

CHILD PROTECTION SERVICES  
STANDARDS FOR EFFECTIVE PRACTICE

**GLOSSARY**

*These definitions are provided to clarify and explain terms used in the Child Protection Services Standards For Effective Practice document.*

<b>Abandoned Child</b>	When the parents of the child have failed to visit or maintain contact for more than ninety days, regardless of whether the parents resume contact after that period of ninety days.
<b>Adoption</b>	Is the method provided by law to establish the legal relationship of parent and child between persons who are not so related by birth, with the same mutual rights and obligations that exist between children and their birth parents.
<b>Adoption</b>	A thorough assessment of all members of the immediate Home Study family, the home setting, and the family lifestyle as required by state regulations and agency policy.
<b>Adoption Triad</b>	Includes the birth parents, adoptive parents, and the adopted person.
<b>Applicant</b>	Any individual or couple who is interested in seeking adoption or to foster a child in the custody of a CFSA.
<b>Assessment</b>	A comprehensive gathering of information and an analysis of an individual or family to render a decision as to the best response, approach or strategy to respond to identified needs.
<b>Assessor</b>	For the purposes of adoption is an individual who meets the requirements of section 3107.012 of the Ohio Revised Code.
<b>At-Risk</b>	A contractual arrangement between a payer and service Contracting provider that (1) assigns prospective and pre-set funding generally on an annual basis; (2) makes continued funding contingent on performance; (3) involves a risk and reward sharing arrangement that transfers some or all of the utilization risk to the service provider; and (4) allows the service provider flexibility in the design of services as long as outcomes are achieved.
<b>Basic Living</b>	Services designed to provide a child with structure, instruction

**And Support** and guidance regarding daily living which are supported by the caregiver in the therapeutic milieu. The goal of these services is to attain and/or maintain developmentally appropriate functioning.

**Best Interest of Children** This concept implies a pro-child perspective that puts the needs of children first. It is a framework of thought which requires decision-making to be based on the most productive outcomes and provide the most favorable results to which the child is entitled and which advances children into a more satisfactory situation or status.

Decisions made seeking to assure a safe, healthy, and nurturing quality of life which enhances children's self-esteem and promotes their emotional, behavioral and intellectual growth to aid them in achieving their greatest potential. Decisions made in the best interest of children consider the family's relationships, values and cultural heritage. Determining the best interest of children is a responsibility shared by parents and the community. The assumption is that parents have the primary responsibility for raising and determining best interest for their children while the larger community maintains an interest and responsibility for each child as well. Parents maintain their right to parent and to establish what is their children's best interest within limits established by the community's trust.

**Case** Active and ongoing involvement of the agency with the family as documented in the case plan and case record.

**Case Disposition** The determination whether or not abuse or neglect has occurred or is occurring, includes a report disposition/resolution.

**Case Plan** A written document developed collaboratively with the family and PCSA which identifies and includes family strengths and addresses family problems to be resolved within their own community when services are available.

**Case Rate** A method of at-risk contracting between the payer and provider that involves prospective and pre-set funding that is assigned on the basis of the number and type of enrolled persons who present for services (as opposed to the number of persons covered by the benefit plan - see Capitation funding).

**Case Record** A permanent documentation of the provision of services.

**Case Resolution** The analysis of social, environmental, and interactional information gathered during the comprehensive family risk assessment regarding the degree of future risk of harm to a child.

