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	Chapter No./Name	4 – Child Protective Services (CPS)
	Part No./Name	8 – Services Provided by Child Protective Services Workers
	Section No./Name	Services Provided by Child Protective Services Workers
	Document No./Name	4-800 Concrete Services
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I. STATEMENT OF POLICY

The Department of Children and Family Services (DCFS), in compliance with state and federal law is mandated to provide services to clients. Child Protective Service Workers are expected to provide services as needed and appropriate for families through the investigation and case transfer/closure processes. These services are in addition to other emergency services described in this Part.

II. PROCEDURES

A. PURPOSE

The purpose of service provision by the Child Protective Services Worker is to meet the family's needs for services in the most timely and least invasive manner possible. It may be more efficient for the Child Protective Services Worker to provide concrete services to families in an immediate crisis rather than having delays occur because of case reassignment to another worker. Additionally, short term services may better assist the family when a referral to Family Services may not be needed due to no safety threats being identified on the *** * safety ** assessment or a low or moderate SDM. Services are expected to address the well-being, permanency and risk of future maltreatment concerns.

* Any case meeting the High Risk Staffing criteria per policy 4-2100 shall be staffed with the Child Welfare Manager as soon as possible but no later than 8th calendar day from the intake report to determine what services are needed. **


Cases *** * where there are ** current safety * concerns ** and/or risk of future harm that will need an intensive or longer term service plan shall be referred to the Family Services Worker * and a staffing to occur within 5 calendar days of referral. ** ***

Cases in which a referral to Family Services is needed shall be referred via the CW Form * 6 ** *** should also immediately refer the family to any appropriate community resources when it is indicated by the needs of the family.

B. SHORT TERM SERVICES PROVIDED BY CPS

The types of services that should be provided by Child Protective Services Workers include: information and referral, transportation, short term counseling and immediate provision of services to support a safety plan and/or to prevent placement of a child while a longer term service plan may be developed. In general, it is appropriate for Child Protective Services Workers to provide short term services that are feasible to facilitate within the time frame for closure of the investigation.

Referral for services should be considered for all families for whom an investigation is conducted, regardless of the validity of the child abuse/neglect allegations. Whenever a

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Child Protective Services Worker determines service needs for which there is an agency or community resource that may provide the services that may contribute to the safety, wellbeing and/or permanency of children, the CPS worker should discuss a referral with the family. The following services should be considered for appropriateness for referral of the family:

1. Child Welfare Family Resource Centers

a. Family Resource Centers

The Family Resource Centers (FRCs) should be given first consideration when referring families for services. Each center offers a combination of services that include evidence-based parenting education models, visit coaching, and family skill building. Examples are financial management, advocating for educational and medical services, home safety skills, and access to other resources. The FRC regional liaison can provide information regarding the specific services offered by their center.


b. Referral and Service Coordination

CPS families should be considered for referral throughout the investigation as the CPS worker learns information about the family and identifies safety concerns, risk factors and service needs.

The CPS worker and supervisor are expected to discuss possible referral to the center at the time of the validity staffing, if the family has not already been referred. A decision to refer the family to a center is documented on the case staffing page in ACESS in the section for case recommendations. All CPS cases may be considered for referral regardless of the finding for the investigation. For cases that will be closed at the completion of the investigation and a referral is appropriate, the CPS worker is responsible for discussing the referral with the parent/caretaker and when the client is interested in services, for the referral to the center.

The CW Form FRC-1, DCFS & FINS Referral and Resource Centers Intake Form, is used to refer clients/families. The form is to be completed using the form instructions with as much information as is available at the time of the referral.

Each Family Resource Center is required to submit written monthly progress reports to the assigned worker. Therefore, when the CPS case for a family receiving services through a center is closed, the CPS worker must notify the center of the case closure and the reason for closure. When the CPS case is closed and the case is transferred to Family Services or Foster Care, the center must be notified of the transfer and the name of the new DCFS worker. If a client

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refuses to accept services, the FS worker and FRC staff work together to develop a plan to engage the client and reduce their resistance to the offered services. The FS worker is expected to communicate with the staff of the FRC while a family is receiving services. This includes coordination of services and follow-up. When appropriate, it may include delegation of some family contacts.

