

Questions for CRP visit to SCR  
October 14, 2005

1. What is the protocol for assigning/coding a call?
2. Is the screening tool used for every call or is there latitude in the type of questions asked?
3. Are the calls timed and if so, what happens if time runs out? Are there time parameters for calls?
4. If the goal of the center is to ensure that the local office of the Division of Youth and Family Services only gets "substantial" abuse and neglect cases, what happens to those cases that are considered borderline? Who do you refer them to and what happens once they are referred. Is there a follow up procedure? Does a timetable exist for referrals going to DPCP/CBH?
5. Who is keeping track of repeat referrals? Is there a different protocol for repeat referrals? Does the local office get notified of the referrals?
6. If the local office has an open case and there is concern that abuse is occurring, does the screening center follow the same protocol? If it does not rise to the level of abuse, does the local office get notified of the referral? If the local office is the referent does it not seem redundant that they must refer through the screening center? How does (or, Does?) the SCR know about currently open cases at the LO?
7. Have the response times changed for reports of abuse? Are all reports that rise to the level of abuse and/or neglect seen within 24 hours? What is the follow up once referred?
8. It has been rumored that referrals are only being accepted from professionals (schools, police, agencies, etc.) in that the information needed to possibly substantiate abuse would only be available from someone who has had contact with the family. What happens if a neighbor calls in a referral and they do not have all the necessary information? Who is responsible for securing the information? If the information can not be secured, what happens?
9. How much time does it take from time of referral at the screening center to referral of the case to the local office? Are there stats available on this? And, if so, what trends are you seeing?
10. Why has there been such a decrease in the amount of abuse referrals? Is it believed that previously the local offices accepted too many cases in the name of abuse? Is that such a bad thing if the family did get services? Why the drop in number of children in out-of-home placement?

11. How much communication exists between the local office and the screening center? Who are the liaisons between SCR and the L.O.? And what is the nature of the communication?
12. What types of documentation is being kept on the families. Is their open dialogue with Children's Behavioral Health? Would the screening center make a referral for services without having a face to face contact with a family?
13. What is "Safe Measures?"
14. Is the SCR 24/7? If so, what is the staff schedule and how is it determined when more staff is needed?
15. What are the qualifications for SCR staff?
16. Is there D/V screening?
17. To where are calls that are coded "Child Welfare" sent? If a Local Office does not have CW response in place, what happens?
18. How are "Other" calls handled?
19. How long does an LO have to begin an investigation from the time the SCR receives it?