



C-FIRST! Training

Safety/CPS Learner Guide

Tennessee Department of Children's Services



Safety/CPS Course Learner Agenda

Day 1

Course Introduction

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Introduction

Welcome to the State of Tennessee Department of Children's Services (DCS) C-FIRST! **Safety CPS Course**. We are excited to have you here with us! As you may have learned through receiving Change Champion materials, monthly communications, and completing the **C-FIRST! For All** web-based training, we are moving to an integrated and modernized case management platform. C-FIRST! provides comprehensive and streamlined ways to manage intake, investigations, safety decisions, case and person data, placement, provider, and eligibility information.

This course provides practical end-to-end learning of Investigations in C-FIRST! including documentation, court procedures, and case management. Before we dive into the details of the course we are going to recap some general navigation terms and level set on what to expect from today's training.

Let's Dive In

Let's take a moment to briefly discuss some basic fundamentals about how C-FIRST! helps you manage your workload and case information. As we take a look at Investigations throughout this course, keep in mind that these cases were previously referred to as Investigation and Assessment cases in TFACTS. C-FIRST! now refers to these cases as Investigation cases with either an investigation or assessment track within the case.

Where do I see my workload?

Your **Homepage** displays your active cases organized by urgency. It shows initial interviews due or overdue, pending assessments, findings approaching due dates, incomplete monthly face-to-face contacts, and cases nearing closure deadlines. The system calculates these deadlines automatically based on case creation date and response priority.

The **Homepage** also provides you with the **Home** menu. This menu gives you access to all the different tabs in the system, including the **Cases** and **Persons** tabs. Once you select a tab from the menu, that particular **List View** appears. As an example, selecting the **Cases** tab from the **Home** menu navigates you to the **Cases List View** and now you have the option to change your list view to *Recently Viewed*, *All*, or any of the other options from the drop-down list based off your security role. The **Recently Viewed List View** provides you with a view of all of the recent data you accessed.

How is Case information organized?

Each Investigation is a **Case Record**. Inside that **Case Record**, related lists and tabs hold all your case components. Examples of related lists include case persons, initial interviews, assessments, contacts, and collaterals. Examples of tabs include **Attachments** and **Decisions**. You navigate between these related lists and tabs within the **Case Record**.

How do I get a quick overview of a Case?

The **Case Summary** screen consolidates key information in one view. It shows case persons with ages, assessment scores (Safety, Risk, Commercial Sexual Exploitation of Minors (CESM), and Trauma), court details, interactions, and placements. It also includes a map showing provider and victim locations.

How are tasks tracked?

C-FIRST! has built-in task management. You can filter by all tasks, open, completed, overdue, or today's tasks. You can mark tasks complete and create follow-ups directly in the system.

What to Expect

Throughout the course, you will be guided through the Investigation process as it unfolds in real time. You will be tasked with:

1. Conducting interviews with family members and key contacts (school counselor, collaterals, etc.).
2. Completing assessments such as Family Advocacy and Support Tool (FAST) to identify family strengths and needs.
3. Documenting findings, including substantiation of allegations based on evidence, these are now called Classifications.
4. Developing and monitoring an Immediate Protection Agreement (IPA) and service referrals.
5. Maintaining a record of all interventions and communications through documentation.
6. Processing State Central Registry (SCR) clearance searches and due process requirements.

Your Role

As the Investigation progresses, you will be responsible for facilitating compliance with the safety plan, tracking service participation, and preparing recommendations for ongoing support. Throughout the course, you will be introduced to a family that will be used to explore different scenarios to emphasize teamwork, accountability, and the importance of clear, timely documentation.

Course Objectives

By the end of this training, you will have hands-on experience managing a case through C-FIRST! navigation. You will gain practical skills in documenting the assessment of child safety and family engagement, preparing you for real-world CPS work.

Icons Used Throughout the Course

The following icons are used throughout this Guide. Refer to the table below to understand what they mean.

Icon	Description
	System Tip! This icon highlights technical guidance for navigating and using specific features within C-FIRST!.
	Process Tip! This icon provides workflow guidance and important operational notes that help workers apply DCS policies and procedures to C-FIRST!.
	Win! This icon identifies new system capabilities that automate manual tasks or reduce the number of steps required to complete your work.

Module 1: General Navigation

This module covers C-FIRST!'s search functionality for locating cases and person records, switching between list views, and managing the alerts and notifications that drive daily workflow. Users will practice the following task management functions:

- Accessing task notifications
- Switching between task views, including **All Tasks, Opening Tasks, Overdue Tasks, and Today's Tasks**
- Navigating from a task to its related case record
- Marking tasks as complete

The module concludes with personalizing the user experience by pinning default list views and adjusting list view settings.

After completion of the module, you will be able to:

- Log into C-FIRST!, identify Homepage components, and understand user role permissions
- Navigate between tabs, cases, and records using the global menu and **Related List Quick Links**
- Search for cases and person records using multiple criteria and list views
- Access, filter, and manage task notifications across different task views
- Navigate from a task notification to its related case record
- Mark tasks as complete and review approval notifications
- Pin default list views and customize Homepage preferences

Case Scenario: The Carter Family

The Tennessee Department of Children's Services (DCS) receives a report related to the Carter household. The report informs DCS of serious concerns about caregiver alcohol misuse and escalating domestic violence in the home. This report goes through the Intake process and becomes an **Investigation** case. This family includes a 10-year-old child, **David Carter**, who is the alleged victim in our scenario. The mother in our case is **Maria Carter**, and David's biological father is not in the picture. Maria has a boyfriend, **James Wilson**, who is the alleged perpetrator.

Lesson 1: Logging into C-FIRST! and Understanding User Roles

Before you begin working on the Carter family Investigation case, you must successfully log into C-FIRST! and understand how your assigned role determines what you can see and do in the system. Your role grants you specific permissions to view cases, create records, and submit work for supervisory approval.

Learning Objectives

- Log into the C-FIRST! application using valid credentials
- Identify the components displayed on the Homepage
- Understand how user roles determine system access and permissions
- Locate previous login details for security verification

Task 1: Log into the C-FIRST! Application

You have been assigned to investigate the Carter family case. The Intake was received yesterday from Maple Grove Elementary regarding 10-year-old David Carter. Before you can review the case details, you must log into C-FIRST! with the correct credentials.

1. Open your web browser and navigate to the C-FIRST! application URL provided by your administrator. The C-FIRST! login screen displays.
2. Click the **Username** field, enter *your assigned DCS username*.
3. In the **Password** field, enter *your secure password*.
4. Click **Log in**. C-FIRST! validates your credentials and displays the **Home** tab.
5. Verify that you have arrived at the **Homepage**.

Task 2: Review the Homepage Components

Now that you are logged in, familiarize yourself with the Homepage layout. The **Homepage** displays critical information about your assigned cases, including the Carter family Investigation that requires your attention due to its Priority 2 response requirement, requiring an initial interview within 72 hours.

1. Locate the **Greetings** component at the top of the **Homepage**. C-FIRST! displays your name and a count of Investigation Cases you have completed this month.
2. Review the case status counts displayed in the **Greetings** component. C-FIRST! shows the number of cases in *Open*, *Completed*, *Closed*, and *Abridged* status.
3. Scroll down to view the **Cases with Due/Overdue Initial Interviews** component. C-FIRST! displays counts of cases organized by *Priority 1* and *Priority 2* response requirements.
4. Locate the **Assessments Pending Completion** component. C-FIRST! displays a list of FAST and Special Investigations Unit (SIU) FAST Assessments with the status *In Progress* or *Worklisted*.
5. Review the **Findings Due within 5/10 Business Days** component. C-FIRST! displays Investigation Cases with *Pending* findings approaching their classification due date.
6. Locate the **Open Investigation Cases** component. C-FIRST! displays the count of your assigned cases in *Open* status.



Process Tip!

Your specific role determines what actions you can perform in C-FIRST!. Understanding these permissions helps you know when you can complete tasks independently and when you must submit work for supervisory approval.

7. Note that as a CPS Case Manager, you can view the **Today's Tasks** component on your **Homepage**. C-FIRST! displays tasks assigned to you that are due today.
8. Review the **Incomplete Monthly Face to Faces Contact** component. C-FIRST! displays incomplete monthly face-to-face contacts with the status *Not Complete* that are assigned to you.
9. Locate the **Date of Closure within 5/10 Business Days** component. C-FIRST! displays your Investigation Cases approaching their closure due date and findings due date.

10. Understand that when you complete assessments or findings, you must click the **Submit for Approval** button to send the record to your supervisor for review.

Lesson 2: Navigating the Homepage and Global Menu

Efficient navigation in C-FIRST! allows you to quickly access the Carter family case and related records. Understanding the global menu structure and Homepage components ensures you can locate critical information within the priority timeframe for completing the initial interview with David Carter.

Learning Objectives

- Navigate between tabs using the global menu
- Access case records from the Homepage components
- Use the Related List Quick Links section to navigate within a case
- Switch between different list views

Task 1: Navigate Using the Global Menu

The global menu in C-FIRST! provides access to all major system functions. You will use this menu to navigate to the **Cases** tab where you can locate the Carter family Investigation.

1. Locate the navigation bar at the top of the C-FIRST! screen. The navigation bar displays tabs for major system functions.
2. Click the **Home** tab in the navigation bar. C-FIRST! displays your **Homepage**.
3. Click the **Cases** tab in the navigation bar. C-FIRST! navigates to the **Cases List View**.
4. Observe that the **Cases List View** displays columns including:
 - Case ID
 - Case Name
 - Case Type
 - Case Status
 - Case Open Date
 - Case Close Date
 - County
5. Click the **Home** tab to return to your **Homepage**. C-FIRST! displays the **Homepage**.

**System Tip!**

The tabs you see in the navigation bar may vary based on your user role and permissions.

Task 2: Access Cases from Homepage Components

Your **Homepage** displays several components that provide direct access to your assigned cases. The Carter family case should appear in your notifications since it was assigned to you.

1. On the **Homepage**, locate the **Today's Tasks** component. C-FIRST! displays a list of tasks with a due date of today.
2. Click the **View All** hyperlink below the **Today's Tasks** component. C-FIRST! navigates to the **Tasks List View** displaying all your tasks.
3. Locate the task, *Intake Analyst has assigned you a task. An Investigation has been assigned to you.*
4. Click on the task record to open the **Task Details** screen. C-FIRST! displays the task information including the **Related To** field.
5. Click the **Related To** hyperlink on the task. C-FIRST! navigates to the **Case Summary** screen for the Investigation. This is where you will add documents related to the case. Refer to Module 4 for more information on document management.

**Process Tip!**

Accessing cases through task notifications ensures that you are working on the most time-sensitive items first.

Task 3: Use Related List Quick Links

Once you are on the Carter family case record, the **Related List Quick Links** section provides rapid access to all related records such as persons, assessments, findings, and contacts.

**System Tip!**

The **Related List Quick Links** section provides the fastest way to navigate between different record types within a case. Use these links instead of scrolling through the entire case record.

1. On the **Case Summary** screen for the case, scroll down to locate the **Related List Quick Links** section.

2. Click the **Persons** hyperlink in the **Related List Quick Links** section. C-FIRST! displays the list of persons associated with the case.
3. Click the **browser back** button or the **Case ID** hyperlink to return to the **Case Summary** screen.
4. Click the **Assessment** hyperlink in the **Related List Quick Links** section. C-FIRST! displays the list of assessments for the case.
5. Click the **browser back** button to return to the **Case Summary** screen.
6. Click the **Findings** hyperlink in the **Related List Quick Links** section. C-FIRST! displays the findings records for the case.
7. Click the **browser back** button or the **Case ID** hyperlink to return to the **Case Summary** screen.
8. Click the **Criminal History Background Checks** hyperlink in the **Related List Quick Links** section. C-FIRST! displays background check records.

Task 4: Navigate to the Intake Review Tab

Before conducting your Investigation, you must review the original Intake that initiated the Carter family case. The Intake contains critical information about the allegations reported by the school counselor at Maple Grove Elementary.

1. On the **Case Summary** screen, locate the tab navigation area near the top of the case record.
2. Click the **Intake Review** tab. C-FIRST! displays the **Intake Review** section.
3. Click the **Go to Intake Report** link. C-FIRST! opens the Intake associated with the Carter Investigation.
4. Review the Intake details including the reporter information, allegations, and persons identified. Make note of the individuals listed.
5. Click the **browser back** button or **Related Case ID** hyperlink to return to the **Case Summary** screen. C-FIRST! displays the **Case Record**.

Lesson 3: Using Search Functions for Cases and Persons

During your Investigation of the Carter family, you must search for existing Person Records before adding any new individuals to the case. C-FIRST! requires this search to prevent duplicate records and to make sure you have a complete history for all case participants, including James Wilson, Maria's boyfriend, who has prior drug charges in Georgia.

Learning Objectives

- Perform a person search using multiple search criteria
- Interpret search results and identify matching records
- Use the Cases List View to locate specific cases
- Apply filters and sorting to list views

Task 1: Search for an Existing Person

During your initial interview with Maria Carter, you learn that her mother Rosa Hernandez (DOB: 11/12/1967) may be a potential safety resource for the children. Before adding Rosa to the Case, you must search to determine if she already exists in C-FIRST!.

1. From the **Case Summary** screen for the Case, click the **Persons** hyperlink in the **Related List Quick Links** section. C-FIRST! displays the **Case Persons** list.
2. Click **Search Case Person**. C-FIRST! opens the **Search for a Person** screen.
3. Click the **Last Name** field and enter *last name####*.
4. Click the **First Name** field and enter *first name*.
5. Click the **Date of Birth** field and enter *date of birth*.
6. Click the **Search** button. C-FIRST! performs the search and displays results in the **Search Results** list.
7. Review the search results. If a matching record exists, C-FIRST! displays the person's name, date of birth, and PID.

Task 2: How to Handle No Search Results

When your search returns no results, as with Rosa Hernandez, C-FIRST will display the message, "Exhaustive search has found no evidence of any matches in the database." You will then need to add Rosa Hernandez as a new person in the system.

1. Click the **New Person** button to open the **New Person** form.
2. Click the **First Name** field and enter *first name*.
3. Click the **Last Name** field and enter *last name####*.
4. In the **Date of Birth Unknown?** field, select *No* from the drop-down.
5. Click the **Date of Birth** field and enter *date of birth*. **Note:** The Date of Birth or Estimated Age is required to create a Person Record.
6. Click the **Gender at Birth** drop-down and select *gender*.
7. In the **Ethnicity** field, select *Unable to Determine*.
8. In the **Race** field, select *Unknown* and use the right arrow to move to the **Chosen** column.
9. Click **Save**. C-FIRST! saves the new Person Record and displays a confirmation message.
10. Click the **Generate PID** button. C-FIRST! assigns a unique Person Identifier.
11. Click the **Person Type** hyperlink from the **Related List Quick Links** section.
12. Click **New**. The **New Person Type** screen displays.
13. Click the **Person** radio button and click **Next**. The **Person** field auto-populates with the person name.
14. Click the **Status** drop-down and select the *status*.
15. Click the **Human Trafficking Survivor?** drop-down and select the option from the drop-down.
16. Click the **Living Arrangement** drop-down and select the *living arrangement*.
17. Click the **Tribal Affiliation?** drop-down and select the option from the drop-down.
18. Click the **Child Ever Fathered/Born Children?** drop-down and select the option from the drop-down.
19. Click the **Was There a Prior Legal Guardianship?** drop-down and select the option from the drop-down.
20. Click the **Has the Child Ever Been Adopted?** drop-down and select the option from the drop-down. Click **Save**.

Task 3: Switch Between List Views

C-FIRST! provides multiple pre-configured list views to help you organize your work. Understanding these views helps you quickly access the information you need.

1. Click the **Cases** tab in the navigation bar. C-FIRST! displays the **Cases** list view.
2. Click the **drop-down arrow** next to the current view name. C-FIRST! displays the list of available views.
3. Select **All** from the drop-down. C-FIRST! displays all case records in the system including:
 - Case ID
 - Case Name
 - Case Type
 - Case Sub-Type
 - Case Status
 - Case Open Date
 - Case Close Date
 - Assigned Worker
 - County
4. Click the **drop-down arrow** and select *Investigation*.
5. Click the **drop-down arrow** and select *Recently Viewed*.
6. Click the **Pin** icon (push pin) next to your preferred view. C-FIRST! sets this view as your default when accessing the **Cases** tab.

Lesson 4: Understanding Notifications

C-FIRST! uses tasks and notifications to alert you when action is required on your cases. For the Carter family Investigation, you will receive notifications when the case is assigned, when approvals are needed, and when deadlines approach. Understanding how to manage these notifications ensures you meet critical timeframes.

Learning Objectives

- Access task notifications
- Switch between task views
- Navigate from task and related cases
- Mark tasks as complete
- Review approval notifications

Task 1: Access Your Task Notifications

When the Intake Specialist assigned the Carter family case to you, C-FIRST! created a task notification. You can access this notification as one way to begin working on the case.

1. Click the **Home** tab in the navigation bar. C-FIRST! displays your **Homepage**.
2. Locate the **Today's Tasks** component on your **Homepage**. C-FIRST! displays tasks with due dates for today and statuses of *Worklisted* or *Pending*.
3. Click the **View All** hyperlink below the **Today's Tasks** component. C-FIRST! navigates to the **Tasks List View**.
4. Review the **Today's Tasks List View** which displays columns for the following:
 - Subject
 - Name
 - Related To
 - Due Date
 - Status
 - Priority
 - Last Modified Date/Time
 - Last Modified By Alias
 - Assigned To
 - Completed Date/Time
5. Locate the task, *Intake Specialist has assigned you a task. An Investigation has been assigned to you.*

**System Tip!**

The **Today's Tasks** component only shows tasks due today. Use the **View All** link to see all your assigned tasks regardless of due date.

**System Tip!**

If an Intake associated with a person on one of your active cases is screened out (not accepted for Investigation), C-FIRST! generates a notification informing you of the screening decision. This notification displays in your task list. While no action is required on the screened out Intake, reviewing it helps you stay aware of all reports involving your cases.

For example, if a new report about the Carter family were received and screened out, you would receive a notification so you can assess whether the information in the screened out report is relevant to your active Investigation.

Task 2: Switch Between Task Views

C-FIRST! provides multiple task views to help you organize your workload. You can view all tasks, open tasks, overdue tasks, or completed tasks depending on your needs.

1. On the **Tasks** list view, click the **drop-down arrow** next to the current view name.
2. Click the **drop-down arrow** and select *All Tasks*.
3. Click the **drop-down arrow** and select *Open Tasks*.
4. Click the **drop-down arrow** and select *Overdue Tasks*.
5. Click the **drop-down arrow** and select *Completed Tasks*.
6. Click the **drop-down arrow** and select *Today's Tasks*.
7. Click the **List Display** button (table icon) to change how tasks are displayed.



Process Tip!

Check the **Overdue Tasks** view daily to confirm that no critical deadlines have been missed. For the Carter Case, missing the initial interview deadline would be flagged here.

When there is an auto-generated contact record that is created by the system, that record appears with a status that shows *Worklisted*. This essentially is a record that is pending and requires completion. Any Initial Interview contact records that are created by the system appear with a status that reflects *Worklisted*. Per policy, these Initial Interviews must be completed within 10 days. If this contact is not made within 10 days, staff must update Good Faith Effort activities.

Task 3: Navigate from Task to Related Case

Each task notification links to the related case record. This allows you to quickly navigate from the notification to the case requiring action.

1. On the **Tasks** list view, click on the **task subject** for the Carter case assignment. C-FIRST! opens the **Task Details** screen.
2. Locate the **Related To** field. This field displays the case associated with the task.
3. Click the **Related To** hyperlink. C-FIRST! navigates to the **Case Summary** screen for the Investigation.
4. Review the **Case information** to understand what action is required. For a new case assignment, you must review the Intake and conduct the initial interview.

5. Click the **browser back** button to return to the **Task Details** screen. C-FIRST! displays the task record.

**System Tip!**

The **Related To** field on a task always links to the primary record requiring action. For case-related tasks, this will be the case record.

Task 4: Mark Tasks as Complete

After completing the required action for a task, you must update the task status to reflect completion. This removes the task from your open items.

1. On the **Task Details** screen, locate the **Status** field. C-FIRST! displays the current task status (e.g., *Pending* or *In Progress*).
2. If the task status is *In Progress*, locate the **Mark Complete** button at the top of the task record.
3. Click the **Mark Complete** button. C-FIRST! updates the task status to *Completed*. **Note:** Observe that the **Mark Complete** button is replaced by a **Completed** button. This button allows you to change the status back to *Pending* if needed.

**System Tip!**

If you need to modify task details before completion, click the **Edit** button. C-FIRST! opens the task in edit mode.

Task 5: Review Approval Notifications

When you submit assessments or findings for approval, your supervisor receives a notification. The record becomes locked for editing while your supervisor reviews the assessment. After they review, approve, or reject your submission, you will receive a notification of the decision.

1. Click the **Home** tab in the navigation bar. C-FIRST! displays your **Homepage**.
2. Check your notifications for approval-related tasks. Look for tasks like *CPS Supervisor assigned you a task, Please review the record and Submit for Approval*.
3. If you see an approval notification, click on the task to view details. C-FIRST! displays the task information.

4. Click the **Related To** hyperlink to navigate to the record requiring action. C-FIRST! opens the related finding or assessment. **Note:** Review any comments from your supervisor explaining why the record was returned. Make necessary corrections before resubmitting.

Lesson 5: Managing Your User Profile and Preferences

Customizing your C-FIRST! profile and preferences helps you work more efficiently on cases like the Carter family Investigation. Setting default views, pinning frequently used list views, and understanding your profile settings ensures the system is configured to support your workflow.

Learning Objectives

- Access and review your user profile information
- Set default list views using the pin feature
- Customize Homepage component visibility
- Use the refresh function to update list data

Task 1: Pin Default List Views

Pinning a list view sets it as your default when you access that tab. For Investigation work, pinning the **My Primary Assigned Cases** view means you see your active Caseload first.

1. Click the **Cases** tab in the navigation bar. C-FIRST! displays the **Cases** list view.
2. Click the **drop-down arrow** next to the current view name and select *My Primary Assigned Cases*. C-FIRST! displays Cases assigned to you with status *Open* or *Completed*.
3. Locate the **Pin** button (push pin icon) next to the **View** drop-down and click the **Pin** button. C-FIRST! sets **My Primary Assigned Cases** as your default view for the **Cases** tab.
4. Click the **Home** tab in the navigation bar. C-FIRST! displays the **My Primary Assigned Cases** view by default.



Process Tip!

Pin the view you use most frequently. To view assigned Cases, **My Primary Assigned Cases** is typically the most useful default view.

Task 2: Use List View Settings

List view settings allow you to customize how data is displayed, including column visibility and sort order. These settings help you organize Case information efficiently.

1. On the **Cases** list view, locate the **Settings** button (gear icon) on the toolbar.
2. Click the **Settings** button. C-FIRST! displays list view settings options.
3. Review available settings for column display and list behavior.
4. Click the **Select List Display** button (table icon) to switch between display formats. C-FIRST! offers alternative ways to view the list data.
5. Click the **Refresh** button (circular arrow icon) to update the list with the latest data. C-FIRST! reloads the list view with current information.



System Tip!

Use the **Refresh** button after making changes to case records to confirm the list view displays the most current data.

Knowledge Check!

Question 1: What is the first step you should take when you receive a notification that a new Investigation has been assigned to you?

- A. Mark the task as complete
- B. Click the Related To hyperlink to navigate to the case
- C. Create a new case contact
- D. Submit the case for approval

Question 2: Which Homepage component displays Investigation Cases with Initial Interviews approaching or past their due date?

- A. Today's Tasks
- B. Open Investigation Cases
- C. Investigation Cases with Due/Overdue Initial Interviews by Priority
- D. Assessments Pending Completion

Question 3: What message does C-FIRST! display when a person search returns no matching records?

- A. No records found
- B. Search complete - 0 results
- C. Exhaustive search has found no evidence of any matches in the database
- D. Person not found in system

Question 4: Which button allows you to set a list view as your default when accessing a tab?

- A. Settings (gear icon)
- B. Pin (push pin icon)
- C. Refresh (circular arrow icon)
- D. Filter (funnel icon)

Question 5: After submitting a record for approval, what happens to the record?

- A. The record is deleted
- B. The record becomes locked for editing
- C. The record status changes to Closed
- D. The record is automatically approved

Module 2: Person Management

This module covers the end-to-end process of managing Person Records in C-FIRST!. It begins with searching for existing Person Records before creating new ones, a critical step that prevents duplicate records in the system. Users will practice searching by name and date of birth, handling scenarios where no results are returned, and searching with limited information. When a search confirms no existing record, the module walks through creating a new Person Record, generating a Person ID (PID), and establishing the appropriate Person Type.

The module then covers maintaining accurate person demographics throughout an Investigation, including editing records, adding aliases, updating household member information, and uploading photos. Address and contact management is addressed in detail, covering how to add addresses using the Smarty lookup, manage addresses for relatives, review address history, and add phone numbers. The module concludes with linking persons to Investigation Cases as Case Persons, assigning roles such as Alleged Child Victim or Alleged Perpetrator, creating Relationship Records between family members, and designating the Primary Caregiver for assessments.

After completion of the module, you will be able to:

- Search for existing Person Records and interpret search results to prevent duplicates
- Create new Person Records, generate a Person ID (PID), and establish a Person Type
- Edit person demographics including aliases, household information, and photos
- Add and manage addresses using Smarty and maintain address history
- Associate persons to an Investigation Case and assign Case Person roles
- Create Relationship Records between family members
- Designate the Primary Caregiver for assessments

Lesson 1: Navigating Case Persons

Before we dive into person management, we wanted to do a quick recap on understanding the terms you will see throughout this module and where to locate them within C-FIRST!.

Learning Objectives

- Navigate to the Person Search functionality in C-FIRST!
- Execute searches using multiple search criteria including name, date of birth, and SSN
- Adding new Case Persons

Task 1: Case Persons

Established Intake Persons that have been added to the Investigation Case automatically or a manually added New Person who has been validated by the worker.

A Case Person ID is assigned per case in C-FIRST!. This same person receives a different case person ID in each case.

Note: If a person is mentioned at Intake and established then their information will carry over from Intake into the Case Person related list. If they were not established at Intake, they will not be carried over into the Investigation and would need to be added to the Investigation as a New Person once more information was gathered.

1. Log into C-FIRST! using your **CPS Case Worker** credentials. C-FIRST! displays the Homepage.
2. Select *Person* from the **Home** drop-down. The **Recently Viewed Person** screen displays.
3. Click **New** to search for, and possibly add, a new person.
4. Enter any known details on the **Search for a Person** screen. The search results display and show a list of potential matches, if any. **Note:** The more information you add, the more the system has to compare against other individuals in the system.
5. Click **New Person** to create a new Person Record if no individuals were found to match your search, you had a score less than 85%, or you received supervisor approval.
6. Complete the required fields on the **New Person** screen for *Date Of Birth Unknown?*, *Date of Birth*, *Last Name*, *Gender at Birth*, *Ethnicity*, and *Race*.
7. Click **Save**.

**System Tip!**

Person Search accepts multiple identifiers in one place. Those identifiers include Person Details, Address Details, and Case Details. The more information you add, the more C-FIRST! has to compare against other individuals in the system. C-FIRST! also searches for spelling variations and similar sounding words to the names you enter, so if a name is misspelled or mistyped, the search results will still display similar names.

Task 2: Person Record

A person record is a persistent record, a unique identifier, that does not change regardless of how many intakes, or cases, or provider records.

1. Click the **Case ID** hyperlink in the **Navigation Links** section of the notification. C-FIRST! redirects you to the **Case Summary** screen for the Case.
2. Click the **Persons** hyperlink from the **Related List Quick Links** and click the **Case Person ID** hyperlink to view the Case Person record.
3. Click the **Person** hyperlink in the **Details** section to view the Person details specific to that individual.

**Process Tip!**

In C-FIRST!, you must establish a person and create a person record before you can link that person to a case to become a case member. Person records are linked to different cases when they are added as a case member to a specific case.

Note: Please see the Person Record Types graphic below for more information.

INTAKE PERSON Intake Person A new intake person ID is assigned per intake. The same person can appear across multiple intakes with different IDs. Sally: Intake A → ID 32456 Intake B → ID 856325 → PID 875235 • Name of Intake Person • Role as Related to Intake • Relationship to Victim • Gender at Birth • Date of Birth • Estimated Age ID TYPE: Intake Case Person ID — unique per intake	CASE PERSON Case Person A new case person ID is assigned per case. The same person receives a different case person ID in each case. Jane Doe: Case 2020 → ID 56789 Case 2026 → ID 345678 → PID 12345 • Name of Case Person • Roles as Related to Case • Safe at Home Person • Relation • Active Domestic Violence Concern • Visitation Waiver • County of Venue • LifeSkills Assessment Exempt • Receive Hearing and Meeting Alerts • Seal Case Person (Adoption) • Criminal History & Background Checks • Custody • Legal Statuses ID TYPE: Case Person ID — unique per case
PROVIDER PERSON Provider Person A different provider person ID is assigned for each provider record. The same person can have multiple provider associations. Sue Smith: DCS Foster Home → ID 56789 Youth Villages → ID 23785 → PID 123456 • Name of Provider Person • Role as Related to the Provider Record • Occupation • SSN • Drivers License Number • Drivers License State • ICPC Home • Provider Portal Account Notification • Date of Birth • Age • Consent for Mailing Lists • Home Phone • Mobile Phone • Emergency Phone • Email • Address • Criminal History Background Checks • Training Activities • Waivers	

Intake Person, Case Person, & Provider Person

PERSON RECORD (PID)

Person Record (PID)

Single persistent record — the PID never changes no matter how many intakes, cases, or provider records.

Jane Doe's PID 12345 stays 12345 across all records, forever.

Core Identity	Education	Medical / Healthcare	Associated Records	
- Name / Alias / Personal Photo - Sexual Orientation - Other Sexual Orientation - Safe Haven Child - Intellectual/Developmental Disability? - Safe at Home Person? - Birth Country - Birth State - Birth City - Birth County - Safe at Home Person? - Active Domestic Violence Concern? - Living Arrangement - Human Trafficking Survivor? - Marital Status - Other Marital Status - Military Status - Military Branch - Dependent on US Armed Forces Individual? - Actively Parenting? - Pregnant Status - Start Date of Pregnancy	- Estimated Due Date of Pregnancy - Has the child ever fathered/bore children? - Has the child ever been adopted? - Legalization Date of Last Adoption - Was the prior adoption type intercountry? - Was there a prior legal guardianship? - Prior Guardianship Date - TCSES Referral Status - Tribal Affiliation? - Tribe Name - Other Tribe Name - Federally Recognized Tribe? - CASA/Child Attorney Name - CASA/Child Attorney Contact - Religious/Spiritual Affiliation - Other Religious/Spiritual Affiliation - Occupation - Other Occupation - Employed Status - Employer Name - Employer Address	- School - Other School Type - Education Type - Program Type - Primary Disability - Current Grade - Last Grade Completed - Attendance Start Date - Attendance End Date - Education Status - Education Enrollment? - Enrollment Status - Other Enrollment Status - Diploma - Diploma Date - Certificate Status - Active IEPs? 504 Plans? - Education Surrogate Parent - Surrogate Parent Phone Number	- Medicaid MCO - Name of PCP - MCO Start Date - MCO End Date - Phone Number of PCP - PCP Address	- Alias - Attachments - Contact History - Moving Violations - Addresses - Allergies - Assessments - Care Coordination Notes - Consents - Credit Checks - Criminal History and Background Checks - Custody Records - Education - Eligibility - Gang Intelligence Reports - ICWA - Income - Injuries - Level of Care - Medical Appointment - Medical Assessment - Medical Insurance - Medical Providers - Medications - NYTD Surveys - Person Alerts - Physical Attributes - Placements - Referrals for Services - Runaway Summary - Substance Use - Cases - Provider Person Association - Records Request - Relationships - Personal Photo

Person Record

Lesson 2: Searching for Existing Person Records

Before adding any individual to the Carter family Investigation, you must first search C-FIRST! to determine if a Person Record already exists. This prevents duplicate records and ensures you can access any prior case history. Maria Carter and her children may have existing records from previous DCS involvement, so thorough searching is essential before creating new entries.

Learning Objectives

- Navigate to the Person Search functionality in C-FIRST!
- Execute searches using multiple search criteria including name, date of birth, and SSN

Note: To add a New Person users will need to fill out the minimum fields including **Race Primary, Date Of Birth Unknown?, Last Name, Gender at Birth, Ethnicity, Race.**

- Interpret search results and identify potential matches
- Recognize when an exhaustive search yields no results

Task 1: Access Person Search from the Investigation Case

Before we begin documenting any interviews or assessments, let's verify whether the family members already exist in C-FIRST!. Let's begin by accessing the **Person Search** from the case record.

1. Click the **Case ID** hyperlink in the **Navigation Links** section of the notification. C-FIRST! redirects you to the **Case Summary** screen for the Case.
2. Navigate to the **Intake Review** tab and review the **Individuals Involved** section to note the names and identifying information for all persons reported during Intake.
3. Click the **Persons** hyperlink in the **Related List Quick Links** section. C-FIRST! displays the list of Intake Persons and Case Persons currently associated with the Investigation.
4. Click the **Search Case Person** button. C-FIRST! opens the **Search for a Person** screen.