2. HOMEBUILDERS


A. Homebuilders

Home builders (HB) is a child protection and placement prevention service. HB consists of intensive, short term, crisis intervention and teaching/educational services delivered primarily in the home. The service is targeted toward:

- a. Families in which one or more children are at imminent risk of being placed in foster, group, or institutional care.
- b. Families who require intensive services when children are being returned from out-of-home care.
- c. Children at risk of placement disruption.
- d. Children moving from restrictive setting to a less restrictive setting (i.e., moving from group to foster home or foster home to relative placement).

B. Referral and Service Coordination.

CPS families should be considered for referral throughout the investigation as the investigator learns information about the family and identifies safety concerns, risk factors and service needs. For cases in which the family has an immediate need for services, the investigator is expected to make the referral as soon as possible, identifying on the referral form that the case is a crisis. A referral to Homebuilders may be appropriate in cases with a safety plan in place, but also appropriate for development of the service plan. In order to be included in a safety plan, the services must be initiated immediately and contribute to the sufficiency of the plan *** by helping manage the threats of danger that the children are vulnerable to.** When the worker/supervisor conference to discuss the referral occurs in conjunction with the safety assessment, the conference is documented on the case staffing page in ACCESS. This includes all high risk cases in which a safety threat has been identified as well as all substance exposed newborn cases.

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The investigator and supervisor are expected to discuss possible referral to Homebuilders at the time *** of the * safety assessment ** staffing. A decision to refer the family to a provider is documented on the case staffing page in ACESS in the section for case recommendations. All CPS cases may be considered for referral regardless of the finding for the investigation.

The Form 68 Homebuilders referral form is completed after the worker has called the provider, discussed eligibility and confirmed that an immediate opening is available.

Homebuilders is required to submit written monthly progress reports to the assigned worker. When a case is referred to homebuilders a transfer staffing shall be held with the family services worker, the family services supervisor, the child protection investigator, the child protection investigative supervisor, and the child welfare manager. This staffing should be documented in ACESS on the staffing page. All cases referred to homebuilders shall be referred to Family Services as well.


3. Early Intervention Services for Children Under Age Three (Early Steps)

a. Early Intervention for Young Children

The Federal Child Abuse Prevention and Treatment Act (CAPTA) mandates when a child under age three has been abused or neglected, the family shall be referred to an early intervention program. Therefore, all cases, in which a child is under the age of three, with a valid or inconclusive final finding must be referred to a program unless the child is already participating in such a program.

An early intervention program available on a statewide basis is the Louisiana Part C Early Intervention Program, Early Steps. Early Steps is administered by the Department of Health and Hospitals through local providers called System Point of Entry (SPOE). Children from birth to three years of age who have been abused or neglected, have a known or suspected developmental delay, have a medical condition which can result in a developmental delay, or a disability and are not already participating in a DHH early intervention program, shall be referred to the SPOE provider in their area. This referral should occur as soon as possible in the investigation process. When the family will be referred for Family Services, information regarding the referral must be communicated during the case acceptance staffing.

Any child, in circumstances that place him at risk for a developmental delay who may not have been abused or neglected, should be considered for referral and, when the parent/caretaker consents, referred. Case circumstances with non-abuse/neglect trauma, low birth weight, premature birth, exposure to domestic violence, family break-up, prenatal exposure to drugs or alcohol, and/or risk

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factors are some circumstances which place a child at risk for a developmental delay.

b. Referral Process for Early Steps


The CPS worker is expected to discuss the referral with the parent/caretaker prior to a referral along with information regarding the possible benefits to the family. Although a referral is required in some cases, the services are optional and are provided without cost to the family.

A child is referred to Early Steps using the Early Steps – Louisiana Intervention System Part C Referral Form. This form is available through the local SPOE or from the Louisiana Early Steps website. To obtain the referral form and a list of the SPOE contacts, visit www.laeikids.com. The form is completed in duplicate and the original is forwarded to the SPOE and the duplicate filed in the family's case record. The CPS worker's name is usually the name to be entered in the Referral Source Information section. When it is known at the time of the referral that the family will be continuing to receive DCFS services, the Family Service worker's name is entered in the Alternate Contact section as this will assist with the coordination of the DCFS service plan and any services that will be provided by the SPOE.

