Open Notebook

Select Item to Open: Allegation Load

For this Referral

	Local	ID	Name	Received Date	Time
1	<input checked="" type="checkbox"/>	0735-1159-3380-0000018	Pedro L	09/15/2004	09:33 AM

Open this Allegation

	Alleged Victim	Abuse	Alleged Perp	Allegation Conclusion
1	L, Pauline	At Risk, sibling abused	L, Joseph	Substantiated
2	L, Pedro	Physical Abuse	L, Joseph	Substantiated

Buttons: **OK**, **Cancel**, **New**, **Remove**, **Sort...**, **Help**

20. Click on the **Conclusion** page to view allegation conclusion.

Client Services - Referral [Pedro L] - [Allegation [L, Pedro (12)]]

File Edit Search Action Associated Attach/Detach Window Help Toolz

Conclusion

Current Conclusion

People Involved

Alleged Victim: L, Pedro
 Abuse Category: Physical Abuse
 Alleged Perpetrator: L, Joseph

Abuse Information

	Abuse Subcategory	Body Part
1	Bruises, Welts, Abrasions, Scratches	Leg
2	Bruises, Welts, Abrasions, Scratches	Back
3	Bruises, Welts, Abrasions, Scratches	Arm

Conclusion Date: 07/24/2008
Allegation Conclusion: Substantiated

Conclusion Description: Pedro suffered injuries as a result of a physical beating by his father, Joseph.

Conclusion History

Allegation Conclusion History

	Date	Conclusion	Grievance	Name
1	07/24/2008	Substantiated		W. Chris

Allegation Conclusion modified as a result of DOJ Grievance?
☐ No ☐ Yes

21. Each allegation must be opened to view the individual conclusion information.

22. Repeat steps 2-19 for each referral involving the chosen client.

Researching Client Referral and Case History

Case History:

23. Follow steps 1 thru 4 above on pages 1-2.

24. On the **Client Abstract** page click on the **Case History** tab.

ID	Other Names	Other Addresses	Family Members	Referral History	Case History
Case History					
	Case ID	Case Name			
1	0185-5993-3707-0000976	E, Benjamin			
2	0533-2777-7854-2000976	H, Carly			

Last Service Component: Last Office Name:

Case Closure Reason:

Name

Name: Phone: Ext:

25. Write down the Case ID number shown in the Case History frame. There is no copy/paste function available for a Case.

26. Click the **File** drop down menu option and select **Find Folder**.

File Edit Search Action Associated Attach/Detach Window Help Toolz

- New Referral Ctrl+R
- New Case...
- Open Folder... Ctrl+O
- Find Folder...**
- New Notebook... Ctrl+B
- Open Notebook... Ctrl+N
- Print... Ctrl+P
- Print Report...
- Print Setup...
- Save to Database Ctrl+S
- Save Locally
- 1 Case [E, Benjamin]
- 2 Referral [E, Benjamin]
- 3 Case [H, Carly]
- 4 Case [E, Carly]
- Exit

Family Members Referral History Case History

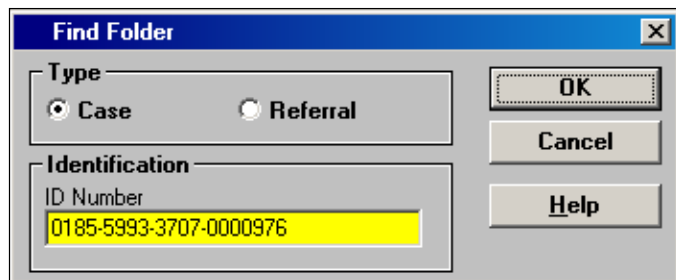
	Case Name
	E, Benjamin
	H, Carly

Emergency Response Last Office Name: Main Office

Name: G, Dorian Phone: (530) 000-6586 Ext:

