

Alternative Response

Note: To create a CA/N Primary - Alternative Response, assignment to the case is needed.

Note: Alternative Response values at Access and Assessment are only available to designated Alternative Response counties.

Introduction:

Alternative responses allow child welfare agencies to intervene with families in more supportive ways, often by focusing on assessing families' strengths and needs and providing services. Investigations are still conducted for allegations of severe physical abuse and neglect and for sexual abuse.

Related User Guides:

[Documenting ICWA](#)

[Initial Assessment – Primary](#)

[Initial Face-to-Face Contacts](#)

[Serious Incident \(Act 78\)](#)

Access

1. Alternative Response screening values become available once a CPS Access Report is identified as a 'Primary' CPS Report Type. The type is determined by the 'AM Relationship to Victim' value(s) on the Allegation tab of the Access Report. See the CPS Report User Guide for more information.

The screenshot shows the eWiSACWIS web application interface. The browser tabs indicate the user is viewing an 'Access Report'. The page header includes the eWiSACWIS logo and navigation links (TM, Print, Help). The main content area is divided into several sections:

- Access Information:** Report Name: Buckeye, Bernadette; Worker: Dan, Daisy; Access Report Type: CPS Report; Date and Time Report was Received: 06/01/2022 05:30 AM; R/T: Within 5 business days; ID: 9246896.
- Navigation Tabs:** Narrative, Participants, Allegation (selected), Allegation Narr, Pjor Involvement, Decision.
- Allegations Table:**

Alleged Victim	AM Relationship to Victim	A/N Code	Dt or Approx Dt of Alleged Mal	Resided in OHC	Fatality		
Buckeye, Baby	Adoptive Parent(s)	Physical Abuse Describe	06/01/2022	U	N	Edit	Delete
- Allegation Details:** CPS Report Type: Primary (circled in red); Incident Location Same as Report Name: ; Address Search: ; C/O: ; Number: ; Address: ; Apt: ; W/ City: ; City: ; State: ; Zip: ; Country: ; Phone: Ext: ; Work Phone: Ext: ; Cell Phone: ; Options: ;

- Once the Access report is completed, the following drop-down values are available for selection for both the Worker Recommendation and Supervisor Decision, based on the Screening decision.

Screened Out: 'Screen Out- Ref to Comm. Services'

Supervisor Decision

Name: Cake, Caitlin C. Screen In Screen Out Pending

Date/Time Decision Made: 06/08/2022 03:28 AM PM

Reason:
 Screen Out - Created In Error
 Screen Out - Insuf. Info. to Identify or Locate
 Screen Out - Mult. Ref. on Same Incident
 Screen Out - No Threatened Harm or Maltreatment
 Screen Out - No Threatened Harm or Maltreatment - Ref other services
 Screen Out - No Threatened Harm or Maltreatment - Ref to Community Response Program
 Screen Out - No Threatened Harm or Maltreatment - Rule Viol
 Screen Out - Non-Caregiver
 Screen Out - Out-of-State Jurisdiction
 Screen Out - Ref to Comm. Services

Explain: [Access]

Status

Screened In: 'Screen In- CA/N Primary- Alternative Response'

Supervisor Decision

Name: Cake, Caitlin C. Screen In Screen Out Pending

Date/Time:
 Screen In - CA/N Non-Caregiver
 Screen In - CA/N Primary
 Screen In - CA/N Primary - Alternative Response
 Screen In - CA/N Secondary
 Screen In - Independent IA
 PM

