CASE CONSULTATION FRAMEWORK USING THE HOTLINE TOOLS

Assessing households and caregivers	How many households does the child live in? Who are the caregivers in each? Which households/caregivers are the caller concerned about?
Key decisions	Does this call require an in-person response from CWS? Is so, how quickly do we need to respond? If not, should some other action be taken?
Preliminary screening	• Is information available that rules out a response, or is the decision about a response already known? • Are cross-reports to Community Care Licensing, law enforcement, or another county needed? • Does response require actions to assess child safety in placement?
Screening criteria	• Does the provided information meet the definition of child abuse or neglect? (caregiver actions/impact on the child) • What does the reporter know about what is working well that makes them less worried?
Screening decision overrides	Are there any policy or discretionary exceptions to our response decision?
Response priority trees	What does the caller know about circumstances in the household that might put children in immediate danger?
Response priority overrides	Are there any exceptions to our response priority assessment?
Agreements on response/ response priority decision	Using a scale of 1–10, let's rate our agreement on next steps.
Path decision	If evaluate out, is this referral appropriate for a community response?

CASE CONSULTATION FRAMEWORK USING SAFETY ASSESSMENT

Assessing households and caregivers	How many households does the child live in? Who are the caregivers in each? Which households are we assessing?
Key decisions	Is the child(ren) safe in the household? If not, what immediate actions are needed to control safety threat?
Assessment of children in the household	• Who are the children in this household? • What are the vulnerabilities of the most vulnerable child? (context for applying threshold of a safety threat that may require immediate action)
Safety threat assessment and caregiver complicating behaviors	• Are there any immediate severe threats to safety in the household? What are the specific behavioral details? (caregiver action and impact on the child) • Do caregiver complicating behaviors make planning for the child's safety more difficult? (complicating behaviors)
Household strengths and protective actions	• If one or more safety threats exist, what are the household strengths and protective actions of the caregiver, the child (if appropriate), and the household's network? • Can one or more of these strengths/protective actions be used now to safety plan? What efforts have been made?
In-home interventions and placement interventions	• What actions can the family and its network take immediately to control the danger? • How can we tell that these actions are happening/ working? When can we review/update the plan? • Using scale, rate confidence in safety intervention.
Family engagement and collaborative planning	• Were efforts made to engage the family in a shared understanding of safety threats and safety planning? • Were network members identified and engaged?
Safety decision	Using a scale of 1–10, let's rate our agreement on next steps.

CASE CONSULTATION FRAMEWORK USING RISK ASSESSMENT

Assessing households and caregivers	• How many households does the child live in? • Who are the primary and secondary caregivers in each? • Which households are we assessing? • What do you know about history of current caregivers?
Key decisions	Should this family receive child welfare services at this time? If not, are there differential or alternative services to recommend? What intensity and frequency of contact is needed for this case?
Analysis of risk factors that account for household risk classification	• What are the historical or static risk factors in the household that account for the risk level? • What are the characteristics of the current investigation/incident? • What are the characteristics of children in the home? • What are the current or dynamic risk factors in the household that account for the risk level?
Policy and discretionary overrides to a higher risk level	Are there circumstances in the household not included in the assessment that increase the risk level or make it important to open a case/see a family more frequently?
Case action	• What is the final risk level? • Are there any unresolved safety threats? (triaging safety and risk results)
Family engagement and collaborative planning	• Have results been discussed with the family? • Have services been offered to a high/very high-risk family? If so, what plan do we want to develop to support the family in reducing likelihood of future system involvement?
Agreement on case promotion decision	Using a scale of 1–10, let's rate our agreement on next steps.