<b>Child*</b>	A child is considered anyone from birth to under 18 years of age.* This is based on effective practice, however, it does not currently comply with the Ohio Revised Code
<b>Child and Family Serving Agency (CFSA)</b>	Any agency that provides services, intervention, support and/or resources to families and/or children. This includes the public children protection services agencies and the private non-profit child and family serving agency (see also Custodial CFSA and Non-custodial CFSA).
<b>Child Study Inventory (CSI)</b>	A written narrative detailing the history of a child's biological family including the social and medical history, substitute care placement history, reasons for original placement, reasons for subsequent placement moves, chronological listing of significant events and relationships in the child's life, the child's developmental history which includes birth, educational, psychological, medical and health information, as available for any child that is in custody of the CFSA.
<b>Concurrent Planning</b>	A process by which the family participates in deciding an appropriate permanent family other than the birth family, when reunification is not possible. Efforts to achieve this should begin immediately upon agency involvement and be done concurrently with reunification efforts if removal becomes necessary.
<b>Continuity Of Care</b>	Coordination of the range of services available to a family so that optimal services are provided at all times without disruption; the concept can apply to the current service mix, the flow of services over time and the consistency of the family-provider relationship.
<b>Cost Effective</b>	The degree to which the service accomplishes its intended goal at an acceptable cost.
<b>Crisis</b>	A crucial point where there is a sudden change which may necessitate intervention.
<b>Crisis Intervention Services</b>	A wide range of interventions and supportive and stabilization services provided in a crisis situation.

**Custodial CSFA** The child protection services agency that holds the custody of the child.

**Dependency** A child who lacks proper care or support through no fault of the caretaker.

A dependent child is one who is homeless or destitute or without proper care or support through no fault of his caretakers, lacks proper care or support by reason of the mental or physical condition of the caretakers, whose condition or environment is such as to warrant the state, in the interests of the child, in assuming his guardianship. A dependent child is so considered if he is residing in the household in which the caretaker or other member in the household has abused or neglected a sibling of the child or because of circumstances surrounding the abuse or neglect the sibling and the other conditions in the household of the child, the child is in danger of being abused or neglected by that caretaker or other member of the household.

**Discharge Termination Plan** Addresses expectations for receiving the final report/summary, (including e.g., future treatment when indicated, reason for termination/discharge, adult the child was released to, services provided, location of child, summary of medical, therapeutic services provided, etc).

**Disruptions (Placements and Adoptions)** The removal of a child from an out of home care placement. The removal be initiated by the agency, caregiver, or the child based on factors which may jeopardize the health or safety of the child or a member of the caregiver's family.

**Dissolution (Adoptions)** This is the termination of a legal adoptive relationship by court action after the issuance of an adoptive decree. Removal is at the request of an adoptive parent.

**Domestic Violence** Attempting to cause or causing bodily injury to a family or household member, or placing a family or household member in fear of imminent physical harm by threat of force (pursuant to section 3113.33 of the Ohio Revised Code).

**Eco-Map** A visual representation of a family's connection to their environment and the constructive and destructive influences within that environment. It chart the relationships within the family and its connection to outside systems. It should be used as part of the comprehensive family assessment, beginning at intake and updated throughout the life of the case, including case closure.

**Emotional** Is the failure to provide the child emotional nurturing

<b>Maltreatment</b>	or emotional support which impairs the child's development. Emotional maltreatment includes acts of commission as well as acts of omission.
<b>Emotional Abuse</b>	Is an act of commission which includes direct insults and assaults to the child's ego; overt parental behavior towards the child that impairs healthy emotional development. This includes, but is not limited to: scapegoating, denigrating, rejecting, ridiculing, humiliating, undermining the child's self-esteem through perfectionist expectations and bizarre or cruel forms of punishment.
<b>Emotional Neglect</b>	Involves failure to provide essential psychological nurturance. This includes, but is not limited to, parental detachment, emotional indifference, lack of involvement or interest and affective coldness in relation to the child.
<b>Family</b>	A group of people related by blood, marriage or circumstances, who may rely upon one another for sustenance, support, security, socialization and/or stimulation.
<b>Family Case Conference</b>	A meeting which is held at key decision-making points which involves the child (when developmentally appropriate) agency staff, the family, family supports, extended family, foster parents and community services and supports. This forum provides for team decision-making and designs a plan in which consensus is reached. The purpose of the family case conference is to plan activities and services to respond to the safety needs of the child within the family's community.
<b>Family Centered Neighborhood Based Services</b>	Family Centered, Neighborhood (FCNB) services is an approach to working with children, families, and communities. It is based on the principle that the first and greatest investment in time and resources should be made in the care and treatment of children in their own homes, and when not possible, in their own communities. It is based on the premise that neighborhoods are the primary source of opportunity and support for families and are therefore primarily responsible for assuring the safety and vitality of their members.
<b>Family Team Meeting</b>	A meeting that is held 3 to 5 days after the child has been removed from his/her home. The meeting's participants includes the agency social worker, foster parent and birth parent and possibly the birth parent's support person(s). The purpose of

