

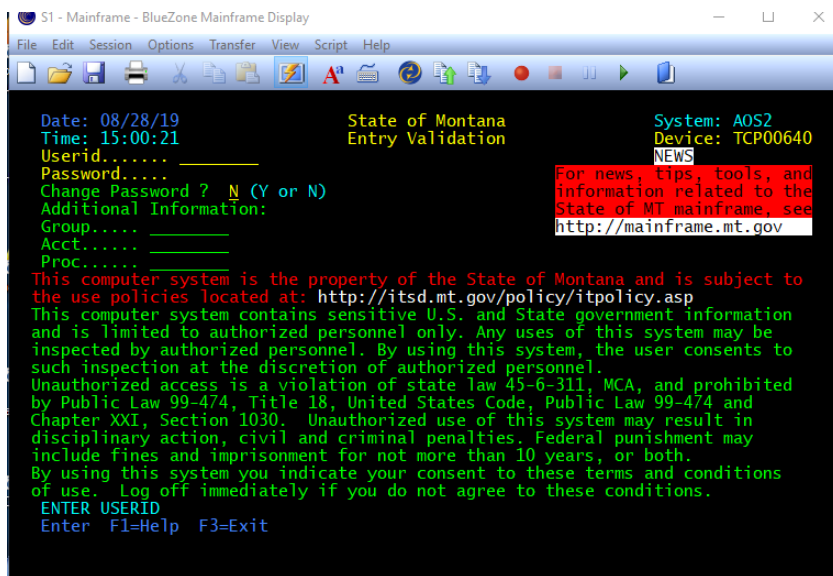
Introduction

The Office of the Child and Family Ombudsman (OCFO) prepared this document to assist in answering questions received about what information Child and Family Services Division (CFSD) collects and how it is maintained. Those involved in child protection cases have different levels of access to this documentation. Our hope is that this information will assist in both understanding the breadth of information maintained by CFSD and how to more directly request information. This document will be updated and edited as needed.

Case management Systems- Where is documentation kept?

Access to the following systems is by authorized individuals only.

CAPS



CAPS is the oldest system and assists in managing information as well as allowing payments to be made to providers. Every parent, child, and provider working with CFSD is assigned a CAPS number. Each call to Centralized Intake is recorded in CAPS as a report and given a CAPS number.

A detailed list of each screen on CAPS and what information is collected on CAPS can be found at:

<https://capstraining.mt.gov/ScreenGuides>.

The CAPS training guide for CFSD provides information and images of CAPS but is mostly useful for CFSD staff learning the system. The guide can be found at

<http://capstraining.mt.gov/Portals/83/CPSTrainingGuide/CPSGuide.pdf>.

Documentation in MT child protection

DocGen

DocGen Department of Public Health and Human Services

Please Logon

Please log in to the system.

User Id:

Password:

If you are having any problems logging into the system, [contact the CAPS Help Desk.](#)

This computer system is the property of the State of Montana and is subject to the use policies located at: <http://mom.mt.gov>. This computer system may contain sensitive U.S. and State government information and is limited to authorized personnel only. Authorized personnel may inspect any uses of this system. By using this system, the user consents to such inspection at the discretion of authorized personnel. Unauthorized access is a violation of state law 45-6-311, MCA, and prohibited by Public Law 99-474, Title 18, United States Code, Public Law 99-474 and Chapter XXI, Section 1030. Unauthorized use of this system may result in disciplinary action, civil and criminal penalties. Federal punishment may include fines and imprisonment for not more than 10 years, or both. By using this system you indicate your consent to these terms and conditions of use. Log off immediately if you do not agree to these conditions.

DocGen is a web-based program that allows CFSD to draw information from CAPS to build reports, letters, or forms. It is also a place to upload documentation on cases. Documentation is uploaded under a person or provider’s CAPS number. Documentation is created by using a person or provider’s CAPS number.

MFSIS

MFSIS - Login

https://mfsis.mt.gov/mfsis/

MFSIS
Montana Family Safety Information System

Version 0.8.02.B

Instructions

State Network Login

Username

Password

Show Password

MFSIS is also a web-based program and is the newest system, which is still in development. In December 2018, the first phase of MFSIS rolled out. Now, all reports to Centralized Intake and all

Documentation in MT child protection

assessments and documentation of investigations are on MFSIS. If a removal occurs or a case is opened legally or voluntarily, documentation is then continued on CAPS and DocGen.

Other

Each open case also has paper files. There are files for each parent and each child. Each file contains indexes describing what is in the file.

Forms used by CFSD are maintained on an internal DPHHS system called OURS. Forms found on OURS will either be in MFSIS, DocGen, and/or the paper file depending on the form and stage of the case.

Emails and text messages sent in the course of business on a case are not routinely printed and placed in the file. If they are, they are specific to an issue and can be found either in the paper file or on DocGen. Sometimes emails are copied and pasted into a case note on the ACTL screen in CAPS.

Documentation- Where are specific types of documentation located?

The following describes documentation found in typical child protection cases and where that documentation is typically held. More information may be needed or collected in the course of some cases. Where to find the information is written in parentheses after the type of documentation.