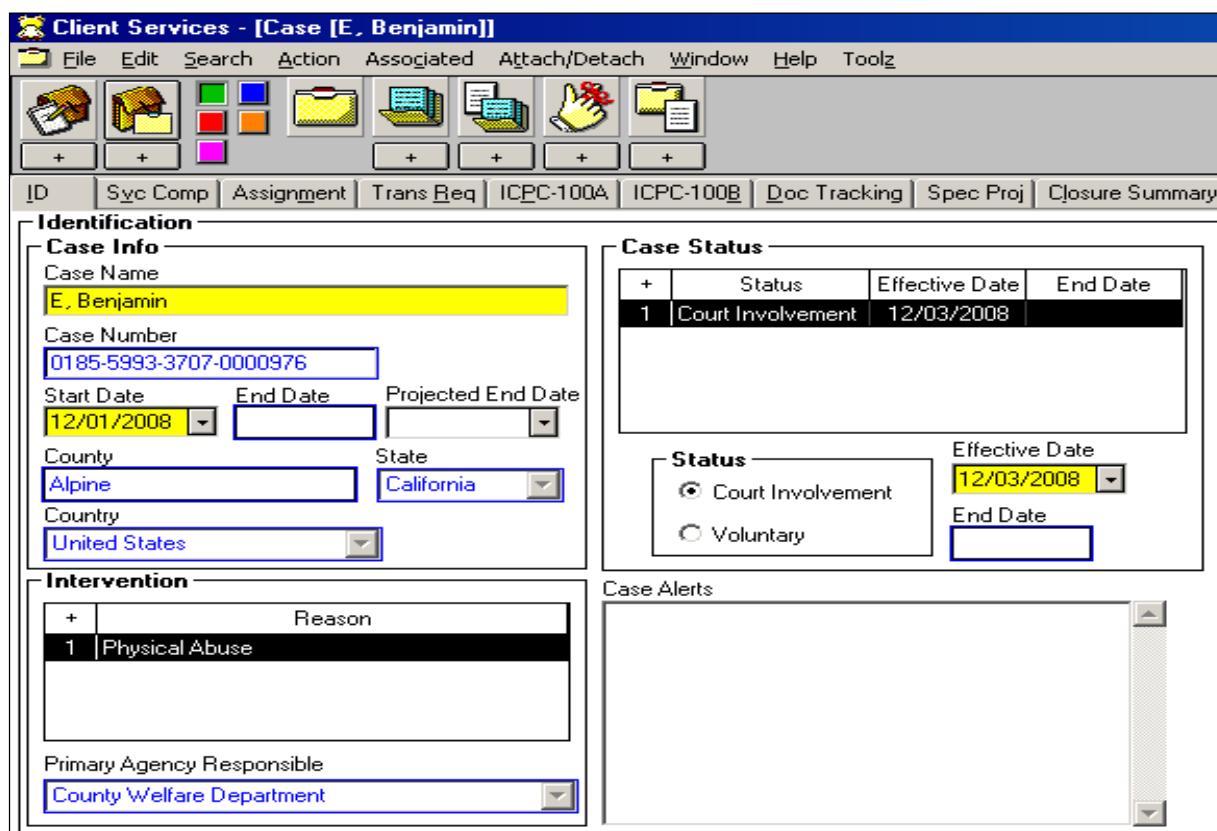
Researching Client Referral and Case History

27. In the **Find Folder** dialog box, click in the **ID Number** field and enter the ID Number you previously wrote down from the **Case History** page. Click **OK**.



The **Find Folder** dialog box has a title bar with a close button. It contains two sections: **Type** with radio buttons for **Case** (selected) and **Referral**; and **Identification** with a text field for **ID Number** containing the value **0185-5993-3707-0000976**. On the right are buttons for **OK**, **Cancel**, and **Help**.

28. The Case for the chosen client opens on the Case ID page.



The **Client Services - [Case [E. Benjamin]]** window features a menu bar (File, Edit, Search, Action, Associated, Attach/Detach, Window, Help, Tools), a toolbar with icons for file operations, and a tabbed interface. The **Identification** tab is active, showing the following sections:

- Case Info**:
 - Case Name: **E. Benjamin**
 - Case Number: **0185-5993-3707-0000976**
 - Start Date: **12/01/2008**, End Date: (empty), Projected End Date: (empty)
 - County: **Alpine**, State: **California**
 - Country: **United States**
- Case Status**:
 - Table:

	Status	Effective Date	End Date
1	Court Involvement	12/03/2008	
 - Status: **Court Involvement** (selected), Voluntary (unselected)
 - Effective Date: **12/03/2008**, End Date: (empty)
- Intervention**:
 - Table:

	Reason
1	Physical Abuse
 - Primary Agency Responsible: **County Welfare Department**
- Case Alerts**: (empty list area)

Researching Client Referral and Case History

Print Court Reports

29. Select the **Court Management** (pink) section and click on the **Existing Document** icon.

Court Mgmt

Existing Document

Identification

Case Info

Case Name: M. Nicholas

Case Number: 0303-0982-8848-8000018

Start Date: 08/30/2004 End Date: Projected End Date:

County: Sacramento State: California

Country: United States

Case Status

	Status	Effective Date	End Date
1	Court Involvement	08/30/2004	

Status

☒ Court Involvement ☐ Voluntary

Effective Date: 08/30/2004 End Date:

Intervention

	Reason
1	Physical Abuse

Primary Agency Responsible: County Welfare Department

Case Alerts

30. Select the desired court report and Click **OK**.

Open Notebook

Item to Open: Document - Court

Open this Document - Court

	Hearing Date	Title (Type)	File Name	Ext	Size	Date
1	12/01/2004	1 Jurisdiction Report	ct1ju_00.DOC	doc		2004-10-
2	12/01/2004	1 Declaration of Due Diligence	ctsea_00.DOC	doc		2004-10-
3	12/01/2004	1 Juvenile Petitions w&IC 300, 342, 387	ju100_00.DOC	doc		2004-10-
4	10/15/2004	0 Detention Report	ct1de_00.DOC	doc		2004-10-

OK

Cancel

Remove

Sort...