System Tip!

The **Person Search** screen allows you to search across all Person Records in C-FIRST!, not just those associated with your current Case. We found over 200,000 duplicate persons in TFACTS that we have tried to remediate. We do not want to create the same situation in C-FIRST! This is why the system will force you to search for a name/person before you can create a new person record. Always perform a thorough search before creating a new Person Record.

Task 2: Search for an Existing Person Using Name and Date of Birth

You need to search for James Wilson (DOB: 1/15/1993). You will use multiple search criteria to verify accurate search.

1. Click the **Last Name** field and enter *last name####*.
2. Click the **First Name** field and enter *first name*.
3. Click the **Date of Birth** field and enter *date of birth*.
4. Click the **Search** button. C-FIRST! executes the search and displays results in the **Search Results** list.
5. Review the search results to identify any potential matches. Note the **PID**, **First Name**, **Last Name**, and **Date of Birth** columns for each result.
6. If a matching record displays, click the **down arrow** icon to view the Person Record and verify the identity. If the person already exists in C-FIRST!, follow the steps in Module 2, Lesson 5: Linking Persons to Cases and Relationships to associate the individual.

Note: The **Match Score** is a percentage displayed on Person Search results indicating closeness of match to existing records; determines whether leadership approval is needed to create a new Person Record. If the match score of a Person Search result is above 85%, the user must seek leadership approval before creating a new Person.

Staff may need to contact the Max Specialist staff for any updates or changes that are needed to person records once the SSN verification is locked. These are instances where workers select that the SSN needs to be verified by the Social Security Administration (SSA). Once SSA verifies the SSN record and this record is locked, all future changes must be sent to the Max Specialist for updates.



Process Tip!

When searching for a person, start with the most unique identifiers such as SSN or exact date of birth. If no results are found, try variations of the name spelling or partial SSN searches.

If your search returns potential matches, C-FIRST! displays a Duplicate Person Warning. This warning alerts you that a person with similar information already exists in the system. Before creating a new person record, you must review each potential match carefully:

- Compare the name, date of birth, and other identifying information with what you know about the individual.
- If you confirm a match, click **Select** next to the matching record to associate the existing person with your case.
- If no results match, you may proceed with creating a new record.

Creating duplicate person records causes data integrity issues and may result in incomplete case histories. Always exhaust your search before creating a new record.

Task 3: Search for a Child Using Limited Information

You need to verify whether David Carter (DOB: 9/22/2015), the 10-year-old son, has an existing record in C-FIRST!. David attends Maple Grove Elementary. Children may have records from prior Investigations or service referrals.

1. Click the **Clear** button to reset all search fields.
2. Click the **First Name** field and enter *first name*.
3. Click the **Last Name** field and enter *last name####*.
4. Click the **Date of Birth** field and enter *date of birth*.
5. Click the **Search** button.
6. If multiple results appear, compare the **Date of Birth** and any available **Address** information to identify the correct person.
7. Click the **down arrow** icon next to the correct Person Record to associate them with the Case. C-FIRST! adds the person as a Case Person.

Task 4: Perform a Search That Returns No Results

You will search for Maria Carter (Biological Mother) to confirm no existing record exists before creating a new one.

1. Click the **Clear** button to reset all search fields. C-FIRST! clears the previous search criteria.
2. Click the **Last Name** field and enter *last name####*.
3. Click the **First Name** field and enter *first name*.
4. Click the **Date of Birth** field and enter *date of birth*.
5. Click the **Search** button. C-FIRST! displays the message, "Exhaustive search has found no evidence of any matches in the database."

Note: When no matches are found, you must create a new Person Record to add this individual to the Case. Any record that has a duplicate record that still needs to be approved must be submitted to a supervisor for approval.

Lesson 3: Creating New Person Records

When a person search confirms no existing record, you must create a new Person Record in C-FIRST!. For the Carter family Investigation, Maria Carter has no prior Tennessee DCS history and requires a new record. Creating accurate Person Records with complete demographic information is critical for Case management, federal reporting, and future Case matching.

Learning Objectives

- Create a new Person Record when no existing record is found
- Enter required demographic fields including name, date of birth, gender, and race/ethnicity
- Generate a Person ID (PID) for the new record
- Create a Person Type record to define the individual's role in the system

Task 1: Initiate New Person Record Creation

Your search for Maria Carter returned no results. Maria is James Wilson's girlfriend who moved into the home in December 2025. You will now create a new Person Record for Maria.

1. From the **Person Search** screen where no results were found, click the **New Person** button. C-FIRST! opens the **New Person** record screen.
2. Click the **First Name** field and enter *first name*.
3. Click the **Last Name** field and enter *last name####*.
4. Click the **Date of Birth Unknown?** drop-down and select the required option.
5. Click the **Date of Birth** field and enter *date of birth*.
6. Click the **Gender at Birth** drop-down and select *gender*.
7. Click the **Race** drop-down and select *race*. Options include:
 - Abandoned
 - American Indian or Alaska Native
 - Asian
 - Black or African American
 - Declined
 - Native Hawaiian or Other Pacific Islander
 - White
 - Unknown

8. Click the **Ethnicity** drop-down and select *ethnicity*. Options include:
 - Hispanic or Latino
 - Not Hispanic or Latino
 - Unable to Determine
9. Complete any additional required fields displayed on the screen.
10. Click **Save**. C-FIRST! saves the new Person Record and displays the **Person Details** screen.

**System Tip!**

The **First Name**, **Last Name**, **Date of Birth**, and **Gender** fields are required to save a new Person Record. **Race/Ethnicity** is a federal reporting field and should always be completed when known.

**Process Tip!**

If your match score is above 85%, you will need to enter the information in the "Justify why this is not a duplicate." Field and select the checkbox marking the record is "Emergency Request?".

Non- Emergency Person Records: You may encounter instances where there is a duplicate person record but the person record needs to be established in the system. In a non-emergency situation, this person record is routed to the Office of **Data Governance and Analytics (ODGA)** queue for review. The ODGA will do research and provide a response within 3 business days.

Emergency Person Records: You may encounter instances where there is a duplicate person record and the person needs to be established in the system "day of". In this emergency situation, the person is routed to the Directors Queue to review and approve.

Note: Please refer to policy and your supervisor's guidance to determine which person records are considered emergency and non-emergency approvals; please use best practice to include person records during the initial phases of cases management.

Task 2: Generate a Person ID (PID)

After saving the Person Record for Maria Carter, you must generate a Person ID (PID). The PID is a unique system identifier that links all records associated with this individual across C-FIRST!.

1. On the **Person Details** screen, locate the **Generate PID** button in the action bar.
2. Click the **Generate PID** button. C-FIRST! displays a confirmation dialog and assigns a unique Person ID and displays it in the **Person ID** field.
3. Note the generated **Person ID** value for your records. This ID will be used to reference the individual throughout the Case. Click the **Person Type** hyperlink from the **Related List Quick Links** section.
4. Click **New**. The **New Person Type** screen displays.
5. Click the **Person** radio button and click **Next**. The **Person** field auto-populates with the person name.
6. Click the **Status** drop-down and select the *status*.
7. Click the **Human Trafficking Survivor?** drop-down and select the option from the drop-down.
8. Click the **Living Arrangement** drop-down and select the *living arrangement*.
9. Click the **Tribal Affiliation?** drop-down and select the option from the drop-down.
10. Click the **Child Ever Fathered/Bore Children?** drop-down and select the option from the drop-down.
11. Click the **Was There a Prior Legal Guardianship?** drop-down and select the option from the drop-down.
12. Click the **Has the Child Ever Been Adopted?** drop-down and select the option from the drop-down. Click **Save**.
13. From the **Case Summary** screen click the **Persons** hyperlink in the **Related List Quick Links** section. C-FIRST! displays the list of **Case Persons**.
14. Click the **Search Case Person** button. C-FIRST! opens the **Person Search** screen.
15. Click the **First Name** field and enter *first name*.
16. Click the **Last Name** field and enter *last name####*.
17. Click **Search**. C-FIRST! displays the search results.
18. Click **Select** next to the individual's record. C-FIRST! adds them as a Case Person and opens the **Case Person** screen.

19. Click the **drop-down arrow** and select *Associate*. C-FIRST! saves the associated Case Person and displays a confirmation message.

**System Tip!**

- C-FIRST! checks against the Social Security Administration Database if you select Yes for the “SSA Validation Required?” field.
- Verified SSNs support accurate identity matching across the system. If a user wants to run a person’s SSN against the SSN database, they should answer *Yes* to the SSN validation question. A daily batch will run to verify the reported SSNs and users will see either *Verified* or *Unsuccessful* when they check the following day.

Task 3: Create a New Person Record for a Child

During your Investigation, you identified that Sofia Carter (DOB: 4/3/2019), the 6-year-old daughter, does not have an existing record in C-FIRST!. Sofia attends kindergarten at Maple Grove Elementary. You will create a new person record for Sofia.

1. Navigate to the **Person Search** screen by clicking **Persons** in the **Related List Quick Links** section of the case, then clicking **Search Case Person**.
2. Perform a search for the individual with a date of birth 04/03/2019. C-FIRST! displays the message, "Exhaustive search has found no evidence of any matches in the database."
3. Click the **New Person** button. C-FIRST! opens the **New Person** record screen.
4. Click the **First Name** field and enter *first name*.
5. Click the **Last Name** field and enter *last name####*.
6. Click the **Date of Birth Unknown?** drop-down and select the required option.
7. Click the **Date of Birth** field and enter *date of birth*.
8. Click the **Gender** drop-down and select *gender*.
9. Click the **Race/Ethnicity** drop-down and select *race/ethnicity*.
10. Complete any additional required fields displayed on the screen.
11. Click **Save**. C-FIRST! saves the new person record.
12. Click the **Generate PID** button and confirm. C-FIRST! assigns a unique Person ID to the individual.
13. Click the **Person Type** hyperlink from the **Related List Quick Links** section.
14. Click **New**. The **New Person Type** screen displays.
15. Click the **Person** radio button and click **Next**. The **Person** field auto-populates with the person name.
16. Click the **Status** drop-down and select the *status*.
17. Click the **Human Trafficking Survivor?** drop-down and select the option from the drop-down.
18. Click the **Living Arrangement** drop-down and select the *living arrangement*.
19. Click the **Tribal Affiliation?** drop-down and select the option from the drop-down.
20. Click the **Child Ever Fathered/Bore Children?** drop-down and select the option from the drop-down.
21. Click the **Was There a Prior Legal Guardianship?** drop-down and select the option from the drop-down.

22. Click the **Has the Child Ever Been Adopted?** drop-down and select the option from the drop-down. Click **Save**.
23. From the **Case Summary** screen click the **Persons** hyperlink in the **Related List Quick Links** section. C-FIRST! displays the list of **Case Persons**.
24. Click the **Search Case Person** button. C-FIRST! opens the **Person Search** screen.
25. Click the **First Name** field and enter *first name*.
26. Click the **Last Name** field and enter *last name####*.
27. Click **Search**. C-FIRST! displays the search results.
28. Click **Select** next to the individual's record. C-FIRST! adds them as a Case Person and opens the **Case Person** screen.
29. Click the **drop-down arrow** and select *Associate*. C-FIRST! saves the associated Case Person and displays a confirmation message.

Lesson 4: Editing Person Demographics

Person demographic information must be kept current and accurate throughout an Investigation. For the Carter family case, you may need to update information as you learn more details during interviews. Maria Carter's employment information, James Wilson's prior history, and the children's school details all require accurate documentation in the person records.

Learning Objectives

- Access and edit existing person demographic records
- Update required and optional demographic fields
- Document alias and other name information
- Review person record history to track changes

Task 1: Review the Person Summary At-a-Glance View

Before editing a person's demographic information, it is helpful to review the **Person Summary** screen, which provides an at-a-glance view of the most important information about the individual. The **Person Summary** consolidates key details including demographics, active alerts, linked cases, assessments, and relationships into a single view.

1. From the **Case Record**, click the **Persons** hyperlink in the **Related List Quick Links**. C-FIRST! displays the Persons list.
2. Click the required **Case Person ID**. The **Case Person** screen displays.
3. Click on the individual's name to open their person record.
4. Locate the **Person Summary** section and review the summary information including demographics, address and contact information, recent assessments, and relationships.
5. Review any alert or indicators that may be relevant to the Investigation.
6. Scroll down to review additional sections of the person record.

Task 2: Access a Person Record for Editing

You have completed your initial interview with James Wilson and obtained additional demographic information. James's full legal name is James David Wilson. You need to update his person record with this information.

1. From the **Case Summary** screen, click the **Persons** hyperlink in the **Related List Quick Links** section. C-FIRST! displays the list of Case Persons.
2. Locate the individual in the Case Persons list and click the **Case Person ID**. C-FIRST! opens the **Case Person** record.
3. Click the **Person Name** hyperlink to navigate to the full **Person Details** screen. C-FIRST! displays the complete Person Record.
4. Click the **Details** button above **Individual Characteristics**. C-FIRST! enables editing mode for the Person Record.
5. Click the **Middle Name** field and enter *middle name*.
6. Click **Save**. C-FIRST! saves the updated Person Record and displays a confirmation message.



System Tip!

Changes to person demographic fields are tracked in the **Person History**. You can review who made changes and when by accessing the history related list on the person record.

**Process Tip!**

Profile indicators provide at-a-glance information about a person's status. The **Substantiated Perpetrator** indicator is especially important during Investigations because it tells you the individual has a prior substantiated finding in the system. Always review these indicators before conducting interviews or making case decisions.

Task 3: Add an Alias or Other Name

James's full legal name is James David Wilson, and he goes by his nickname Jimmy in some contexts. You need to document this alias in his Person Record.

1. On the **Person Details** screen, click the **Alias/Other Name** hyperlink in the **Related List Quick Links** section. C-FIRST! displays the **Alias/Other Name** related list.
2. Click **New**. C-FIRST! opens the **New Alias/Other Name** screen.
3. Click the **First Name** field and enter *first name*.
4. Click the **Last Name** field and enter *last name####*.
5. Click the **Status** drop-down and select *status*. Options include:
 - Active
 - Inactive
6. Click **Save**. C-FIRST! saves the alias record and returns to the **Alias/Other Name** related list.

**Process Tip!**

Always document known aliases, maiden names, and nicknames. This enables the person record to be found in future searches regardless of which name variation is used.

**System Tip!**

When a name change is documented on a Person Record (either through an alias entry or by modifying the legal name fields), C-FIRST! generates a notification to users assigned to active cases involving that person. This provides you with awareness when a person's name changes so you can update related records, documents, and correspondence accordingly.

Task 4: Update Demographic Information for a Household Member

During your background check on Maria Carter, you discovered she has an alias from her prior involvement in Georgia. Her maiden name is Hernandez. You need to update her Person Record with this information.

1. Navigate back to the **Case Summary** screen by clicking the **Case Number** hyperlink.
2. Click the **Persons** hyperlink in the **Related List Quick Links** section. C-FIRST! displays the list of **Case Persons**.
3. Locate the individual in the **Case Persons** list and click the name hyperlink. C-FIRST! opens the **Case Person** record.
4. Click the **Person Name** hyperlink to navigate to the full **Person Details** screen.
5. Click the **Alias/Other Name** hyperlink in the **Related List Quick Links** section. C-FIRST! displays the **Alias/Other Name** related list.
6. Click **New**. C-FIRST! opens the **New Alias/Other Name** screen.
7. Click the **First Name** field and enter *first name*.
8. Click the **Maiden Name** field and enter *last name*.
9. Click the **Status** drop-down and select *status*.
10. Click **Save**. C-FIRST! saves the alias record.

Task 5: Upload a Photo to a Person Record

C-FIRST! provides staff with the ability to upload photos to person records. Please see below for informational instructions on uploading photos. For the purposes of training, this task is not completed in the classroom.

1. Navigate to the **Case Summary** screen for the case.
2. Click the **Persons** hyperlink in the **Related List Quick Links** section. C-FIRST! displays the list of **Case Persons**.
3. Locate **the individual** in the **Case Persons** list and click his name hyperlink. C-FIRST! opens the **Case Person** record.
4. Click the **Person Name** hyperlink to navigate to the full **Person Details** screen.
5. Click the **Upload Photo** button in the action bar. C-FIRST! opens the **Upload Photo** pop-up window.
6. Click **Upload Image** and select *the file from your computer*.
7. Click **Save**. C-FIRST! uploads the photo and displays it on the person record.

**Process Tip!**

Contact History provides a comprehensive timeline of all interactions and changes on a person record. This is useful when picking up a case from another user or when reviewing whether required contacts have been completed.

**System Tip!**

Attachments uploaded to a person record are accessible from any case the person is associated with. Use person-level attachments for photos and documents that identify or characterize the individual, and case-level attachments for photos and documents specific to a particular Investigation.

Note: Documentation uploaded at the case level can only be accessed from that case.

Lesson 5: Managing Person Addresses and Contact Information

The Carter family resides at 123 W. Potter Rd. Alexandria, TN 37012 and Rosa Hernandez, the maternal grandmother, lives nearby. You must document all relevant addresses, phone numbers, and email addresses for Case persons.

Learning Objectives

- Create and update Person Address Records
- Document multiple addresses for a single person
- Add phone numbers and email addresses to Person Records
- Review address history to track changes over time

Task 1: Add an Address to a Person Record

You need to document the current address for James Wilson, who recently moved into the Carter family home. James's address is the same as Maria Carter's residence.

1. From the **Case Summary** screen for the case, click the **Persons** hyperlink in the **Related List Quick Links** section. C-FIRST! displays the list of **Case Persons**.
2. Locate the individual in the **Case Persons** list and click the name hyperlink. C-FIRST! opens the **Case Person** record.

3. Click the **Person Name** hyperlink to navigate to the full **Person Details** screen.
4. Click the **Person Address** hyperlink in the **Related List Quick Links** section. C-FIRST! displays the **Person Address** related list.
5. Click **New**. The **ADDRESS SEARCH** screen.
6. Click the **Homeless?** drop-down and select *No*.
7. Click the **Address** field and enter *address*.
Note: If the system recognizes the address and you are able to select the address from the address search bar, the address populates below into the address fields.
8. Click the **City** field and enter *city*.
9. Click the **State** drop-down and select *TN*.
10. Click the **Zip Code** field and enter *zip code*.
11. Click **Search**. If an address is found, the city, state, and zip code automatically populate. C-FIRST! saves the address record and returns to the **Person Address** related list.
12. Click **New Address**. C-FIRST! opens the **New Address** record screen.
13. Click **Save**. C-FIRST! saves the address record and the **Person Address** screen displays.
14. Click the **Address Type** drop-down and select the required type. The options in the drop-down are:
 - Business
 - Currently Living With
 - Forwarding
 - Homeless
 - Incident
 - Last Known Address
 - Mailing
 - Primary Residence
 - Removal
 - Residential Facility
 - Secondary Address
 - Temporary
 - Unknown
 - Work
15. Click the **Status** drop-down and select the required status. The options in the drop-down are:
 - Active
 - Inactive
 - Abridged

16. Click the **Start Date** field and enter the required date.
17. Click **Save**. C-FIRST! saves the address record.

**System Tip!**

Address Type options include *Home, Work, Mailing, and Other*. Select the type that best describes the address purpose. A person can have multiple addresses of different types but can only have one Primary Address at a time. When you add a new address and mark it as Primary, C-FIRST! automatically removes the Primary designation from the previous address and moves it to Address History. The Primary Address is the address used for correspondence, notifications, and location of the individual.

Task 2: Add an Address for a Relative

Rosa Hernandez, the maternal grandmother, lives approximately two miles from the Carter family home. You identified Rosa as a potential safety resource during your Investigation. You need to add her to the case and document her address.

1. Navigate to the **Case Summary** screen for the Case.
2. Click the **Persons** hyperlink and then **Search Case Person**. Search for *the individual* with date of birth *in your data sheet*.
Note: If no results are found, Click **New Person** to create a new Person Record for the individual following the steps from Lesson 2.
3. Click the **Person Address** hyperlink in the **Related List Quick Links** section after creating the Person Record and generating a PID. C-FIRST! displays the **Person Address** related list.
4. Click **New**. C-FIRST! opens the **ADDRESS SEARCH** record screen.
5. Click the **Homeless?** drop-down, select *the appropriate value*.
6. Click the **Address** field and enter *address*.
7. Complete the **City, State, and Zip Code** fields with *city, TN, and the appropriate zip code*.
8. Click **Save**. C-FIRST! saves the address record.

**Process Tip!**

When documenting addresses for potential placement resources like grandparents, confirm the address is complete and accurate. This information is critical for Immediate Protection Agreements and non-custodial placements.

Task 3: Review Person Address History

C-FIRST! tracks all changes made to address records. You can review the address history to see when addresses were added, modified, or marked as inactive. This is useful for understanding a family's housing stability.

1. From the **Person Address** record you just created, click the **Person Address History** hyperlink in the **Related List Quick Links** section. C-FIRST! displays the **Person Address History** list.
2. Review the History Records showing the **Date**, **Field**, **User**, **Original Value**, and **New Value** columns. **Note:** Each change to the address record is logged with the user who made the change and the timestamp.

**System Tip!**

The **Person Address** list view has been updated to display only active addresses by default, sorted with the most recent address at the top.

To view inactive or historical addresses, use the list view filter to change from **Active Addresses** to **All Addresses**. This allows you to see the complete Address History including addresses that have been end-dated.

Task 4: Add Phone Numbers to Person Records

You need to document contact phone numbers for Maria Carter and Rosa Hernandez. Maria's phone number is 901-555-0183, and Rosa's phone number is 901-555-0267. Having accurate contact information ensures you can reach family members for interviews and case updates.

1. Navigate to the **Person** record for Maria.
2. Click the **Details** link. The **Information** section displays.
3. Scroll down and click the **Mobile Phone Number** field and enter mobile number.
4. Click **Save**. C-FIRST! saves the updated phone number.

5. Navigate to the **Person Details** screen for Rosa.
6. Click **Edit**.
7. Click the **Mobile Phone Number** field and enter mobile number.
8. Click **Save**. C-FIRST! saves the updated phone number.

Task 5: Review and Document Worker Safety Concerns

Before visiting a family or conducting in-person interviews, it is critical to check for any user safety concerns documented on person records. C-FIRST! displays alerts for hazardous environments, aggressive pets, criminal history, and other risks that could affect your safety when visiting the Carter family home. Below are informational instructions and we will not complete these steps in the classroom.

1. From the case record, click the **Persons** hyperlink in the **Related List Quick Links**. C-FIRST! displays the case persons list.
2. Click the required **Case Person ID**. The **Case Person** screen displays.
3. Click on the individual's name to open their person record.
4. Navigate to the **Quick Links** and select the **Person Type** hyperlink. The **Person Type List View** displays.
5. Select the record that is listed with the type shown as "Person". The **Person Type Details** page displays.
6. Navigate to the **Related List Quick Links** and select the **Person Alert** hyperlink. The **Person Alert List View** displays.
7. Select **New**. The **New Person Alert** screen displays.
8. Click the **Type of Alert** drop-down and select *Hazard Environment*. The options in the drop-down are:
 - Current Employee
 - Duplicate
 - Hazard Environment
 - Hazard Safety
 - High Risk
 - Minor Parent
 - Potential TBI Sex Offender Match
 - Pregnancy
 - Previous Employee
 - Substantiated Perpetrator
 - Victim Of Human Trafficking
 - Other
9. Click the **Detailed Notes** field and enter the required notes.

10. Click the **Alert Start Date** field and enter the required date.
11. Click the **Status** field and enter the required status. The options in the drop-down are:
 - Active
 - Inactive
 - Abridged
12. Click **Save**. C-FIRST! saves the alert and displays it on the person's record and at-a-glance view.

Lesson 6: Linking Persons to Cases and Relationships

After creating person records, you must link them to the Investigation Case and document their relationships with other family members. For the Carter family Investigation, you must associate all household members with the case and document how they are related to each other. This relationship information is critical for understanding family dynamics and identifying safety resources.

Learning Objectives

- Associate person records with an Investigation Case as Case Persons
- Assign appropriate roles to Case Persons (Alleged Child Victim, Alleged Perpetrator, Witness, Other Involved)
- Create Relationship Records between family members
- Designate primary and secondary caregivers for assessments

Task 1: Associate a Person with the Investigation Case

You have created a person record for Rosa Hernandez, the maternal grandmother. Now you need to associate her with the Carter family Investigation as a Case Person so she can be included in assessments and case planning.

1. From the **Case Summary** screen click the **Persons** hyperlink in the **Related List Quick Links** section. C-FIRST! displays the list of **Case Persons**.
2. Click the **Search Case Person** button. C-FIRST! opens the **Person Search** screen.
3. Click the **First Name** field and enter *first name*.
4. Click the **Last Name** field and enter *last name####*.
5. Click **Search**. C-FIRST! displays the search results.

6. Click **Select** next to the individual's record. C-FIRST! adds them as a Case Person and opens the **Case Person** screen.
7. Click the **drop-down arrow** and select *Associate*. C-FIRST! saves the associated Case Person and displays a confirmation message.



System Tip!

Case Person roles include *Alleged Child Victim*, *Alleged Perpetrator*, *Witness*, *Referent*, and *Other Involved*. Select the role that best describes the person's involvement in the Investigation. This is a multi-select field that allows multiple roles to be documented per person.

Task 2: View All Cases Associated with a Person

A person may be involved in any type of case (Treatment, Adoption, or Guardianship Cases) from CPS to provider. Viewing all associated cases from the person record gives you a complete picture of the individual's history with DCS, which is essential for making informed decisions during the Carter investigation.

1. From the case record, click the **Persons** hyperlink from the **Related List Quick Links** section. The **Persons** list view displays.
2. Click the required **Case Person ID**. The **Case Person** screen displays.
3. Click the individual name hyperlink. The person record displays.
4. Scroll down to the **Cases** related list on the person record. C-FIRST! displays all cases where the individual is listed as a case person.
5. Review the **Case** list. C-FIRST! displays columns including **Case ID**, **Case Name**, **Case Type**, **Case Status**, and the person's role on each case.
6. If the individual has prior cases, click on a **Case ID** hyperlink to review the historical case details.
7. Click the **Browser Back** button to return to the person record.

Task 3: Update a Case Person Role

During your Investigation, you determined that James Wilson should be designated as an Alleged Perpetrator based on the evidence gathered. You need to update his case person role from Other Involved to Alleged Perpetrator.

1. From the **Case Persons** list, locate the individual and click the name hyperlink. C-FIRST! opens the **Case Person** record.
2. Access the **Details** tab and select *Edit* to enable the page for field updates.
3. Scroll to the **Case Person** section of the page.
4. In the **Role** field, select the **Edit** button. The page expands and becomes editable.
5. Update the role to "Alleged Perpetrator". Use the right and left arrows to move the options to the correct column.
6. In the **Unsupervised Official Access to Minors?** field, select *No*.
7. In the **Other Relationship Information** field, enter the following note: *There is no other relationship information to add.*
8. Click **Save**. C-FIRST! saves the updated Case Person and displays a confirmation message.
9. Navigate back to the **Case Persons** list by clicking the **Persons** hyperlink. Verify that the individual now shows as their new role in the **Role** column.

Task 4: Create Relationship Records Between Family Members

You must document the family relationships in the Carter Case. Rosa Hernandez is Maria Carter's mother and the grandmother of David and Sofia. Creating Relationship Records helps the system understand family connections for potential placement options and family team meetings.

1. From the **Case Persons** list, click on the individual to open their **Case Person** record.
2. Click the **Person Name** hyperlink to navigate to the full **Person Details** screen.
3. Click the **Relationships** hyperlink in the **Related List Quick Links** section. C-FIRST! displays the **Relationships** related list.
4. Click **New**. C-FIRST! opens the **New Relationship** screen.
5. Click the **Related Person** field to search for and select *Rosa Hernandez*.

6. Click the **Relationship Type** drop-down and select *relationship type*.
7. Click the **Reciprocal Relationship Type** drop-down and select the required relationship type.
8. Click the **Start Date** field and enter the required start date.
9. Click **Save**.
10. Click **New** again to create another Relationship Record.
11. Click the **Related Person** field to search for and select *the individual*.
12. Click the **Relationship Type** drop-down and select *relationship type*.
13. Click the **Reciprocal Relationship Type** drop-down and select the required relationship type.
14. Click the **Start Date** field and enter the required start date.
15. Click **Save**.



Process Tip!

Relationship Records are bidirectional. When you create a relationship showing Rosa as Maria's mother, the system also shows Maria as Rosa's daughter. You only need to create the relationship once.

Task 5: Designate Primary Caregiver for Assessments

It is important to identify how each person on the case is involved in the case with their role. For the FAST and Safety assessment to include Maria Carter as a Caregiver, you must designate her as the Primary Caregiver on her Case Person record. This flag determines which adults display as Assessment Persons with the Caregiver role.

1. Navigate to the **Case Persons** list for the case.
2. Click the individual to open their **Case Person** record.
3. Click **Edit**.
4. Click the **Is Primary Caregiver** drop-down and select Yes.
Note: If needed, you can designate more than one individual as the Primary Caregiver. You can also indicate an individual as a Secondary Caregiver. You can view a Primary Caregiver or Secondary Caregiver flag, indicating this individual has been designated, on their person record.
5. Click **Save**. C-FIRST! saves the updated case person record.
6. Navigate to the **Assessment** hyperlink in the **Related List Quick Links** section on the case.

7. Open the existing **FAST** assessment and click the **Assessment Person** hyperlink. Verify that the individual appears with **Assessment Person Type = Caregiver**.

Knowledge Check!

Question 1: Before creating a new person record in C-FIRST!, what must you do first?

- A. Generate a Person ID (PID)
- B. Create a Person Type record
- C. Perform an exhaustive person search
- D. Add the person as a Case Person

Question 2: Which field is required to save a new person record?

- A. Middle Name
- B. SSN
- C. Date of Birth or Estimated Age
- D. Email Address

Question 3: What must be created before a person can be associated with an Investigation Case?

- A. An Address Record
- B. A Person Type record
- C. A Relationship Record
- D. A phone number

Question 4: How does the system determine which adults appear as Caregivers on a FAST and Safety assessment?

- A. By their Case Person Role
- B. By the Is Primary Caregiver or Is Secondary Caregiver flag
- C. By their relationship to the children
- D. By their address matching the case address

Question 5: Where can you view a history of all changes made to a person's address record?

- A. Case History tab
- B. Person Address History related list
- C. Audit Log
- D. Address changes are not tracked

Module 3: Investigation Case Management

This module covers the core investigative workflow in C-FIRST!, from receiving a case assignment through submitting the completed Investigation for supervisory approval. It begins with accessing an assigned Investigation through the notification system, reviewing the Intake and its allegations, verifying case persons carried over from Intake, and adding a secondary worker. Users will then practice documenting interviews with Alleged Child Victims, Alleged Perpetrators, collateral sources, and parents using both initial interview records and case contact records.

The module also addresses documenting family contacts and home visits, associating case persons to contact records, and managing the Investigation timeline and milestones. This includes conducting criminal history background checks, completing the FAST and Safety assessment, creating Safe Sleep Assessments for infants, and documenting Good Faith Efforts when attempts to locate a child are unsuccessful. The module concludes with recording Investigation findings for each allegation, completing the **Decisions** tab, updating the **Case Status**, and submitting the Investigation for approval.

Note: The CS-740 form is now system generated and populated by the system as a PDF when a CPS Case is completed. Users can generate the form manually by clicking **Download** on the **Central Forms Search** screen; however, this will just generate a blank form.

After completion of the module, you will be able to:

- Access an assigned Investigation and review the Intake, Allegations, and Case Persons
- Document interviews using Initial Interview Records and Case Contact Records
- Record family contacts, home visits, and collateral contacts with associated case persons
- Complete required assessments including FAST and Safe Sleep, and document Good Faith Efforts
- Conduct criminal history background checks and track Investigation milestones
- Document Investigation findings and complete the Decisions tab

Lesson 1: Accessing and Reviewing Assigned Investigations

When an Investigation is assigned to you, your first responsibility is to access the case and thoroughly review all available information. For the Carter family Investigation, you need to understand the allegations, identify all persons involved, and review the Intake before conducting any field work. This foundational step ensures you approach the family with complete knowledge of the reported concerns.

Learning Objectives

- Access assigned Investigations through the notification system
- Navigate to and review the Intake associated with an Investigation
- Verify that all intake persons have been added as case persons
- Understand the case person roles and relationships

Task 1: Access the Assigned Investigation from Notifications

You received notification that the Investigation involving the Carter family has been assigned to you. The Intake was received from a school counselor at Maple Grove Elementary who reported concerns about 10-year-old David Carter arriving to school with bruises on his arms. You must access this Investigation to begin your review.

1. Log into C-FIRST! using your **CPS Case Worker** credentials. The **Homepage** displays.
2. Click the **Notifications** icon in the navigation bar. C-FIRST! displays the **Notifications** list showing all pending tasks and alerts.
3. Locate the task, *Intake Analyst assigned you a task. An Investigation has been assigned to you.*
4. Click on the **notification** to open the task details. C-FIRST! displays the **Task Details** screen with the **Navigation Links** section.
5. Click the **Navigation Links** section and click the **Related To** hyperlink. C-FIRST! navigates to the **Case Summary** screen for the Investigation. Verify the **Case ID** field displays and the **Case Status** field displays *Open*.