his/her	the meeting is for the birth parent to share information about child's likes and dislikes and to begin to develop a working relationship between the birth parent and foster parent.
<b>Family Risk Assessment Matrix</b>	An assessment tool which identifies and organizes information needed to predict risk of abuse/neglect throughout the life of the case.
<b>Finalization (Adoption)</b>	The order of the Probate Court which terminates all previous rights and responsibilities of a birth or other legal/blood relatives and legally creates the relationship of parent and child between the petitioner and the adopted person.
<b>Genogram</b>	A format used for drawing a family tree that records information about family members and their relationships for a period covering three generations (when possible). It is used as part of a comprehensive family assessment beginning at intake and updated throughout the life of the case, including case closure. It graphically displays information about family relationships and patterns of behavior, significant life events and clues to identifying problems and the evolution of those problems. Genograms look at the family as a system and as a "whole entity".
<b>Grievance Policy For Providers</b>	Providers not selected through the RFP process should have the ability to file a grievance to learn the reason for rejection. The PCSA should set a deadline for filing the written grievance (e.g., ten calendar days from the date the letter of non-selection is mailed).
<b>Incest</b>	(See Sexual Abuse, Family members)
<b>Informal bids</b>	Informal Bids are used to secure goods and services where the total cost is less than the threshold required by federal and state regulations for competitive bids.
<b>Investigation</b>	A fact-finding process which includes interviews, observations, and other forms of information gathering. Information collected during the investigation provides data upon which to make a case resolution/disposition regarding a report of alleged child abuse or neglect.

<b>Kinship Care</b>	When in need of an out-of-home placement, the child is placed with kin. Kin can be a relative by blood or a person the child has a close relationship to (by circumstance).
<b>Kinship Connection</b>	A Kinship connection is someone who has a relationship with the child by blood or circumstance.
<b>Lead public CFSA</b>	The agency with primary responsibility for case service activities.
<b>Least Restrictive</b>	A placement environment that mostly closely matches a family setting and is capable of meeting the child's needs.
<b>Legal Risk Placement</b>	A child not yet legally free for adoption, but permanent custody is anticipated; and thus, the child is matched with a family that is certified for foster care and approved for adoption.
<b>Lifebook</b>	A record of a child's life provided for any child who is in the agency's custody. It contains a chronological list of important events and relationships in the child's life and, in addition, may include photographs, mementos and other materials important in chronicling events and developmental milestones in the child's life. The Lifebook should accompany the child in any placement change.
<b>Managed Care</b>	An organization that provides a managed service-care Entity (MCE) plan.
<b>Managed Health Care Plan</b>	A single service product that integrates financing, administration and delivery of services for an enrolled population.
<b>Matching</b>	An activity in which agency and/or other professionals engage to select a family best suited for the child needing out-of-home care or a permanent placement.
<b>Medically Fragile Foster Care</b>	Medically Fragile foster care is specialized foster care to medically fragile infants and children who have medical, developmental, emotional, cognitive and physical needs. The children in this program have experienced major medical problems, handicaps, and/or developmental disabilities.