CASE CONSULTATION FRAMEWORK USING FAMILY STRENGTHS AND NEEDS ASSESSMENT

Assessing households and caregivers	- How many households that the child lives in will have a case plan? - Who are the primary and secondary caregivers in each? - Which households are we assessing?
Cultural and household context of caregiver and child/youth	- What is the household/cultural context that may impact child safety and well-being? - What are the caregiver's perspectives on how cultural/family norms impact their ability to create safety, stability, and well-being for children in the household?
Priority strengths of caregiver	What areas of caregiver functioning contribute to safety for children in the household? How can these strengths be part of the case plan?
Priority needs of caregiver	- What areas of caregiver functioning contribute most directly to current safety threats or risk factors in the household? - What are the impacts of caregiver trauma or prior adverse experiences with the agency/society?
Priority strengths of child(ren)	- What are the strength areas of child functioning? - How can these areas of strength be supported?
Priority needs of child(ren)	- What are the priority need areas for the child? - What are the impacts of trauma?
Desired caregiver behaviors that indicate priority need has been addressed	- When safety threats are resolved, what will the caregiver be doing differently? - What impact will that have on the child?
Family engagement and collaborative planning	- Was the assessment completed as part of a home visit or formal family meeting? - Were results of the FSNA shared with the family? - What is the family's perspective on priority needs and strengths? - Were case plan goals and objectives developed in partnership with the family? - How has the family's network been involved? - What action steps and services support behavior change? - How will we be able to measure change? - Was a progressive visitation plan developed with the family?
Agreement on FSNA results and case plan development	Using a scale of 1–10, let's rate our agreement on next steps.

CASE CONSULTATION FRAMEWORK USING REUNIFICATION REASSESSMENT

Assessing households and caregivers	• How many households are we assessing for this review? • Are different reassessments needed for separate households? • Does this household have at least one child in out-of-home care? • Who are the caregivers in the case plan?
Decision	Do we make a recommendation to reunify, terminate family reunification services, or continue family reunification services at the next hearing?
Why is this child under the protection of the juvenile court or in voluntary family reunification?	• What were the original safety threats? • What was the initial risk level? • Review harm and danger statements. • Review goal statement.
Risk Reassessment	• How has the household risk level changed? • Has the risk level dropped to one that is acceptable? • Any new substantiated incident of maltreatment? • What progress has been made in demonstrating behaviors of safety? • Is there any reason to adjust risk level up or down?
Parent's progress in visitation	• Did they participate regularly? • Did they demonstrate new desired behaviors? • Did visitation become progressively liberalized? • How have the supervision levels changed during the review period?
Household safety reassessment	• Have the safety threats that prompted removal been resolved or controlled? • Does the household have new safety threats?
Family engagement and collaborative planning	• How has/can the family be engaged in reassessment processes? • Was the reassessment process explained to the family during the service period? • How has/can the network be engaged in planning for next steps?
Permanency timeline assessment	• How old is the youngest child in the sibling group? • Which status review hearing? • Is there substantial probability of return at the next hearing? • Was there a circumstance of no contact from the parent (agency and child) during the review period? • Has any child been in out-of-home care 15 of the last 22 months?
Agreement on reunification decision	Using a scale of 1–10, let's rate our agreement on next steps.

CASE CONSULTATION FRAMEWORK USING THE RISK REASSESSMENT FOR IN-HOME CASES

Assessing households and caregivers	• How many households are we assessing for this review? • Are different reassessments needed for separate households? • Does this household have all children at home? (If not, use Reunification Reassessment) • Who are the primary and secondary caregivers in the case plan?
Decision	Do we make a recommendation to close the case or continue services at the next review hearing?
Why is this child under the protection of the juvenile court or open for voluntary services?	Harm and danger statements and initial risk classification
How has the household risk level changed? **Has the risk level dropped to one that is acceptable?**	• Any new investigation of maltreatment? • Have household and caregiver functioning improved during review period? • What progress has been made in demonstrating behaviors of safety?
Household safety	• Are any unresolved safety threats in the home being controlled with a safety plan intervention? • Is the household currently safe?
Family engagement and collaborative planning	• How has/can the family be engaged in reassessment processes? • Was the reassessment process explained to the family during the service period? • How has/can the network be engaged in planning for next steps?
Agreement on case closure decision	Using a scale of 1–10, let's rate our agreement on next steps.