**System Tip!**

The **Related To** hyperlink on the **Tasks** screen provides direct access to the associated case record, saving you time navigating through multiple screens.

Task 2: Review the Intake

Before conducting any interviews or home visits, you must thoroughly review the Intake to understand what was reported about the Carter family. The Intake documents the school counselor's concerns about David Carter and identifies the family members known at the time of the report.

1. From the **Case Summary** screen, click the **Intake Review** tab. C-FIRST! displays the **Intake Review** section.
2. Click the **Go to Intake Report** link.
3. Review the **Report Date/Time** field, which displays the *date and time*.
4. Review the **Basic Information** section to view details about the Intake. **Note:** It is important to review the **Incident Narrative** field when reviewing the **Basic Information** section.
5. Click the **Allegations** hyperlink in the **Related List Quick Links** section. C-FIRST! displays the **Allegations** related list. Review the **Allegation Details** section noting the reported concerns.
6. Click the **Intake Persons** hyperlink in the **Related List Quick Links** section. C-FIRST! displays the **Intake Persons** related list. Review the **Intake Persons** section to identify all individuals documented during Intake. Note the **Final Response Priority** field displays *Priority 2*, indicating a 48-hour response requirement with an initial interview due date.
7. Click the **browser back** button or the **Case** hyperlink. C-FIRST! returns to the **Case Summary** screen.

**Process Tip!**

Some Investigations require involvement from the Special Investigations Unit (SIU). SIU can be assigned to both Investigation and Assessment case sub-types based on policy determinations.

SIU cases are automatically restricted and will not be viewable by CPS and DCS staff.

Task 3: Verify Case Persons from Intake

When an Investigation is created from an Intake, C-FIRST! automatically adds all validated Intake Persons as Case Persons and generates the PID. You must verify that all individuals from the Carter family Intake have been properly associated with the Investigation and review their assigned roles.

1. From the **Case Summary** screen, locate the **Related List Quick Links** section.
2. Click the **Persons** hyperlink. C-FIRST! displays the **Persons** list view showing all case persons associated with the Investigation.
3. Verify the list displays a record for all individuals on the Investigation with the correct roles.
4. Review the **Case Person Status** column to confirm all persons show *Active* status.
5. Click the **Case Person ID** hyperlink for the individual.
6. Review the **Date of Birth** field displaying *date of birth* and the **Calculated Age** field displaying *age*.
7. Click the **browser back** button or navigate to the case to return to the **Persons** list view.

Task 4: Review Case Person Details and Relationships

Understanding the relationships between case persons is critical for your Investigation. You need to review the detailed information for each Carter family member, including their relationship to the Alleged Child Victim and any Caregiver designations.

1. From the **Persons** list view, click the **Case Person ID** hyperlink for the individual. C-FIRST! displays the **Case Person Details** screen.
2. Review the **Role** field.
3. Review the **Relationship to Victim** field.
4. Review the **Is Primary Caregiver?** field. If this field is blank, you will need to update it based on your Investigation findings.
5. Review the **Date of Birth** field.
6. Review the **Mobile Phone Number** field.
7. Click the **browser back** button to return to the **Persons** list view.
8. Click the **Case Person ID** hyperlink for the individual. C-FIRST! displays the **Person Details** screen.
9. Review the **Role** field.

10. Review the **Unsupervised Official Access to Minors?** field.
This field is required when the **Role** includes *Alleged Perpetrator*.
11. Click the **browser back** button. C-FIRST! returns to the **Case Summary** screen for the Investigation.

Task 5: Add a Secondary Worker to the Carter Investigation

Your supervisor has indicated that a secondary worker will assist with the Carter Investigation to serve as a facilitator for any needed Child and Family Team Meetings. You will add the secondary worker to the case.

1. From the **Case Summary** screen, locate the **Related List Quick Links** section.
2. Click the **Assigned Users** hyperlink. C-FIRST! displays the **Assigned Users** list view showing all Case Persons associated with the Investigation.
3. Click the **New** button. C-FIRST! opens the **New Assigned User** screen.
4. In the **User** field, click the **lookup** icon and search for the secondary worker's name. C-FIRST! displays matching user results.
5. Select the appropriate user from the search results. C-FIRST! populates the **User** field with the selected worker.
6. Verify the **Assigned User Type** field shows *Secondary Assigned Worker*. **Note:** When manually creating an Assigned User record, C-FIRST! users can only add Secondary Assigned Workers, not Primary Assigned Workers. This must be done using the **Change Owner** button.
7. Verify the **Assignment Status** field shows *Active*. C-FIRST! defaults new records to *Active* status.
8. Click the **Save** button. C-FIRST! saves the record and the **Assigned Date** is automatically populated with today's date.
9. Verify the new secondary worker appears in the **Assigned Users List View**. C-FIRST! displays the updated list with the new assignment.

**System Tip!**

Once you are added as a secondary worker on the Investigation Case, you have full “Create Read and Update” capabilities, or CRU. This, essentially, is what a primary worker is able to do.

Task 6: View Associated Cases on the Investigation

Families involved with DCS may have multiple open or historical Investigations and cases. Before proceeding with interviews, it is important to review whether the Carter family has other active or closed cases. Viewing associated cases helps you understand the full picture and avoid duplicating efforts when another user is already investigating related concerns.

1. From the case record, scroll down to the **Related List Quick Links** section.
2. Click the **Associated Cases** hyperlink. C-FIRST! displays the list of cases linked to this Investigation.
3. Review the associated case records. C-FIRST! displays columns including **Case ID**, **Case Name**, **Case Type**, **Case Status**, and **Assigned Worker**. If a secondary Investigation exists for the same family, note the **Case ID** and **Assigned Worker** so you can coordinate your efforts.
4. Click the **Case ID** hyperlink to view details of an associated case. C-FIRST! navigates to the associated case record.
5. Click the **browser back** button to return to the case record.

Task 7: Open a Linked Investigation from the Case Record

When you identify a related Investigation in the **Associated Cases** related list, you may need to review its details to understand prior findings, contacts, or services provided to the family.

1. From the **Associated Cases** related list on the Investigation, locate an associated Investigation record.
2. Click the **Case ID** hyperlink for the associated Investigation. C-FIRST! opens the linked Investigation Case Record in a new view.
3. Review the key details of the linked Investigation, including **Case Status**, **Findings**, and **Case Persons**.
4. Click the **browser back** button or use the navigation bar to return to the case record.

**System Tip!**

You can open linked Investigations at any point during your Investigation. C-FIRST! maintains the link between associated cases throughout the lifecycle of both records.

Task 8: Update Non-Custodial Placement Record

You may encounter an Investigation case where you need to add a non-paid placement record, or a Non-Custodial Placement Record.

1. Navigate to the **Investigation Case Summary** screen.
2. Access the **Related List Quick Links**.
3. Select the **Placements** hyperlink.
4. Click **New**. The **New Placement** screen displays.
5. Select the **Non-Custodial** radio button.
6. Click **Next**. The **New Placement: Non-Custodial Placement** screen displays.
7. Access the **Information** section of the page.
8. In the **Placement Reason** field, select **Placed with Relative**.
9. In the **Placement Start Date** field, enter today's date.
10. In the **Proposed Caregiver Name** field, enter the caregiver.
11. Click **Save**. A green success message appears and the **Placement** screen displays.
12. Access the **Details** tab and click **Edit** to update any information.
13. Access the **Attachments** tab and upload any documentation.

Lesson 2: Recording Interviews and Observations

Conducting and documenting interviews with Alleged Child Victims, Alleged Perpetrators, and witnesses is a critical component of your Investigation. For the Carter family, you must complete the initial interview with David and Sofia Carter within the 72-hour Priority 2 timeframe, interview James Wilson as the Alleged Perpetrator, and document your observations. C-FIRST! provides structured screens to capture interview details and associate them with the appropriate case persons.

Learning Objectives

- Access and complete initial interview records
- Add interview persons to document who was interviewed
- Document Alleged Perpetrators interviews
- Record observations and statements from interviews

Task 1: Complete the Alleged Child Victim (ACV) Initial Interview Record

The initial interview with the Alleged Child Victim(s) must be completed within the Priority 2 timeframe of 72 hours from assignment. You conducted the interview during your home visit and now need to document it in the existing initial interview record that was created when the Investigation was assigned. The initial interview is now being documented in its own record in the system, separate from other case contacts.

1. From the **Case Summary** screen for your Investigation, locate the **Related List Quick Links** section.
2. Click the **Initial Interview** hyperlink. C-FIRST! displays the **Initial Interview** list view.
3. Click on the **Initial Interview Record** with status *Worklisted*. C-FIRST! displays the **Initial Interview Details** screen.
4. Click the **Edit** button to complete the interview record.
5. Click the **Interview Date** field and enter *date*.
6. Click the **Interview Time** field and enter *time*.
7. Click the **Interview Location** field and enter *location*.
8. Click the **Interview Notes** field and enter *interview summary*.
9. Complete all other mandatory fields as required by the system.
10. Click the **Save** button. C-FIRST! saves the record and displays a confirmation message.



System Tip!

The initial interview record is automatically created when an Investigation is assigned. You update the existing record rather than creating a new one.



Process Tip!

If you were unable to make initial face-to-face contact with the Alleged Child Victim within the required Priority Response timeframe, you must document Good Faith Efforts to conduct the interview in a case contact record in addition to completing the interview.

Task 2: Add Initial Interview Persons

After documenting the initial interview, you must add each person who was interviewed as an initial interview person. This creates a record of who participated in the interview and links them to the interview documentation.

1. From the **Initial Interview Details** screen, locate the **Related List Quick Links** section.
2. Click the **Initial Interview Persons** hyperlink. C-FIRST! displays the **Initial Interview Persons** list view.
3. Click **New Initial Interview Person**. C-FIRST! displays the **New Initial Interview Person** screen.
4. Click the **Case Person** field to search for and select the individual. Click **Save**.
5. Click **New** again to add another interview person.
6. Click the **Case Person** lookup field to search for and select the individual. Click **Save**.
7. Verify the **Initial Interview Persons** list view displays both individuals.
8. Click the **Back to Case** button. C-FIRST! returns to the **Case Summary** screen.



Process Tip!

Add all Alleged Child Victims as initial interview persons, even if they were interviewed together. Each child should have their own initial interview person record on the initial interview to document their participation.

Task 3: Document Good Faith Efforts

When you're unable to locate a child within the response priority timeframe, you must document your Good Faith Efforts before the response priority deadline. In C-FIRST!, Good Faith Efforts attempts are recorded as case contact records. You were unable to locate the youngest Carter child at the home address on file and need to document your attempts.

1. From the **Case Summary** screen, click the **Case Contacts** hyperlink in the **Related List Quick Links** section. C-FIRST! displays the **Case Contacts** list view.
2. Click **New**. C-FIRST! displays the **New Case Contact** screen.
3. Select *Investigation* from the **Case Contact Type** drop-down. Based on the selected **Case Contact Type** fields will be displayed to guide you in entering the relevant information to complete the screen.

4. Click the **Contact Purpose** drop-down and select *Good Faith Effort*. The options in the drop-down are:
 - ACV Interview
 - AP Interview
 - Collateral Interview
 - Other Child Involved Interview
 - Other Interview
 - Parent/Guardian/Custodian Interview
 - Good Faith Effort
 - Referent Interview
5. In **Good Faith Effort Type**, select *Home Visit* from the **Available** section and click the **right arrow** icon. The other options available are:
 - Home Visit
 - Home Visit (Secondary)
 - School Visit (If Age-Appropriate)
 - Additional School or Home Visit if the Address is Found to Be Different from Reported
 - Clear Search
 - Board of Education if Children are School Aged
 - Neighbors, Witnesses or Collaterals
 - Public Benefits Coordinator for Additional Address
 - Public Utilities for Name/Address Differences
 - Internet Search Such as Social Media, Google, Other Approved Search Engines
 - Researching C-FIRST! Solution for Previous DCS History and Consulting with Any Prior Case Workers
 - Childcare Center or Babysitter's Home
 - ACV's Other Reported Whereabouts
6. Click the **Date** field and enter the *date of your attempt*.
7. Click **Save**.

Note: Good Faith Efforts can be noted into the same contact if done on the same day. Contacts made on a different day should be entered separately on their specific dates.

Task 4: Document the Alleged Perpetrator Interview

You conducted a separate interview with James Wilson, the Alleged Perpetrator. This interview must be documented as a case contact with the appropriate contact purpose to distinguish it from other contacts.

Note: If the Alleged Perpetrator is the Parent/Guardian/Custodian they can check both for the interview.

1. From the **Case Summary** screen, click the **Case Contacts** hyperlink in the **Related List Quick Links** section. C-FIRST! displays the **Case Contacts** list view.
2. Click **New**. C-FIRST! displays the **New Case Contact** screen.
3. Click the **Start Date/Time** field and enter the *date and time*.
4. Click the **Contact Purpose** drop-down and select *AP Interview*.
Options include:
 - ACV Interview
 - AP Interview
 - Collateral Interview
 - Other Child Involved Interview
 - Other Interview
 - Parent/Guardian/Custodian Interview
 - Good Faith Effort
 - Referent Interview
5. Click the **Contact Topics Discussed** drop-down and select the *topic* discussed. Options include:
 - Safety
 - Social/Medical/Educational
6. Click the **Case Contact Status** drop-down and select *status*.
Options include:
 - Abridged
 - Attempted
 - Completed
 - Pending
7. Click the **Contact Method** drop-down and select *method*.
 - Attempted Face to Face
 - Attempted Phone
 - Attempted Video Conference
 - Correspondence
 - Email
 - Located Missing Youth
 - Attempted to Locate Missing Youth

- Face to Face
 - Phone
 - Social Media
 - Video Conference
8. Click the **Contact Location** drop-down and select *location*.
Options include:
 - Community Setting
 - Court
 - DCS Office
 - Family Home
 - Other Location
 - Place of Employment
 - Placement
 - School
 9. Click the **Contact Notes** field and enter *notes*. Click **Save**.
 10. Navigate to the **Case Persons Involved** related list and add the individual as a person involved in this contact.
 11. Click **Back to Case**. C-FIRST! returns to the **Case Summary** screen.

Task 5: Document Collateral Interview with School

You contacted Maple Grove Elementary to speak with David's teacher and the school counselor who made the original referral. This collateral contact provides additional context about David's behavior and any observations from school staff.

1. From the **Case Summary** screen, click the **Collaterals** hyperlink in the **Related List Quick Links** section. C-FIRST! displays the **Collaterals** screen. **Note:** This is not creating a new person record.
2. Click **New**. C-FIRST! displays the **New Collateral** screen.
3. Click the **Collateral First Name** field and enter *first name*.
4. Click the **Collateral Last Name** field and enter *last name####*.
5. Click the **Collateral Role** drop-down and select *the appropriate value*. Options include:
 - Child Care Provider
 - Clergy
 - Community Partner
 - Counselor
 - CPIT Member
 - DCS Placement Services Staff
 - DIDD Rep.

- Former Spouse
 - Foster Brother
 - Foster Sister
 - Friends/Informal Support
 - Law Enforcement
 - Medical/Dental Personnel
 - Mental Health Personnel
 - Neighbor
 - Non-DCS Probation Officer
 - Other Non-relative
 - Referent
 - School Personnel
 - Service Provider
 - Significant Other/Paramour
 - Translator
 - Tribal Representative
 - Vocational Rehabilitation Rep.
 - Witness
6. Click the **Notes** field and enter *notes related to the interview*.
 7. Click the **Address** field and enter *address*.
 8. Click the **Phone Number** field and enter *phone number*.
 9. Click the **Email** field and enter *email*. Click **Save**.
 10. Click **Back to Case**. C-FIRST! returns to the **Case Summary** screen.

Task 6: Create a Case Contact for Referent Interview

You need to document your initial conversation with the school counselor who reported concerns about David Carter. This referent interview is a critical first step in gathering information about the Allegations.

1. From the **Case Contacts** list view, click **New**. C-FIRST! opens the **New Case Contact** screen.
2. Click the **Case Contact Type** drop-down and select *Investigation*. C-FIRST! displays fields relevant to Investigation Contacts.
3. Click the **Start Date/Time** field and enter the *date and time*.

4. Click the **Duration** drop-down and select *duration*. Options include:
 - 1 Hr
 - 15 min
 - 2 Hr
 - 2 Hr+
 - 30 min
 - 45 min
5. Click the **Contact Purpose** drop-down and select *purpose*.
6. Click the **Contact Topics Discussed** drop-down and choose the *topic*.
7. Click the **Case Contact Status** drop-down and select *status*.
8. Click the **Contact Location** drop-down and select *location*.
9. Click the **Case Contact Notes** field and enter *notes*.
10. Click **Save**. C-FIRST! saves the record and redirects to the **Case Contacts** list view showing the new record.

Task 7: Create a Case Contact for Parent Interview

You conducted a home visit and interviewed Maria Carter, the mother, about the concerns raised in the Intake. You need to document this contact and associate Maria as a participant.

1. From the **Case Contacts** list view, click **New**. C-FIRST! opens the **New Case Contact** screen.
2. Click the **Case Contact Type** drop-down and select *Investigation*. C-FIRST! displays **Investigation Contact** fields.
3. Click the **Start Date/Time** field and enter the *date and time*.
4. Click the **Duration** drop-down and select *duration*.
5. Click the **Contact Purpose** drop-down and select *purpose*. C-FIRST! updates the form for parent interview documentation.
6. Click the **Contact Topics Discussed** field, choose the *topics* discussed.
7. Click the **Case Contact Status** drop-down and select *status*. C-FIRST! displays required fields for completed status.
8. Click the **Contact Location** drop-down and select *location*. C-FIRST! records the home visit location.
9. Click the **Case Contact Notes** field and enter *notes*.
10. Click **Save**. C-FIRST! saves the record and displays the **Case Contact Detail** screen.
11. Navigate to the **Case Persons Involved** related list on the **Case Contact Detail** screen.

12. Click **New** on the **Case Persons Involved** related list. C-FIRST! opens the **New Involved Case Person** screen.
13. Search for and select the individual from the list of Case Persons. C-FIRST! associates the individual to this Contact Record.
14. Click **Save**. C-FIRST! saves the **Case Person Involved** Record and returns to the **Case Contact Detail** screen.

**Process Tip!**

For completed Investigation Contacts, at least one case person or collateral must be associated to the contact record. Always add participants after saving the family contact.

Task 8: Add a Referent as a Non-Discoverable Collateral

In some Investigations, the referent (the person who made the report) may also serve as a collateral contact. To protect the referent's identity and maintain confidentiality, C-FIRST! allows you to add the referent as a collateral person without making them discoverable to other parties. This is critical for the safety of reporters who may fear retaliation.

1. From the Case Record, click the **Collaterals** hyperlink in the **Related List Quick Links** section. C-FIRST! displays the **Collaterals** related list.
2. Click **New**. The **New Collateral** pop-up displays.
3. Click the **Collateral Type** drop-down and select *Referent*.
4. Click the **Notes** field and document the information obtained from the referent without including identifying details that could compromise their confidentiality.
5. Click **Save**. C-FIRST! saves the collateral record with the non-discoverable flag.

Note: Never include the referent's name or identifying details in case notes, findings, or documents that may be shared with the family or other parties. This does not apply to Collaterals whose role is not Referent.

Lesson 3: Documenting Family Contact and Home Visits

Documenting your contacts with family members and collaterals is essential for maintaining a complete Investigation Record. For the Carter family Investigation, you must document your Family Contact attempts, home visits to 123 W. Potter Rd., and any conversations with Maria Carter, the children, and other relevant individuals. Proper documentation supports your safety assessment.

Learning Objectives

- Create case contact records to document interactions with family members
- Document home visit observations and findings
- Add collateral contacts to the Investigation
- Associate case persons to contact records

Task 1: Document Family Contact with the Family

You made initial telephone contact with Maria Carter at 901-555-0183 to schedule a home visit. You need to document this contact in C-FIRST!, including the purpose of the call and the outcome of scheduling the home visit.

1. From the **Case Summary** screen for the Investigation, locate the **Related List Quick Links** section.
2. Click the **Case Contacts** hyperlink. C-FIRST! displays the **Case Contacts List View**.
3. Click **New**. C-FIRST! displays the **New Case Contact** screen.
4. Click the **Case Contact Type** drop-down and enter *contact type*. Options include:
 - Attempted Face to Face
 - Correspondence
 - Email
 - Face to Face
 - Investigation
 - Other
 - Phone
 - Supporting Contact
 - Video Call
5. Click the **Start Date/Time** field and enter *date and time*. C-FIRST! accepts the date and time.
6. Click the **Contact Purpose** drop-down and select *purpose*.

7. Click the **Contact Location** drop-down and enter *location*
8. Click the **Case Contact Status** drop-down and select *status*.
9. Click the **Contact Topics Discussed** drop-down and select the *topics* discussed.
10. Click the **Contact Notes** field and enter *notes*.
11. Click the **Save** button. C-FIRST! saves the record and displays a confirmation message.



System Tip!

- Always document contact attempts, even if unsuccessful. This creates a record of your diligent efforts to reach family members and collaterals.
- C-FIRST! does not require you to add another person to the attempted contact record, however, it is good practice to add the case persons who are involved. Diligent search efforts are called “Good Faith” efforts and the system includes a **Good Faith Effort** type field on the case contact which captures this information. Please continue to refer to your policy for guidelines regarding updating contact records and documentation.

Task 2: Associate Case Persons to the Contact Record

After creating a case contact records, you must associate the relevant case persons who participated. For your phone call with Maria Carter, you need to add her as a case person involved on the contact record. Below are instructions; however, these will not be completed in the classroom.

1. From the **Case Contact Details** screen, locate the **Related List Quick Links** section.
2. Click the **Case Persons Involved** hyperlink. C-FIRST! displays the **Case Persons Involved List View**.
3. Click **New**. C-FIRST! displays the **New Person Involved** screen.
4. Click the **search** icon in the **Case Person ID** lookup field. C-FIRST! displays the **Person Search** dialog.
5. Search for and select the individual from the search results. C-FIRST! populates the **Case Person** field.
6. Click **Save**. C-FIRST! saves the record and displays a confirmation message.
7. Click **Back to Case**. C-FIRST! returns to the **Case Summary** screen.



Process Tip!

Associate all persons who participated in a contact. This creates a comprehensive record linking contacts to specific individuals in the Investigation.

Task 3: Document the Home Visit

You conducted a home visit at 123 W. Potter Rd. Alexandria, TN 37012. During the visit, you observed the home environment, spoke with Maria Carter and both children, and noted tension between Maria and James Wilson. You also learn that Maria Carter's sister is in the hospital and that her niece (6 months old) is staying in home while her sister stays in the hospital. You must document these observations in a new case contact record.

1. From the **Case Summary** screen, click the **Case Contacts** hyperlink in the **Related List Quick Links** section. C-FIRST! displays the **Case Contacts List View**.
2. Click **New**. C-FIRST! displays the **New Case Contact** screen.
3. Click the **Case Contact Type** field and enter the *contact type*.
4. Click the **Start Date/Time** field and enter the *date and time*.
5. Click the **Contact Purpose** drop-down and select *purpose*.
6. Click the **Contact Topics Discussed** drop-down and select the *topics* discussed.
7. Click the **Case Contact Status** drop-down and select *status*.
8. Click the **Contact Location** drop-down and select *location*.
9. Click the **Contact Notes** field and enter *notes*.
10. Click **Save**. C-FIRST! saves the record and displays a confirmation message
11. Navigate to the **Case Persons Involved** related list and add the individuals as persons involved in this contact.
12. Click **Back to Case**. C-FIRST! returns to the **Case Summary** screen.

Lesson 4: Complete Background Check

Investigations have specific timeframes and milestones that must be tracked and completed. For the Carter Family Investigation, you must monitor the Priority 2 timeline, complete required assessments, conduct background checks, and confirm all Investigation activities are documented within the required timeframes. C-FIRST! provides tools to track these milestones and alert you to upcoming deadlines.

Learning Objectives

- Conduct criminal history background checks on case persons

Task 1: Conduct Criminal History Background Check

In some Investigation Cases, a criminal history background check must be conducted. Here, you must conduct a criminal history background check on **James Wilson**, the Alleged Perpetrator. Mr. Wilson disclosed prior drug charges in Davidson County, and this background check will provide official documentation of his criminal history. These instructions are information and will not be completed in the classroom.

1. From the **Case Summary** screen for your Investigation, locate the **Related List Quick Links** section.
2. Click the **Criminal History Background Checks** hyperlink. C-FIRST! displays the **Criminal History Background Checks** list view.
3. Click **New**. C-FIRST! displays the **New Criminal History Background Check** screen.
4. Click the **Case Person** lookup field under the **Navigation Links** section to search for and select *the individual*.
5. Click the **Assigned Worker** field and enter the name of the assigned worker.
6. Click the **Status** drop-down and select *status*.
7. Click the **Records Uploaded** drop-down and select *Yes*.
8. Click the **National Sex Offender Registry Found?** drop-down and select *Yes*.
9. Click the **National Sex Offender Check Date** and enter the required date.
10. Click the **Tennessee Sex Offender Registry Found?** drop-down and select *Yes*.
11. Click the **Tennessee Sex Offender Check Date** and enter the required date.
12. Click the **DCS History Search Found?** drop-down and select *Yes*.
13. Click the **DCS History Search Check Date** and enter the required date.
14. Click the **Local Jurisdiction Checked?** drop-down and select *Yes*.
15. Click **Save**. C-FIRST! saves the record and displays a confirmation message.

16. Click **Back to Case**. C-FIRST! returns to the **Case Summary** screen.

**System Tip!**

Criminal history background checks should be conducted on all Alleged Perpetrators and any adults residing in the home who have unsupervised access to the children.

Before conducting the background check, verify that the person's record contains complete and accurate identifying information. Navigate to the person's record and confirm:

- Full legal name (including any aliases)
- Date of birth
- Social Security Number (if available)
- Current and prior addresses

Lesson 5: Updating Case Status and Priority

As your investigation progresses, you must update your findings, classify each allegation in the **Findings** section, complete the Case Disposition, and submit the case for supervisory approval. For the Carter family Investigation, you will document your findings for each allegation, record the classification of each allegation in the **Findings** section, complete the **Decisions** tab with the final disposition, and update the case status to *Completed* before submitting it for approval. The Case Disposition reflects the overall outcome of the case, such as *Close* or *referral to Treatment for FSS* or *Custodial cases*. These final steps ensure the Investigation is properly closed and that any necessary follow-up actions are initiated.

Learning Objectives

- Document Investigation findings for each allegation
- Complete the Decisions tab with final disposition
- Update case status to Completed
- Submit the Investigation for supervisory approval

Task 1: Document Investigation Findings

Based on your Investigation of the Carter family, you must document findings for each Allegation. The original Intake alleged physical abuse of David Carter by James Wilson. You need to access the **Findings**

related list and document your determination based on the evidence gathered.

1. From the **Case Summary** screen for the Investigation, locate the **Related List Quick Links** section.
2. Click the **Findings** hyperlink. C-FIRST! displays the **Findings List View** showing existing finding records.
3. Click on the **Finding** record for the individual. C-FIRST! displays the **Finding Details** screen.
4. Review the **Alleged Child Victim First Name** and **Alleged Child Victim Last Name** fields.
5. Review the **Alleged Perpetrator First Name** and **Alleged Perpetrator Last Name** fields.
6. Click the **Original Allegation Classification** drop-down, select *classification*. Options include:
 - Administrative Closure
 - Allegation Substantiated, Perpetrator Substantiated
 - Allegation Substantiated, Perpetrator Unknown
 - Allegation Substantiated, Perpetrator Unsubstantiated
 - Allegation Unfounded, Perpetrator Unfounded
 - Allegation Unsubstantiated, Perpetrator Unsubstantiated
 - Allegation Unsubstantiated, Perpetrator Unsubstantiated with Policy Violations/Concerns
 - Anonymous Voluntary Abandonment of Unharmed Newborn Infant
 - Child with Sexual Behavioral Problems
 - No Services Needed
 - Services Needed
 - Services Needed, Court Ordered
 - Services Recommended
 - Tribal Counsel Assumed Responsibility
 - Unable to Complete

Note: Certain allegations may have more classification findings; please continue to refer to policy guidelines.

7. Click **Save**. C-FIRST! saves the record and displays a confirmation message.
8. Click **Submit for Approval**. C-FIRST! submits the finding to your supervisor for review.
9. Click **Back to Case**. C-FIRST! returns to the **Case Summary** screen.

**System Tip!**

Each Allegation requires a separate finding record. If multiple Allegations exist, you must document findings for each one and submit for supervisor approval individually before the case can be closed.

**Process Tip!**

For Prison Rape Elimination Act (PREA) related Investigations, C-FIRST! provides additional classification options. When an Investigation is flagged as PREA-related, the classification value *Allegation Unfounded, Perpetrator Unfounded* becomes available. This classification is specific to PREA Investigations.

**System Tip!**

The classification values available in the **Finding Classification** drop-down change based on the *Abuse/Neglect Category* and *Sub-Category* selected on the Allegation. C-FIRST! filters the available classifications to show only valid options for the specific maltreatment type.

Always select the classification that accurately reflects the classification based on allegation, evidence, and facts. If the expected classification option does not appear, verify that the correct *Abuse/Neglect Category* and *Sub-Category* are selected on the Allegation Record.

Task 2: Document Child Fatality or Near-Fatality Information

When an Investigation involves a child fatality or near-fatality, additional documentation is required on the finding and case person records. While the Carter scenario does not involve a fatality, understanding this process is critical for Investigations that do. C-FIRST! captures the date, place, cause, and manner of death when the maltreatment type *Fatality* is selected, and tracks near-fatality information for Federal reporting compliance.

1. From an Investigation Case Record with a fatality or near-fatality allegation, click the **Findings** hyperlink in the **Related List Quick Links** section. C-FIRST! displays the **Findings** list.

2. Click on the finding associated with the fatality maltreatment type. C-FIRST! displays the **Finding Detail** screen.
3. Locate the **Fatality/Near-Fatality** section on the Finding Record. C-FIRST! displays fields specific to fatality and near-fatality documentation.
4. Click the **Date of Death** field and enter *the date of the child's death*.
5. Click the **Place of Death** field and enter *the location where the death occurred*.
6. Click the **Cause of Death** field and enter *the cause as determined by the medical examiner or coroner*.
7. Click the **Manner of Death** drop-down and select the *appropriate manner* (e.g., *Homicide, Accident, Undetermined*).

Note: For near-fatality cases, in the **Child Survived** field, select *Yes*. C-FIRST! adjusts the required fields accordingly.

8. Click **Save**.



Process Tip!

Due to child fatality and near-fatality cases requiring immediate notification to your supervisor, C-FIRST! automatically creates a notification for your supervisor. These cases are subject to additional federal reporting requirements under CAPTA.

Task 3: Complete the Decisions Tab

The **Decisions** tab captures the final Disposition of the Investigation and any recommendations for follow-up services. The **Decisions** tab sections include:

- The checklist of tasks that should be marked as completed when applicable before closure.
- Disposition checklist which includes assessments.
- Disposition and Outcome where the case is closed, linked to an existing case (another case is already open in the system in which the family is receiving services (FFS, Custody, probation) or refer to treatment case.
- Investigation summaries that display information for the 740. This has to be completely manually added as it creates the 740 summary that is sent to courts and other outside agency individuals.

Based on your Investigation of the Carter family, you determined that while the Allegations were unsubstantiated, the family could benefit from Family Support Services (FSS).

1. From the **Case Summary** screen, click the **Decisions** tab. C-FIRST! displays the **Decisions** section.
2. Click the **Final Case Disposition** drop-down and select the *appropriate value*. Options include:
 - Close
 - Link to Existing Case
 - Refer to Treatment Case

Note: The **Link to Case** field displays if the *Link to Existing Case* option is selected. Similarly, the **Refer to Program** and **Program Alignment** field displays if the *Refer to Treatment Case* option is selected.

3. Click the **Disposition Notes** field and enter *notes*.
4. Complete all other mandatory fields on the **Decisions** tab.
5. Click **Save**. C-FIRST! saves the Decisions and displays a confirmation message.



Process Tip!

The Final Disposition determines what happens after the Investigation closes. Options include *Close*, *Refer to Treatment Case*, or other *Dispositions* based on your findings. Treatment Cases in C-FIRST! include FSS, FCIP, Foster Care, JJ Custody, JJ Probation and Relative Caregiver.

Task 4: Update Case Status to Completed

Before submitting the Investigation for approval, you must update the case status to *Completed*. This indicates that all required Investigation activities have been finished and the case is ready for supervisory review.

1. From the **Case Summary** screen, click the **Case Information** tab. C-FIRST! displays the **Case Information** section.
2. Locate the **Case Status** field.
3. Click **Edit** or click directly in the **Case Status** field. C-FIRST! enables editing of the field.
4. Click the **Case Status** drop-down and select *Completed*.

Note: Before updating the case status to *Completed*, the **National Child Abuse and Neglect Data System (NCANDS)** tab has been completed. NCANDS data is required for case closure compliance.