<b>Medical Neglect</b>	Refusal or failure to obtain and maintain all medical, dental, and optical services necessary for a child's continued health, welfare and development. Failure to do so should be viewed as neglect only when a child is at clear risk of imminent harm.
<b>Neglect</b>	Is an act of omission or a pattern of care which fails to meet the minimum level of a child's basic physical, educational, and/or medical needs when such failure harms the child or places the child at risk. Neglect may or may not be intentional.
<b>Noncustodial CFSA</b>	A private non-profit child and family serving agency that does not hold the custody of the child.
<b>Openness in Adoption</b>	A continuum of contact among members of the adoption triad.
<b>Out-of-Home Care</b>	Includes foster homes, certified foster homes, placement in a prospective adoptive home prior to the issuance of a final decree of adoption organizations, certified organizations, child day-care centers, type "A" family day-care homes, child-day care provided by type "B" family day-care home providers and by in-home aides, group home providers, group homes, detention facilities, shelter facilities, institutions, state institutions, residential facilities, residential care facilities, residential camps, day camps, hospitals, and medical clinics that are responsible for the care, physical custody, or control of children.
<b>Payment Invoice Requirements</b>	Billing requirements such as reimbursement deadlines time frames and methods, clear definitions of units and performance based penalties and/or incentives. Information regarding penalties and/or incentives should be clearly delineated.
<b>Permanency</b>	Lifelong stability with a family.
<b>Permanency Planning</b>	For children in out-of-home care, permanency planning involves an assessment of all permanent placement options and selecting the one which will provide the most secure, stable and developmentally supportive environment for the child.
<b>Permanent Custody</b>	Is a judicial grant of custody of a child to a licensed public children services agency (PCSA) and a private child placement agency (PCPA) certified agency or organization by terminating all parental rights and duties of the biological parents.

<b>Physical Abuse</b>	Non-accidental serious injury to a child or commission of dangerous acts which could potentially cause serious injury to a child.
<b>Plan for the use of Sub-Contractors</b>	If the vendor plans to sub-contract any or all of the services provided, the vendor must clearly identify the service, the percentage of the program to be sub-contracted, the agency/ies involved, the sub-contractors experience in providing the service, methods for monitoring quality and record keeping requirements to ensure services are provided, etc.
<b>Policy</b>	A policy is a written statement specifying a rule, plan, or course of action designed to influence and determine decisions and actions. It states what is to be done briefly and concisely.
<b>Policy Manual</b>	A compilation of policies which covers the entire work of the agency in all its various programs, departments and functional areas. The manual contains operating policies which are differentiated from governance policies affecting the work of the governing board.
<b>Postfinalization Adoption Services</b>	Services and/or activities arranged or provided (adoption) by the CFSA agency to support, maintain and assist members of the adoption triad after finalization and upon the request of the triad member.
<b>Payment Invoice Requirements</b>	Billing requirements such as reimbursement deadlines, time frames and methods, clear definitions of units and performance based penalties and/or incentives. Information regarding penalties and/or incentives should be clearly delineated.
<b>Provider Assurances Regarding Case Planning</b>	PSCA's must develop a standard set of criteria (basic criteria will not provide adequate information over time) to assure providers are in concert with planning. The following three criteria should be included: a) data measurement and reporting, b) provider performance indicators, c) any special commitments/considerations consistent with the family's case plan goals, objectives and activities.
<b>Provider Documentation</b>	Types of documentation required to implement a service contract including copies of provider licensing, verification of approval for Medicaid and IV-E billing, mental health certification, etc.

<b>Quality Assurance</b>	A systematic effort to review and improve the quality of services provided.
<b>Reasonable Efforts</b>	The provision of services and other interventions made in an attempt to preserve families and avoid the placement of children into out-of-home care and/or to rehabilitate families so reunification can occur or for permanency planning.
<p>Substantial activity includes perseverance in engaging parents, follow-up with the parents and/or providing services to remove obstacles to service utilization. Service need and services provided are appropriate to the specific problem or stressor confronting the family. Planned and delivered services rely upon accurate assessment of child and/or family problems that place the child at risk.</p>	
<b>Records Access</b>	Policies and time frames regarding the types of records the provider must retain including: case plans, treatment plans, documentation of individual and group therapy, discharge plans, financial records, yearly audit, etc. Auditing procedure requires records to be maintained for three years.
<b>Referral</b>	It is the receipt of information on a child whose current or future safety is at risk or in question. The PCSA must screen all referrals to determine a) whether the information constitutes a report of child abuse or neglect or b) if the situation requires agency follow-up or c) is not appropriate for agency intervention.
<b>Report</b>	A referral that, as a result of the screening process, causes staff to determine that a child has been or is at-risk of abuse or neglect. All reports received by the public CFSA are prioritized based on the risk to the child.
<b>Request For Proposals (RFPSs)</b>	A document which delineates the service specifications, proposal selection criteria and administrative process to obtain any combination of non-standard goods and services. It is intended to solicit a document resulting in a negotiated procurement.
<b>Risk Assessment</b>	A systematic decision making process to determine the safety and protection of the child, used throughout the life of a case.
<b>Risk Pool</b>	A grouping of enrollees or contracts by some common factor (e.g., contract size, geographic location, service utilization pattern) that allows for revenue and expenses for that group to be aggregated (e.g., state-based rates for congregate care).