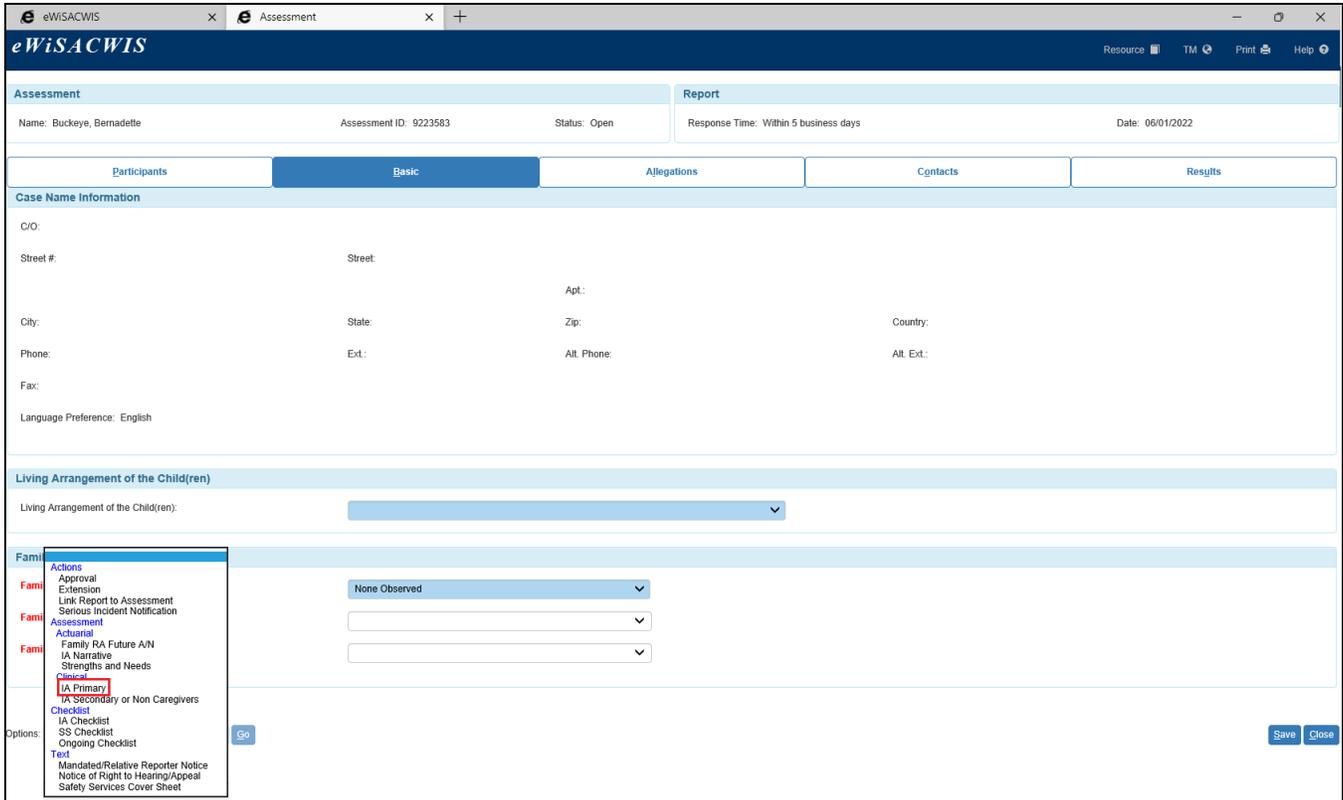
Reason:

Explain:

Assessment

Note: To enter an Alternative Response Assessment, the Access report must have been screened in with a final, approved decision Reason of 'CA/N Primary - Alternative Response'.

1. First, complete steps for entering information on the Assessment tabs. See the Initial Assessment – Primary User Guide for more information.
2. Click on the Basic tab to access the IA Primary page. Select 'IA Primary' on the Options drop-down and click Go to open the page.



3. When first opened, the Assessment Type will default to the 'Traditional view'.

The screenshot shows the 'Initial Assessment-Primary' form. At the top, the 'Case Information' section includes Case Name: Buckeye, Bernadette, Case ID: 9226018, Referral Date: 06/01/2022, and Assessment Type: Traditional (highlighted with a red box). Below this is a tabbed interface with tabs for Part. Info, Maltreatment, ChildFunctng, AdultFunctng, ParentalPractices, and Summary. The 'Child Information' section below the tabs has fields for Child Name and DOB, with an 'Add/Edit' button at the bottom right.

4. When 'Alternative' is selected for the Assessment Type, the page refreshes and the Maltreatment tab is removed. A new tab, Presenting Issues, is added. Select the appropriate answers for the Safety Assessment group box. Enter information regarding the Presenting CPS Issue narrative.

The screenshot shows the 'Initial Assessment-Primary' form with the Assessment Type changed to 'Alternative' (highlighted with a red box). The 'Presenting Issues' tab is now active. The 'Safety Assessment' section contains two questions with radio button options for 'Yes' and 'No':
1. One or both parents/caregivers intend(ed) to seriously hurt the child. [Details](#)
2. Living arrangements seriously endanger the child's physical health. [Details](#)
The 'Presenting CPS Issue' section includes a text area for describing the issue, family strengths, and needs. 'Save' and 'Close' buttons are at the bottom right.