Help

Researching Client Referral and Case History

31. The court report will generate in MS Word.

ctlju_00 [Compatibility Mode] - Word

1 Child Welfare Services /
2 Child Protection
3 800 J St
4 Sacramento, California 95810
5 Chris W
6 (916) 000-2110
7 ER3
8 DSS No. 0000054

9
10
11
12
13
14
15
16
17
18
19
20
21

**SUPERIOR COURT OF CALIFORNIA
COUNTY OF SACRAMENTO**
2020 False Street, Sacramento, California 95814

JURISDICTION REPORT

<u>Hearing Date</u>	<u>Hearing Time</u>	<u>Dept./Room</u>	<u>Hearing Type/Subtype</u>
11/15/2004	08:10am	421	Jurisdiction/Disposition / 300; Jurisdiction/Disposition / 300

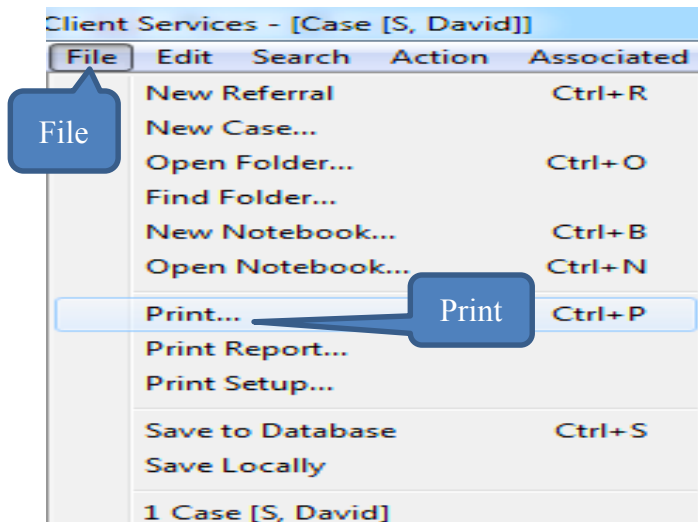
IN THE MATTER OF

<u>Name</u>	<u>Date of Birth</u>	<u>Age</u>	<u>Sex</u>	<u>Court Number</u>
Mary S	02/24/1992	12	F	
David S	11/16/1997	6	M	588230000