<b>Safety</b>	A child is considered safe when an assessment of available information leads to the conclusion that the child in the household are not at imminent risk of danger or serious harm.
<b>Safety Plan</b>	Is a document developed for use by the family to assure the current and continued safety of children in the home. The plan identifies all resources that can be mobilized as providers of support or alternative caregivers in emergency situations; lists addresses and telephone numbers of available resources; identifies inappropriate resources.
<b>Screening</b>	The process by which the PCSA determines whether information contained in an allegation constitutes a report of child abuse or neglect.
<b>Sexual Abuse</b>	Acts of a sexual nature upon or with children. The act may be for gratification of the perpetrator or of a third party. This would include not only anyone who participated in the sexual activity but anyone who encouraged it to happen. The offender is either significantly older than the victim, is in a position of power/control over the victim, or uses coercive or forceful acts to sexually abuse.
<b>Sexual Abuse, Family Members</b>	Sexual abuse by a person connected to children through blood, adoption, marriage or psychological/social family member relationship.
<b>Sexual Abuse, Non-family Members</b>	Sexual abuse perpetrated by someone who is not a family as defined in the above definition of Sexual Abuse, Family Member.
<b>Sexual Exploitation</b>	An act of engaging a child in sexual activity for the purpose of tangible gain (e.g., prostitution, pornography films or photographs, etc.).
<b>Sexually Reactive Behavior</b>	Sexual activity by a sexually abused child that directly relates to the sexual abuse of that child. (e.g., children who perform sexual acts on other children as a result of being sexually abused themselves).
<b>Shared Risk</b>	An arrangement in which the payer and the service provider share the responsibility for the potential rewards and costs of service

utilization according to a specific, pre-set formula.

**Sibling** Children related by having at least one parent in common whether it be a birth parent, relative, foster parent or adoptive parent.

**Standard** A commonly accepted statement of expectation in a specific function. The standards statement may include quantitative and/or qualitative expectations, time expectations, decision criteria and other guidelines for agency activities.

Standards are intended to be the goals for continuous improvement of services. Standards are directed to everyone concerned about improving services to children including: public citizens groups, public officials, legislators, courts, professional groups, staff, board members, etc. Standards offer a base for examining and questioning practice, and the premises from which performance can be evaluated. Standards can help to justify and explain expenditures, budget requests, and requests to courts in litigation matters. Standards promote understanding of how each program can be managed to meet the needs of children more effectively.

**Team Decision Making** Team Decision Making (TDM) is held without exception, and ALWAYS prior to petitioning the court for removal of the child(ren) from the home. The TDM meeting is facilitated by an agency staff person with expertise in child welfare and the operations of the agency and county service systems. It is the system's responsibility, not solely the social worker, ensures that the meeting occurs every time. While some service planning may occur during the course of the meeting, the primary goal of TDM is to make the best possible placement-related decisions possible.

**Treatment Planning** A process which involves the establishment of goals, medically-necessary therapies and interventions, service needs, time frames for implementation and desired outcomes. The process should involve the child (when developmentally appropriate), the family, assigned staff, licensed practitioners, caregiver, and others as identified.

**Utilization Management** A system of procedures designed to ensure that the services provided to a specific client, at a given time, are cost effective, appropriate and least restrictive.

**Waiting** Children in permanent custody of a CFSA with a

**Children**

plan of adoption, who are not in an adoptive placement.