5. Enter information for the remaining tabs, noting the following:

- **Part. Info. Tab:** displays are the same for both Alternative and Traditional views.
- **ChildFunctng Tab:** displays are the same for both Alternative and Traditional views.
- **AdultFunctng Tab:** displays are the same for both Alternative and Traditional views.
- **ParentalPractices Tab:** displays are the same for both Alternative and Traditional views.
- **Summary Tab:** See the following page.

See the Initial Assessment – Primary User Guide for more information on these tabs

The screenshot shows the 'Initial Assessment-Primary' form with the 'Child Functioning' tab selected. The 'Case Information' section at the top includes Case Name: Buckeye, Bernadette; Case ID: 9226018; Referral Date: 06/01/2022; and Assessment Type: Alternative. Below this is a navigation bar with tabs for Part. Info, Presenting Issues, Child Functioning (active), Adult Functioning, Parental Practices, and Summary. The 'Safety Assessment' section contains a statement: 'The child is profoundly fearful of the home situation or people within the home.' with radio buttons for 'Yes' and 'No' (selected). The 'Child Functioning' section has a text area for 'Child Name: Buckeye, Baby' and a description field with 'Describe...' text. 'Save' and 'Close' buttons are at the bottom right.

6. **Summary Tab:** The summary displays for both 'Alternative' and 'Traditional' views. Complete the appropriate Case Disposition.

The Summary tab also contains documentation group boxes for a Mandated Reporter or Relative Reporter. Enter the appropriate information.

Note: These templates are available under the Options drop-down of the Assessment page.

The screenshot shows the 'Initial Assessment-Primary' form with the 'Summary' tab selected. The 'Case Information' section is identical to the previous screenshot. The navigation bar now has 'Summary' as the active tab. The 'Closing Summary' section has a text area for 'Closing Summary/Supervisor Comments (Include any referrals to community resources that were made):'. The 'Case Disposition' section has radio buttons for 'Case Closed' and 'Case Opened', each with a corresponding 'Reason Case' dropdown menu. The 'Mandated Reporter' section has a checkbox for 'Not applicable' and a date field for 'Date mandated reporter given feedback: 00/00/0000'. The 'Relative Reporter' section has a checkbox for 'Not applicable', a checkbox for 'Documented request for information received from relative reporter: 00/00/0000', and a checkbox for 'Date Letter Sent: 00/00/0000 OR Date of Court Order Barring Disclosure: 00/00/0000'. 'Save' and 'Close' buttons are at the bottom right.

7. Return to the Part. Info tab, and select 'Safety Assessment, Analysis and Plan' on the Options drop-down. Click Go to open and complete the Safety Assessment, Analysis and Plan. See Safety Assessment, Analysis and Plan – Part. Info (Participant Information) Tab section of the Initial Assessment- Primary user guide for more information.

- Next, print the Alternative Response Assessment by selecting it from Options drop-down of the Part. Info tab.

Initial Assessment-Primary TM Print Help

Case Information
 Case Name: Buckeye, Bernadette Case ID: 9226018 Referral Date: 06/01/2022 Assessment Type: Alternative IA Completed

Part. Info Presenting Issues ChildFunctg AdultEncntg ParentalPractices Summary

Child Information

Child Name	DOB
Buckeye, Baby	01/01/2021

Parent Information

Parental Role Name	DOB
Buckeye, Bernadette	07/07/1977

Options: Go

- Action
- Safety Assessment, Analysis and Plan
- Text
- Alternative Response Assessment

Save Close

[Close](#)

Alternative Response Assessment

Case Name Bernadette Buckeye	Case Number 9226018
Referral Date 06/01/2022	

CHILD INFORMATION

Child Name Buckeye, Baby	Birthdate 01/01/2021
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PARENT INFORMATION

Parental Role Name Buckeye, Bernadette	Birthdate 07/07/1977
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I. CONTACT

Document the interview protocol, contacts, and meetings related to the completion of the initial assessment.