The SPOE Provider complies with the Family Education and Rights Privacy Act which gives the family the right to review any information contained in the child's case record. Any information provided to the SPOE by DCFS which is subsequently filed in the SPOE's records may be reviewed at any time by the family. Therefore, when making a referral, the CPS worker should not provide information on the child or an investigation that is confidential and cannot be shared with the family by the SPOE. Information with regards to the reporter shall not be provided to the SPOE.

c. Assessment and Services

Once the child is referred to the SPOE, the child will be assessed to determine if there is a developmental delay in one or more of the domains covered by the program. The domains are as follows: physical (includes vision and hearing), cognitive, social or emotional, communication, and adaptive. Once the assessment is completed and the child determined to be eligible for services, the SPOE is responsible to develop an Individual Family Service Plan (IFSP) and coordinate the services to the child and family. These may include services in the areas of health, nutrition, vision, occupational therapy, physical therapy, speech language therapy, social work, family training, counseling, home visits, and transportation.

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4. Treatment Services

The CPS worker should consider referring for treatment services when appropriate and available to the family. These include, but are not limited to, substance abuse screening and treatment, parenting classes, para-professional services, individual counseling, group counseling and Intensive In-Home Services. Treatment services are expected to be time limited and goal directed toward addressing the issues in the family that have contributed to any safety concerns and the risk of future maltreatment. The services must be part of the service plan for the family and must be either completed prior to the closure of the CPS case or part of an ongoing service plan in Family Services or other DCFS program for the services to continue after the closure of the CPS case when DCFS is responsible for payment for the services.

5. * Protective Services Day Care

Protective services day care should be considered as an alternative to removal when there are young children in the family. It is appropriate for children when it may reduce the risk of harm to the child, address safety concerns and prevent the need for removal. In some cases it may be a part of the safety plan. The provision of day care services as an effort to prevent placement may be considered to be a part of a Family Services plan as the services will usually be needed to extend beyond the time when the case is active in the Child Protective Services Program.


Refer to Policy [12-210](#) for instructions on obtaining Protective Day Care services. **

Services are authorized in accordance the BH1 and BH2 Process. Form CW [BH-2](#)

C. PREVENTIVE ASSISTANCE FUND SERVICES

The Preventive Assistance Fund Service (PAF) is a concrete service available to families active in CPS. PAF allows staff to access funds to purchase items or services (or both) for families who are at risk of out-of-home placement due to temporary, urgent financial circumstances when meeting the financial need may stabilize the family and prevent an out-of-home placement. In addition, it is available for families experiencing serious difficulties for who prevention services are determined necessary in order to effectively address the care and safety needs of the children. Consideration should be given to the family's basic needs which are necessary to support preventive services and family preservation and to assist in the implementation of the CPS case planning and delivery process.

Contract providers for Intensive In-Home Services may access PAF for DCFS families with whom they are working. The provider may request PAF through the CPS worker. The items


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and services that are appropriate as well as the conditions applicable are listed below. The provider must make their request in writing including the details of the items/services, the bids when bids are applicable, and justification for the use of PAF confirming that the provider does not have funds for the items/service and community resources are not available.

Each region receives an allocation for PAF funds for the fiscal year. The Regional Administrator is responsible for either maintaining the allocation on a regional basis or for issuing an allocation for each parish within the region for use in implementing the PAF. PAF expenditures are tracked by the Regional Office in order to assure that expenditures do not exceed the allocation.

1. Items and Services Appropriate for PAF


- a. Transportation assistance such as payment for a car repair (considered to be an item and/or service purchase) when this is essential to enable families to take children for immunizations, medical exams, to allow the parent to work, etc.
- b. Payment of required medical costs (when no Medicaid, health insurance, or community resource is available and this is not payable under other TIPS codes).
- c. Payment for repairs (considered to be an item and/or service purchase) on the residence of the family to ameliorate conditions of neglect when no other form of assistance is available.
- d. Purchases of necessary home furnishings such as bed frames, mattresses, stoves, and refrigerators to enable families to provide minimally adequate shelter.
- e. Payment of housing deposits.
- f. Purchases of reasonably priced new or functional used baby beds approved by the United States Consumer Product Safety Commission to assist families in the care of infants who are endangered because of inadequate sleeping equipment and/or arrangements in the home.
- g. Purchases of such needed family items as books or publications which would assist young mothers to function as parents or older parents to interact appropriately with their children, when such would assist in the implementation of the case or safety plan.