Navigate to the **NCANDS** tab, complete all required fields, and save before proceeding.

5. Click **Save**. C-FIRST! saves the updated status and displays a confirmation message.

Task 5: Submit Investigation for Approval

The final step in the Investigation process is submitting the case for supervisory approval. Once submitted, your supervisor will review all documentation, findings, and the disposition before approving the case closure.

1. From the **Case Summary** screen, locate the **Submit for Approval** button in the top right corner of the screen.
2. Click **Submit for Approval**. C-FIRST! displays a confirmation dialog. **Note:** Review the confirmation message indicating the case will be submitted to your supervisor.
3. Click **Submit**. C-FIRST! submits the Investigation for approval and displays a confirmation message.
4. Verify the case record is now locked for editing, indicating it has been submitted for approval. **Note:** Your supervisor will receive a notification to review and approve the Investigation.

Task 6: Understanding the Approval Process

After you submit the Investigation for approval, your supervisor reviews all case documentation. Understanding this process helps you anticipate what happens next and prepares you to respond if the case is returned for corrections.

1. Review your **Notifications** periodically for updates on the approval status.
2. If the supervisor approves the case, you will receive a notification and the **Case Status** will automatically update to *Closed*.
3. If the supervisor rejects the case, you will receive a notification with comments explaining what needs to be corrected. **Note:** If rejected, the case will be unlocked for editing, allowing you to make the requested corrections. After making corrections, repeat the process of updating the case status to *Completed* and submitting for approval. Once the case is approved and closed, a task may be generated for Due Process Initiation if the findings were substantiated.

**Process Tip!**

If your supervisor rejects a finding or assessment, carefully review their comments before making corrections. Address all noted concerns before resubmitting to avoid multiple rejection cycles.

Knowledge Check!

Question 1: *True or False:* Documenting contacts and interviews is essential to maintain accurate case documentation.

- A. True
- B. False

Question 2: Which Contact Purpose should be selected when documenting an interview with an Alleged Perpetrator?

- A. Parent/Guardian/Custodian Interview
- B. Other Interview
- C. AP Interview
- D. Collateral Contact

Question 3: What field is required when a case person has the Alleged Perpetrator role?

- A. Is Primary Caregiver?
- B. Relationship to Victim
- C. Unsupervised Official Access to Minors
- D. Preferred Contact Type

Question 4: What must be completed before you can update the case status to Completed?

- A. All case contacts must be documented
- B. All collaterals must be interviewed
- C. The supervisor must pre-approve the case
- D. All of the above

Question 5: What happens to a case record after you click Submit for Approval?

- A. The case is immediately closed
- B. The case record is locked for editing
- C. The case is transferred to another worker
- D. The case status changes to Pending

Module 4: Case Activities & Documentation

This module focuses on the meetings, documents, and task-tracking activities that support an active Investigation. It covers creating and documenting Child and Family Team Meetings, Case Conferences including Child Protective Investigation Team (CPIT) meetings, and Administrative Review Case Conferences. Users will practice navigating to the appropriate related lists, entering meeting details, and recording outcomes for each conference type.

The module also covers uploading and managing case documents such as photos, reports, and meeting transcripts through the **Attachments** tab. Users will practice attaching files to the case records and person records. The module concludes with tracking system-generated tasks and follow-up items, including monitoring pending contact records and understanding how task auto-completion works when a related record's status is updated.

After completion of the module, you will be able to:

- Create and document Child and Family Team Meetings and Case Conferences
- Record CPIT meetings and Administrative Review Conferences with outcomes
- Upload and manage case documents and other types of forms
- Generate, download, and print documents
- Attach files to case records and person records
- View and manage system-generated tasks and understand auto-completion
- Monitor pending contact records and associated follow-up tasks

Lesson 1: Documenting Child and Family Team Meetings (CFTMs) and Conferences

Child and Family Team Meetings (CFTMs) are collaborative, mandated meetings designed to bring families, support systems, and professionals together to make decisions about child safety, permanency, and well-being.

CFTMs bring together staff members, supervisors, and facilitators to plan next steps, verify safety, and monitor progress for families under Investigation.

For the Carter family, documenting these meetings in C-FIRST! maintains a record of all discussions and decisions made regarding David and Sofia's safety and well-being.

Learning Objectives

- Navigate to the Child and Family Team Meetings related list
- Create a new Child and Family Team Meeting Record
- Document Case Conference Records for different meeting types
- Complete meeting details including participants, date, time, and notes

Task 1: Access Child and Family Team Meetings

A family team meeting has been scheduled to discuss the Carter family case and develop a plan for ensuring David and Sofia's safety. You need to access the meeting documentation area to record this meeting.

1. From the **Cases** tab, click on the case. C-FIRST! displays the **Case Summary** screen for the Investigation.
2. Navigate to the **Related List Quick Links** section on the case record. C-FIRST! displays all available related lists.
3. Click the **Child and Family Team Meetings** hyperlink. C-FIRST! displays the **Child and Family Team Meetings** list view. **Note:** C-FIRST! displays any existing meeting records.
4. Review the list columns including:
 - Child and Family Team Meeting ID
 - Child and Family Meeting Status
 - Created Date
 - Completed Date
 - Scheduled Date
 - Child and Family Meeting Type
5. Click any column header to sort the list view by that column. C-FIRST! reorders the records based on your selection.



System Tip!

The **Child and Family Team Meetings** related list captures all meeting records performed with the family as part of the Investigation Case the user is on. Use the **Filter** icon to narrow results by status or date range.

Task 2: Create a New Child and Family Team Meeting

You are documenting a pending family team meeting with Maria Carter, the maternal grandmother Rosa Hernandez, the secondary worker/facilitator on the case, and your supervisor to discuss safety planning for David and Sofia.

1. From the **Child and Family Team Meetings** list view, click the **New** button. C-FIRST! opens the **New Child and Family Team Meeting** screen.
2. In the **Child and Family Team Meeting Type**, select the *CPS Initial Non-Custody* meeting type from the **Available** column and use the right arrow to move the selection to the **Chosen** column.
3. Click the **Child and Family Meeting Status** drop-down and select *Pending*. C-FIRST! records the meeting status.
4. In the **Completed Date** field, enter the completion date.
5. In the **Is this a QRTP Meeting?** field, select *No* from the drop-down.
6. Scroll to the **Meeting Details** section and enter the required information in the **Purpose of this meeting** and the **Youth/Family Story** fields.
7. Scroll to the **Agreements and Rights Explanation** section and select appropriate option from the **TennCare Appeals Rights Explained** drop-down.
8. Click **Save**. C-FIRST! saves the meeting record and displays it in the list view.
9. Access the **Related List Quick Links** to add the Collaterals Involved and Staff Involved.

Task 3: Document a Case Conference - CPIT Meeting

Case Conferences document meetings between staff members involved in case management, supervisors, and consultants. These meetings help address safety concerns, track progress, and verify all necessary steps are taken for safety, permanency, and well-being.

The Child Protective Investigative Team (CPIT) met to discuss and plan for the needs and services of David Carter. You need to document this Case Conference in C-FIRST!.

1. Navigate back to the case by clicking the **Case ID** hyperlink. C-FIRST! displays the **Case Summary** screen.
2. Click the **Case Conferences** hyperlink in the **Related List Quick Links** section. C-FIRST! displays the **Case Conference** list view. This list includes:
 - Case Conference ID
 - Record Type
 - Case Conference Type
 - Case Conference Status
 - Case Conference Date
3. Click **New**. C-FIRST! opens the **New Case Conference: Supporting Case Conference** screen.
4. Click the **Case Conference Type** drop-down and select *type*. Options include:
 - 9-Month Legal Review
 - ASFA
 - Case Closure Consultation
 - Case Transition
 - FSS Supervisor/CM Intensity Level Update
 - High Risk Review/Safety Plan Review
 - Initial Administrative Review
 - Legal Consult
 - MSW Review
 - Ongoing Administrative Review
 - COE Consultation
 - CPIT
 - Final Administrative Review
 - Permanency Review
 - QRTP Review
 - Relative Caregiver Program
 - Severe Abuse Review
 - Special CPS Case Conference
 - Supervisor/CM Case Conference
5. Click the **Case Conference Date** field and enter the *date*.
6. Click the **Case Conference Status** drop-down and select *Completed*.
7. Click the **Notes** field in the **Conference Notes** section and enter the required notes.
8. Click **Save**. C-FIRST! saves the **Case Conference** record and returns to the list view.

Note: When adding a record for CPIT, please perform due diligence to confirm that you are accessing the correct case records before adding the CPIT record.

Task 4: Document a Transfer/Transition Meeting

When an Investigation Case is being transferred to another user or transitioning to a different case type (such as from Investigation to FSS). You must document this Transfer/Transition in the **Child and Family Team Meeting** related list to capture the discussions, plans, and decisions that ensure a smooth handoff.

1. From the **Case Record** click the **Child and Family Team Meetings** hyperlink in the **Related List Quick Links** section. The **Child and Family Team Meetings** screen displays.
2. Click **New**. The **New Child and Family Team Meeting** pop-up displays.
3. In the **Child and Family Team Meeting Type**, select the *Transition Plan* from the **Available** column and use the **right arrow** to move the selection to the **Chosen** column.
4. Click the **Is This a QRTP Meeting?** drop-down and select *No*.
5. Click the **Child and Family Team Meeting Status** drop-down and select *Completed*.
6. Click the **Completed Date** field and enter the *required date*.
7. Scroll down to the **Meeting Details** section. Click the **Purpose of the Meeting** field and enter the required purpose.

Note: You may document the time following information here:

- Current Case status and outstanding action items
 - Safety concerns and active safety plans
 - Pending assessments or referrals
 - Family engagement and cooperation level
 - Any court involvement or upcoming hearings
 - Time and Location of the meeting
8. Click the **Youth/Family Story** field and enter the *required story*.
 9. Click the TennCare Appeal Rights Explained drop-down and select *N/A*.
 10. Click **Save**. The record is saved and the record displays.
 11. Click the **Persons Involved**, **Collaterals Involved**, **Children**, and **Staff Involved** hyperlinks from the **Related List Quick Links** section and add all individuals who attended the meeting, including the outgoing worker, receiving worker, supervisor, and any family members present.

**Process Tip!**

A thorough Transfer/Transition Meeting Record ensures the receiving worker has all the context needed to continue working with the family without interruption. Always include specific action items and deadlines in the meeting notes.

Lesson 2: Uploading and Managing Case Documents

Case attachments include photos, reports, evidence of forensic interview transcripts, forensic medicals, autopsies, and other files that support the Investigation. For the Carter family case, you may need to upload photos from the home visit, medical records, or school reports. Proper document management ensures all evidence and supporting materials are accessible and organized.

Learning Objectives

- Attach documents to the case record
- Associate meeting transcripts and recordings to case
- Navigate and manage uploaded documents

Task 1: Access Investigation Data for Document Generation

Supervisors and authorized users may need to access Investigation data to support the creation, storage, and distribution of documents through the DCS-approved Document Generation System.

Understanding what data is available for document generation helps you prepare complete Investigation Records.

1. From the case record, review the major data sections that feed into generated documents: **Case Information, Case Persons, Findings, Assessments, and Case Summary.**
2. Verify that all required fields in the **Case Summary** section are populated. Missing data may result in incomplete generated documents.
3. Navigate to the **Case Summary** tab and confirm that the Investigation narrative sections are complete.
4. Navigate to the **Findings** related list and verify all findings have been classified.

**Process Tip!**

The Document Generation System pulls data from multiple sections of the Investigation Record. Before requesting a generated document, confirm that all fields are complete and accurate. Incomplete or incorrect data will produce incomplete or incorrect documents (i.e., wrong child's name, etc.).

Task 2: Navigate to Case Attachments

You have received a report from Maple Grove Elementary regarding David's attendance and behavior. You need to attach this document to the Carter family case for reference.

1. Navigate back to the case by clicking the **Case ID** hyperlink. C-FIRST! displays the **Case Summary** screen.
2. Click the **Attachments** tab. Review any existing attachments in the list. C-FIRST! displays document names, upload dates, and file types.
3. Click **Basic File Upload** to add a new attachment. C-FIRST! opens the attachment upload screen.

Task 3: Upload a Case Document

Upload the school report document to the Carter family case record to maintain a complete Investigation file.

1. Click the **Document Date** field and enter the *date*.
2. Click the **Document Category** drop-down and select *category*. C-FIRST! categorizes the attachment.
3. Click the **Sub-Category** drop-down and select the specific sub-category that describes the document.
4. Click **Upload Files**. C-FIRST! opens the file browser dialog.
5. Select the school report document file from your computer. C-FIRST! displays the selected file name.
6. Click the **Comments** field and enter *comments*.
7. Click **Save**. C-FIRST! uploads the document and displays it in the **Attachments** tab.
8. Verify the document appears in the **Attachments List View** with the correct description. C-FIRST! displays the newly uploaded document.

**Process Tip!**

Always include descriptive information when uploading documents. This helps others quickly identify the document's purpose and source without opening it.

**System Tip!**

C-FIRST! accepts text, image, audio, and video file formats. When uploading multimedia evidence such as interview recordings or photographs of a home environment, select the appropriate **Document Category** so the file can be easily located later.

Task 4: Upload CPIT Documentation to the Investigation

Child Protective Investigative Team (CPIT) documentation, such as forensic interview recordings or multidisciplinary team reports, must be uploaded to the Investigation Case Record. CPIT documents can be uploaded both before and after the case is closed, to preserve critical evidence even when documentation arrives after the Investigation is complete.

1. From the case record, click the **Attachments** tab.
2. Click **Basic File Upload**. C-FIRST! displays the **Upload File** pop-up.
3. Click the **Document Date** and enter the *required date*.
4. Click the **Document Category** drop-down and select *Investigation/Assessment Documentation*.
5. Click the **Document Sub-Category** drop-down and select *CPIT Documentation*.
6. Click **Upload Files**. C-FIRST! opens the file browser dialog.
7. Select the required document file from your computer. C-FIRST! displays the selected file name.
8. Click the **Comments** field and enter *comments*.
9. Click **Save**. C-FIRST! uploads the document and displays it in the **Attachments** list.

Note: CPIT documentation may contain sensitive information. Verify that the document is being uploaded to the correct case record before saving. CPIT documents can be uploaded after case closure by CPS Worker, and CPS Supervisor with Create and Update access.

On a closed Investigation, other documents/attachments can also be uploaded by CPS Worker, CPS Supervisor, Due Process Worker and Due Process Supervisor.

Lesson 3: Understanding the Document Management Framework

C-FIRST! includes a comprehensive Document Management framework that supports uploading, downloading, searching, and merging case-related documents. As a CPS Case Manager, you will use these features daily to maintain accurate investigation records, share documentation with supervisors and stakeholders, and ensure that all case materials are properly categorized and accessible. This lesson introduces the key concepts of Document Management before you practice specific tasks in the following lesson.

Learning Objectives:

After completing this lesson, you will be able to:

- Understand the CSEM Case and Graphic Content flags and when to use them
- Upload a Document using Basic Upload

Task 1: Navigate to the Attachments Tab on an Investigation

Every Investigation Case in C-FIRST! includes an **Attachments** tab where all case-related documents are stored. The **Attachments** tab displays a list view of uploaded documents with columns for *File Name*, *Category*, *Sub-Category*, *Document Date*, *Upload Date*, *Status*, and *Comments*. These instructions are informational only and will not be completed in the classroom.

1. From the Carter Investigation Case record, click the **Attachments** tab. C-FIRST! displays the **Attachments** list view showing all documents associated with this case.
2. Review the list of existing attachments.
3. Click a **File Name** hyperlink to open the Attachment Record. C-FIRST! displays the full attachment details, including *File Name*, *Category*, *Sub-Category*, *Document Date*, *Comments*, and *Status*.
4. Review the **Status** field. Active indicates the document is current. A document can be set to *Inactive* to archive it (for example, if uploaded in error), which requires a *Status Justification*.

5. Click the **browser back** button to return to the **Attachments** list.

Task 2: Upload a Document Using Basic Upload

Basic Upload supports single-document uploads and allows you to identify the physical location of a document that cannot be uploaded to the system (such as CSEM material).

1. From the **Attachments** tab on the Carter Investigation, click the **Basic Upload** button. C-FIRST! opens the **Basic Upload** pop-up window.
2. Click **Choose File** and select the document from your computer. C-FIRST! displays the selected file name.
3. In the **Category** drop-down, select the appropriate document category (e.g., Investigation).
4. In the **Sub-Category** drop-down, select the specific sub-category that describes the document.
5. In the **Document Date** field, enter the date associated with the document content (this may differ from the upload date).
6. In the **Comments** field, enter a brief description of the document to help other workers identify its purpose and source.
7. Review the **CSEM Case** checkbox. If the document is related to Child Sexual Exploitation Material, check this box. **Note:** When the **CSEM Case** is checked, C-FIRST! displays the **Physical File Location** field, which is required. Enter the physical storage location of the material instead of uploading the file.
8. Review the **Graphic Content** checkbox. If the document contains graphic content, check this box to alert other workers before they open the file.
9. Click **Upload**. C-FIRST! saves the attachment and displays it in the **Attachments** list with an *Active* status.

Lesson 4: Tracking Tasks and Follow-up Items

Effective case management requires tracking tasks and follow-up items to verify all required activities are completed on time. For the Carter family Investigation, the system automatically generates tasks for assessments, findings/classifications, and closures pending contacts, while you can create additional tasks to track your work.

Learning Objectives

- View and manage system-generated tasks
- Understand task auto-completion based on related record status
- Add collateral contacts to support Investigation documentation
- Track pending contact records and associated tasks

Task 1: Review System-Generated Tasks

When the Carter family Investigation was created, C-FIRST! automatically generated tasks for required activities. Review these tasks to understand your pending work items.

1. From the **Home** tab, navigate to the **Notifications** list. C-FIRST! displays your pending tasks and notifications.
2. Locate the task, *Initial Admin Review Due*. C-FIRST! displays the task assigned to the supervisor.
3. Click on the **task** to view details. C-FIRST! displays the **Task Detail** screen showing **Due Date**, **Priority**, **Related To**, and **Assigned To** fields.
4. Verify the **Due Date** is set to 15 days from the Intake date. C-FIRST! confirms the systematic due date calculation.
5. Click the **Related To** hyperlink to navigate to the associated Case Conference Record. C-FIRST! displays the Initial Administrative Review conference.

Task 2: Monitor Pending Contact Tasks

The system monitors contact records and generates tasks when contacts remain incomplete. Review how pending contact tasks work to verify timely completion of all required contacts.

1. Navigate back to the case. C-FIRST! displays the **Case Summary** screen.
2. Click the **Case Contacts** hyperlink. C-FIRST! displays the **Case Contacts** list view.
3. Review any contact records with the **Case Contact Status** of *In Progress*. C-FIRST! displays incomplete contact records. **Note:** contacts not completed within 10 days will generate a task with subject *Complete Pending Contact Record*. C-FIRST! creates high-priority tasks for overdue contacts.
4. Click on an *In Progress* Contact Record to open it. C-FIRST! displays the **Case Contact Details** screen.

5. Update the **Case Contact Status** to *Completed* and complete all required fields. C-FIRST! validates the entries.
6. Click **Save**. C-FIRST! saves the record and automatically closes any related pending contact task.

Lesson 5: Generating, Downloading, and Printing Documents

In addition to uploading and searching for documents, C-FIRST! supports downloading documents for offline use, merging multiple documents into a single packet, and generating forms directly from case data. This lesson covers these output-oriented document management tasks.

Learning Objectives:

- Download documents from the Attachments tab
- Merge documents into a packet
- Generate a form from Investigation data
- Review the seven document categories

Task 1: Document Management Overview

C-FIRST! stores documents at two levels: person or case. The level a user selects determines where the document appears and who can access it.

Person-Level Documents

Attaching a document to the person record keeps it with that individual across every case they appear in. Users should store documents at the person level when the document belongs to the individual rather than to a specific case. Examples include birth certificates, identification documents, school records, and medical records. Because person-level documents live on the person record, users must open that record separately to view them. The document does not need to be re-uploaded when the individual appears in a new case.

Case-Level Documents

Documents tied to a case or to a related object (Assessment, Court Order, Plan, Petition, or Placement) appear on the case's **Attachments** tab. Every worker assigned to the case can view them in one location. These documents do not follow an individual into future cases.

An important question to ask: "Is this document about the *person* or about the *case*?" A court order is case-specific. A child's immunization record is person specific.

Generating Forms

C-FIRST! includes a variety of forms that users may need to generate, complete, and distribute as part of their casework. Before learning the specific steps for each, it's important to understand that **not all forms work the same way**. The workflow you follow will depend on the type of form you're working with. At a high level, C-FIRST! forms fall into several categories:

- **System-Generated PDF Forms:** These are forms that C-FIRST! generates automatically using data already in the system. When you print or download these forms, they come out as PDFs. They are not editable after generation. These are useful when you need a finalized, read-only document, for example, a summary or report that pulls directly from case data.
- **Modifiable Word Forms:** Some forms generate as Word documents that you can edit before finalizing. This is important when a form requires narrative input, additional details, or customization that goes beyond what the system auto populates. After editing, the user typically saves the final version and uploads it back to the case record.
- **E-Signature Forms:** Certain forms support an electronic signature workflow, allowing users to email the form to external parties (such as parents, providers, or attorneys) for review and signature. This eliminates the need to print, physically sign, scan, and re-upload the document.
- **SMART Forms:** Some forms may arrive as scanned documents that go through Optical Character Recognition (OCR) processing, converting the scanned content into searchable, readable text within the system. These are forms where staff need to print the template and complete the form. Next, these

forms are uploaded with the proper QR code and indexed into the system and the data populates into the appropriate fields within the system.

- **Manual Print-to-PDF:** In some situations, a user may need to manually print a screen or document to PDF using their browser or system print functionality, rather than relying on a system-generated output.

The steps you take to generate, edit, and distribute a form will vary based on which category it falls into. As we walk through each workflow in the lessons ahead, we'll identify which form type applies so you always know which path to follow.

C-FIRST! has the following **seven categories** for downloading and printing documents:

1. System Generated Form without eSignature
2. System Generated Form with eSignature
3. Manually Generated Form without both eSignature and Inputs
4. Manually Generated Form with both eSignature and Inputs
5. Manually Generated Form with Inputs and without eSignature
6. Manually Generated Form with eSignature and without Inputs
7. Download Empty Form

Form Types

Please see below for the different form types.

Category	Category Name	Format	Trigger	Flow
Category 1	Blank Form Download - Word/PDF Document	PDF	Manual	Manual - Direct Download
Category 2	System Prefilled PDF - Non Editable	PDF	Manual	Manual - Input - Preview - Signature (Optional) - Download
Category 3	System Prefilled PDF - Editable (Preview)	PDF	Manual	Manual - Input - Preview(Allow Edits) - Signature (Optional) - Download
Category 4	System Prefilled PDF - Non Editable	PDF	System	System Triggered - Notification - Signature (Optional) - Download
Category 5	System Prefilled - Word Doc	Word	System	System Triggered - Notification - Download
Category 6	Manual - Partially Filled - Word Doc	Word	Manual	Manual - Input - Download
Category 7	System Prefilled - Word Doc	Word	Manual	Manual - Download

Task 2: Download Documents from the Attachments Tab

You can download individual documents or select multiple documents for bulk download. C-FIRST! enforces download limits to manage system performance.

1. From the **Attachments** tab on the Carter Investigation, click the checkbox next to one or more documents you want to download.
2. Click **Download Files**. C-FIRST! begins the download process. For files 100 MB or smaller, the download starts immediately in your browser. **Note:** For files larger than 100 MB, C-FIRST! creates a notification: "Your file download is ready. Please click this link to download the file."
3. Verify the downloaded files open correctly on your computer.

Note: The maximum number of files you can download at once is 20, with a total volume limit of 4 GB. If you need more than 20 files, perform multiple download batches. Documents flagged as CSEM Case cannot be downloaded; the **Download** button is disabled for those records.

Task 3: Merge Documents into a Packet

The Merge feature allows you to combine two or more existing documents into a single packet. This is useful when preparing documentation for court or supervisor review.

1. From the **Attachments** tab, select the checkboxes next to two or more documents you want to merge.
2. Click **Merge Files**. C-FIRST! opens the ImageTrust interface, displaying the selected files in a panel on the left.
3. Use the ImageTrust tools to arrange, reorder, or remove pages from the merged document as needed.
4. Click **Upload All Documents**. C-FIRST! saves the merged document as a new attachment. The original documents remain unchanged in the system.

Note: Users must select at least two files for the **Merge Files** button to become available. There is no technical limit on the number of documents that can be merged.

Task 4: Generate a Form from Investigation Data

C-FIRST! integrates with the DCS-approved Document Generation System to create, customize, and print forms directly from case data. This allows you to generate pre-populated forms such as the CS-0740 (Classification Decision of Child Abuse/Neglect Referral), notice letters, and other standard DCS documents.

1. From the Investigation Case Record, click **Generate Form** in the action bar. C-FIRST! displays the available form templates.
2. Select the form template you want to generate (e.g., CS-0740 Classification Decision form). C-FIRST! pre-populates the form with data from the Investigation record, including case persons, allegations, findings, and disposition details.
3. Edit any fields that require additional information or corrections and click **Generate**.
4. Click **Download** to save the generated form to your computer or click **Print** to send it directly to your printer. The generated form is automatically saved as an attachment on the Investigation Record under the appropriate document category.

Knowledge Check!

Question 1: When creating a case contact with Contact Purpose of Referent Interview, what restriction applies?

- C. The contact must be completed within 24 hours
- D. You cannot associate case persons or collaterals to the contact
- E. The contact requires supervisor approval
- F. Interview Notes are not required

Question 2: What happens when a case contact record remains In Progress for more than 10 days?

- E. The record is automatically deleted
- F. The record is escalated to the supervisor
- G. A high-priority task is created for the user
- H. The case is placed on hold

Question 3: What is the purpose of the collaterals Involved related list on a case contact record?

- A. To track collateral damage during Investigations
- B. To associate collateral persons who participated in the contact
- C. To document financial collateral for services
- D. To link related cases together

Module 5: FAST Assessment, Plans & Service Management

This module covers completing safety plans and assessments for the **Carter Family**. Completing investigative assessments questionnaires in C-FIRST! can include Drug Exposed Child Intake, FAST, Immediate Protection Agreement, Non-Custodial Expedited Placement, Relative/Kinship Home Study, Safe Sleep, and Toddlers and Infants Needs and Strengths (TINS). As you are aware, completing these assessments is based on the initial report that comes in, the household dynamic, and who is in the household.

When completing the FAST Assessment, users will need to verify and add assessment persons, complete each assessment question, and submit the assessment for supervisory approval. When safety concerns are identified, users will practice creating Immediate Protection Agreements, adding persons to the safety plan, completing plan details, and submitting the plan for approval.

After completion of the module, you will be able to:

- Complete a Safety/FAST assessment including assessment persons and submit for approval
- Create Safe Sleep assessment and create IPA
- Create service referrals and link them to specific plan goals
- Monitor assessment and plan approval status through notifications
- Track Investigation outcome and refer the Investigation Case to a Treatment Case

Lesson 1: Completing FAST Assessments

Safety assessments are critical tools that help users evaluate immediate risks to children and determine whether intervention is necessary. For the Carter family Investigation, you must complete a Safety/FAST assessment to evaluate the safety of David and Sofia Carter given the reported concerns about bruising and household tension with James Wilson.

Note: Depending on the family's situation, select and complete the necessary Safety/FAST assessments.

Learning Objectives:

- Access the FAST Assessment from the case
- Verify and add assessment persons
- Complete the FAST Assessment questions
- Submit the FAST Assessment for approval

**System Tip!**

- You can complete the Safety portion of the Assessment first and come back to complete the remainder of the FAST later, or the entire Assessment can be completed at once if the necessary information is available.
- As you are working through the FAST / Safety Assessment, once you complete the Safety items on the assessment and update the Assessment status to Completed, you will receive a status of Completed – Safety as you continue through the FAST and Safety Assessment.

**Process Tip!**

The way this is handled today is changing from the way this was handled in the past. In TFACTS, staff had separate assessments and both were submitted for approvals. In C-FIRST, due to policy changes, assessments can be completed within 5 days and then submitted for approval.

The Safety questions (these are questions with “(Safety Item)” marked) are included within the FAST/Safety Assessment and workers have the ability to complete the specific safety questions within the 5 days, mark the assessment as *Safety-Completed*, and come back to the FAST/Safety Assessment to complete the rest of the assessment questions.

Task 1: Access the FAST Assessment from the Case

The FAST/Safety assessment is required for all Investigations to evaluate safety and risk. A FAST/Safety assessment is automatically created when the Investigation was assigned. You must complete this assessment based on your observations and interviews with the Carter family. The FAST/Safety assessment was automatically created when the Investigation was assigned. You will access this assessment

from the Carter case to document your safety findings for **David Carter**.

1. Click **Cases** in the navigation bar. The **Cases** list view opens.
2. Click the **Search** field and enter the case. The Search Results display.
3. Click the **Case Name** hyperlink for the Investigation. C-FIRST! displays the **Case Summary** screen.
4. Navigate to the **Related List Quick Links** section in the header bar.
5. Click the **Assessments** hyperlink. C-FIRST! displays the **Assessments** list view with all assessments linked to this case.
6. Locate the existing **FAST** assessment in the list with **Assessment Status** of *Worklisted*.
7. Click the **Assessment ID** hyperlink for the FAST assessment. The **FAST Assessment Details** screen displays.



System Tip!

The FAST/Safety assessment is automatically created when an Investigation is assigned. The Assessment Due Date is calculated as the Assessment Created Date plus 10 business days.

The **Assessment Status** picklist provides the following options: *Abridged, Completed, Completed – Safety, In Progress, and Worklisted*.

Task 2: Verify and Add Assessment Persons

Before completing an assessment, you must verify that all relevant family members are linked as assessment persons. For the Carter family, this includes the children (David, Sofia, and Mason) and the caregivers (Maria Carter and James Wilson).

1. On the **Assessment Details** screen, navigate to the **Related List Quick Links** section.
2. Click the **Assessment Person** hyperlink. C-FIRST! displays the **Assessment Person** list view.
3. Review the list to verify that the individual appears with the correct **Assessment Person Type**.
4. Click **Add Assessment Person**. C-FIRST! displays the **New Assessment Person** screen.

5. Search for and select *individuals* in the **Case Person** lookup field.
6. In the **Case Person ID**, review the Person ID listed in the field.
7. Click the **Assessment Person Type** drop-down and select *type*.
Options include:
 - Caregiver
 - Child
 - Other Household Member
 - Parent/Custodian
8. Click the **Relation To** drop-down and select *relation*. Options include:
 - Adopted Child
 - Biological Child
 - Biological Parent
 - Non-Related Adult
 - Non-Related Minor
 - Primary Caregiver
 - Related Adult
 - Related Minor
 - Secondary Caregiver
9. Click **Save**. C-FIRST! saves the assessment person record and returns to the list view.
10. Click **New Assessment Person** again to add another individual.
11. Click the **Assessment Person Type** drop-down and select *type*.
12. Click the **Relation To** drop-down and select *relation*.
13. Click **Save**. C-FIRST! saves the record and displays a confirmation message.



Process Tip!

Only persons already associated with the linked case can be added as assessment persons. If a family member is not displaying in the lookup, verify they have been added as a case person first.

You can also view all assessments associated with a person by navigating to their person record and scrolling to the **Assessments** related list. This view shows every assessment ever completed for the individual across all their cases, including:

- Assessment Type (*FAST, CANS, IPA, Safe Sleep, etc.*)
- Assessment Date
- Status (*Draft, In Progress, Completed, Approved*)
- Associated Case

This person-level view is useful for determining whether an assessment has been completed, which may affect whether a new one is needed for the current Investigation.

Task 3: Complete the FAST Assessment Questions

Now you will complete the FAST assessment questionnaire sections to document your safety and risk findings for the Carter family. Based on your home visit observations, you noted adequate food and shelter but tension between Maria Carter and James Wilson.

1. Navigate back to the **FAST Assessment Details** screen.
2. The **FAST Assessment Details** screen includes the following sub-tabs: *Details, Family Together, Caregiver, Youth, and Attachments*.
3. Navigate to the **Details** tab and click the **Edit** icon within the **Assessment Information** section. The **Details** tab becomes enabled for you to enter case information in the fields.
4. In the **Household Name** field, enter the household name.
5. In the **Assessment Due Date**, review the date your assessment date; this date is system populated.
Note: The **Assessment Completion Date** field captures the date that the assessment was completed; this field is also system populated.
6. In the **Attachments?** field, select *No*.
7. In the **Assessment Status** field, select *In Progress*.
8. In the **Assessed at Home?** field, select *Yes*.
9. Click the **Assessment Location** field and enter the *address*.
10. Click the **Date of Contact** field and enter the *date and time*.
11. Click the **Family Together** tab to begin answering safety questions. C-FIRST! displays the questionnaire fields.
12. Complete the **Caregiver** tab and complete all of the fields.
13. Complete the **Youth** tab and complete all of the fields.
14. Access the **Attachments** tab to upload any documents for the assessment. **Note:** Complete each required question in the section, selecting the appropriate response based on your assessment findings. These tabs make up of the assessment and also include the “safety” portion. Refer to the questions

that are marked as “(Safety Item)” for the specific safety questions.