When a person contacts Centralized Intake (CI) to report suspicion of child abuse or neglect, the CI Specialist completes certain steps. For all calls taken from December 2018 to Present, information will be found on MFSIS. Before December 2018, information is also on DocGen under the CAPS report number. The following documentation occurs for EVERY call:

Intake Assessment (MFSIS)

Report List (RRRL screen in CAPS) This screen contains a list of every report associated with a person and under their CAPS number, categorization and prioritization of each call, and a brief synopsis of the information reported during the call. REMINDER: Reports are purged from the system if 1) it was unsubstantiated and 2) three years pass without a substantiated report occurring.

In the case of a Runaway:

Runaway Form (MFSIS)

Case note on contact with Law Enforcement (CAPS; ACTL screen)

During an investigation of a report to CI that is categorized a Child Protective Services (CPS) report, the assigned Child Protection Specialist completes:

Immediate Danger Assessment (MFSIS; These assessments occurred prior to 2015 and then were removed from the process. Assessments prior to 2015 are found on DocGen under the CAPS report number or on MFSIS if the information has transferred. As of August 2019, it is required to complete these assessments again and those are only on MFSIS.)

Family Functioning Assessment (MFSIS; Completed within 60 days of report)

Documentation in MT child protection

Conditions for Return (MFSIS then DocGen) Conditions for Return are completed as a part of the Family Functioning Assessment after children are determined unsafe. A separate Condition for Return form is completed every 30 days after the initial.

After a safety determination is made:

Notification to Parent (MFSIS or DocGen under child CAPS #) Given at the time of removal.

Protection Plan (MFSIS or DocGen). Used when children are determined unsafe.

In Home Safety Plan (MFSIS or DocGen). Used when children are determined unsafe and a plan to mitigate safety issues can be done while keeping the children in the home. Effective for 30 days.

Out of Home Safety Plan (MFSIS or DocGen) Used when children are determined unsafe and a plan to mitigate safety issues CANNOT be done while keeping the children in the home. Effective for 30 days.

Voluntary Protection Services Agreement (MFSIS or DocGen). Used when children may not be deemed unsafe, but issues uncovered during an investigation need to be addressed to maintain safety. Service are voluntary and can be in effect for up to 180 days.

Letter of Substantiation, Founded, or Unsubstantiation (MFSIS or DocGen under report CAPS

#) After a child was removed, a legal case is opened, or voluntary services begin:

Activity Report (DocGen; The Activity Report is a PDF report of all the case notes entered in CAPS on the ACTL screen under a CAPS number. Case notes can be linked to all family members or be found under only the child or only the parent. Per policy, any activity completed on a case must be entered into CAPS as soon as possible. Face to face contacts with children need to be entered within two weeks of the contact.

Seneca Search (DocGen; part of a Diligent Search and completed within 30 days after removal.)

Letters to potential family members on Seneca Search (DocGen)

Interstate Compact on the Placement of Children (ICPC forms are created through DocGen and usually filed in the paper file. Sometimes they are uploaded to DocGen.

During an open case:

Activity Report (DocGen; The Activity Report is a PDF report of all the case notes entered in CAPS on the ACTL screen under a CAPS number. Case notes can be linked to all family members or be found under only the child or only the parent.

Address and phone number of person (ACTD screen in CAPS)

Assigned worker (ACTD screen in CAPS)

Background Checks (DocGen or paper file)

Releases (Paper file)

Documentation in MT child protection

Court documents (DocGen; Affidavits, motions, orders, reports, etc.)

Evaluations (DocGen or paper file)

Drug Screenings (DocGen or paper file)

Parent Child Interaction Plan (DocGen or paper file) Describes visitation plan and is required in every open case.

Visitation notes (DocGen Activity Report if conducted by CFSD and/or Summary of Parent-Child Visitation uploaded to DocGen; Uploaded to DocGen or in paper file if external provider)

Case Plans (Created in DocGen, required in every case, submitted to Foster Care Review Committee, and then uploaded to DocGen)

Family Engagement Meetings (Offer of meeting forms and notes from meetings are uploaded to DocGen under the Mother's CAPS number)

Placement List (PLSH screen in CAPS; Client Placement List created through DocGen) Documents all placements a child experiences.

Service List (SERL screen in CAPS; Client Service List created through DocGen) Documents every service provided to a child or parent. Payments to providers are approved through this screen in CAPS. Referral forms to services may be uploaded to DocGen or in the paper file.

Placement forms, including Kinship Care Agreement, Agreement for Foster Care Placement, Placement Stabilization forms (DocGen)

Permanency Staffing Notes (Entered on CAPS on ACTL; Paper notes in file)

Foster Care Review Committee (CAPS on the IARD screen; DocGen on the uploaded Case Plan)

Reunification Safety Assessment (DocGen or paper file)

Safety Assessment for Case Closure (DocGen or paper file)

While pursuing licensure as a foster parent, documentation is maintained by the Resource Family Specialist (RFS). Home studies and licenses issued are found under the provider CAPS number in DocGen.

Any investigations into licensing issues with foster parents are also kept by the RFS or the licensing team in Helena. Abuse or neglect concerns for foster parents are routed through Centralized Intake and assessed as other reports.

Requests for and responses to administrative reviews or Fair Hearings on substantiations or adverse licensing actions are maintained by the DPHHS legal team in Helena.