First Contact

Date - First face-to-face contact with family member	Time - First face-to-face contact with family member
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Contacts (Include first contact listed above)

Date / Time	Participant	Note Type	Location	Result	Case Note ID

II. NARRATIVE FIELDS

Describe the Presenting CPS Issue, Family Strengths and Needs
 Describe the issues occurring in the family that have brought them to the attention of CPS. Describe both the strengths and needs identified in the family.

Once the 'Alternative' Response is completed, check the IA Completed checkbox. Click Save. Click Close to return to the Initial Assessment.

The screenshot shows the 'Initial Assessment-Primary' interface. At the top, there are navigation icons for 'TM', 'Print', and 'Help'. Below this is the 'Case Information' section with fields for 'Case Name: Buckeye, Bernadette', 'Case ID: 9226018', 'Referral Date: 06/01/2022', and 'Assessment Type: Alternative'. A red circle highlights the 'IA Completed' checkbox, which is checked. Below this is a tabbed interface with tabs for 'Part. Info', 'Presenting Issues', 'ChildFunctg', 'AdultEnctng', 'ParentalPractices', and 'Summary'. The 'Child Information' section contains a table with columns for 'Child Name' and 'DOB'. The 'Parent Information' section contains a table with columns for 'Parental Role Name' and 'DOB'. Both tables have 'Add/Edit' buttons at the bottom right.

Child Name	DOB
Buckeye, Baby	01/01/2021

Parental Role Name	DOB
Buckeye, Bernadette	07/07/1977

Switching between types: 'Traditional' and 'Alternative'

9. Switching between types will change the location of some information. For instance:

Switching from 'Traditional' 'Alternative'-

- Text entered into the Family Support Network field is moved to the end of the Presenting CPS Issue narrative field.
- The Family Support Network group box on the Summary tab will become hidden.

Switching from 'Alternative' to 'Traditional'-

- Text entered on the Presenting Information narrative field is moved to the Family Support Network field.

Additionally, if an Alternative county starts an IA Primary and has selected 'Alternative' as the Assessment Type and a worker from a non-Alternative county opens the pending IA Primary, the page will initially open in view-only. A message immediately displays warning that making a change to the page will switch the type of IA Primary from an 'Alternative' to a 'Traditional' response. If 'Yes' is selected on the message, the IA Primary switches to 'Traditional' and 'Alternative' information copies into the narrative fields as described above. If 'No' is selected, the message closes and the IA Primary will remain 'Alternative' and disabled for the non-Alternative county.

Completing the Assessment

Please note the following differences when returning to the associated IA Primary page when the Assessment Type is 'Alternative'.

Allegations tab

- Alternative Response assessments require a determination value of 'Services Needed' or 'Services Not Needed.' As a result, maltreatment determination values of 'substantiated' or 'unsubstantiated' have been removed.
- The Maltreaters(s) group box becomes disabled. Alternative Response assessments will not allow workers to select an Alleged Maltreater. As a result, the system will not require that an Alleged Maltreater, Relationship to Victim, and Determination be recorded.

The screenshot displays the eWiSACWIS Assessment interface. The top navigation bar includes the eWiSACWIS logo and utility icons. The main header shows the assessment name 'Buckeye, Bernadette', ID '9223583', and status 'Open'. The 'Report' section indicates a response time of 'Within 5 business days' and a date of '06/01/2022'. The 'Allegations' tab is active, showing a table with one entry for Report ID 9246896. The 'Determination' column for this entry is 'Services Needed', which is circled in red. Below the table, the 'Maltreater(s)' section is disabled, with the 'All Response - No Maltreater' dropdown menu highlighted by a red box. The 'Relationship to Victim' is 'Adoptive Parent(s)' and the 'Determination' is 'AR - Non Victim'. At the bottom, there are checkboxes for 'Independent Investigation' and 'Is the alleged victim(s) in Agency legal and/or physical custody', along with an 'Options' dropdown and 'Save' and 'Close' buttons.