15. Click **Save** after completing each section. C-FIRST! saves your responses and calculates section scores.
16. Navigate to each subsequent tab and complete all required questions.
17. Review the **Safety Level** field in the **Score Information** section after completing all tabs. C-FIRST! displays the calculated safety determination.
18. Review the **Risk Level** field. C-FIRST! displays the calculated risk determination based on your responses.

Task 4: Submit the FAST Assessment for Approval

With all assessment sections completed, you must now submit the FAST assessment to your supervisor for review and approval before it can be finalized.

1. On the **Assessment Details** screen, verify all required sections show as complete.
2. Click the **Assessment Status** field and select *Completed – Safety*. **Note:** If the assessment is completed in one sitting, users do not have to change this status.
3. Click **Save**. C-FIRST! saves the assessment record.
4. Click **Submit for Approval** in the upper right corner of the screen. C-FIRST! displays the **Submit for Approval** pop-up window.
5. Click the **Comments** field and enter *comments*.
6. Click **Submit**. C-FIRST! submits the assessment and updates the **Approval Action Status** to *Submitted for Review*.
7. Verify the **Approver** field displays the name of your assigned supervisor.

Task 5: Review Assessment Approval Status

As a user, you need to monitor the approval status of assessments you have submitted. For the Carter family, you will check the status of the FAST assessment and Immediate Protection Agreement to confirm they have been reviewed by your supervisor.

1. From the **Case Summary** screen for the case, click the **Assessments** hyperlink in the **Related List Quick Links** section.
2. Review the **Assessments List View** to see all assessments for the case.

3. Click on the **FAST assessment** hyperlink. C-FIRST! displays the **Assessment Details** screen.
4. Review the **Approval Action Status** field in the **Approval Information** section.
5. Review the **Action Status Date** field to see when the approval status was last updated.
6. Click the **Approval History** hyperlink in the **Related List Quick Links** section. C-FIRST! displays the **Approval History** list view.
7. Review the approval history records showing **Step Name**, **Date**, **Status**, **Assigned To**, and **Comments**.

**System Tip!**

The approval history related list captures all changes made during the approval workflow, including submissions, approvals, rejections, and reassignments. Use this to track the complete approval timeline.

Task 6: Check Notifications for Approval Actions

When assessments are approved or returned for edits, you receive notifications. You will check your notifications to see if any assessments have been approved or require additional action.

1. Click on the **Notifications** icon in the navigation bar. C-FIRST! displays your list of notifications.
2. Look for notifications that indicate assessment approval status, such as *Assessment has been approved* or *Assessment has been sent back for edits*. If you see a notification indicating the FAST assessment was approved, click on the notification. C-FIRST! navigates to the assessment record.
3. Verify the **Assessment Status** field shows *Completed*.
4. Verify the **Assessment Completion Date** field is populated with today's date. If you see a notification indicating an assessment was returned for edits, click on the notification to navigate to the assessment.
5. Review the **Comments** from the supervisor explaining what edits are needed.

**Process Tip!**

When an assessment is rejected during approval, it becomes unlocked for editing. After making the required edits, you must

submit the assessment for approval again to restart the approval workflow.

Lesson 2: Developing Family Service Plans

Plans document the goals, services, and interventions needed to address identified concerns and support family reunification or stability. For the Carter family, if the Investigation results in a referral to treatment services, you will need to create a Non-Custodial Permanency Plan to guide ongoing Case Management activities.

Learning Objectives

- Create a Non-Custodial Permanency Plan from a case record
- Document plan goals and objectives for family members
- Link plans to case persons and identified needs
- Understand the plan approval workflow

Task 1: Navigate to Plans and Create a New Plan

Following the completion of assessments for the Carter family, you need to create a Non-Custodial Permanency Plan to document the services and goals that will support the family. This plan will guide Case Management activities if the case is referred to treatment services.

1. From the **Case Summary** screen for the case, navigate to the **Related List Quick Links** section.
2. Click the **Plans** hyperlink. C-FIRST! displays the **Plans** list view.
3. Click **New**. C-FIRST! displays the **New Plan** type selection screen.
4. Select *Non-Custodial Permanency Plan* from the available plan types.
5. Click **Next**. C-FIRST! displays the **New Plan: Non-Custodial Permanency Plan** pop-up.
6. Review the **Case Name** field to verify it displays the correct name.
7. Click the **Plan Start Date** field and enter the required start date.
8. Verify the status shows *In Progress* in the **Plan Status** field.
9. Click **Save**. C-FIRST! saves the plan record and generates a Plan ID.



System Tip!

Non-Custodial Permanency Plans are available when the Case type is **Investigation**. The plan documents services for families where children remain in the home with safety measures in place.

Task 2: Add Plan Participants and Goals

You must link the Carter family members to the plan to document the goals.

1. On the **Non-Custodial Permanency Plan** record, navigate to the **Related List Quick Links** section.
2. Click the **Plan Participants** hyperlink. C-FIRST! displays the **Plan Participants** list view.
3. Click **New Plan Participant**. C-FIRST! displays the **Add Plan Participants** pop-up.
Note: C-FIRST! displays a list of all the case persons added to the case under the **Select Plan Participants** section.
4. Select the *checkbox* beside the required plan participants.
5. Click the **Participant Type** drop-down alongside the selected participants and select the required type. The options in the drop-down are:
 - *Caregiver/Guardian in Focus*
 - *Children/Youth in Focus*
 - *Non-Guardian/Other Adult in Focus*
6. Click **Next**. C-FIRST! saves the **Plan Participant** Record.
7. Navigate back to the **Plan Participants List View** screen to begin updating the goals for the Participant Type that is listed as *Children/Youth in Focus*.
8. Click the **Person Involved ID** hyperlink for the child. The **Person Involved Details** screen displays.
9. In the **Summary of Strengths** field, click the **edit** icon. The field becomes editable.
10. Click the **Summary of Strengths** field and enter the required information.
11. Click the **Bright Futures Youth?** drop-down, select *No*.
Note: Once information is entered in this field, the **Goals** section of the screen becomes editable.
12. In the **Risk of Entering Custody?** field, select *No*.
13. Navigate to the **Goals** section of the screen.

14. Click the **Goal 1** drop-down and select *Child Remains with Caregiver/Relatives with Services*.
15. Click the **Goal 1 Target Date** field and enter the required date.
16. Click **Save**.



Process Tip!

All children and primary caregivers involved in the case should be added as plan participants. This confirms services and goals are properly tracked for each family member.

Task 3: Add Responsibilities

1. Navigate back to the **Plan Details** on the **Non-Custodial Permanency Plan** record and navigate to the **Related List Quick Links** section.
2. Click the **Responsibilities** hyperlink. The **Responsibilities List View** displays. **Note:** Responsibilities have taken the place of needs, desired outcomes, and action steps.
3. Click **New**. The **New Responsibility** screen displays.
4. Access the **Information** section of the page.
5. In the **Start Date** field, enter *today's date*.
6. In the **Completed?** field, select *No* from the drop-down.
7. In the **IL Indicators** field, leave the field blank.
8. In the **Expected Completion Date**, enter *a date one month from today*.
9. In the **Responsibilities Details** field, enter the *required details*.
10. In the **Priority** field, select *1* from the drop-down.
11. Click **Next**. The **Add Responsible Person** pop-up displays.
12. Click the **Select Responsible Persons** by selecting the checkbox next to the name and select the *mother of the child*.
13. Click **Save**. The **Responsibilities List View** displays with the record.

Task 4: Save & Approve the Plan

Before the plan can be finalized, you must review all components to verify completeness and accuracy. The **Non-Custodial Permanency Plan** will guide services for the Carter family.

1. Navigate back to the **Non-Custodial Permanency Plan Details** screen.
2. Review the **Plan Participants** related list to verify all family members are included.

3. Review the **Plan Goals** related list to verify all goals are documented.
4. Complete any additional required fields in the **Plan Details** section.
5. Click **Save**.
6. Review the **Plan History** related list to view the list of changes made to the plan.
7. Verify the **Created By** field displays your name and the **Last Modified By** field reflects the most recent update.
8. Navigate back to the **Non-Custodial Permanency Plan** Details screen.
9. In the **Plan Status** field, click the **edit** icon. The fields on the screen become editable.
10. Click the **Plan Status** drop-down and select *Completed*.
11. Click the **Present Parties Agree to Goals?** drop-down and select *Yes*.
Note: In case *No* is selected, the **Disagreement Details** field needs to be populated with disagreement details.
12. Click the **Plan End Date** field and select the required date.
13. Click **Save**. The top of the screen populates with the **Submit for Approval** button.
14. Click the **Submit for Approval** button. The **Submit for Approval** pop-up displays.
15. Click the **Comments** field and enter the following comment:
"This plan is ready for approval."
16. Click **Submit**. A green success message appears.

Lesson 3: Safe Sleep Assessment

During the investigation phase, you may need to perform a Safe Sleep Assessment for an infant in the household. Please use the below steps.

Learning Objectives:

- Access and complete a safe sleep assessment

Task 1: Create a Safe Sleep Assessment

1. From the **Case Summary** screen, click the **Assessments** hyperlink in the **Related List Quick Links** section. C-FIRST! displays the **Assessment** list view.
2. Click **New**. C-FIRST! displays the **New Assessment** screen.

3. Select the **Safe Sleep** radio button and click **Next**. C-FIRST! saves the record with status *In Progress* and displays the **New Assessment: Safe Sleep** pop-up.
4. Click the **Household Name** field and enter the required name.
5. Click the **Assessment Due Date** field and enter the required date.
6. Click the **ACV Name** field and enter the child's name.
7. Click the **Caretaker Name** field and enter the caretaker's name.
8. Click **Save**. C-FIRST! displays the Assessment record.
9. Click the **Assessment Person** hyperlinks and add the infant and caretaker as assessment persons.
10. Navigate back to the **Safe Sleep Assessment Details** screen.
11. Complete each section of the assessment documenting safe sleep conditions observed in the home.
12. Click the **Assessment Status** drop-down and select *Completed*.
13. Click **Save**. C-FIRST! saves the completed assessment.
14. Click **Back to Case**. C-FIRST! returns to the **Case Summary** screen.

Lesson 4: Creating and Managing Immediate Protection Agreements

When safety concerns are identified during an assessment, you must develop plans to address immediate risks and protect children. For the Carter family, the FAST assessment identified household tension that requires a documented plan to confirm David, Sofia, and Mason's ongoing safety while the Investigation continues. At this point in time, Maria is no longer caring for her niece, and the baby is no longer in the household.

Learning Objectives

- Create a new Immediate Protection Agreement (IPA) from a case record
- Link the IPA to specific Allegations and case persons
- Submit the Immediate Protection Agreement for supervisor approval

Task 1: Create an Immediate Protection Agreement

Based on your FAST assessment findings for the Carter family, you need to create an Immediate Protection Agreement to document the safety measures that will be implemented while the Investigation proceeds. This plan will address the concerns about James Wilson's presence in the home.

1. From the **Case Summary** screen for the case, navigate to the **Related List Quick Links** section.
2. Click the **Assessments** hyperlink. C-FIRST! displays the **Assessments** list view.
3. Click **New** in the top right corner. C-FIRST! displays the **New Assessment** pop-up with available assessment types.
4. Select *Immediate Protection Agreement* from the list of assessment types.
5. Click **Next**. C-FIRST! displays the **New Assessment: Immediate Protection Agreement pop-up** screen for the new Immediate Protection Agreement.
6. Click the **Household Name** field and enter the *household details*.
7. Click the **Allegations in the Household?** drop-down and select *Yes*.
8. Click the **Court Ordered?** drop-down select *No*.
9. Click **Save**. C-FIRST! saves the assessment record and displays the **Assessment ID**.



System Tip!

The Immediate Protection Agreement requires that the **Allegations in the Household?** must be present in the case and all required fields should be completed. These fields are only visible for this specific assessment type.

Task 2: Add Person to New Assessment

You must link all relevant family members to the Immediate Protection Agreement. This includes the children who need protection and the adults who will be responsible for implementing the safety measures.

1. On the **Immediate Protection Agreement** record, click the **Assessment Person** hyperlink in the **Related List Quick Links** section.

2. Click **Add Assessment Person**. C-FIRST! displays the **New Assessment Person** screen.
3. Search for and select the individual in the **Case Person** lookup field.
4. Click the **Assessment Person Type** drop-down and select *type*.
5. Click the **Relation To** drop-down and select the *relation*.
6. Click **Save**. C-FIRST! saves the record and returns to the list view.
7. Repeat steps 2-6, as needed, to add additional individuals as an assessment person.



Process Tip!

Assessment Persons that are systematically added by the system cannot be deleted. Only manually added Assessment Persons can be removed from the assessment prior to completion.

Task 3: Complete Immediate Protection Agreement Details

Now you will document the specific safety measures and agreements for the Carter family. The plan should address the identified concerns and specify who is responsible for each safety action.

1. Navigate back to the **Immediate Protection Agreement** details by clicking the **Assessment ID** hyperlink.
2. Click the **edit** icon beside the **Assessment Location** field. The field becomes editable.
3. Click the **Assessment Location** field and enter the *location*.
4. Click the **Date of Contact** field and enter the *date and time*.
5. Navigate to the **Questionnaire** tab of the assessment. C-FIRST! displays the safety plan questions.
6. Complete each required question documenting the safety concerns identified for the children.
7. Document the specific safety actions agreed upon, including supervision arrangements when the parent is present.
8. Identify the individual as a safety resource who can provide supervision if needed.
9. Click **Save** after completing each section. C-FIRST! saves your responses. Review all sections to verify all required fields are completed.

Task 4: Submit the Immediate Protection Agreement for Approval

With the Immediate Protection Agreement fully documented, you must submit it for supervisor approval to finalize the Immediate Protection Agreement for the Carter family.

1. On the **Immediate Protection Agreement Details** screen, verify all required sections are complete.
2. Verify the status shows *In Progress* in the **Assessment Status** field.
3. Click **Submit for Approval** in the upper right corner. C-FIRST! displays the **Submit for Approval** pop-up.
4. Click the **Comments** field and enter *comments*.
5. Click **Submit**. C-FIRST! submits the assessment and updates the **Approval Action Status** to *Submitted for Review*.
6. Verify the **Approver** field displays your supervisor's name. C-FIRST! automatically assigns the team leader as the approver.
7. Navigate to the **Approval History** related list to view the submission record. C-FIRST! displays the approval history with the submission details.

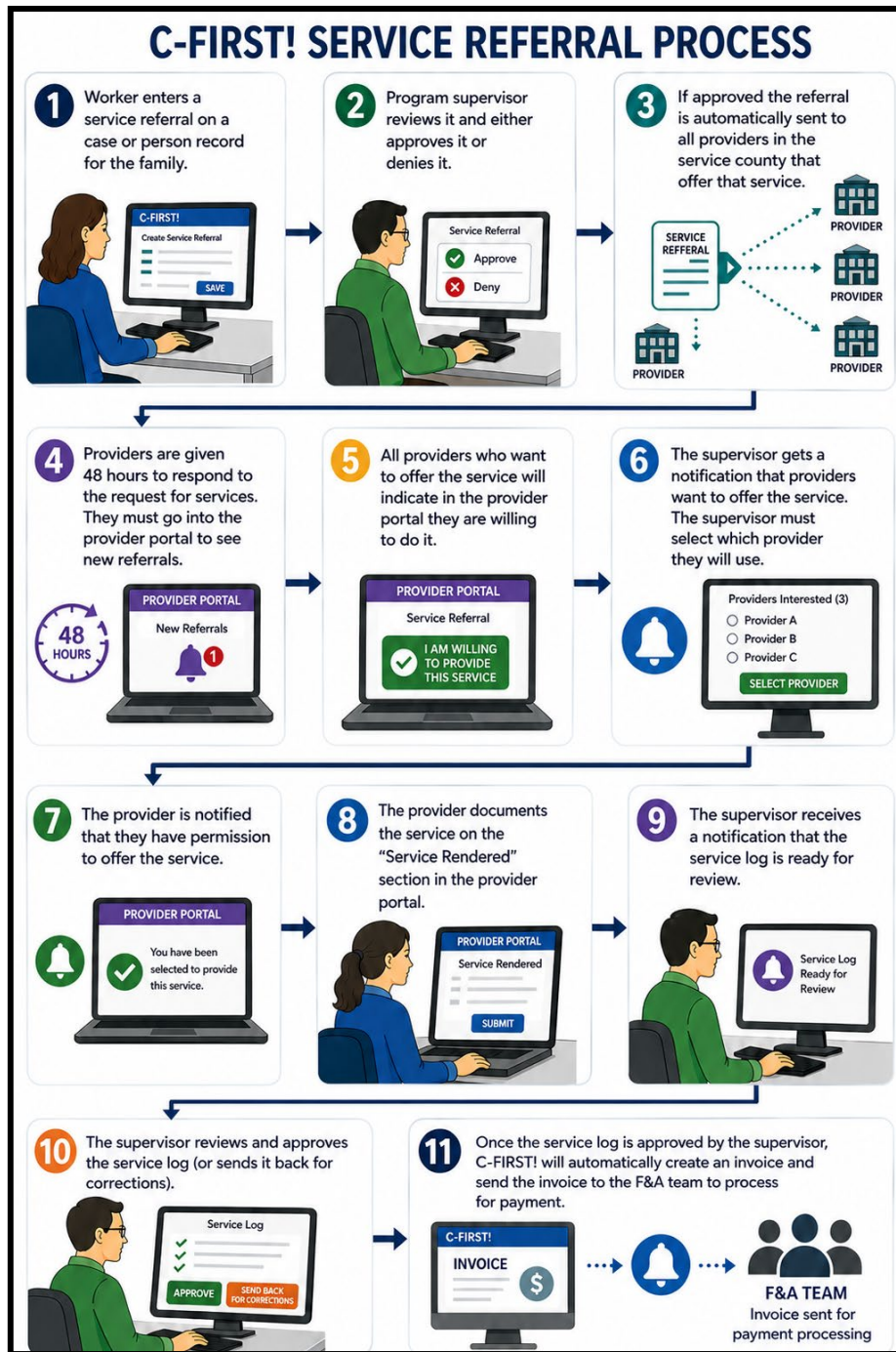
Lesson 5: Service Referrals and Service Logs

The process of creating service referrals in C-FIRST! is slightly different than what you may be used to. In C-FIRST!, a worker creates a new service request and marks the request as either paid or unpaid and then selects the service type.

One of the biggest changes in the service referral process is how the request does not go to **Fiscal** for review until the end of the process. And that the determination/approval of the service is sent to the **Program Supervisor**.

Once the service provider is confirmed, the **Provider Portal** creates a **Service Log** and the service provider documents the service. Next, the Service Log is sent for approval and is returned to the **Supervisor** for approval. At this point, C-FIRST! creates an invoice, and this invoice is then sent to the **Fiscal Team** to review and manage. This process helps keep service referrals between workers and their supervisors to make sure that these service referrals are processed more efficiently.

Refer to the image below for additional information on the process.



Service Referral Process

Learning Objectives

- Access the Referral for Services functionality from a case
- Create new service referrals for case persons
- Document referral status and provider information

Task 1: Create and Submit a Service Referral

In this task, we refer David Carter to homemaker services, which is a service that is commonly updated against our cases. This is a paid service which DCS pays for.

1. Access David Carter's **Investigation Case**. The **Case Summary** screen displays.
2. Navigate to the **Related List Quick Links**.
3. Click the **Service Request** hyperlink.
4. Click **New**. The **Service Request** screen displays.
5. Select the **Service Request** radio button. The **New Service Request: Service Request** screen displays.
6. In the **Service Taxonomy ID** field, enter the name of the service: *Homemaker Services*; The field displays with the service name and ID in the drop-down. Select the service. **Note:** *This field allows you to type in "names", please type the name of the service for the system to pull the services. Do not enter the name of the child or the provider.*
7. Click **Save**. A green success message appears and the **Service Request Details** screen displays.
8. Click the **edit** icon. The fields become editable.
9. Click the **Referral Date** field and enter the *date*.
10. Click the **Status** drop-down, this defaults to *Pending*. Options include:
 - Abridged
 - Pending
 - Submitted for Review
 - Approved
 - Rejected
 - Provider Accepted
 - Completed
 - Unmet
 - Accepted - Extension Requested
 - Accepted - Extension Approved
 - Accepted - Extension Rejected
11. Click the **Primary Child/Youth** field and enter *David Carter*.
12. Scroll down to the **Service Details** section.

13. Click the **Requested Start Date** and enter the *required date*.
14. Click the **Anticipated End Date** and enter the *required date*.
15. Click the **Service County** drop-down and select the *required county*.
16. Click the **Requested Units/Hours** and enter the *required units*.
17. Click the **Community Resource** drop-down and select *No*.
18. Scroll down to the **Provider Information** section.
19. Click the **Direct Provider Selection Required?** drop-down and select *No*.
20. Access the **Person Involved** hyperlink to add a person to this referral.
21. Click **New Involved Person**. The **Add Person Involved** pop-up displays.
22. Select the checkbox beside the names of the **Persons** to be added as persons involved and click **Next**. A message displays that the persons have been added.
23. Click the **Submit for Approval** button.

Note: The process for approving service referrals and other records is in the Supervisor module. In our course, we will assume that this record has been approved.



Process Tip!

- The **Referral Reason** field on the **New Referral for Services** page only needs to be entered if it's related to a paid service.
- Once this service referral record is approved, the provider contact is auto created. At this point, after approval, all of the providers are notified of the request and they access the **Provider Portal** and accept or deny the request and enter all necessary information. DCS should allow providers two business days to respond to the request. There can be multiple providers who submit their willingness to complete the service. The supervisor logs into C-FIRST! and selects which provider will offer the service.
- There is a way to select a direct provider on the service referral. This option should **ONLY** be used when there is a court order or supervisor's direction that specifies a specific provider. In all other circumstances, all providers must be notified.

Task 2: Review and Select Provider for Services

The supervisor must navigate to the **Investigation Case**, and go back to the **Service Referral** record, to view all of the **Provider Contacts** records and make the selection.

1. Navigate to the **Case Summary** screen.
2. Access the **Related List Quick Links**.
3. Click the **Services Request** hyperlink. The **Services Request List View** displays.
4. Select the *Homemaker Service Request* link. The **Service Referral Record** screen displays.
5. Select the **Provider Contacts** hyperlink. The **Provider Contacts List View** displays. This displays contact records for all providers who have accepted the services. Review the records and choose which provider best meets the needs of the service.
6. Select the **Provider Contact** hyperlink to access the **Details** screen.
7. Navigate to the **Provider Decision** section of the page.
8. Review the **Provider Response** field, which displays *Accept*. This information is pulled from the **Provider Portal**.
9. In the **Disposition Outcome** field, select *Approved*.
10. In the **Disposition Status** field, select *Completed*.
11. Click **Save**. The record saves and the provider is selected for the services.

Task 3: Service Log

Next, the provider provides services, accesses the **Provider Portal** and updates the record as “services rendered” and updates the following information: *Client Served, Provider, Service, Service Location, Service Unit Type*, and other information. This information is pulled into C-FIRST! and a **Service Log** is created. The **Service Log** populates with information from the Provider Portal.

1. Log into C-FIRST! as the **CPS Supervisor** and navigate to the **Case Summary** screen.
2. Access the **Related List Quick Links**.
3. Click the **Services Log** hyperlink from the **Related Quick Links** section.
4. Select the **Service Log** record. The **Service Log Details** screen displays.

5. Access the **Service Information** section and review the information.
6. Submit **Service Log** for approval. **Note:** Once this service log is approved, C-FIRST! auto-generates an invoice. This invoice is sent to Fiscal for payment.

Lesson 6: Monitoring Investigation Progress and Investigation Outcomes

Effective case management requires ongoing monitoring of service delivery and assessment of progress toward plan goals. For the Carter Family, in this lesson, you will learn how to review referral statuses, monitor assessments, and document case decisions.

Learning Objectives

- Review and update referral status as services are delivered
- Monitor assessment approval history and status
- Document case decisions

Task 1: Refer Carter Family Investigation Case for Treatment

When all assessments are approved and case activities are complete, you can prepare the case for closure. For the **Carter Family Investigation**, you will navigate to the **Decisions** tab and document the final Disposition.

1. From the **Case Summary** screen for the case, click on the **Decisions** tab. C-FIRST! displays the **Decisions** screen.
2. Complete all mandatory fields in the **Decisions** section.
3. Click the **Final Case Disposition** drop-down and select the appropriate disposition based on Investigation findings.
4. Click **Save**.
5. Navigate to the **Case Information** tab.
6. Click the **Case Status** field and select *Completed*.
7. Click **Save**.
8. Click **Submit for Approval** in the upper right corner. C-FIRST! displays the approval submission pop-up.
9. Enter any comments for the supervisor and click **Submit**. C-FIRST! submits the case for closure approval and locks the record for editing.

Knowledge Check!

Question 1: When is the FAST assessment due date calculated?

- A. 5 business days from assessment creation
- B. 10 business days from assessment creation
- C. 30 business days from assessment creation
- D. 15 business days from custody start date

Module 6: Court & Legal Documentation

This module covers the documentation of all court and legal activities associated with an Investigation in C-FIRST!. It begins with recording court petitions and filings, including navigating to the **Petition and Motions Related** list, creating Dependency and Neglect petitions, associating children to petition records, and verifying completeness. Users will then practice documenting legal motions and court orders, including creating Preliminary Protective Orders, associating children, and recording additional order details.

The module also covers scheduling and tracking court hearings, including creating hearing records, documenting hearing outcomes, and scheduling follow-up hearings such as adjudicatory hearings. Legal deadline management is addressed through system-generated alerts and tasks, with users practicing how to access deadline notifications, document compliance with court order requirements, and mark legal tasks as complete. The module concludes with uploading signed court orders, hearing documentation, and other legal files to maintain a complete record in C-FIRST!.

After completion of the module, you will be able to:

- Create court petitions and associate children with petition records
- Document court orders and associate children for compliance tracking
- Create hearing records, document outcomes, and schedule follow-up hearings
- Identify and respond to system-generated legal deadline alerts
- Document compliance with court order requirements and mark legal tasks complete
- Upload signed court orders and hearing documentation to case records

Lesson 1: Recording Court Petitions and Filings

When an Investigation reveals safety concerns that require court intervention, DCS workers must document all legal petitions filed on behalf of children. For the Carter family Investigation, the safety concerns identified during the initial assessment may necessitate filing a dependency and neglect petition to confirm David and Sofia's protection while services are provided to the family.

Learning Objectives

- Access the Petitions and Motions Related list
- Create a new dependency and neglect petition
- Associate children with the Petition Record
- Verify Petition Record completeness

Task 1: Access the Petition and Motions Related List

The Carter family Investigation has progressed to a point where legal intervention may be necessary. Before creating any new petition records, you must first navigate to the existing **Petition and Motions Related** list to review any prior filings and understand the current legal status of the case.

1. Click the **Cases** tab in the navigation bar. C-FIRST! displays the **Cases** list view.
2. Click the **List View** drop-down and select *My Primary Assigned Cases*. C-FIRST! filters the list to show only your assigned Cases.
3. Locate the case with the necessary **Case ID** and click the hyperlink. C-FIRST! opens the **Investigation Case** record.
4. Scroll down to the **Related List Quick Links** section on the Investigation Case. C-FIRST! displays all available related lists for this case.
5. Click the **Petition and Motions** hyperlink in the **Related List Quick Links** section. C-FIRST! navigates to the **Petition and Motions** list view.
6. Review the list columns displaying:
 - Petition/Motion ID
 - Record Type
 - Children
 - Petition/Motion Type
 - Petition/Motion Date
 - Court County
 - Petition/Motion Status

C-FIRST! shows all Petition Records associated with this Investigation.



System Tip!

You can click on any column header in the **Petition and Motions** list view to sort the records by that column. Use the **Filter** icon to narrow results by specific criteria such as petition type or status.

Task 2: Create a New Dependency and Neglect Petition

Based on the safety assessment findings for David Carter (age 10) and Sofia Carter (age 6), the DCS attorney has advised filing a dependency and neglect petition in Shelby County Juvenile Court. You must now create this petition record in C-FIRST! to document the legal filing.

1. From the **Petition and Motions** list view, click the **New** button. C-FIRST! opens the **New Petition Record** form.
2. Click the **Record Type** radio button and select *D/N, Unruly, and Other Petition/Motion*. C-FIRST! displays fields specific to this petition type.
3. Click **Next**. C-FIRST! displays the **petition detail entry** screen.
4. Click the **Petition or Motion?** drop-down and select *the appropriate value*.
5. Click the **Petition/Motion Type** drop-down and select *type*. C-FIRST! records the petition classification. Options for petitions include:
 - Appeal for Fair Hearing (AA)
 - Appeal for Fair Hearing (RC)
 - Appeal for Fair Hearing (Removal from Foster Home)
 - Appeal for Fair Hearing (SPG)
 - Appeal for Fair Hearing (Sub Perp)
 - Application for Order Allowing DCS Investigation
 - Confirmation of Voluntary Placement Agreement
 - Court-Ordered Services
 - Delinquency
 - Ex Parte Removal Petition
 - Order Controlling Conduct and Protective Supervision
 - Other Petition
 - Petition for Judicial Review
 - Petition for Removal
 - Petition Temporary Restraining Order
 - Request for Attachment
 - Response to Bench Order
 - Temporary Legal Custody
 - Unruly
 - Violation of Aftercare
 - Violation of Probation
6. Click the **Petition/Motion Date** field and enter the *date*. C-FIRST! validates the date format.
7. Click the **Court County** drop-down and select the *county*. C-FIRST! associates the petition with the appropriate jurisdiction.

8. Click the **Petition/Motion Status** drop-down and select the *status*. C-FIRST! updates the petition status.
9. Click **Save**. C-FIRST! saves the petition record and displays a confirmation message with the new Petition ID.

**Process Tip!**

Always verify the **Court County** matches the county where the Legal Team has filed the petition for the child.

Task 3: Associate Children to the Petition Record

The dependency and neglect petition must be linked to both David Carter (DOB: 09/22/2015) and Sofia Carter (DOB: 04/03/2019) as the children who are subjects of the court filing. This association provides proper tracking of legal actions for each child.

1. From the newly created **Petition Record**, scroll down to the **Related List Quick Links** section. C-FIRST! displays related list options for the petition.
2. Click the **Children** hyperlink in the related lists. C-FIRST! opens the **Children** related list for this petition.
3. Click **New Child** to associate a child. C-FIRST! opens the child selection interface.
4. Click the **Search** field and enter the individual. C-FIRST! displays matching person records from the case.
5. Select the individual from the search results. C-FIRST! highlights the selected child record.
6. Click **Save**. C-FIRST! associates the individual with the petition and returns to the **Children** related list.
7. Click **Add** again to associate the second child. C-FIRST! opens the child selection interface.
8. Click the **Search** field and enter the individual. C-FIRST! displays matching person records.
9. Select the individual from the search results. C-FIRST! highlights the selected child record.
10. Click **Save**. C-FIRST! associates the individual with the petition and displays both children in the related list.

Task 4: Verify Petition Record Completeness

Before proceeding with additional legal documentation, verify that the petition record contains all required information and that both children are properly associated with the filing.

1. Navigate to the main **Petition Record**. C-FIRST! displays the complete petition details.
2. Verify the **Petition/Motion Type** field displays *Petition for Removal*. C-FIRST! confirms the petition classification.
3. Verify the **Petition/Motion Date** field displays the *date*. C-FIRST! confirms the filing date.
4. Verify the **Court County** field displays the *county*. C-FIRST! confirms the jurisdiction.
5. Verify the **Petition/Motion Status** field displays *Filed*. C-FIRST! confirms the current status.
6. Scroll to the **Children** related list and verify both individuals appear. C-FIRST! displays the associated children.
7. Click the **Case ID** hyperlink in the **Navigation Links** section at the bottom of the screen. C-FIRST! returns you to the case record.

Lesson 2: Scheduling and Tracking Court Hearings

Court hearings are critical milestones in Child Welfare Cases that require careful scheduling and tracking. For the Carter family, multiple hearings will be scheduled following the dependency and neglect petition filing, including preliminary hearings, adjudicatory hearings, and review hearings that must be documented in C-FIRST!.

Learning Objectives

- Create Court Hearing Records with accurate dates and hearing types
- Document hearing locations and presiding court information
- Track hearing outcomes and next steps
- Link hearings to related petitions and court orders

Task 1: Create a Preliminary Hearing Record

A preliminary hearing has been scheduled at the Shelby County Juvenile Court to address the dependency and neglect petition filed for David and Sofia Carter. You must create this hearing record in C-FIRST! to verify proper case tracking.

1. From the **Investigation Case Record** for the case, click the **Court Orders and Hearings** hyperlink in the **Related List Quick Links** section. C-FIRST! navigates to the **Court Orders and Hearings** list view.
2. Click **New** on the **Court Orders and Hearings** list. C-FIRST! opens the **New Court Order/Hearing** pop-up.
3. Select the required record type checkbox and click **Next**. C-FIRST! displays the **New Court Order/Hearing** pop-up.
4. Select *Preliminary* from the **Available** field in the **Hearing Type** field. C-FIRST! records the hearing classification.
5. Click the **Court County** drop-down and select the *county*. C-FIRST! associates the hearing with the appropriate jurisdiction.
6. Click the **Date of Hearing** field and enter the *date*. C-FIRST! validates and accepts the date.
7. Click **Save**. C-FIRST! saves the hearing record and displays a confirmation message with the new Court Order/Hearing ID.