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- h. Economical purchases of infant high chairs or other equipment for infants/young children necessary to facilitate the case plan objective regarding parental care of the child or children.
- i. Purchase of food for families to sustain the family until community resources can be mobilized, e.g. food bank or food stamps are issued.
- j. Heating equipment or fan for heating or cooling when necessary. When heaters are purchased, staff are requested to inform families of appropriate safety precautions such as the following points:
 - i. When the heater is electric, it should have a safety switch which will turn the unit off, if tipped over. It should also have a temperature control that turns it on and off to prevent overheating.
 - ii. The heater is not to be placed near curtains, paper, furniture or other flammable materials.
 - iii. Extension cords used should be no longer than six feet in length. This is important in that many heaters may have electric cords that are only two feet long when purchased. Extension cords should be appropriate for the electrical current to be conducted.
 - iv. When a butane or kerosene burning heater is used, caution should be exercised by the family to be certain there is some form of room venting (such as a window open about two inches) to allow oxygen to enter the room being heated. This caution also holds for wood burning fireplaces.
 - v. Kerosene fuel heaters should be used only with strict adherence to the manufacturer's recommendations for selection of the device, ventilation when used in homes, and selection of the fuel for the heater. The purchase of self-extinguishing models of kerosene heaters is suggested.
 - vi. A guard, screen or device to protect children and/or clothing from fire should be considered to provide safe distance from flame heaters. This may be similar to fire screens recommended to be used for wood burning fireplaces.

2. Conditions under which the Preventive Assistance Fund may be used

- a. The fund may be utilized only when existing community resources have been explored and exhausted. In no instance shall the PAF fund be

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accessed without available community resources being engaged on behalf of the family first. Efforts to utilize community resources shall be documented in the case record on the Staffing page in ACCESS. When a contracted provider for Intensive In-Home Services is using PAF funds, their written verification that there are no available provider or community resources is filed in the case record.


- b. PAF is only available for use in funding non-recurring, concrete needs of families in which purchase is not possible through TIPS incidental or any other codes available for payment of any CPS related expenditure.
- c. The use of PAF is restricted to one time, non-recurring purchases of items or services which are directly related to the prevention of placement of a child out of the home or for prevention services. When considering the use of funds for monthly expenditures such as rent or utilities, the decision should be based on whether the family can be realistically expected to assume responsibility for the expense during subsequent months. When the utility needs are related to heating or cooling the family's residence, LIHEAP-FCAP is the appropriate funding source.
- d. The fund may be accessed for more than one expenditure of different types for the same family on a one time basis.
- e. Whenever possible, previously owned but reliable or well-functioning merchandise should be purchased when available as such purchases will conserve the funds and achieve the purpose of family assistance and the case plan objective. However, workers should also consider the quality of purchases of such items as household appliances. Purchasing a reasonably priced new item rather than an item likely to need repair in the immediate future is recommended.

3. Approval of PAF Expenditures

- a. Expenditures up to \$499.99

Expenditures for items, services or a combination of items and services up to a total of \$499.99 are approved by the CPS supervisor and are confirmed with submission of the CW Form 450, PAF/RAF Expenditure Request Form, to the Regional Office.

Rent, deposits on houses/apartments and utilities, and payment of water bills of up to \$500.00 may be approved by the CPS supervisor. Refer to E., Preventive Assistance Fund/LIHEAP Program, for gas and electric bills.

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b. Expenditures over \$499.99 but less than \$1,500.00

Expenditures for items, services or a combination of items and items/services other than rent or rent and utility deposits over \$499.99 but less than \$1,500.00 are approved by the CPS supervisor and the Regional Office. Once the CPS supervisor has approved the expenditure, an CW [Form 450](#) is submitted to the Regional Office. The worker may not proceed with the purchase or expenditure until the Regional Office approval has been obtained.