Report ID	Alleged Victim	A/N Code	Determination	Dt or Approx Dt of Alleged Mal	Resided in OHC	Medical	Fatality	
9246896	Baby Buckeye	Physical Abuse Describe	Services Needed	06/01/2022	U	N	N	Edit

Alleged Maltreater	Relationship to Victim	Determination
All Response - No Maltreater	Adoptive Parent(s)	AR - Non Victim

Allegation (Assessment) page

Allegation (Assessment) Print Help

Allegation

Alleged Victim: Baby Buckeye

Abuse/Neglect Code: Physical Abuse

Description:

Determination: Pending
Services Needed
Services Not Needed
06/01/2022

Date or Approximate Date of Alleged Maltreatment:

Alleged Victim received medical treatment as a result of this alleged maltreatment: Yes No

Was there an open out-of-home placement documented in eWiSACWIS at the time of the alleged maltreatment? [Details](#) Yes No Unknown

Serious Incident: [Details](#) Yes No

Serious injury, as determined by a physician [Details](#)

Death / Alleged maltreatment [Details](#)

Egregious incident [Details](#)

Death / Alleged suicide in OHC

[DCF memo 2010-01](#) [Act 78](#)

[Save](#) [Close](#)

- The values for the Determination drop-down field on the Allegations tab now display the following values for selection: Pending, Services Needed, Services Not Needed.

Results tab

Assessment
 Name: Buckeye, Bernadette Assessment ID: 9223583 Status: Open

Report
 Response Time: Within 5 business days Date: 06/01/2022

Participants Basic Allegations Contacts **Results**

Assessment Results
 Result: **Services Needed**

Disposition

Family RA Future A/N
 Abuse Score:
 Neglect Score:
 Risk Level:

Safety Assessment
 Safety Decision:

Strengths and Needs
 Needs Level:

Initial Face-to-Face Contact Information
 Initial Face-to-Face Must Occur By: 06/08/2022 11:59 PM [CPS Report 9246896](#) [Create Initial Face-to-Face Contact Note](#)
 Initial Face-to-Face Documented:

Birth to Three Referral Information
 Upon supervisory approval of a substantiated assessment, an automated referral will be sent to Birth to Three for all children up to 3 years of age with a substantiated finding. A worker can manually generate a referral at any time on the child's Person Management page.

Alleged Victim	DOB	Referral Status
		Referred

Options:

- If any determination of 'Services Needed' is made for an allegation, then the overall Result of the Assessment will be 'Services Needed.' If the only determination for the assessment is 'Services Not Needed,' the overall Result will be 'Services Not Needed.' The Result will display in the Assessment Results field of the Results tab and to the right of the Assessment icon on the outliner.

Buckeye, Bernadette (9226018)

Case details:
 CPS Family - Initial Assessment
 Barron - Barron

Case address:

View case information

[Access Reports](#) [Assessments](#)

[Related People](#) [Safety](#)

Assessments

Assessment	Date	Result
Assessment	06/08/2022	Services Needed
Initial Assessment-Primary-Alternative Response	06/08/2022	
Safety Assessment, Analysis and Plan (IAP)		

Sending the Completed Assessment for Approval

10. From the Options drop-down, select 'Approval' and click Go.

The screenshot shows the eWiSACWIS Assessment Report for Buckeye, Bernadette (Assessment ID: 9223583, Status: Open). The 'Options' dropdown menu is open, with 'Approval' selected. The background shows various assessment sections: Assessment Results (Result: Services Needed), Disposition, Initial Face-to-Face Contact Information (Initial Face-to-Face Must Occur By: 06/08/2022 11:59 PM), and Birth to Three Referral Information (Alleged Victim: DOB, Referred).

11. Participants that have a Date of Birth documented and are under the age of 18 as of the Date in the Assessment Report group box are required to have an ICWA record prior to submitting the Assessment for approval. If the ICWA record has not been created for the child participants, the following message will display as a reminder to create an ICWA Record.

The screenshot shows an error message at the top: "Errors (4) - To approve the Initial Assessment, please create an ICWA Record via the Create hyperlink in the ICWA Record column on the Participants tab for the following participants: Buckeye, Baby". Below the message, the 'Participants' tab is active, displaying the following table:

Name	Gender	DOB	Race	ICWA Record	Roles	Edit Roles
Buckeye, Bernadette	Female	07/07/1977	White	Edit	PR-RN-RP	Roles
Buckeye, Baby	Female	01/01/2021	White	Create	AV	Roles

12. To create or edit an ICWA record for a child, click the [Create or Edit](#) hyperlink in the Assessments Participants group box on the Participants tab. For more information regarding completing the ICWA Record, see the Documenting ICWA user guide.
13. On the Approval History page, select the Approve radio button and click Continue to return to the Assessment page. Click Save to send the assessment for supervisor approval.