System Tip!

The **Court Orders and Hearings Related** list uses the same object to track both court orders and hearings. The **Record Type** field determines which fields are displayed and required for each record.

Task 2: Associate Children to the Hearing Record

The preliminary hearing involves both David and Sofia Carter as the subjects of the dependency and neglect petition. You must associate both children to the hearing record.

1. From the newly created **Hearing Record**, scroll down to the **Related List Quick Links** section. C-FIRST! displays related list options.
2. Click the **Children** hyperlink in the related lists. C-FIRST! opens the **Children** related list for this hearing.
3. Click **Add** to associate a child. C-FIRST! opens the child selection interface.
4. Click the **Search** field and enter the individual. C-FIRST! displays Matching Person Records.
5. Select the individual from the search results. C-FIRST! highlights the selected record.
6. Click **Save**. C-FIRST! associates the individual with the hearing.
7. Click **Add** again. C-FIRST! opens the child selection interface.

8. Click the **Search** field and enter the individual. C-FIRST! displays Matching Persons Record.
9. Select the individual from the search results. C-FIRST! highlights the selected record.
10. Click **Save**. C-FIRST! associates the individual with the hearing and displays both children in the related list.

Task 3: Document Hearing Outcome

Following the preliminary hearing, the court has made determinations that must be documented. The hearing resulted in temporary custody being granted to DCS with the children remaining in the home under a safety plan.

1. Click the **Court Order/Hearing ID** hyperlink to return to the Main Hearing Record. C-FIRST! displays the complete hearing details.
2. Click **Edit** on the hearing record.
3. Click the **Court Order/Hearing Status** field and change the selection from *Pending* to *Completed*. C-FIRST! updates the status.
4. Click the **Order Date** field and enter the required date.
5. Click the **Hearing Outcome** drop-down and select the *outcome*.
6. Click the **Notes** field and enter *notes*.
7. Click **Save**. C-FIRST! saves the updated hearing record and displays a confirmation message.



Process Tip!

Always update the hearing status from *Scheduled* to *Completed* after the hearing occurs. Document the outcome and any court directives in the **Hearing Notes** field for reference during Case Management activities.

Task 4: Schedule Follow-Up Adjudicatory Hearing

The court has scheduled an adjudicatory hearing for February 10, 2026, to determine whether the Allegations in the dependency and neglect petition are substantiated. You must create this follow-up hearing record.

1. Click the **Case ID** hyperlink in the **Navigation Links** section. C-FIRST! returns you to the case record.
2. Click the **Court Orders and Hearings** hyperlink in the **Related List Quick Links** section. C-FIRST! navigates to the list view.
3. Click **New** on the **Court Orders and Hearings** list. C-FIRST! opens the **New Court Order/Hearing** pop-up.
4. Select the required record type checkbox and click **Next**. C-FIRST! displays the **New Court Order/Hearing** pop-up.
5. Click the **Hearing Type** drop-down and select *type*.
6. Click the **Court County** drop-down and select the *county*.
7. Click the **Court Order/Hearing Status** drop-down and select *Pending*. C-FIRST! updates the status.
8. Click the **Date of Hearing** field and enter the *date*. C-FIRST! validates the date.
9. Click **Save**. C-FIRST! saves the hearing record and displays the new **Court Order/Hearing ID**.
10. Associate both David and Sofia Carter to the hearing using the **Children** related list. C-FIRST! confirms the associations.



Process Tip!

Remember to document upcoming hearings that are scheduled so that the system can help remind you of your upcoming court dates!

Lesson 3: Documenting Orders and Hearings

Court orders issued by judges direct specific actions that DCS must take regarding children and families. For the Carter Investigation, any court orders resulting from the dependency and neglect petition must be accurately documented to confirm compliance with judicial directives and proper Case Management for David and Sofia.

Learning Objectives

- Navigate to the Court Orders and Hearings Related list from an Investigation Case
- Create court order records with accurate order types and dates
- Document court order details including issuing court and order status
- Associate children to court order records for compliance tracking

Task 1: Access the Court Orders and Hearings Related List

Following the filing of the dependency and neglect petition for David and Sofia Carter, the Shelby County Juvenile Court has issued preliminary orders. You must access the **Court Orders and Hearings Related** list to document these judicial directives in C-FIRST!.

1. From the **Investigation Case Record** for the case, scroll down to the **Related List Quick Links** section. C-FIRST! displays all available related lists.
2. Click the **Court Orders and Hearings** hyperlink in the **Related List Quick Links** section. C-FIRST! navigates to the **Court Orders and Hearings** list view.
3. Review the list columns displaying:
 - Court Order/Hearing ID
 - Record Type
 - Court Order Type
 - Hearing Type
 - Children
 - Date of Hearing
 - Order Date
 - Court County
 - Court Order/Hearing Status

C-FIRST! shows all Court Order Records for this Investigation.

4. Click on any **Column Header** to sort the list by that column. C-FIRST! reorders the records based on your selection.
5. Click the **Filter** icon on the **Court Orders Related** list. C-FIRST! displays filter options to narrow the list.



System Tip!

The **Court Orders and Hearings Related** list captures all associated court orders and hearings for children in the Investigation Case. Different types of court orders can be ordered by the court based on petitions filed.

Task 2: Create a Preliminary Hearing Order Record

The Shelby County Juvenile Court has issued a preliminary protective order requiring James Wilson to have no unsupervised contact with David and Sofia Carter pending further Investigation. You must document this order in C-FIRST!.

1. From the **Court Orders and Hearings** list view, click the **New** button. C-FIRST! opens the **New Court Order/Hearing Record** form.
2. Click the **Record Type** selection and select *type*. C-FIRST! displays fields specific to court orders.
3. Click **Next**. C-FIRST! displays the **Court Order Detail Entry** screen.
4. Select *Preliminary Hearing Order* from the **Available** field in the **Court Order Type** field. C-FIRST! records the order classification.
5. Click the **Court County** drop-down and select the *county*. C-FIRST! associates the order with the appropriate jurisdiction.
6. Click the **Court Order/Hearing Status** drop-down and select the *status*.
7. Click the **Date of Hearing** field and enter the *date*.
8. Click the **Order Date** field and enter the *date*.
9. Click **Save**. C-FIRST! saves the Court Order Record and displays a confirmation message with the new Court Order/Hearing ID.

Task 3: Associate Children to the Court Order

The preliminary protective order applies to both David and Sofia Carter. You must associate both children to this court order record to confirm proper tracking of judicial directives for each child.

1. From the newly created **Court Order Record**, scroll down to the **Related List Quick Links** section. C-FIRST! displays related list options.
2. Click the **Children** hyperlink in the related lists. C-FIRST! opens the **Children** related list for this court order.
3. Click **New Child** to associate a child. C-FIRST! opens the child selection interface.
4. Click the **Search** field and enter the individual. C-FIRST! displays matching persons records from the case.
5. Select the individual from the search results. C-FIRST! highlights the selected record.
6. Click **Save**. C-FIRST! associates the individual with the court order.
7. Click **New Child** again. C-FIRST! opens the child selection interface.
8. Type the child in the **Search** field. C-FIRST! displays matching person records.

9. Select the individual from the search results. C-FIRST! highlights the selected record.
10. Click **Save**. C-FIRST! associates the individual with the court order and displays both children in the related list.

Task 4: Document Additional Order Details

The preliminary protective order contains specific directives that must be documented for Case Management and compliance monitoring. You will add detailed notes about the order requirements.

1. Click the **Court Order/Hearing ID** hyperlink to return to the main Court Order Record. C-FIRST! displays the complete order details.
2. Click the **drop-down arrow** and select **Edit** on the Court Order Record. C-FIRST! opens the record in edit mode.
3. Click the **Notes** field and enter *notes*.
4. Click the **Next Review Date** and enter the *date*.
5. Click **Save**. C-FIRST! saves the updated Court Order Record and displays a confirmation message.
6. Verify the **Children** field on the main record display. C-FIRST! confirms both children are associated.
7. Click the **Case ID** hyperlink in the **Navigation Links** section. C-FIRST! returns you to the case record.

Lesson 4: Managing Legal Alerts and Deadlines

Legal deadlines in Child Welfare Cases are critical for compliance with court orders and statutory requirements. For the Carter family case, multiple deadlines must be tracked including hearing dates, court order review dates, and petition response timelines to confirm DCS meets all legal obligations.

Learning Objectives

- Identify system-generated legal deadline alerts and tasks
- Review and respond to court-related notifications
- Track compliance with court order requirements
- Document completion of court-mandated activities

Task 1: Access Legal Deadline Notifications

C-FIRST! generates automatic notifications and tasks for legal deadlines associated with court orders and hearings. You must regularly review these notifications to confirm timely compliance with court directives for the Carter family case.

1. From the **Home** tab, locate the **Today's Tasks** component on your Homepage. C-FIRST! displays tasks assigned to you.
2. Click the **View All** hyperlink on the **Today's Tasks** component. C-FIRST! opens the full task list view.
3. Review the task list for any tasks with subjects containing court-related keywords such as *hearing*, *court order*, or *legal deadline*. C-FIRST! displays all matching tasks.
4. Click the required task hyperlink to open the task details. C-FIRST! displays the full task record including:
 - Due Date
 - Priority
 - Related To
 - Assigned To
5. Review the **Due Date** field to identify the deadline. C-FIRST! shows the date by which the task must be completed.



System Tip!

Tasks with **Priority** set to *High* indicate urgent legal deadlines. Always address high-priority court-related tasks first to confirm compliance with judicial timelines.

Task 2: Navigate to Related Court Record from Task

When you receive a court-related task notification, you can navigate directly to the associated court order or hearing record to review details and take required actions.

1. From the Task Record, locate the **Related To** field in the **Navigation Links** section. C-FIRST! displays the linked record reference.
2. Click the **Related To** hyperlink. C-FIRST! navigates to the associated court order or hearing record.
3. Review the court record details including:
 - Court Order Type or Hearing Type
 - Date
 - Status
 C-FIRST! displays all relevant information.
4. Verify the **Children** field shows the child(ren) are associated. C-FIRST! confirms the child associations.
5. Review any **Order Notes** or **Hearing Notes** for specific requirements. C-FIRST! displays the documented directives.
6. Click the **Case ID** hyperlink in the **Navigation Links** section to return to the Case. C-FIRST! navigates to the case record.

Task 3: Document Compliance with Court Order Requirements

The preliminary hearing order requires that James Wilson vacate the residence at 123 W. Potter Rd. You must document compliance with this court directive through a case contact record.

1. From the **Investigation Case Record** for the case, click the **Case Contacts** hyperlink in the **Related List Quick Links** section. C-FIRST! navigates to the **Case Contacts** list.
2. Click **New** to create a new case contact. C-FIRST! opens the new **Case Contact** form.
3. Click the **Case Contact Type** drop-down and select *contact type*.
4. Click the **Date** field and enter the *date*.
5. Click the **Time** drop-down and select the *time*.
6. Click the **Duration** drop-down and select the *duration*.
7. Click the **Contact Purpose** drop-down and select the *purpose*. C-FIRST! records the contact type.
8. Click the **Other Contact Purpose** field and enter *other purpose*.
9. Click the **Available** drop-down and select *Safety*.
10. Click the **Case Contact Status** drop-down and select *status*.
11. Click the **Contact Notes** field and enter *notes*.
12. Click **Save**. C-FIRST! saves the case contact record.



Process Tip!

Document all compliance verification activities in case contacts. This creates a clear record of DCS efforts to confirm court order requirements are met and provides evidence for future court hearings.

Lesson 5: Uploading Court Documents and Orders

Physical court documents such as signed orders, petitions, and hearing transcripts must be uploaded to C-FIRST! to maintain a complete legal record. For the Carter family Case, all court documents received from Shelby County Juvenile Court should be attached to the appropriate records for reference and compliance documentation.

Learning Objectives

- Navigate to the document upload functionality on court records
- Upload court documents with appropriate naming conventions
- Associate uploaded documents with correct court orders or hearings
- Verify document upload completion and accessibility

Task 1: Access Document Upload on Court Order Record

The signed preliminary protective order from Shelby County Juvenile Court has been received and must be uploaded to the corresponding court order record in C-FIRST! for the Carter family case.

1. From the **Investigation Case Record** for the case, click the **Court Orders and Hearings** hyperlink in the **Related List Quick Links** section. C-FIRST! navigates to the list view.
2. Locate the required record with the order date. C-FIRST! displays the matching record.
3. Click the **Court Order/Hearing ID** hyperlink to open the record. C-FIRST! displays the court order details.
4. Scroll down and select the **Attachments** tab on the court order record.
5. Click **Basic File Upload**. C-FIRST! opens the document attachment area.



System Tip!

Court documents should be scanned as PDF files before uploading. Confirm the scan is legible and includes all pages of the original document including signatures and court stamps. Please review all files that are uploaded and confirm that they are right side up.

Final Orders that are submitted using the Quest system are directly integrated into C-FIRST! through an interface.

Task 2: Upload the Signed Court Order Document

You have the signed preliminary protective order saved as a PDF file on your computer. You will now upload this document to the court order record in C-FIRST!.

1. Click **Basic File Upload** in the **Attachments** tab. C-FIRST! opens the file upload dialog.
2. Click the **Document Date** field and enter the *date*.
3. Click the **Document Category** drop-down and select the *category*.
4. Click the **Document Sub-Category** drop-down and select the required sub-category.
5. Click **Upload Files**. Your computer's file browser opens. Navigate to the location where the court document is saved. The file browser displays available files.
6. Select the file. The file browser highlights the selected file.
7. Click **Open** in the file browser. C-FIRST! displays the selected file name in the upload dialog.
8. Click **Save**. C-FIRST! uploads the file and displays a progress indicator. C-FIRST! displays a confirmation message and shows the file in the **Files** list once the upload is complete.

Task 3: Upload Hearing Documentation

The preliminary hearing generated court minutes that must be uploaded to the hearing record. You will navigate to the hearing record and attach the documentation.

1. Click the **Case ID** hyperlink in the **Navigation Links** section to return to the case. C-FIRST! navigates to the case record.
2. Click the **Court Orders and Hearings** hyperlink in the **Related List Quick Links** section. C-FIRST! displays the list view.
3. Locate the **Preliminary Hearing Record** with the date of the hearing. C-FIRST! displays the matching record.
4. Click the **Court Order/Hearing ID** hyperlink to open the hearing record. C-FIRST! displays the hearing details.
5. Scroll down and select the **Attachments** tab the court order record.
6. Click **Basic File Upload**. C-FIRST! opens the document attachment area.
7. Click the **Document Date** field and enter the *date*.
8. Click the **Document Category** drop-down and select the *category*.
9. Click the **Document Sub-Category** drop-down and select the required sub-category.
10. Click **Upload Files**. Your computer's file browser opens.
11. Select the file. C-FIRST! displays the filename.
12. Click **Save**. C-FIRST! uploads the file and displays confirmation.

Task 4: Verify Document Uploads and Accessibility

After uploading court documents, verify that all files are properly attached and accessible from the case record for future reference during Case Management and court proceedings.

1. Click the **Case ID** hyperlink to return to the case record. C-FIRST! navigates to the case.
2. Click the **Court Orders and Hearings** hyperlink. C-FIRST! displays the list of all court records.
3. Click on the **Preliminary Hearing Order Record**. C-FIRST! opens the court order details.
4. Scroll down and select the **Attachments** tab the court order record.
5. Verify the file appears in the list. C-FIRST! confirms the document is attached.
6. Click on the file name to preview the document. C-FIRST! opens a document preview showing the uploaded court order.
7. Close the preview and return to the case by clicking the **Case ID** hyperlink. C-FIRST! navigates back to the Investigation.
8. Repeat the verification for the **Preliminary Hearing Record** to confirm the hearing minutes are attached. C-FIRST! displays the uploaded file in the **Files** list.

Knowledge Check!

Question 1: Where do you navigate to create a new petition record for an Investigation?

- A. Case Information tab
- B. Petition and Motions Related List via Related List Quick Links
- C. Court Orders tab on the main navigation
- D. Documents section of the case

Question 2: What fields are displayed in the Court Orders and Hearings List View?

- A. Only Court Order ID and Status
- B. Court Order/Hearing ID, Record Type, Court Order Type, Hearing Type, Children, Date of Hearing, Order Date, Court County, and Court Order/Hearing Status
- C. Case ID, Worker Name, and Supervisor Name
- D. Petition Type and Filing Date only

Question 3: When documenting compliance with a court order, what type of record should you create?

- A. A new court order record
- B. A case contact record with appropriate contact purpose
- C. A new petition record
- D. An assessment record

Question 4: How do you associate children to a court order or hearing record?

- A. Enter their names in the Order Notes field
- B. Use the Children related list on the court order/Hearing Record and click Add
- C. Create separate court orders for each child
- D. Children are automatically associated based on the case

Question 5: To upload a document to the Preliminary Hearing Order, which tab do you need to access?

- A. Details
- B. Attachments
- C. Court Information
- D. Legal Document

Module 7: Case Disposition & Approval Workflow

This module walks through the process of closing an Investigation, from completing the Disposition Checklist through final approval. It begins with the Investigation Disposition Checklist on the **Decisions** tab, where users will review auto populated checklist items, complete manual items, and address Investigation-specific items for special case types. The module then covers preparing the case for supervisor review by entering the Final Case Disposition, completing Investigation Summaries, documenting law enforcement contact, and updating the case status to Completed.

Users will practice submitting the Investigation for approval and understanding the resulting workflow, including how the system creates an Approval Record and generates a task for the assigned supervisor. The module covers the full approval lifecycle: viewing Approval Records, understanding supervisor task creation and the **Items to Approve** widget, handling rejections by reviewing feedback and making corrections, resubmitting, and tracking workflow status and history. It concludes with verifying case closure and understanding when a Treatment Case is automatically created.

After completion of the module, you will be able to:

- Complete the Investigation Disposition Checklist on the Decisions tab
- Enter the Final Case Disposition and complete Investigation Summaries
- Submit the Investigation for approval and understand the approval workflow
- Identify rejected cases, review supervisor feedback, and make corrections
- Resubmit corrected cases and track approval status through the full lifecycle
- Verify case closure and recognize when a Treatment Case is created

Lesson 1: Completing Disposition Checklists

Before the Carter Investigation can be closed, you must verify that all required activities have been completed. The Investigation Disposition Checklist ensures that every interview, assessment, and documentation requirement has been fulfilled for the Carter case. This systematic review ensures both the family and the agency by confirming thorough Investigation practices.

Learning Objectives

- Access the Decisions tab
- Review auto populated checklist items
- Complete manual checklist items
- Complete Investigation-specific checklist items
- Submit an extension request for finding or case closure

Task 1: Complete the Risk Factors Tab

You need to access the **Risk Factors** tab to enter risk factors before submitting for supervisor approval.

1. From the **Home** tab, click **Global Search** in the navigation bar. The **Global Search** panel opens.
2. Click the **Search** field and enter the case.
3. Click **Search**. C-FIRST! displays the case in the **Search Results** list.
4. Click the **Case ID** hyperlink for the case. C-FIRST! opens the **Case Summary** screen.
5. Click the **Risk Factors** tab on the case record. C-FIRST! displays the risk factors to complete.

Task 2: Access the Decisions Tab

The Carter Investigation has progressed through initial interviews, safety assessments, and findings classification. You need to access the **Decisions** tab to begin reviewing the Disposition Checklist before submitting for supervisor approval.

1. From the **Home** tab, click **Global Search** in the navigation bar. The **Global Search** panel opens.
2. Click the **Search** field and enter the case.
3. Click **Search**. C-FIRST! displays the case in the **Search Results** list.

4. Click the **Case ID** hyperlink for the case. C-FIRST! opens the **Case Summary** screen.
5. Click the **Decisions** tab on the case record. C-FIRST! displays the **Investigation Disposition Checklist** at the top of the screen.



System Tip!

The **Decisions** screen is dynamic in that it will display different checklist questions based on the selection made from the **Case Sub-Type**. For example, the **Case Sub-Type** *Investigation* will generate different checklist questions than the **Case Sub-Type** *Assessments*. For Investigations, you will see the Investigation Disposition Checklist and Investigation-specific items. Additional PREA or specialized checklists display for SIU review.

Task 3: Review Auto populated Checklist Items

Several checklist items automatically update to *Yes* when related records exist in the system. For the Carter case, the initial interview with David Carter and the FAST assessment should have triggered automatic updates to certain checklist fields.

1. In the **Investigation Disposition Checklist** section, locate the **Priority Response Met/GFE Entered?** field. C-FIRST! displays *Yes* because the initial Interview Record has a status of *Completed*.
2. Locate the **Safety and FAST/SIU FAST Completed?** field. C-FIRST! displays *Yes* because a FAST Assessment with the status *Completed* is associated with the case.
3. Locate the **Findings Classified and Approved?** field. C-FIRST! displays *Yes* because all Findings Records have the status of *Completed* and **Approval Status** of *Approved*.
4. Locate the **CPIT Convened/Held/Form Uploaded?** field. C-FIRST! displays *Yes* because a Case Conference of Type **CPIT** with a status of *Completed* exists on the case.
5. Locate the **AP Current Address Captured?** field. C-FIRST! displays *Yes* because the Alleged Perpetrator has an active Primary Residence address on his person record.

**Process Tip!**

Auto populated fields save time and reduce errors. Always verify that the system has correctly identified completed activities before manually entering checklist values. If a field shows *No* but you believe the activity was completed, check that the related record has the correct status. These checklist items were designed to help you make sure that your work is complete before you submit a case for closure.

Task 4: Complete Manual Checklist Items

Some checklist items require manual verification because the system cannot automatically determine completion. When updating these items, *Yes* should only be selected if the activity was completed. For the Carter Investigation, you must confirm that certain interviews and documentation requirements have been met.

1. In the **Investigation Disposition Checklist** section, click the **edit** icon beside the **Home Visit Completed?** field. The fields become editable.
2. Click the **Home Visit Completed?** drop-down and select *Yes*.
3. Locate the **Alleged Perpetrator Interviewed?** field. Click the drop-down and select *Yes* to confirm the Alleged Perpetrator was interviewed.
4. Locate the **Custodial Parent/Guardian Interviewed?** field. Click the drop-down and select *Yes* to confirm the Custodial Parent/Guardian was interviewed.
5. Locate the **Collaterals/Witnesses Interviewed?** field. Click the drop-down and select *Yes* to confirm the collaterals/witnesses were interviewed.
6. Locate the **Household Members Interviewed?** field. Click the drop-down and select *Yes* to confirm all household members were interviewed.
7. Locate the **CS-0740 Completed?** field. Click the drop-down and select *Yes*.
8. Locate the **Placement of Child Captured?** field. Click the drop-down and select *N/A* because the children remain in the home.
9. Locate the **Administrative Reviews Completed?** field. Click the drop-down and select *Yes*.
10. Locate the **Court Orders/Petitions Captured?** field. Click the drop-down and select *N/A* because no court involvement occurred.

11. Click **Save**. C-FIRST! saves the checklist updates and displays a confirmation message.

Task 5: Complete Severe Abuse Investigation

The Carter case has a case sub-type of Investigation and so additional checklist items appear in the **Investigation Disposition Checklist – Investigation** section. These items must be completed before the case can be submitted for approval.

1. Scroll down to the **Investigation Disposition Checklist – Investigation** section. C-FIRST! displays additional fields specific to Investigation.
2. Locate the **Medical Records Captured?** field. Click the drop-down and select *Yes* to confirm the medical records were obtained.
3. Locate the **Forensic Interview Completed?** field. Click the drop-down and select *Yes*.
4. Locate the **Contact with Law Enforcement?** field. Click the drop-down and select *Yes*.
5. Locate the **Drug Tests Completed?** field. Click the drop-down and select *N/A*.
6. Locate the **Forensic Medical Completed?** field. Click the drop-down and select *Yes*.
7. Locate the **AP Employment Captured?** field. Click the drop-down and select *Yes* to confirm the Alleged Perpetrator's employment information was documented.
8. Click **Save**. C-FIRST! saves all checklist updates and displays a confirmation message.

Task 6: Submit an Extension Request for Findings or Case Closure

If your Investigation requires more time to complete findings classification or case closure than the policy timeframe allows, you must submit an extension request prior to the due date. The extension request documents both your request and the supervisor's Disposition (approval or denial). For the Carter Investigation, you might need an extension if you are waiting for critical evidence, such as a pending drug screen result for James Wilson. These are informational instructions and will not be completed in the classroom.

1. From the case record, click the **Extension Requests** hyperlink in the **Related List Quick Links** section.
2. Click **New**. The **New Extension Request** pop-up displays.

3. Click the **Extension Reason** drop-down and select the required reason. The options in the drop-down are:
 - Additional Investigative Task Necessary
 - Awaiting AP Interview
 - Awaiting Autopsy
 - Court Pending
 - New Finding Added
 - Other
4. Click the **Extension Justification** field and enter the required justification.
5. Click the **Extension Length** drop-down and select the required number of days. The options in the drop-down are:
 - 30
 - 60
 - 90
 - 120
 - 150
 - 180
6. Click the **Approver** field and enter the name of the supervisor.
7. Click **Save**. The record is saved and the **Extension Request Details** screen displays.
8. Click **Submit for Approval**. C-FIRST! routes the extension request to your supervisor for review. Monitor the **Extension Request** status. C-FIRST! will display the Disposition once the supervisor has reviewed it (*Approved* or *Denied*).

**System Tip!**

Extension requests must be submitted before the original deadline passes. If the deadline has already passed, contact your supervisor directly. The Extension Request Record is visible on the **Decisions** tab and factors into the Disposition Checklist.

Task 7: Close Investigation Case and Open Treatment Case

Only non-custodial placements are created on an Investigation case, if you need a custodial placement, you will need to either close the Investigation case, and open a treatment case. Please follow the below steps to close the Investigation case and open a treatment case.

1. Access the **Investigation Case Summary** screen.
2. Click the **Decisions** on the Tab.
3. Access the Investigation Disposition Checklist.
4. The first section is the **Investigation Disposition Checklist**.
5. In the **Home Visit Completed?** field enter **Yes**.
6. In the **Alleged Perpetrator Interviewed?** field enter **Yes**.
7. In the **Custodial Parent/Guardian Interviewed?** field enter **Yes**.
8. In the **Collaterals/Witness Interviewed?** field enter **Yes**.
9. In the **Household Members Interviewed?** field enter **Yes**.
10. In the **Safety and FAST/SIU FAST Complete?** enter **Yes**.
11. In the **Findings Classified and Approved?** field enter **Yes**.
12. In the **CFS 740 Completed?** field enter **No**.
13. In the **Placement of Child Captured?** field enter **Yes**.
14. In the **Administrative Reviews Completed?** enter **Yes**.
15. In the **Court Orders/Petitions Captured?** field enter **Yes**.
16. Complete the **Investigation Disposition Checklist – Investigation** section.
17. In the **Medical Records Captured?** field select **No**.
18. In the **CPIT Convened/Held/Form Uploaded?** field select **Yes**.
19. In the **Drug Test Completed?** select **Yes**.
20. Complete the next section **Case Disposition and Investigation Outcome**.
21. The Approver will auto populate as CPS Supervisor.
22. In the **Program Alignment** field, select the program.
23. In the **Law Enforcement Follow-up call?** field select **No**.
24. In the **Report Referred to Law Enforcement?** field select **No**.
25. In the **Law Enforcement Contact Notes** field leave it blank.
26. Complete the **Investigation Summaries**.
27. In the **Child statement/Obser. & Home Envi.** field enter **Observation Notes**.
28. In the **AP's Statement of Admission** field enter **AP Statement of Admission Notes**.
29. In the **Other Supportive Evidence** field enter **Supporting Evidence Notes**.
30. In the **Medical/Psychological Findings/Opinions** field leave it blank.
31. In the **Witnesses' Description** field enter **Witness Description**.

32. Click **Save** and proceed.

Note: Since this case has been closed, and referred to a Treatment, this child is now referred for a custodial placement.

Lesson 2: Preparing Cases for Supervisor Review

With the Disposition Checklist complete, you must now document the Final Case Disposition and Investigation outcome for the Carter family. This information determines whether the case will close, transfer to a treatment program, or link to an existing case. Accurate documentation of the Investigation Summaries provides the evidentiary foundation for the supervisor's review.

Learning Objectives

- Select the appropriate Final Case Disposition based on Investigation findings
- Complete the Investigation Outcome fields
- Document Investigation Summaries with supporting evidence
- Understand how Disposition choices affect case workflow

Task 1: Enter Final Case Disposition

Based on the Investigation findings for the Carter family, you have determined that the Allegations against James Wilson were substantiated and the family needs ongoing services. You will refer the case to a Family Support Services (FSS) treatment program.

1. On the **Decisions** tab for the case, scroll down to the **Case Disposition and Investigation Outcome** section.
2. Click the **Final Case Disposition** drop-down and select *Refer to Treatment Case*. C-FIRST! displays the **Refer to Program** and **Program Alignment** fields.

Note: *This field allows workers to enter information based on what is needed for the specific case and child they are working with. For example, if the Investigation case does not need any further action, at this point, workers can select "Close" and close the Investigation Case. If the child needs to be removed from the home and new case needs to open, workers select "Refer to Treatment Case"; and this selection triggers the system to generate a Treatment Case for the child. If there was a Treatment Case that was opened during the Investigation process and the child needs to be on that open Treatment Case, workers select "Link to Existing Case".*

3. Click the **Refer to Program** drop-down and select *program*.
Options include:
 - Custodial DNN/Unruly
 - Custodial JJ
 - FCIP
 - FSS
 - ICJ Incoming
 - Independent Living
 - Non-Custodial JJ
 - RCP (Non-Stipend)
 - RCP (Stipend)
4. Click the **Program Alignment** drop-down and select *alignment*.
Options include:
 - Custodial and Non-Custodial
 - Custodial Only
 - Non-Custodial Only

Note: The **Link to Case** field is read-only. C-FIRST! will automatically create and populate this field with the new treatment Case when the Investigation closes.
5. Click **Save**. C-FIRST! saves the Disposition information and displays a confirmation message.



System Tip!

- When you select **Refer to Treatment Case**, the system will automatically create a new treatment case when the supervisor approves and the Investigation is officially closed.
- The **Link to Case** field will be populated with the new Case ID. If you select **Link to Existing Case**, you must manually search for and select the existing case.

Task 2: Document Law Enforcement Contact

Since the Carter Investigation involved contact with law enforcement, you must document the details of that contact in the appropriate fields.

1. In the **Investigation Disposition Checklist – Investigation** section, verify the **Contact with Law Enforcement?** field shows *Yes*.
2. Click the **Report Referred to Law Enforcement?** drop-down and select *Yes*.

3. Click the **Law Enforcement Follow-up call?** drop-down and select *Yes*.
4. Click the **Law Enforcement Contact Notes** field and enter *notes*.
5. Click **Save**. C-FIRST! saves the law enforcement contact information and displays a confirmation message.

**System Tip!**

When your case is closed and there are Findings, the system will auto populate the CPS Case Summary and Classification Decision of Child Abuse/Neglect Referral CS-0740. As a result, it is important that you have clear documentation on this screen.

Task 3: Complete Investigation Summaries

The **Investigation Summaries** section documents the evidence supporting your findings. For the Carter case, you must summarize the child's statements, medical findings, the Alleged Perpetrator's admission, witness descriptions, and any other supporting evidence. Below are informational instructions and will not be completed in the classroom.

1. Scroll down to the **Investigation Summaries** section on the **Decisions** tab.
2. Click the **Child Statement/Obser. & Home Envir.** field and enter the *summary*.
3. Click the **Medical/Psychological Findings/Opinions** field and enter the *summary*.
4. Click the **AP's Statement or Admission** field and enter the *summary*.
5. Click the **Witnesses' Descriptions** field and enter the *summary*.
6. Click the **Other Supportive Evidence** field and enter the *summary*.
7. Click **Save**. C-FIRST! saves the Investigation Summaries and displays a confirmation message.

Task 4: Update Case Status to Completed

With all Disposition information entered, you must update the Case Status to *Completed* before submitting for supervisor approval.

1. Click the **Case Information** tab on the case record. C-FIRST! displays the case details.
2. Click the **Case Status** drop-down and select *Completed*.
3. Click **Save**. C-FIRST! validates that all required checklist items and summaries are complete. If validation passes, C-FIRST! saves the status update and displays a confirmation message. The **Submit for Approval** button becomes visible in the upper right corner.

Lesson 3: Submitting Cases for Approval

The Carter Investigation is complete and ready for supervisor review. Submitting for approval initiates a formal workflow that creates an Approval Record, assigns a task to your supervisor, and locks the case for editing. Understanding this process ensures smooth handoff and timely case closure.

Learning Objectives

- Submit an Investigation for supervisor approval
- Understand what happens when a case is submitted
- Locate the Approval Record in the Approval History related list
- Recognize how approval tasks appear on the supervisor's dashboard

Task 1: Submit the Investigation for Approval

With the case status set to *Completed* and all required fields entered, you can now submit the Carter Investigation to your supervisor for final approval.