SUMMARY RECOMMENDATION

█

32. Click on File and select Print from the drop-down menu to print the document.

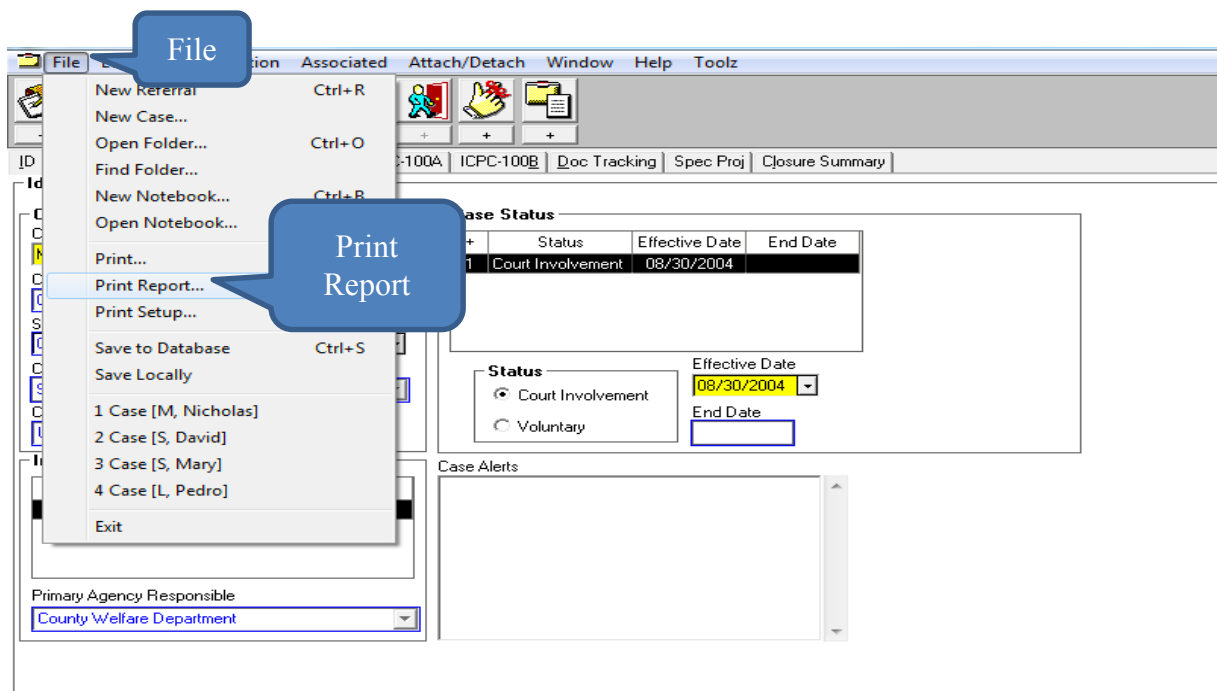


33. Repeat steps 22 through 24 for each desired court report.

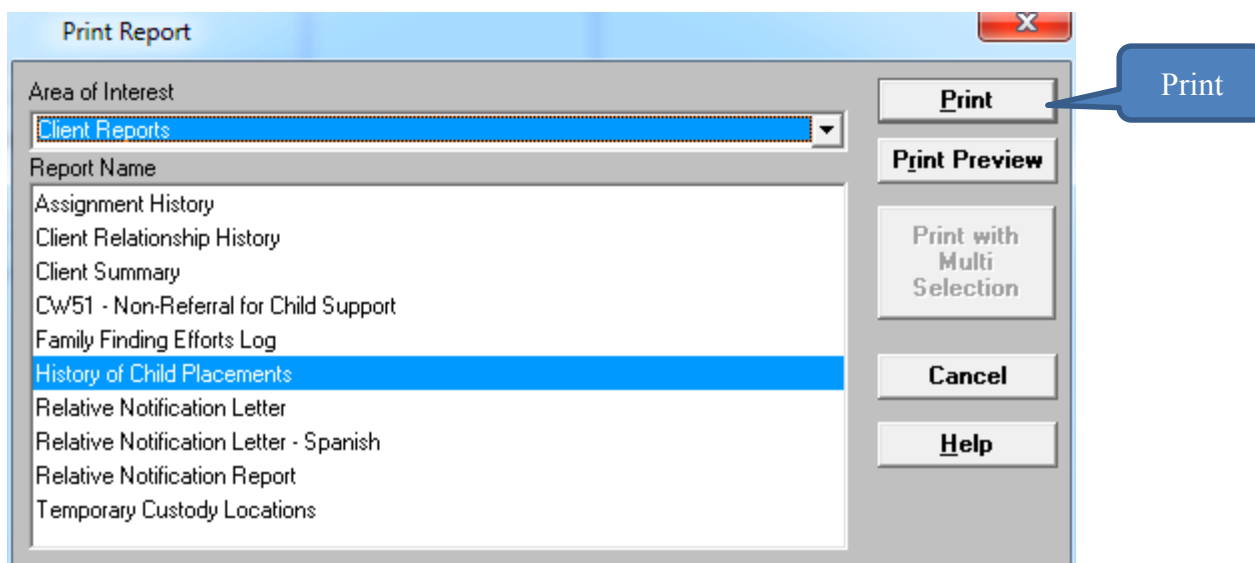
Researching Client Referral and Case History

Print Placement History

34. With the case still open (or open case using steps 1-4 and 17-21,) click on **File** and select **Print Report** from the drop down menu.



35. In the **Area of Interest** field, select **Client Reports**, and in the **Report Name** drop down menu, select **History of Child Placements**. Click **Print**.



Researching Client Referral and Case History

36. A **Select Notebook** dialog box will appear. The **Item to Select** field should default to **Client**. If not, click the down arrow on the right side of the field to select **Client**. Then click on the client name in the **Select This Client** box below.

	Name	Age(Yrs)	Gender	Birth Date
1	M. Nicholas	13	Male	10/03/2001
2	M. Stephen	10	Male	09/08/2004

37. In the **Select Agency Responsible Type** dialog box which appears, select **All Agency Types** and click **OK**.

38. The History of Child Placements Report will provide the following information:

History of Child Placements Report					PL-HCHLDP
					Page 1
County	Agency	Department			
Office Name	Unit	Staff Person	Staff Person ID		

History of Child Placements for
ID :

Name / Address / Phone	Placement Home Type / Reason for Change or Termination	Agency Responsible	Start Date	End Date