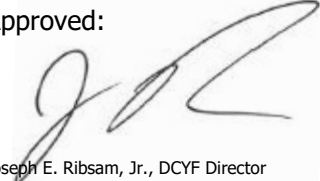
 <p>NH Department of Health & Human Services Division for Children, Youth & Families</p>	DCYF Standard Operating Procedure	
	1213.3 ACTIONS BASED ON DISPOSITION TYPES	
	Policy Directive: 22-10 Effective Date: May 2022 Implements Policy: 1213	Approved:  Joseph E. Ribsam, Jr., DCYF Director

This SOP outlines CPSW tasks based on the outcome of an Assessment.

Procedure

The following information is to support the implementation of the above referenced policy. This document shall not preclude staff from using their professional judgement based on individual circumstances, consistent with the requirements of the policy.

- I. For any Assessment determined **"Founded Problem Resolved"**:
 - A. Identify the individual allegations and the overall findings on the Assessment Findings Screen as "Founded, Problem Resolved";
 - B. Refer to policy 1214 for the applicable forms and process for providing notice to the perpetrator; and
 - C. Make referrals as appropriate:
 1. Make a referral to Community Based Voluntary Services (CBVS) on the contracted agency's referral form when the SDM tool rates "high" or "very high" risk and the child is determined to be safe;
 - (a) Ratings of "moderate" risk are eligible for CBVS referral after consultation with and approval by the Service Array Program Specialist;
 2. Refer to policy 1209 Voluntary Services if the family is offered and elects to open a voluntary Family Services case; or
 3. Identify and provide contact information for any community services that the family could benefit from to help prevent further child abuse or neglect, and to improve the home environment and the parent(s)/guardian(s)' ability to adequately care for the child.

- II. For any Assessment determined **"Founded, Services Only"** (Non-Court Agreement):
 - A. Refer to policy 1211 Non-Court Cases (B-Case) for applicable forms and process;
 1. Complete a non-court agreement with the person responsible for the child abuse and/or neglect;
 2. A Notice of Finding will not be sent;
 - B. Identify the individual allegations and the overall finding on the Assessment Findings Screen as "Founded, Services Only"; and

- C. Authorize services based upon the specific circumstances of the family.
- III. For any Assessment determined **"Founded, Court Action"**:
- A. Identify the individual allegations and the overall finding on the Assessment Findings Screen as "Founded, Court Action";
 - B. Refer to policy 1214 for the applicable forms and process for providing notice to the perpetrator;
 - C. Open a Family Services Case; and
 - D. Authorize services based upon the specific circumstances of the family.
- IV. For any Assessment determined **"Unfounded"**:
- A. Send the family a closing letter indicating that the Assessment has been closed as "Unfounded"; and
 - B. Make referrals as appropriate:
 - 1. Make a referral to CBVS on the contracted agency's referral form when the SDM tool rates "high" or "very high" risk and the child is determined safe;
 - (a) Ratings of "moderate" risk and the child is determined safe are eligible for CBVS referral after consultation with and approval by the Service Array Program Specialist;
 - 2. Refer to policy 1209 Voluntary Services if the family is offered and elects to open a voluntary Family Services case; or
 - 3. Identify and provide contact information for any community services that the family could benefit from to help prevent further child abuse or neglect, and to improve the home environment and the parent(s)/guardian(s)' ability to adequately care for the child.
- V. For any Assessment determined **"Unfounded but with Reasonable Concerns"**:
- A. Identify the individual allegations and the overall finding as "Unfounded but with Reasonable Concerns";
 - B. Send a completed Notice of Unfounded but with Reasonable Concerns (Form 1213) to the parent(s)/guardian(s) with information on:
 - 1. Recommendations for ameliorative services necessary to help prevent child abuse or neglect, and to improve the home environment and the parent(s)/guardian(s)'s ability to adequately care for the child; and
 - 2. Contact information for the community supports or services; and
 - C. If the family wishes to engage, consider:

1. Making a referral to CBVS on the contracted agency's referral form when the SDM tool rates "high" or "very high" risk and the child is determined safe;
 - (a) Ratings of "moderate" risk and the child is determined safe are eligible for CBVS referral after consultation with and approval by the Service Array Program Specialist; or
2. Referring the family for a Voluntary Services case (refer to policy 1209).

VI. For any Assessment determined "**Incomplete**":

- A. Specific circumstances for an incomplete Assessment include:
 1. Court denied request;
 2. Intrastate referral;
 3. Interstate referral;
 4. No Police report; and
 5. Unable to Locate;
- B. Upon receipt of missing information, reopen the Assessment and update the Assessment Findings Screen (e.g. "Incomplete, No Police report" when a police report is later received); and
- C. Identify and provide the family with contact information for ameliorative services or protective treatment as appropriate based on case circumstances.
 1. This may include CBVS after consultation and approval by the Service Array Program Specialist.

VII. If a family is eligible for a referral and agrees to work with CBVS:

- A. Complete and send the CBVS referral form from the contracted service provider to the agency's Family Engagement Coordinator;
- B. Send a service authorization email to Provider Relations at DHHS.DCYFProviderRel@dhhs.nh.gov informing them a CBVS case will proceed which includes the following information:
 1. Start date/service authorization date that is the same date as on the referral form;
 2. Identified child name (typically oldest child) that is the "identified child" on referral form;
 3. Identified child DOB;
 4. Level of service: Community Based Voluntary Services;

5. Name of CBVS Provider agency; and
 6. Service authorization end date that is 6 months from the start date;
- C. If making a referral to CBVS and closing the Assessment *simultaneously*, close out the Assessment normally and proceed to the case connect screen in the DCYF electronic information system;
 - D. If making a CBVS referral *before* closing the Assessment, return to and complete case connect screen when ready to close to the Assessment;
 - E. Request Case Connect in the DCYF electronic information system and select "Community-based Voluntary Services case" for approval from Supervisor; and
 - F. The Supervisor will assign the case to the State Office inbox and close the Assessment.

VIII. If a family is eligible for a referral but declines CBVS:

- A. Proceed with closing the Assessment normally; and
- B. In the Assessment Closing Screen of the DCYF electronic information system, check the *Family Refused Prevention Plan* checkbox **and** write "CBVS" in the Notes section immediately below.
 1. These steps and consistent language are crucial for accurate queries for referrals and refusals for CBVS.

Frequently Asked Questions

Q1. Is there an easy way to determine 6 months from a service end date?

- A** Yes. Try this link [Calculator: Add to or subtract from a date \(timeanddate.com\)](http://timeanddate.com)

Applicable Forms

Form	Title
1213	Notice of Unfounded but with Reasonable Concerns

Glossary and Document Specific Definitions

A - B C - D E - F G - I J - L M - N O - Q R - S T - V W - Z

Document Change Log

PD	Modification Made	Approved	Date
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