1. On the case record for the case, locate the **Submit for Approval** button in the upper right corner of the screen.
2. Click **Submit for Approval**. C-FIRST! displays the **Submit for Approval** pop-up window.
3. Click the **Comments** field and enter *comments*.
4. Click **Submit** in the pop-up window. C-FIRST! processes the submission request. C-FIRST! displays a confirmation message indicating the case has been submitted for approval. The **Submit for Approval** button is no longer visible.

Note: The case record is now locked for editing. The **Approval Status** field displays *Submitted for Review*.

**System Tip!**

When you submit for approval, the system automatically identifies your assigned supervisor and routes the approval to your supervisor. You do not need to manually select the approver for the first approval step.

Task 2: View the Approval Record

After submission, C-FIRST! creates an Approval Record that tracks the status and history of the approval process. You can view this record to confirm your submission was successful.

1. On the case record, scroll down to the **Related Lists** section.
2. Click the **Approval History** hyperlink in the **Related List Quick Links**. C-FIRST! displays the **Approval History** list view.
3. Review the **Approval Record** in the list. The columns display:
 - The **Status** column displays *Submitted for Review*.
 - The **Assigned To** column displays your supervisor's name.
 - The **Date** column displays today's date when the submission occurred.
4. Click the hyperlinked **Step Name** to open the Approval Record detail. C-FIRST! displays the full Approval Record with all submission details.

Task 3: Understand the Supervisor Task Creation

When you submitted the Carter Investigation, C-FIRST! automatically created a task for your supervisor. Understanding how this task displays helps you communicate with your supervisor about pending approvals.

1. Note that when you clicked **Submit**, C-FIRST! created a task assigned to the **Assigned Supervisor** of the case.
2. The task has a **Due Date** of two business days from today's date.
3. The task **Priority** is set to *High*.
4. The task **Subject** reads *An Investigation has been completed and assigned to you for approval*.
5. The task **Related To** field links to the case.
6. The task **Comments** field contains the comments you entered during submission.

**Process Tip!**

Your supervisor will see this task in their **Items to Approve** widget on their **Homepage**. They can approve, reject, or reassign the approval directly from this widget or by opening the Approval Record.

Task 4: Complete the System-Generated Task for Notice of Determination Letter

When the Investigation reaches final Disposition, C-FIRST! automatically generates a task reminding the **Admin Staff** to send the Notice of Determination letter to all parties. This letter notifies the alleged victim's family and the Alleged Perpetrator of the Investigation outcome. Completing this task is a required step before Investigation closure.

1. Log in as **Letter A Support Staff**. From the **Homepage**, locate the **Today's Tasks** component or click the **Bell** icon to view notifications.
2. Click the task, *Send Notice of Determination Letter* associated with the Investigation.
3. Click the task to open the **Task Detail** screen. C-FIRST! displays the task information including the **Related To** field linked to the Investigation.
4. Review and complete the task details. The task provides instructions for generating and sending the Notice of Determination letter. After you have sent the determination letters to all required parties, return to the task record.
5. Click the **Status** drop-down and select *Completed*.
6. Click **Save**. C-FIRST! marks the task as complete and updates the **Decisions** tab checklist accordingly.

Task 5: Review Approval Workflow for Special Case Types

This task is completed by the **Specialized Investigation Unit (SIU) Team**. Some Investigation types require multiple levels of approval. While the Carter case requires only supervisor approval, you should understand how multi-level approvals work for Death/Near Death Investigations.

1. Log in as the **SIU Worker**. For standard Investigations, only one approval step is required from the assigned supervisor. For Death/Near Death Investigations, three approval steps are required in sequence.

2. The first approval is from the Assigned Supervisor/Team Leader.
3. After first approval, the Team Leader selects the **Team Coordinator** for second approval.
4. After second approval, the Team Coordinator selects the **Executive Director** for final approval.
5. Only after all three approvals are approved does the **Case Status** update to *Closed*.

Lesson 4: Responding to Rejection and Feedback

Not all submissions receive immediate approval. Supervisors may identify issues requiring correction before the Investigation can close. When the Carter Investigation is returned for edits, you must understand how to access the feedback, make corrections, and resubmit for approval.

Learning Objectives

- Identify when a case has been rejected and returned for edits
- Access supervisor feedback and rejection comments
- Make required corrections to the Investigation record
- Resubmit the corrected case for approval

Task 1: Update Investigation Decision Details Before Final Disposition

Before submitting the Investigation for final Disposition, you may need to update or correct information in the Investigation decisions. For example, if new evidence emerges during the Carter Investigation that changes the finding classification for one of the Allegations, you must update the Decision Record before completing the case.

1. Click the **Findings** hyperlink from the **Related Link Quick Links** section. Review the current finding classifications and associated Persons. If a finding needs to be updated, click the **Finding ID** hyperlink to open the Finding Detail Record.
2. Scroll down to the **Allegation Classification** section.
3. Click the **edit** icon. The fields become editable.
4. Click the **Final Allegation Classification** drop-down and select the required option to reflect the corrected determination.
5. Click the **Classification Change Reason** field (if available) and document why the classification was updated.

6. Click **Save**. C-FIRST! saves the updated finding and returns to the **Decisions** tab. Verify that the updated finding now displays the correct classification on the **Decisions** tab.

**Process Tip!**

Always update decision details before submitting for final Disposition. Once the case is submitted for approval, changes become more difficult and may require leadership intervention.

Task 2: Identify a Rejected Approval

Your supervisor has reviewed the Carter Investigation and identified an issue with the findings classification. The Case has been returned to you for edits. You need to locate the rejection notification and understand what corrections are required.

1. From the **Home** tab, locate the **Today's Tasks** widget on your Dashboard.
2. Look for the task, *A completed Case has been returned. Make edits and re-submit for approval if needed.*
3. Click on the **task** to open the **task detail**. C-FIRST! displays the task information including the **Related To** field.
4. Review the **Comments** field on the task.
5. Click the **Related To** hyperlink. C-FIRST! navigates to the case record.

Note: The case record is now unlocked for editing. The **Approval Status** field displays *Returned*.

**System Tip!**

When a case is rejected, the system automatically unlocks the record for editing and creates a task assigned to you. The task due date is set to two business days from the rejection date, with *High* priority.

Task 3: Review Rejection Details in Approval History

The **Approval History** related list provides a complete record of all approval actions, including rejections. Reviewing this history helps you understand the full context of the supervisor's feedback.

1. On the **Case Record** for the case, scroll down to the **Related Lists** section.
2. Click the **Approval History** hyperlink. C-FIRST! displays the **Approval History** list view.
3. Locate the most recent **Approval Record**. The **Status** column displays *Returned*. **Note:** The **Actual Approver** column displays your supervisor's name.
4. Click the hyperlinked **Step Name** to view the full rejection details.
5. Review the **Comments** field which contains the supervisor's detailed feedback about the required corrections.

Task 4: Make Required Corrections

Based on the supervisor's feedback, you need to update the Original Allegation Classification on the Finding Record for David Carter. The supervisor indicated the classification should reflect substantiated Allegations.

1. On the case record, click the **Findings** hyperlink in the **Related List Quick Links** section. C-FIRST! displays the **Findings** list view.
2. Click on the **Finding** Record for the individual. C-FIRST! opens the **Finding Details** screen.
3. Click the **Allegation Classification** drop-down and select *the new classification*.
4. Click **Save**. C-FIRST! saves the updated classification and displays a confirmation message.
5. Click **Submit for Approval** on the case record. C-FIRST! displays the submission pop-up.
6. Click the **Comments** field and enter *comments*.
7. Click **Submit**. C-FIRST! submits the case record for approval.

Task 5: Resubmit the Case for Approval

After the Finding has been corrected and reapproved, you must resubmit the entire case for supervisor approval. The approval workflow restarts with a new Approval Record.

1. Navigate back to the case record for the case.
2. Verify that the **Case Status** still shows *Completed*.
3. Locate the **Submit for Approval** button in the upper right corner. This button reappears after the case is unlocked for editing.

4. Click **Submit for Approval**. C-FIRST! displays the submission pop-up.
5. Click the **Comments** field and enter *comments*.
6. Click **Submit**. C-FIRST! creates a new Approval Record and locks the case for editing. The **Approval Status** field updates to *Submitted for Review*.

Lesson 5: Tracking Workflow Status and History

Throughout the approval process, you need to monitor the status of your submissions and understand the complete history of approval actions. For the Carter Investigation, tracking workflow status helps you anticipate next steps and respond quickly to any additional feedback.

Learning Objectives

- Monitor approval status on the case record
- Interpret Approval History Records and their meanings
- Understand what happens when approval is granted
- Recognize system notifications for approval completion

Task 1: Monitor Current Approval Status

In some situations, information about an Investigation decision may change after the case has been closed. For example, an appeal or new evidence may require a supervisor to update the finding classification.

Note: Only users with CPS Supervisor, Due Process Worker, Director, and Executive Director roles can modify finding classifications on closed Investigations (Final Allegations Classifications). All other fields remain frozen per CAPTA and CCWIS regulations.

After resubmitting the Carter Investigation, you want to check the status of your approval request. The case record displays key approval information that helps you track progress.

1. Navigate to the case record for the case.
2. On the **Decisions** tab, locate the **Approval Status** field. The current value displays *Submitted for Review*.
3. Locate the **Approver** field. This displays your supervisor's name as the current approver. Note that the **Approval Date** field is blank because the approval has not yet been completed.
4. Observe that the **Case Record** fields are read-only because the case is locked during the approval process.

**System Tip!**

The **Approval Status** field provides a quick view of where your case stands in the workflow. Possible values include *Submitted for Review*, *Approved*, and *Sent back for Edits*.

Task 2: Review Complete Approval History

The **Approval History** list maintains all approval actions taken on the case. This history is valuable for understanding the full lifecycle of the approval process.

1. On the case record, click the **Approval History** hyperlink in the **Related List Quick Links** section. C-FIRST! displays all Approval Records for the case.
2. Review the list of Approval Records. Each row represents one approval action including:
 - The oldest record shows the initial submission with the **Status** of *Returned*.
 - The most recent record shows the resubmission with the **Status** of *Submitted for Review*.
3. Click on the initial Submission Record to view the rejection details and comments.
4. Click the **browser back** button to return to the **Approval History** list.

**Process Tip!**

Case History provides every change made to the Investigation record. If you notice an unexpected change during your review, consult with your supervisor to determine whether corrective action is needed.

Task 3: Understand Approval Completion

When your supervisor approves the Carter Investigation, several system actions occur automatically. Understanding these actions helps you know what to expect and what happens next.

1. When the supervisor clicks **Approve** on the Approval Record, C-FIRST! validates that this is the final approval step.
2. Verify the **Approval Status** field on the case updates to *Approved*.
3. Verify the **Approval Date** field populates with today's date.
4. Verify the **Case Status** automatically updates to *Closed*.

Note: The case record becomes permanently locked for editing (read-only). The **Final Case Disposition** was *Refer to Treatment Case* and so C-FIRST! automatically creates a new treatment case and populates the **Link to Case** field.

Task 4: Verify Case Closure and Treatment Case Creation

With the Investigation approved, you should verify that the case has properly closed and that the treatment case was created as expected based on the Disposition.

1. Navigate to the **Case Record** for the case.
2. Verify the **Case Status** field displays *Closed*.
3. Verify the **Approval Status** field displays *Approved*.
4. On the **Decisions** tab, locate the **Link to Case** field. C-FIRST! displays the new **Treatment Case ID**.
5. Click the **Link to Case** hyperlink. C-FIRST! navigates to the new treatment case record.
6. Verify the **Treatment Case Refer to Program** field displays *FSS*.
7. Verify the **Treatment Case Program Alignment** field displays *Non-Custodial*.

Knowledge Check!

Question 1: When does the Submit for Approval button become visible on an Investigation case?

- A. When the case is first created
- B. When all required fields are completed
- C. When the Case Status is updated to Completed
- D. When the supervisor assigns the case

Question 2: What happens to the case record when it is submitted for approval?

- A. The case is immediately closed
- B. The case record is locked for editing
- C. The case is transferred to the supervisor
- D. The Case Status changes to Approved

Question 3: Which checklist field auto populates to Yes when a FAST Assessment with Completed status exists on the case?

- A. Priority Response Met/GFE Entered?
- B. Safety and FAST/SIU FAST Completed?
- C. Findings Classified and Approved?
- D. Home Visit Completed?

Question 4: What is the due date for the task created when a case is submitted for approval?

- A. Same day
- B. Next business day
- C. Two business days from submission
- D. One week from submission

Question 5: When a supervisor rejects an approval, what status is the Approval Action Status set to?

- A. Rejected
- B. Returned
- C. Sent back for Edits
- D. In Progress

Question 6: For Death/Near Death Investigations, how many approval steps are required?

- A. One (Supervisor only)
- B. Two (Supervisor and Team Coordinator)
- C. Three (Supervisor, Team Coordinator, Executive Director)
- D. Four (Supervisor, Team Coordinator, Executive Director, Regional Administrator)

Question 7: What happens when the Final Case Disposition is set to Refer to Treatment Case?

- A. The worker must manually create the treatment case
- B. A new treatment case is automatically created when the Investigation closes
- C. The case cannot be closed until a treatment case exists
- D. The supervisor must create the treatment case

Question 8: Which field is conditionally required when Report Referred to Law Enforcement? equals Yes?

- A. Contact with Law Enforcement?
- B. Law Enforcement Follow-up call?
- C. Law Enforcement Contact Notes
- D. CPIT Convened/Held/Form Uploaded?

Module 8: State Central Registry (SCR) Clearance Search

The State Central Registry (SCR) holds records of all persons with substantiated allegations of abuse or neglect in Tennessee. This module walks you through the full clearance process in C-FIRST!, from creating the request and running the search to interpreting results and documenting the outcome. Many of the requests that staff receive will come through the Provider Portal.

We understand that not all staff complete this process day to day and that this is specific to the Due Process Admin Staff. However, everyone in the classroom will practice this step and use the appropriate credentials to access the system!

After completion of the module, you will be able to:

- Initiate State Central Registry (SCR) Clearance Requests
- Conduct Statewide Repository searches
- Review and Interpret search results
- Document Clearance outcomes
- Manage Clearance follow-up actions

Lesson 1: Initiating State Central Registry (SCR) Clearance Requests

Before James Wilson can be approved as a household member in the Carter home, you must conduct a State Central Registry (SCR) clearance search to determine if he has any substantiated Allegations of child abuse or neglect in Tennessee. This clearance is required because James recently moved into the home where David and Sofia Carter reside, and his prior unknown history within Tennessee warrants a thorough background investigation.

Learning Objectives

- Navigate to the Clearance tab and create a new Clearance Record
- Distinguish between SCR Clearance and DCS History Search types
- Enter required clearance details including applicant information
- Complete requestor information for external clearance requests

Task 1: Access the Clearance Tab

As the assigned Due Process Worker for the Carter case, you need to initiate a SCR clearance search on James Wilson, the mother's boyfriend who moved into the Carter residence in December 2025. The Investigation notes indicate James has prior drug charges in Georgia, making this clearance essential for assessing child safety.

Note: Remember, not all of you are Due Process Admin Staff and will not be able to complete this step in the system. For the purposes of training, you have access to all user credentials to complete these steps.

1. Log in to C-FIRST! using your **Due Process Worker** credentials. C-FIRST! displays the **Home** tab with your assigned tasks and notifications.
2. Click the **Clearances** tab in the main navigation bar. C-FIRST! displays the **Clearance List View** showing all Clearance Records you have access to view.
3. Review the **Clearance List View** columns which display:
 - Clearance ID
 - Applicant's Name
 - Clearance Type
 - Clearance Status
 - Match Person
 - Assigned Worker
4. Use the search filters at the top of the list to search past Clearance Records by **Clearance Type**, **Applicant's Name**, **Clearance Status**, or **Match Person** to verify no existing clearance exists for the individual. C-FIRST! returns no matching records.



System Tip!

The **Clearance List View** allows you to quickly search for existing Clearance Records before creating a new one. Always check for existing clearances to avoid creating duplicate Clearance Records for the same individual.

Task 2: Create a New Clearance Record

Since no existing Clearance Record exists for James Wilson, you must create a new Clearance Record. For this Investigation, you will create a **DCS History Search** because the clearance is being performed by a DCS employee as part of the Investigation into the Carter family.

1. Click **New** on the top right of the **Clearance** tab. C-FIRST! displays the **New Clearance** screen with sections for **Clearance Details, Assignments, Requester's Information,** and **Applicant's Information.**
2. Click the **Clearance Type** drop-down and select *DCS History Search*. C-FIRST! updates the form to reflect the selected clearance type.
3. Click the **Received Date** and enter the *date*.
4. Click the **Assigned Worker** field to search for and select *your name* as the user performing the clearance search. C-FIRST! populates the field with your user Record.
5. Click the **Requester's Name** field and enter *Your Name*.
6. Click the **Requester's Zip Code** field and enter the *zip code*.



Process Tip!

Select **DCS History Search** when the clearance is requested internally by DCS staff. Select **SCR Clearance** when the request comes from an external party such as a foster care agency or employer.

Task 3: Enter Applicant Information

The **Applicant's Information** section captures the identifying details of the person being searched in the SCR. You will enter James Wilson's demographic information to enable the clearance search.

1. Scroll to the **Applicant's Information** section of the **New Clearance** screen. C-FIRST! displays fields for the applicant's personal details.
2. Click the **Last Name** field and enter *last name####*.
3. Click the **First Name** field and enter *first name*.
4. Click the **DOB** field and enter *date of birth*. C-FIRST! validates that the date is not in the future.
5. Click the **SSN** field and enter *SSN####*.
6. Click the **Gender at Birth** drop-down and select *gender*.
7. Click the **Address Line 1** field and enter the *address*.

8. Click the **City** field and enter the *city*.
9. Click the **County** drop-down and select the *county*.
10. Click the **State** drop-down and select *Tennessee*.
11. Click the **Zip Code** field and enter the *zip code*.
12. Click **Save**. C-FIRST! saves the Clearance Record and redirects you to the newly created **Clearance Record** screen. The **Clearance Status** displays as *In Progress*.

Task 4: Verify Clearance Record Creation

After saving the Clearance Record, verify that all information was captured correctly before proceeding with the search. The **Clearance Record** screen displays the saved applicant information and provides access to search functionality.

1. Review the **Clearance ID** field at the top of the record. C-FIRST! displays an auto-generated ID number for tracking purposes.
2. Verify the **Clearance Type** field displays *DCS History Search*.
3. Verify the **Clearance Status** field displays *In Progress*.
4. Confirm the **Applicant's Information** section displays.
Note: The **Match Person** field is currently empty, indicating no search has been performed yet and the **Clearance Outcome** field is currently empty, as the clearance has not been finalized.

Lesson 2: Conducting Statewide Repository Searches

With the Clearance Record created for James Wilson, you must now search the SCR to determine if he has any substantiated allegations of child abuse or neglect in Tennessee. The SCR search compares the applicant's information against all persons with substantiated findings in the state database, helping you assess whether James poses a risk to David and Sofia Carter.

Learning Objectives

- Execute an SCR search using applicant information
- Understand the criteria for persons appearing in search results
- Modify search criteria to refine results
- Perform additional searches using alias names

Task 1: Execute the Initial SCR Search

The SCR contains records of all persons with substantiated allegations of abuse or neglect in Tennessee. You will now execute a search to determine if James Wilson appears in this registry.

1. From the **Clearance Record** screen for the individual, locate the **Search Criteria** section. C-FIRST! displays the applicant's information that was entered during record creation.
2. Verify the **First Name** field in the **Search Criteria** section displays *first name*.
3. Verify the **Last Name** field in the **Search Criteria** section displays *last name####*.
4. Verify the **DOB** field in the **Search Criteria** section displays *date of birth*.
5. Click **Search** in the top right corner of the screen. C-FIRST! executes the search against the SCR and displays results in the search results area.



System Tip!

The SCR search checks for persons with substantiated findings from both open and closed Investigations. Results include persons associated with findings classified as *Allegation Substantiated*, *Perpetrator Substantiated*.

Task 2: Understand Search Result Criteria

Understanding what appears in SCR search results is critical for accurate clearance decisions. The SCR includes specific categories of Persons based on their involvement in Child Welfare Investigations.

1. Review the search results displayed on the **Search** pop-up. C-FIRST! shows potential matches based on the search criteria entered.
 - Search results include Persons associated to Findings on Open Investigations that are classified as *Allegation Substantiated*, *Perpetrator Substantiated* or not yet classified.
 - Search results include Persons associated to Findings on Closed Investigations that are classified as *Allegation Substantiated*, *Perpetrator Substantiated*.
2. Review the **Match Type** column in the search results, which indicates the type of match found for each result.

**Process Tip!**

The **First Name** and **Last Name** fields in the **Search Criteria** section search both the Person name and any associated alias names, helping you find matches even when individuals use different names.

Task 3: Modify Search Criteria

If the initial search does not return expected results or you need to search using different criteria, you can modify the search parameters. The **Search Criteria** section fields are editable to allow additional searches.

1. Locate the **Search Criteria** section on the **Clearance Record** screen. C-FIRST! displays editable fields for refining the search.
2. Click the **Middle Name** field and enter the *middle name*.
3. Click the **SSN** field and enter the *SSN####*.
4. Verify the **Gender at Birth** drop-down displays the *gender*.
5. Click **Search** again. C-FIRST! executes a new search with the updated criteria and displays refined results.

Task 4: Search Using Address Information

Address information can help narrow search results when multiple persons share similar names. You can add address details to the search criteria to improve match accuracy.

1. In the **Address Line 1** field of the **Search Criteria** section, type the *address*.
2. Click the **City** field and enter the *city*.
3. Click the **County** drop-down and enter the *county*.
4. Click the **State** drop-down and select *Tennessee*.
5. Click the **Zip Code** field and enter the *zip code*.
6. Click **Search**. C-FIRST! executes the search with address parameters included and displays updated results. Review the search results to identify any potential matches for James Wilson based on the combined search criteria.

Lesson 3: Reviewing and Interpreting Search Results

After executing the SCR search for James Wilson, you must carefully review the results to determine if any records match the applicant. Accurate interpretation of search results is essential for making correct clearance decisions that protect David and Sofia Carter while confirming fair treatment of James Wilson.

Learning Objectives

- Review and analyze SCR search results
- Select a matching Person Record when a match is found
- Document when no match is found in the registry
- Access associated findings for matched persons

Task 1: Review Search Results

The search results display all Persons in the SCR who match the search criteria entered for James Wilson. You must carefully review each result to determine if any represent the same individual.

1. Review the search results displayed on the **Search** pop-up after executing the search. C-FIRST! displays a list of potential matches with identifying information.
2. Examine each result row, comparing the **Name, Date of Birth**, and other identifying information against the individual's known details.
3. Review the **Match Type** column for each result to understand the basis for the potential match. Note any results that closely match the individual's identifying information for further review.



System Tip!

Search results may include partial matches based on name variations or aliases. Always verify multiple identifying factors before confirming a match.

Task 2: Select a Matching Person (When Match Found)

If a search result matches James Wilson, you must select that record to link it to the clearance. This action populates the **Match Person** field and associates any related findings to the Clearance Record.

1. Locate the search result that matches the individual based on **Name, Date of Birth**, and other identifying information.
2. Click the radio button next to the matching result row to select it. C-FIRST! highlights the selected row.
3. Click **Match**. C-FIRST! links the selected Person to the Clearance Record.
4. Verify the **Match Person** field on the Clearance Record now displays the matched person's name.
5. Review the **Findings** related list on the Clearance Record, which now displays any findings associated with the matched person.

Task 3: Document No Match Found

If the search results do not include any Records that match James Wilson, you must document that no match was found. This indicates the applicant does not appear in the SCR with substantiated Allegations.

1. After reviewing all search results, confirm that none match the individual.
2. Click **No Match** on the **Search** pop-up. C-FIRST! records that no match was found in the search.
3. Verify the **Match Person** field remains empty, indicating no Person was matched to this clearance. Note that the **Findings** related list remains empty when no match is selected.



Process Tip!

When no match is found, the **Clearance Outcome** cannot be set to *Substantiated Due Process*. This validation ensures clearance outcomes align with search results.

Task 4: Review Associated Findings

When a match is found and selected, the Clearance Record displays the associated findings from the matched Person's history. These findings provide details about the substantiated allegations that caused the person to appear in the SCR.

1. On the **Clearance Record** screen, locate the **Findings** related list. C-FIRST! displays all findings associated with the matched Person.

2. Click on a Finding Record to view the details of the substantiated Allegation. C-FIRST! opens the **Finding Details** screen.
3. Review the **Original Allegation Classification** field to understand the nature of the substantiated finding.
4. Review the associated information to understand the context of the finding.
5. Navigate back to the **Clearance Record** by clicking the **browser back** button or using the navigation breadcrumb. C-FIRST! returns to the Clearance Record.

Lesson 4: Documenting Clearance Outcomes

After completing the SCR search and determining the match status for James Wilson, you must finalize the clearance by documenting the outcome. The clearance outcome indicates whether the applicant was found in the SCR and provides official documentation for the Carter family Investigation file.

Learning Objectives

- Access the Finalize Clearance function
- Select the appropriate clearance outcome based on search results
- Document clearance outcome comments
- Understand outcome validation rules

Task 1: Access the Finalize Clearance Function

Before finalizing the clearance for James Wilson, you must make sure a search has been performed. The Finalize Clearance function validates that the required search was completed before allowing outcome documentation.

1. From the **Clearance Record** screen for the individual, verify that at least one search has been performed by confirming search results are displayed or the **No Match** button was clicked.
2. Click **Finalize Clearance** on the Clearance Record. C-FIRST! displays the **Finalize Clearance** pop-up window.
3. Review the pop-up window which displays fields for **Clearance Outcome** and **Clearance Outcome Comments**.

Task 2: Select Clearance Outcome - No Match Scenario

When no match is found for James Wilson in the SCR, you must select an outcome that reflects this result. The outcome options are validated against the match status to provide consistency.

1. In the **Finalize Clearance** pop-up, click the **Clearance Outcome** drop-down. C-FIRST! displays the available outcome options.
2. Click the **Clearance Outcome** drop-down and select the *outcome*. Options include:
 - Additional Information not Received
 - Evidence Found
 - Inconclusive Results
 - No Evidence Found
 - Substantiated Due Process
 - Unable to Complete
3. Click the **Clearance Outcome Comments** field and enter *comments*.
4. Click **Save**. C-FIRST! saves the outcome and closes the pop-up window.



System Tip!

The **Clearance Outcome** cannot be *Substantiated Due Process* when no match was found. C-FIRST! validates that the outcome aligns with the match status.

Task 3: Select Clearance Outcome - Match Found Scenario

If a match is found for James Wilson in the SCR, you must select an outcome that reflects the substantiated findings. This scenario requires additional validation to confirm findings are associated with the clearance.

1. In the **Finalize Clearance** pop-up, click the **Clearance Outcome** drop-down. C-FIRST! displays the available outcome options.
2. Click the **Clearance Outcome** drop-down and select *Substantiated Due Process* if a match with substantiated findings was identified.
3. Verify that at least one Finding is associated with the matched Person before selecting this outcome. C-FIRST! validates this requirement.

4. Click the **Clearance Outcome Comments** field and enter detailed comments describing the match and associated findings.
5. Click **Save**. C-FIRST! validates the outcome and saves the record.



Process Tip!

When selecting *Substantiated Due Process* as the outcome, at least one Finding must be associated with the matched Person. If no findings exist, C-FIRST! prevents the save with an error message.

Task 4: Cancel and Return Without Saving

If you need to return to the Clearance Record without finalizing, you can cancel the **Finalize Clearance** pop-up. This allows you to perform additional searches or review information before documenting the outcome.

1. From the **Finalize Clearance** pop-up, click the **Cancel** button. C-FIRST! closes the pop-up without saving any changes.
2. Verify you have returned to the **Clearance Record** screen with no changes to the **Clearance Outcome** field.
3. Perform any additional searches or reviews needed before finalizing the clearance.
4. Click **Finalize Clearance** again, when ready, to document the outcome. C-FIRST! displays the pop-up window.

Lesson 5: Managing Clearance Follow-up Actions

After documenting the clearance outcome for James Wilson, you must complete the clearance process by updating the status and managing any follow-up actions. Certain situations require placing a clearance on hold, such as when findings are associated with open Investigations or active due process appeals. Understanding these scenarios ensures proper handling of the Carter family clearance.

Learning Objectives

- Update Clearance Status to *Completed*
- Place a clearance on hold when required
- Document on hold reasons and notes
- Manage clearance tasks and notifications

Task 1: Complete the Clearance

With the clearance outcome documented for James Wilson, you can now update the Clearance Status to *Completed*. This finalizes the Clearance Record and makes it available for reference in the Carter family Investigation.

1. From the **Clearance Record** screen for the individual, verify the **Clearance Outcome** field is populated with the documented outcome.
2. Click **Edit** on the **Clearance Record**. C-FIRST! displays the record in edit mode.
3. Click the **Clearance Status** drop-down and select *Completed*.
4. Click **Save**. C-FIRST! validates the record and saves the status change.
5. Verify the **Clearance Status** field now displays *Completed*.



System Tip!

When **Clearance Status** is *On Hold*, both **On Hold Reason** and **On Hold Notes** are required fields. C-FIRST! will not save the record without these fields completed.

Task 2: Manage On Hold Notifications

When a clearance remains on hold for an extended period, C-FIRST! automatically creates tasks to remind the assigned user to take action. Understanding these notifications helps confirm timely follow-up on pending clearances.

Note that when a Clearance Record is *On Hold* for 30 business days, C-FIRST! automatically creates a task for the assigned user. The task subject reads, *Clearance Record [Clearance Record ID] has been on hold for 30 calendar days. Please take action on clearance.*

1. Navigate to your **Notifications** list to view any clearance-related tasks. C-FIRST! displays pending tasks with their due dates.
2. Click on the clearance task to view details. C-FIRST! displays the task with the following details:
 - **Status:** *Worklisted*
 - **Priority:** *High*
 - **Due Date:** *today's date*
3. Update the **Clearance Status** to *Completed*. C-FIRST! automatically updates the associated task to *Completed*.

**Process Tip!**

When **Clearance Status** is *On Hold*, the **Clearance Outcome** must be *Unable to Complete*. C-FIRST! validates this requirement and prevents other outcomes for on-hold clearances.

Task 3: Document Abridged Clearance

In some situations, a clearance may need to be abridged rather than completed. This occurs when the clearance process cannot be fully completed due to specific circumstances that must be documented.

1. From the **Clearance Record** screen, click the **Edit** button. C-FIRST! displays the record in edit mode.
2. Click the **Clearance Status** drop-down and select *Abridged*. C-FIRST! displays additional required fields for *Abridged* status.
3. Click the **Clearance Abridged Reason** drop-down and select the *appropriate reason*. Options include:
 - Administratively Closed
 - Created in Error
 - Other
4. Click the **Abridged Notes** field and enter *detailed notes explaining why the clearance was abridged and any relevant circumstances*.
5. Click **Save**. C-FIRST! validates the required fields and saves the record with the *Abridged* status.

Task 4: Verify Completed Clearance in Case Record

After completing the clearance for James Wilson, verify that the clearance information is accessible from the Carter family case record for reference during the ongoing Investigation.

1. Navigate to the **Case Record** for the case. C-FIRST! displays the **Case Summary** screen.
2. Click on the **Criminal History Background Checks** hyperlink in the **Related List Quick Links** section. C-FIRST! displays background check records associated with the case.
3. Verify the clearance for the individual is accessible and displays the *Completed* status.
4. Review the clearance outcome to confirm the SCR search results are documented for the Investigation record.

Knowledge Check!

Question 1: What is the difference between a SCR Clearance and a DCS History Search?

- A. SCR Clearance is for internal requests; DCS History Search is for external requests
- B. SCR Clearance is for external party requests or performed by external parties; DCS History Search is for requests made by DCS employees
- C. SCR Clearance searches only closed investigations; DCS History Search searches only open investigations
- D. There is no difference; they are interchangeable terms

Question 2: Which persons appear in SCR search results?

- A. All Persons who have ever been involved in a Child Welfare case
- B. Only Persons with criminal convictions for child abuse
- C. Persons associated with substantiated findings on open or closed Investigations, and Persons on open Investigations not yet classified
- D. Only Persons currently under Investigation

Question 3: What must occur before you can click the Finalize Clearance button?

- A. The clearance must be assigned to a supervisor
- B. At least one search must be performed on the Clearance Record
- C. The applicant must be added as a Case Person
- D. The clearance must be on hold for 30 days

Question 4: When can the Clearance Outcome be set to Substantiated Due Process?

- A. Whenever a search is performed
- B. Only when no match is found in the registry
- C. Only when a match is found and at least one Finding is associated with the matched Person
- D. Only when the clearance is placed on hold

Question 5: What happens when a Clearance Record remains On Hold for 30 business days?

