**Pre-Service Module: Access**

**Section 1: Introduction to Access**

**Section Learning Objectives**

By the end of Section 1: Introduction to Access, child welfare professionals will be able to:

* Identify the primary functions and process of Access
* Explain how Access professionals gather and document information from reported interviews
* Become familiar with who to notify about reports
* Describe how information in an Access report is used to make screening and response decisions

**Section Themes and Key Points**

Below is a summary of the themes and key points covered in this section. This summary is intended to remind learners of the key learning points addressed and assist supervisors / coaches in understanding what was covered in order for them to guide and support the application of learning for new child welfare professionals related to this section.

1. This section identifies that Access is the entry point of the entire child welfare process. Access professionals receive suspected child abuse and neglect reports and must gather sufficient information through active interviews to make decisions about response and whether a child may be unsafe. The identity of the reporter is confidential.
2. This section reviews the four types of Access Reports:
* Child Protective Services
	+ Child Welfare
	+ Required Services
	+ Youth Justice

1. This section explores the two major decisions to be made with the information collected at Access:
* Screening – all reports must be screened within 24 hours of receipt
* Response time – the timeframe when CPS must have initial face-to-face contact:
	+ - * Immediate (or same day)
			* Within 24-48 hours
			* Within 3 business days
			* Within 5 business days

**On-the-Job Application Activities**

Listed in this section are optional transfer of training activities to support the learner in applying the knowledge acquired during the Access Pre-Service Module to their CPS roles and responsibilities.

These four activities are optional and are provided only to aid the child welfare professional and supervisor/coach in supporting transfer of learning from pre-service to the agency. The child welfare professional, with input from their supervisor/coach, may choose to complete all, some, or none of these activities or substitute in other activities.

Each of the four activities are described below, and a resource section to aid the post-activity supervisor/coach discussion with the child welfare professional follows the description of activity options three and four.

**Option 1: Observation of an Access Professional Activity**

* Arrange with your supervisor to observe an Access professional for a day.
* Download the Child Protective Services Report (CFS-2292) from the eWiSACWIS Knowledge Web/Template Mapping-Casework link: <https://dcf.wisconsin.gov/knowledgeweb/training/template-mapping/case-work>
* Observe access phone calls
* Pay attention to the kinds of questions asked and the tone of voice the Access professional is using
* Take notes of the information the caller is providing
* Complete the Access Child Protective Services Report Template for 2-3 reports while the Access Professional completes the report in eWiSACWIS. Discuss any variations between your report and the Access Professional’s report.
* Identify:
* Where was the date and time of the report recorded?
* What type of report was identified?
* How was information gathered to determine household composition?
* What information was gathered regarding any alleged maltreatment?
* What and how was information gathered regarding American Indian heritage?
* Review and discuss your findings with your supervisor or coach

**Option 2: Notification of Authorities Activity**

* The Access professional is legally required to notify certain authorities in specific situations. In the table below, discuss the following with your supervisor or coach:

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| --- | --- |
| **Situation** | **Notify** |
| **All cases of sexual abuse** | **Law Enforcement**\*Within 12 hours |
| * Your agency’s protocol for each area.

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| * What are your local resources for each authority?

 |
| * Who do you contact?

 |
| * What information should be shared?

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| **Alleged maltreatment in a licensed facility** | **State Licensing Specialist** |
| * Your agency’s protocol for each area.

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| * What are your local resources for each authority?

 |
| * Who do you contact?

 |
| * What information should be shared?

 |
| **Report belonging in another county or independent investigation** | **Another CPS Agency** |
| * Your agency’s protocol for each area.

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| * What are your local resources for each authority?

 |
| * Who do you contact?

 |
| * What information should be shared?

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| **Report of an egregious incident or child death****\*Consult with your supervisor** | **Department of Children and Families (DCF)** |
| * Your agency’s protocol for each area.

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| * What are your local resources for each authority?

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| * Who do you contact?

 |
| * What information should be shared?

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| **Child with American Indian heritage and the tribe is known****\*Send full report to the Tribe** | **Tribal Authority****\***Within 24 hours |
| * Your agency’s protocol for each area.

 |
| * What are your local resources for each authority?

 |
| * Who do you contact?

 |
| * What information should be shared?

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**Option 3: Five Functions of CPS Access Activity**

Wisconsin’s Child Protective Services Access and Initial Assessment Standards provide specific direction in screening and assessing reports of child maltreatment.

* Pull out your Access and Initial Assessment Standards.
* If you need to access a copy of the Access and Initial Assessment Standards, you can find them on the DCF website page: <https://dcf.wisconsin.gov/cwportal/policy> in the “Standards” section. If you need help finding them, ask your supervisor/coach for assistance.
* Go to SECTION 1: CPS ACCESS PROFESSIONAL AND SUPERVISOR RESPONSIBILITIES in the Standards and list the Five Functions of CPS Access:

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**Resource for Option 3: Five Functions of CPS Access Activity**

This resource section is provided to aid the post-activity supervisor/coach discussion with their child welfare professional after completion of Option 3 related to the Five Functions of CPS Access Activity.

The Five Functions of CPS Access include:

1. Receive and document reports of alleged maltreatment from the community
2. Notify and engage tribes when reports are received involving an Indian child
3. Identify families that the CPS system must respond to
4. Determine the urgency of the response time
5. Initiate an assessment of child safety and family strengths

**Option 4: Timeframe for Response Activity**

The timeframe for response determines when a CPS professional will have initial face-to-face contact with the alleged child victim and/or parent(s)/caregiver(s) to further assess threats to a child’s safety.

* Pull out your Access and Initial Assessment Standards.
* If you need to access a copy of the Access and Initial Assessment Standards, you can find them on the DCF website page: <https://dcf.wisconsin.gov/cwportal/policy> in the “Standards” section. If you need help finding them, ask your supervisor/coach for assistance.
* Find the “The Timeframe for Response” section and complete the correct time criteria for each set of circumstances in the table on the next page.

\*Remember, supervisory approval is required for all timeframe response decisions.

* Review and discuss your responses with your supervisor or coach.

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| --- | --- |
| **Circumstance** | **Timeframe Response** |
| Information in the Access Report indicates present danger threats to child safety |       |
| Information in the Access Report indicates likely impending danger threats to child safety |       |
| No present or likely impending danger threats to child safety identified and the child is not in out-of-home care placement |       |

**Resource for Option 4: Timeframe for Response Activity**

This resource section is provided to aid the post-activity supervisor/coach discussion with their child welfare professional after completion of Option 4 related to the Timeframe for Response Activity.

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| --- | --- |
| **Circumstance** | **Timeframe Response** |
| Information in the Access Report indicates present danger threats to child safety | *Immediate to within the same day* |
| Information in the Access Report indicates likely impending danger threats to child safety | *24-48 hours of receipt of report, including holidays and weekends*  |
| No present or likely impending danger threats to child safety identified and the child is not in out-of-home care placement | *Within five business days or receipt of report* |