Purchases for any single item or a combination of items/services costing \$500 or more require that at least three bids be obtained from competitive providers unless the expenditure is for rent, rent deposits, and/or utility bills that exceed \$499.99. The bid quotations may be obtained by telephone, fax, or other means from three (3) bona fide, qualified providers. Information about the bids is included in the request for the approval on the CW Form 450. The DCFS Purchasing Section must approve the bid selection. When the selection is approved, the written (memo, fax or e-mail) verification attached to a copy of the CW Form 450 and filed in the case record.


Refer to Section 5-430 F., Bid Procedures, of the Program Policy Manual for the policy for the bid procedures.

c. Expenditures over \$1,499.99

Expenditures over \$1,499.99 require State Office approval prior to the purchase. Once the CPS supervisor has approved the expenditure, an CW Form 450 is submitted to the Regional Office. If approved by the Regional Office the request is then forwarded to the State Office CPS/FS Section for approval. When the expenditure meets the criteria to obtain bids, the request must include the information on compliance with the bid procedures and approval from the DCFS Purchasing Section.

4. Payment Procedure for PAF Expenditures

PAF expenditures are paid through TIPS. Payment is made only to service providers set up as TIPS vendors with a TIPS Vendor Number. The worker must complete the TIPS Form 106, Service Authorization to authorize payment for the expenditures for the client. The TIPS Form 212 is used for payment to the vendor. A receipt signed by the client to verify payment or receipt of the item purchased is attached to the Form 212. The TIPS Form 213 is used for reimbursement of the worker. No payment shall be made to clients. Staff should refer to Part 11, Payment Procedures for Vendors/Providers/Workers, of the TIPS Manual for the procedures.

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5. Case Record Documentation of Expenditures

Documentation of PAF expenditures are to be included in the case record. The documentation should include the reason the purchase is necessary and how the expenditure relates to the service plan for the family. When the finding for the investigation is valid or inconclusive, the information about the expenditures is included on the allegations page in ACESS in the section on preventive services.

D. PREVENTIVE ASSISTANCE FUND/LIHEAP PROGRAM

The Low Income Home Energy Assistance Program (LIHEAP) provides funding for addressing a heating and/or cooling crisis of eligible families. The services are intended to assist in the preservation of a family's integrity by reducing the burden of home energy costs. It is only available for funding the payment of heating and cooling expenses and shall not be used for any other purpose.

Eligibility should be explored for families needing assistance with heating and/or cooling when that may assist to stabilize the family, improve the adequacy of their housing, and/or prevent placement of a child.

Refer to Section 3-620, Low Income Home Energy Assistance Program (LIHEAP) for the policy on the purpose, eligibility and benefits of LIHEAP.

When LIHEAP is accessed for a CPS client, documentation of the eligibility expenditures is included in the ACESS investigation case with services documentation and in the Case Activity Log. The documentation should include the specifics of the expenditure along with the reason the expenditure was necessary. The CW [FCAP-1](#), CW [Form 450](#) and TIPS 212 are attached to the investigation case. When a paper case record has been established, the CW [FCAP-1](#), copy of the CW [Form 450](#), and copy of the TIPS Form 212 are filed in the case record. TIPS [Form 106](#), Client Service Authorization, and TIPS 212, TIPS Vendor Reimbursement, shall be completed and forwarded for data entry and processing. Refer to the CW [FCAP-1](#), CW [Form 450](#) and [TIPS 212](#) Form Instructions. Also refer to Section 2-100, CPS Client, Section 2-200, Client Expenditures, and Section [11-100](#), Payment Instructions, in the TIPS Procedural Manual.


III. FORMS AND INSTRUCTIONS

CW [FCAP1 Form/Instructions](#) Family Crisis Assistance Program (FCAP) Case Record Documentation

CW [Form 450/Instructions](#) Preventive Assistance Funds Expenditures Request

CW [Form 6/Instructions](#) Referral Form

CW [Form BH-2/Instructions](#) Adult Behavioral Health Screening

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IV. REFERENCES

There are no references associated with this policy.