- A. The clearance is automatically completed
- B. The clearance is automatically deleted
- C. C-FIRST! creates a high-priority task for the assigned user to take action
- D. The clearance is automatically transferred to a supervisor

Module 9: Due Process Management

This module covers the due process workflow that is initiated when an Investigation closes with substantiated findings against an Alleged Perpetrator. Due process protects the individual's legal right to challenge the classification through formal reviews and appeals. The module begins with creating Due Process Records from a closed Investigation case, documenting the Notice of Classification, and reviewing the record details. You will then practice tracking the strict timelines mandated by law, including documenting Formal File Review requests, verifying system-generated tasks, and managing Fair Hearing request timelines.

This module also covers documenting formal file reviews by creating Appeal Records, recording review decisions (Upheld, Overturned, or Terminated), and understanding the different notification tasks the system generates for each decision type. You will practice updating finding classifications when an appeal changes the original determination. The module concludes with closing Due Process records, verifying all related tasks are automatically completed, understanding status restrictions on completed records, and completing the Support Staff workflow for cases where required timeframes have passed.

After completion of the module, you will be able to:

- Create Due Process records and document the Notice of Classification
- Track legally mandated timelines and verify system-generated tasks
- Document Formal File Review and Fair Hearing requests
- Create Appeal Records and record Upheld, Overturned, or Terminated decisions
- Update finding classifications when an appeal changes the original determination
- Close Due Process records and complete the Support Staff workflow

Lesson 1: Creating Due Process Records

When an Investigation closes with substantiated findings against an Alleged Perpetrator, DCS must initiate due process to protect the individual's right to appeal. In the Carter case, James Wilson has been substantiated as a Perpetrator, and you must create a Due Process record to track his appeal rights and confirm compliance with mandated timelines.

Learning Objectives

- Access the Due Process related list
- Create a new Due Process record
- Document Notice of Classification Information
- Review Due Process record details

Task 1: Access the Due Process Related List

The Investigation for the Carter case has been closed with James Wilson substantiated as a Perpetrator. As a **Letter A Support Staff**, you received a task to send the **Notice of Substantiation**, and appeal timeframe. You must now navigate to the case and create the Due Process record.

1. Log in to C-FIRST! as a **Letter A Support Staff**. C-FIRST! displays the **Home** tab with your assigned tasks and reports.
2. Click the **Home** tab and locate the **Today's Tasks** widget. C-FIRST! displays your current task assignments.
3. Click the **View All** hyperlink on the **Today's Tasks** widget. C-FIRST! redirects you to the **Task List View** screen.
4. Click the **List View** drop-down on the top left and select *Letter A Support Staff* from the task options. C-FIRST! displays tasks assigned to the Letter A Support Staff.
5. Locate and click the task, *[Alleged Perpetrator Name] – Send Notice: Letter A*. C-FIRST! opens the **Task Detail** screen.
6. Click the **Related To** hyperlink in the task details. C-FIRST! redirects you to the **Case Summary** screen for the case.
7. Scroll down to the **Related List Quick Links** section on the **Case Summary** screen. C-FIRST! displays hyperlinks to all related lists including Due Processes.
8. Click the **Due Processes** hyperlink in the **Related List Quick Links** section. C-FIRST! displays the **Due Process List View** with columns including:
 - Due Process ID
 - Alleged Perpetrator

- Status
- Fair Hearing Request Due Date
- Formal File Review Request Due Date

**System Tip!**

The **Due Process List View** allows you to see all Due Process Records associated with the case. You can create a new Record or click an existing **Due Process ID** hyperlink to view Record details.

Task 2: Create a New Due Process Record

With the **Due Process List View** open for the Carter case, you must now create a new Due Process Record for James Wilson (DOB: 07/08/1990). Since James is 35 years old, he is not a minor, so a formal file review is not automatically required.

1. Click **New** on the top right of the **Due Process List View**. C-FIRST! opens the **New Due Process** screen with blank fields for entry.
2. Click the **Alleged Perpetrator** field and click the **search** icon. C-FIRST! displays a list of active Case Persons associated with the case.
3. Select the Alleged Perpetrator from the list of **Case Persons**.
4. Verify the **Formal File Review Required?** field displays *the appropriate value*.
5. Click the **Emergency File Review?** drop-down and select *No*.
6. Click **Save**. C-FIRST! saves the new Due Process record and displays the **Due Process Details** screen with **Status** defaulted to *In Progress*.

**Process Tip!**

When a Due Process record is created manually, the **Status** defaults to *In Progress*. When created automatically by the system after case closure, the **Status** defaults to *Worklisted* until a user is assigned.

Task 3: Document Notice of Classification Information

After creating the Due Process Record for James Wilson, you must document when the Notice of Classification was sent and the USPS tracking information. This date triggers the calculation of the **Formal File Review Request Due Date**.

1. On the **Due Process Details** screen, locate the **Date of Notice of Classification Sent** field. C-FIRST! displays the field as editable.
2. Click the **USPS Return Receipt for Classification** field and enter the *classification*. C-FIRST! accepts the 20-character tracking number.
3. Click the **Date of Notice of Classification Sent** field and enter the *date*.
4. Click **Save**. C-FIRST! saves the record and automatically populates the **Formal File Review Request Due Date** field with a date 20 business days from the notice date.
5. Verify the **Formal File Review Request Due Date** field displays 20 business days from the notice date. C-FIRST! displays the system-calculated date.

Task 4: Review Due Process Record Details

With the notice information documented, review the complete Due Process record to confirm all required information is captured for James Wilson's appeal rights tracking.

1. On the **Due Process Details** screen, verify the **Due Process ID** field displays a system-generated auto number. C-FIRST! displays the unique identifier for this record.
2. Verify the **Alleged Perpetrator Name** field displays **the individual** as a hyperlink to his Person Record. C-FIRST! displays the formula-calculated name field.
3. Verify the **Case ID** field displays the case as a hyperlink to the **Investigation Case**. C-FIRST! displays the system-populated case reference.
4. Verify the **Status** field displays *In Progress*. C-FIRST! displays the current status of the Due Process Record.
5. Scroll up to the **Findings** related list section. C-FIRST! displays the substantiated findings associated with the Alleged Perpetrator from the case record.

6. Click the **Findings** hyperlink in the **Related List Quick Links** section. C-FIRST! displays the **Findings List View** showing findings with **Allegation Classification**.

Lesson 2: Tracking Due Process Dates and Milestones

Due Process involves strict timelines mandated by law. Missing a deadline can result in forfeiture of appeal rights or compliance violations. For James Wilson's case, critical dates must be tracked including the Formal File Review Request deadline, Fair Hearing Request deadline, and associated task due dates to confirm timely processing.

Learning Objectives

- Identify system-calculated due dates on the Due Process record
- Document receipt of Formal File Review and Fair Hearing requests
- Monitor tasks generated from date entries
- Update Due Process status based on timeline compliance

Task 1: Document Formal File Review Request Receipt

James Wilson has submitted a request for a Formal File Review within the 20-business day deadline. As the Letter A Support Staff assigned to this case, you must document the date the request was received, which triggers additional tasks and timeline calculations.

1. Log in to C-FIRST! as a **Letter A Support Staff**. C-FIRST! displays the Homepage with assigned tasks and reports.
2. Click the **Today's Tasks** component on the **Homepage** and click the **View All** hyperlink. C-FIRST! displays the full task list view.
3. Locate and click the task, *Complete Formal File Review*. C-FIRST! opens the **Task Detail** screen.
4. Click the **Related To** hyperlink in the **Navigation Links Section** on the task. C-FIRST! redirects you to the **Due Process** record for the individual.
5. On the **Due Process Details** screen, locate the **Formal File Review Request Received** field. C-FIRST! displays the field as editable.

6. Click the **Formal File Review Request Received** field and enter the *date*.
7. Click **Save**. C-FIRST! saves the record and creates the task, *Send Formal File Review Request Response*.

**System Tip!**

When you enter a date in the **Formal File Review Request Received** field, C-FIRST! automatically creates a task for Letter A Support Staff to send the response within 9 business days.

Task 2: Verify Generated Tasks

After documenting the **Formal File Review Request Received** date, verify that C-FIRST! has generated the appropriate tasks with correct due dates and assignments.

1. Click the **Home** tab in the navigation bar. C-FIRST! displays the **Due Process Worker Homepage**.
2. Locate the **Today's Tasks** component and click **View All**. C-FIRST! displays the task list view.
3. Locate the task, *Send Formal File Review Request Response*. C-FIRST! displays the task in the list.
4. Click the **task** to open the **Task Detail** screen. C-FIRST! displays the task details.
5. Verify the **Due Date** field displays a date 9 business days from the *date*.
6. Verify the **Priority** field displays *High*.
7. Verify the **Assigned To** field displays the *worker role*. C-FIRST! displays the assigned queue.
8. Click the **Related To** hyperlink to return to the Due Process record. C-FIRST! navigates to the **Due Process Details** screen.

**Process Tip!**

Tasks generated from **Due Process** date entries include specific details in the Subject line to help you identify the Alleged Perpetrator and required action. Always verify task assignments and due dates after saving date fields.

Task 3: Document Formal File Review Initiation Date

Based on the Formal File Review Request received from James Wilson; you must now document when the formal file review process was initiated. This triggers a task to complete the review within 89 business days.

1. On the **Due Process Details** screen for the individual, locate the **Formal File Review Initiation Date** field. C-FIRST! displays the field as editable.
2. Click the **Formal File Review Initiation Date** field and enter the *date*.
3. Click **Save**. C-FIRST! saves the record and creates the task, *Complete Formal File Review*.
4. Click the **Home** tab to navigate to the Homepage. C-FIRST! displays the **Due Process Worker Homepage**.
5. Click **View All** on the **Today's Tasks** component. C-FIRST! displays the task list view.
6. Locate the task, *Complete Formal File Review*. C-FIRST! displays the task in the list.
7. Click the task to verify the **Due Date** field displays a date 89 business days from the *date*. C-FIRST! displays the calculated due date.
8. Verify the **Assigned To** field displays the Due Process Worker assigned to the Due Process Record. C-FIRST! displays your name as the assigned user.

Note: You will have been assigned by your supervisor.

Task 4: Track Fair Hearing Request Timeline

After the Formal File Review is completed and the outcome is sent to James Wilson, you must track the Fair Hearing Request timeline. The Fair Hearing Request Due Date is calculated based on when the Formal Review Outcome was sent.

1. Navigate to the **Due Process** Record for James Wilson by clicking the **Related To** hyperlink on the task. C-FIRST! displays the **Due Process Details** screen.
2. Locate the **Date of Formal Review Outcome Sent** field. C-FIRST! displays the field as editable.
3. Click the **Date of Formal Review Outcome Sent** field and enter the *date*.
4. Click the **USPS Return Receipt for Outcome** field and enter the *outcome*. C-FIRST! accepts the tracking number.

5. Click **Save**. C-FIRST! saves the record and automatically populates the **Fair Hearing Request Due Date** field.
6. Verify the **Fair Hearing Request Due Date** field displays a date 20 business days from the *date*.

Task 5: Update Due Process Status for Missed Timeframe

If the Alleged Perpetrator does not respond within the required timeframe, the Letter A Support Staff must update the status accordingly. This task demonstrates updating the status for missed timeframes.

1. Navigate to the **Due Process** record for the individual. C-FIRST! displays the **Due Process Details** screen.
2. Locate the **Status** field on the Due Process record. C-FIRST! displays the current status as *In Progress*.
3. Click the **Edit** button (pencil icon) next to the **Status** field. C-FIRST! displays the status drop-down options.
4. Click the **Status** drop-down and select the *status*. Options for this field are:
 - Completed
 - Due Process Forfeited
 - In Progress
 - Missed Time Frame
 - Pending Hearing
 - Pending Review
 - Stay
5. Click **Save**. C-FIRST! saves the record with the updated status. Verify the **Status** field now displays the *status*. C-FIRST! displays the updated status value.

Lesson 3: Documenting Formal File Reviews

Formal File Reviews are critical steps in the due process workflow. When James Wilson requests a formal file review of his substantiated finding, you must create an appeal record to document the review process, track rebuttal deadlines, and record the outcome. This ensures proper documentation of his appeal rights.

Learning Objectives

- Create a Formal File Review appeal record from the Due Process record
- Document appeal details including request date and rebuttal due date

- Track appeal status through the review process
- Understand the relationship between Due Process and appeal records

Task 1: Navigate to the Appeals Related List

James Wilson has formally requested a file review of his substantiated finding. As the Due Process Worker, you must access the Appeals related list on his Due Process record to create a new Formal File Review appeal.

1. Log in to C-FIRST! as a **Due Process Worker**. C-FIRST! displays the **Due Process Worker Homepage**.
2. Click the **Today's Tasks** component and click **View All**. C-FIRST! displays the task list view.
3. Locate and click the task, *Complete Formal File Review*. C-FIRST! opens the **task detail** screen.
4. Click the **Related To** hyperlink to navigate to the Due Process record. C-FIRST! displays the **Due Process Details** screen for the individual. The **Related List Quick Links** section displays towards the top of the Due Process record. C-FIRST! displays hyperlinks to related lists including appeals.
5. Click the **Appeals** hyperlink in the **Related List Quick Links** section. C-FIRST! displays the **Appeals List View** showing any existing appeals for this Due Process record.



System Tip!

Appeals can also be accessed from the **Appeals** tab in the main navigation. The **Due Process Appeals** list view shows all appeal types: **Formal File Review**, **Fair Hearing**, **Chancery Court**, **Commissioner**, **Reconsideration**, **TN Court of Appeals**, and **TN Supreme Court**.

Task 2: Create a Formal File Review Appeal

This process is completed by the Due Process Admin Staff. With the **Appeals List View** open, create a new Formal File Review appeal record to document James Wilson's Due Process request.

1. Click **New** on the **Appeals List View**. C-FIRST! displays the **Select Record Type** screen with appeal type.
2. Click the **Select Record Type** drop-down and select *type*. C-FIRST! highlights the selection.

3. Click **Next**. C-FIRST! displays the **New Appeal: Formal File Review Details** screen with fields for entry.
4. Verify the **Due Process** field is automatically populated with the Due Process Record for the individual. C-FIRST! displays the linked **Due Process ID**.
5. Click the **Appeal Request Date** field and enter the *date*.
6. Click the **Appeal Notes** field and enter *notes*.
7. Verify the **Due Date of Rebuttal** field is automatically calculated as 30 business days from the Appeal Request Date.
8. Click the **Appeal Status** drop-down and select the *status*.
Options include:
 - Abridged
 - Appeal Exhausted
 - Completed
 - Not Appealable
 - Not Appealed
 - Notification Sent
 - Open (All)
9. Click the **Narrative** field and enter *notes*. **Note:** This is where the Due Process worker begins the formal file review.
10. Click **Save**. C-FIRST! saves the Formal File Review appeal record and displays the **Appeal Details** screen.



Process Tip!

The **Due Date of Rebuttal** field is only visible for Formal File Review record types. It automatically calculates 30 business days from the Appeal Request Date to confirm compliance with rebuttal timelines.

Task 3: Review Appeal Record Details

After creating the Formal File Review Appeal, review the record details to verify all information is accurately captured for James Wilson's Due Process.

1. On the **Appeal Details** screen, verify the **Appeal ID** field displays a system-generated unique identifier. C-FIRST! displays the auto-number ID.
2. Verify the **Record Type** field displays *Formal File Review*. C-FIRST! displays the selected appeal type.

3. Verify the **Alleged Perpetrator Name** field displays *the individual*. C-FIRST! displays the Perpetrator name from the linked Due Process record.
4. Verify the **Appeal Status** field displays *In Progress*. C-FIRST! displays the current status.
5. Verify the **Appeal Request Date** field displays the *date*.
6. Verify the **Due Date of Rebuttal** field displays the *date*. C-FIRST! displays the system-calculated rebuttal deadline.
7. Scroll down to view the **Findings** list on the appeal record. C-FIRST! displays the substantiated findings associated with this appeal.

Task 4: Access Appeals from the Appeals Tab

Appeals can also be accessed and managed from the **Appeals** tab in the main navigation. This provides a centralized view of all appeals across the system.

1. Click the **Appeals** tab in the main navigation bar. C-FIRST! displays the **Appeals List View** screen.
2. Click the **List View** drop-down and select *appeal*. C-FIRST! displays all Due Process-related appeals including:
 - Formal File Review
 - Fair Hearing
 - Chancery Court
 - Commissioner
 - Reconsideration
 - TN Court of Appeals
 - TN Supreme Court Types
3. Locate the **Formal File Review Appeal** for the individual in the list. C-FIRST! displays the appeal with columns for:
 - Appeal ID
 - Record Type
 - Person
 - Alleged Perpetrator Name
 - Appeal Status
 - Appeal Request Date
4. Click the **Appeal ID** hyperlink for the individual's Formal File Review. C-FIRST! navigates to the **Appeal Details** screen. Use the **Search** button in the list view header to search for specific appeals by entering search criteria. C-FIRST! filters the list based on your search terms.

Lesson 4: Recording Findings and Decisions

After completing the Formal File Review process, you must record the review decision and any resulting changes to the original finding. For James Wilson's case, the Formal File Review decision determines whether the substantiated finding is upheld, overturned, or terminated, and triggers specific notification tasks based on the outcome.

Learning Objectives

- Record appeal decisions on Formal File Review records
- Understand the different decision outcomes and their implications
- Verify tasks generated based on appeal decisions
- Update finding classifications when appeals result in changes

Task 1: Record an Upheld Decision

The Formal File Review for James Wilson has been completed, and the decision is to uphold the original substantiated finding. You must record this decision on the appeal record, which triggers a task to send the appropriate notification letter.

1. Navigate to the **Due Process** record for the individual. C-FIRST! displays the **Due Process Details** screen.
2. Click the **Appeals** hyperlink in the **Related List Quick Links** section. C-FIRST! displays the **Appeals** list view.
3. Click the **Appeal ID** hyperlink for the Formal File Review Record. C-FIRST! displays the **Appeal Details** screen.
4. Click the **Appeal Decision** drop-down and select the *decision*. Options include:
 - Agreed
 - Dismissed
 - Dismissed w/Prejudice
 - Forfeited
 - Hearing Abandoned
 - Overturned
 - Partial Overturn
 - Remanded for Further Proceedings
 - Stay
 - Terminated
 - Partial Termination
 - Request Withdrawn
 - Upheld

5. Click **Save**. C-FIRST! saves the Record and creates the task, *Send Letter C within 10 business days to the Alleged Perpetrator*.
6. Click the **Home** tab to navigate to the Homepage. C-FIRST! displays the **Due Process Worker Homepage**.
7. Click **View All** on the **Today's Tasks** component. C-FIRST! displays the task list view.
8. Locate the task, *Send Letter C within 10 business days to the Alleged Perpetrator*. C-FIRST! displays the task in the list.
9. Click the **task** to verify the **Due Date** is 10 business days from the task creation date, **Priority** is *High* and **Assigned To** is the *Due Process Worker*. C-FIRST! displays the task details.



System Tip!

For Formal File Review appeals, the **Appeal Decision** drop-down values are: *Upheld*, *Overtured*, and *Terminated*. Each decision triggers a different notification letter task (Letter C for Upheld, Letter 2/3 for Upheld on Emergency File Reviews, Letter H for Overtured, Letter T for Terminated).

Task 2: Record an Overtured Decision

For training purposes, update the Appeal Decision to *Overtured* to observe the different task that is generated. In reality, you would only record the actual decision made during the review.

1. Navigate back to the **Formal File Review Appeal** record for the individual. C-FIRST! displays the **Appeal Details** screen.
2. Click the **Edit** button (pencil icon) next to the **Appeal Decision** field. C-FIRST! displays the drop-down options.
3. Click the **Appeal Decision** drop-down and select *Overtured*.
4. Click **Save**. C-FIRST! saves the record and creates the task, *Send Letter H within 10 business days to the Alleged Perpetrator*.
5. Navigate to the **Home** tab and click **View All** on **Today's Tasks**. C-FIRST! displays the task list view.
6. Locate and click the task, *Send Letter H within 10 business days to the Alleged Perpetrator*. C-FIRST! displays the task details.
7. Verify the **Due Date** is *10 business days from task creation*; **Priority** is *High* and Related To links to the Due Process record. C-FIRST! displays the verified details.

**Process Tip!**

When an appeal decision is Overturned, the finding classification will need to be updated. Due Process Workers, Supervisors, Executive Directors, and Directors have permission to edit the Final Allegation Classification on findings for closed investigations.

Task 3: Record a Terminated Decision

Update the **Appeal Decision** to *Terminated* to observe the corresponding notification task. A Terminated decision indicates the appeal process has been exhausted without a final determination on the merits.

1. Navigate back to the Formal File Review appeal record for the individual. C-FIRST! displays the **Appeal Details** screen.
2. Click **Edit** next to the **Appeal Decision** field. C-FIRST! displays the drop-down options.
3. Click the **Appeal Decision** drop-down and select *Terminated*.
4. Click **Save**. C-FIRST! saves the record and creates the task, *Send Letter T within 10 business days to the Alleged Perpetrator*.
5. Navigate to the **Home** tab and click **View All** on **Today's Tasks**. C-FIRST! displays the task list view.
6. Locate the task, *Send Letter T within 10 business days to the Alleged Perpetrator*. C-FIRST! displays the task in the list.
7. Verify the task details match the expected values:
 - **Due Date** is *10 business days from creation*
 - **Priority** is *High*
 - **Assigned To** is the *Due Process Worker*C-FIRST! displays the verified details.

Task 4: Update Finding Classification

When an appeal results in a changed finding, you must update the Final Allegation Classification on the associated finding record. This task demonstrates accessing and updating the finding from the Due Process record.

1. Navigate to the **Due Process** record for the individual. C-FIRST! displays the **Due Process Details** screen.
2. Click the **Findings** hyperlink in the **Related List Quick Links** section. C-FIRST! displays the **Findings List View** with substantiated findings.

3. Click the **Finding ID** hyperlink for the finding associated with the individual. C-FIRST! navigates to the **Finding Details** screen.
4. Review the **Allegation Classification** field which displays *Allegation Substantiated, Perpetrator Substantiated*. C-FIRST! displays the original classification.
5. Locate the **Final Allegation Classification** field. C-FIRST! displays the field as editable for users with Due Process Worker or higher permissions. If the appeal decision warrants a change, update the **Final Allegation Classification** field to the appropriate value. C-FIRST! accepts the updated classification.
6. Click the **Comments/Justification** field and enter the justification explaining the reason for the classification change.
7. Click **Save**. C-FIRST! saves the updated finding record.

Lesson 5: Closing Due Process Cases

After all appeal rights have been exhausted or the Perpetrator has not exercised their appeal rights within the required timeframes, the Due Process record must be closed. For James Wilson's case, you must verify that all related appeals are complete, update the Due Process status, and confirm the record is properly finalized for compliance purposes.

Learning Objectives

- Verify all related appeals are completed before closing Due Process
- Update the Due Process status to *Completed*
- Understand status restrictions based on appeal status
- Complete associated tasks when Due Process is finalized

Task 1: Complete the Appeal Record

Before closing the Due Process Record, you must first complete the associated appeal record. This ensures all appeal documentation is finalized and the Perpetrator's appeal rights have been properly addressed.

1. Click the **Appeals** tab in the main navigation bar. C-FIRST! displays the **Appeals** list view.
2. Click the **List View** drop-down and select *Due Process Appeals*. C-FIRST! displays all Due Process-related appeals.

3. Locate the **Formal File Review Appeal** for the individual and click the **Appeal ID** hyperlink. C-FIRST! displays the **Appeal Details** screen.
4. Verify the **Appeal Decision** field has a value recorded. C-FIRST! displays the decision.
5. Locate the **Appeal Status** field on the appeal record. C-FIRST! displays the current status.
6. Click **Edit** next to the **Appeal Status** field. C-FIRST! displays the status drop-down options.
7. Click the **Appeal Status** drop-down and select *Completed*.
8. Click **Save**. C-FIRST! saves the record and locks it for editing by the user.



System Tip!

When an **Appeal** is marked as *Completed*, the record becomes locked for editing by the user. All related tasks for that appeal are also automatically marked as *Completed*.

Task 2: Verify Related Tasks are Completed

After completing the appeal record, verify that all related tasks have been automatically marked as *Completed* by the system.

1. Click the **Home** tab in the navigation bar. C-FIRST! displays the **Due Process Worker Homepage**.
2. Click **View All** on the **Today's Tasks** component. C-FIRST! displays the task list view.
3. Click the **List View** drop-down and select *All Tasks*. C-FIRST! displays all tasks including completed ones.
4. Locate the task, *Send Letter C within 10 business days to the Alleged Perpetrator*. C-FIRST! displays the task in the list.
Note: You can also access the appropriate upheld notice to confirm closures.
5. Verify the **Status** column displays *Completed* for this task. C-FIRST! displays the completed status.
6. Locate any other letter tasks created for the individual (Letter H, Letter T if applicable). C-FIRST! displays the tasks in the list.
7. Verify all appeal-related tasks show **Status** as *Completed*. C-FIRST! displays the completed status for all related tasks.



Process Tip!

The system automatically completes related tasks when the **Appeal Status** is updated to *Completed*. This includes all letter notification tasks (Letter C, Letter H, Letter T) and the **Complete Formal File Review** task.

Task 3: Update Due Process Status to Completed

With all appeals completed and tasks finalized, you can now close the Due Process record by updating the status to *Completed*.

1. Navigate to the **Due Process** record for the individual. C-FIRST! displays the **Due Process Details** screen.
2. Verify the **Appeals** related list shows all appeals with the status *Completed*. C-FIRST! displays the completed appeals.
3. Locate the **Status** field on the Due Process record. C-FIRST! displays the current status.
4. Click **Edit** next to the **Status** field.
5. Click the **Status** drop-down and select *Completed*.
6. Click **Save**. C-FIRST! saves the record with the updated status.

Task 4: Understand Status Restrictions

Due Process status changes are subject to validation rules based on the status of related appeals. Understanding these restrictions maintains compliance with business rules.

1. Review the Due Process record for the individual. C-FIRST! displays the **Due Process Details** screen with status *Completed*. Note that if any associated **Appeal** had a status of *Stay*, the **Due Process Status** would be required to remain as *Stay* until the appeal status changed. C-FIRST! enforces this validation rule. If an appeal is *In Progress*, the **Due Process Status** cannot be updated to *Completed*.
2. Review the available manual status options:
 - In Progress
 - Completed
 - Stay
 - Missed Time Frame
 - Pending Hearing
 - Pending Review
 - Due Process Forfeited
3. Navigate to the **Findings** related list on the Due Process record. C-FIRST! displays the associated findings.

4. Verify the **Final Allegation Classification** reflects any changes made as a result of the appeal process. C-FIRST! displays the current classification.

Task 5: Complete Due Process for Support Staff Workflow

Letter A Support Staff may also complete Due Process records after the required timeframes have passed. This task demonstrates the Support Staff workflow for closing Due Process records.

1. Log in to C-FIRST! as a **Letter A Support Staff**. C-FIRST! displays the **Home** tab.
2. Click the **Home** tab and click **View All** on the **Today's Tasks** widget. C-FIRST! displays the task list view.
3. Click the **Task Queue** drop-down and select *Letter A Support Staff*.
4. Locate a **Due Process record** that requires completion after the 60-day timeframe. C-FIRST! displays applicable records.
5. Navigate to the **Due Process record** and update the **Status** field to *Completed*.
6. Click **Save**. C-FIRST! saves the record and marks it as completed.

Knowledge Check!

Question 1: When is a Due Process Record automatically created by the system?

- A. When an Intake is screened in
- B. When an Investigation is assigned to a user
- C. When an Investigation closes with a substantiated finding and the Perpetrator is a minor
- D. When a Fair Hearing is requested

Question 2: What is the system-calculated timeframe for the Formal File Review Request Due Date?

- A. 10 business days from the Date of Notice of Classification Sent
- B. 20 business days from the Date of Notice of Classification Sent
- C. 30 business days from the Date of Notice of Classification Sent
- D. 60 business days from the Date of Notice of Classification Sent

Question 3: Which letter notification task is created when a Formal File Review Appeal Decision is set to Upheld?

- A. Letter H
- B. Letter T
- C. Letter C
- D. Letter B

Question 4: What happens to related tasks when an Appeal Status is updated to Completed?

- A. The tasks remain in their current status
- B. The tasks are deleted from the system
- C. The tasks are automatically marked as Completed
- D. The tasks are reassigned to the supervisor

Question 5: Which roles can edit the Final Allegation Classification on findings for closed investigations?

- A. Only the CPS Worker who conducted the Investigation
- B. Due Process Worker, Due Process Supervisor, Executive Director, and Director
- C. Any user with access to the Case
- D. Only the Due Process Supervisor

Module 10: Supervisor Dashboard

As Investigations move through interviews, assessments, findings, and disposition, C-FIRST! surfaces the information supervisors and workers need through role-tailored **Homepage** dashboards.

When you log in as a CPS Supervisor, your **Homepage** displays widgets for outstanding tasks awaiting your action, pending approvals for assessments and IPA plans, cases open and closed for the month across your team, and specialized components highlighting critical cases such as Child Death/Prenatal Drug Exposure (PND) Investigations and cases with completed IPAs.

This module also covers the **Case Summary** screen, which consolidates interactions, placements, assessments, and court orders into a single view, and the Decisions tab, where workers complete the Investigation **Disposition Checklist** and supervisors review case disposition and investigation outcome before final closure. The Carter Investigation serves as the reference case for each exercise.

After completion of the module, you will be able to:

- Access the Supervisor Dashboard
- Outline Supervisor's responsibilities
- Viewing your Assigned Cases
- Viewing Investigation Disposition Information

Lesson 1: Accessing Supervisor Dashboard

C-FIRST! provides standard reports that allow you, the CPS Supervisor, to quickly access pre-configured views of case data, task assignments, and workload metrics. Understanding how to navigate to and access these reports ensures you can respond efficiently to supervisor requests and maintain awareness of your assigned work.

Learning Objectives

- Navigate to the Reports tab from the C-FIRST! Homepage
- Identify the different report categories available in C-FIRST!
- Access and view standard pre-built reports
- Understand report filtering and display options
- Access Tableau

Task 1: Navigate to the C-FIRST! Homepage Reports

You have logged into C-FIRST! to begin your workday. Before reviewing the Carter case details, you need to familiarize yourself with the reporting components available on your **Homepage** that display your current workload and task assignments.

1. Log in to C-FIRST! as a **CPS Case Supervisor**. C-FIRST! displays the **Home** tab with your personalized Dashboard components.
2. Review the **Greetings** component at the top of the **Homepage**. C-FIRST! displays your name and statistical data including counts of pending and in-progress records.
3. Locate the **Previous Log in Details** component below the **Greetings** component. C-FIRST! displays the date and timestamp of your previous log in session.
4. Scroll down to view the **Today's Tasks** widget. C-FIRST! displays a list of tasks assigned to you with a due date equal to today's date.
5. Review the **Task list** for any tasks related to the case. C-FIRST! displays task details including:
 - Subject
 - Related To
 - Due Date



System Tip!

The **Homepage** displays eight components for supervisors and users, including greeting information, previous log in details, and various report widgets. Each component provides quick access to critical workload information without navigating away from the **Homepage**.

Task 2: Review Supervisor Homepage Components

Supervisors have access to different widgets from their Homepage. Let's take a moment to review what your Homepage displays for you when you first log in. Each component on your **Homepage** also allows you to access the **View Report** hyperlink to view additional details.

- **Greeting Component:** This refers to the component on the Homepage that displays a summary of the case work you have completed, open, completed, closed, and abridged cases.

- **Today's Tasks:** This displays the tasks that are due on a particular day. You are able to access the arrow drop-down and change the view when you need to view other tasks.
- **Items to Approve:** This displays any item that is pending your review and approval.
- **Cases Assigned for the Month:** This displays a pie chart of total cases that are assigned; this also displays the different sub-types.
- **Cases Closed for the Month:** This displays a pie chart of total cases that have been closed for the month; it also displays the cases sub-types.
- **Immediate Protection Agreement:** This displays a bar chart of your assigned IPAs; it will show their status.
- **Cases with Child Death/PNDs:** This displays the total number of cases with child death or PNDs.

Note: At Go-Live, all reports will be available within Tableau.

Task 3: View Report Details from Homepage Widgets

As a CPS Supervisor, you have access to certain reports from the **Homepage**. You will use the **View Report** button on **Homepage** widgets to access expanded report views with additional filtering options.

1. Click the **Home** tab in the navigation bar. C-FIRST! returns you to your **Homepage**.
2. Locate a report widget on your **Homepage** (such as **Today's Tasks**). C-FIRST! displays the report summary with a **View Report** button.
3. Click **View Report** on the report widget. C-FIRST! opens an expanded view of the report including Record IDs of the records displayed.
4. Review the expanded report view showing filter criteria, **Assigned Worker**, and **Record ID** columns. C-FIRST! displays the complete report data in analytics view.
5. Click the **Home** tab to return to your **Homepage**. C-FIRST! displays your Dashboard with all report widgets.

Lesson 2: Viewing your Assigned Cases

Managing your caseload effectively requires understanding the full scope of your assigned Investigations, including the Carter case. C-FIRST! provides caseload and workload reports that help you track case assignments, monitor due dates, and identify cases requiring immediate attention. These reports are essential for prioritizing your daily activities and confirming timely completion of Investigation requirements.

Learning Objectives

- Access your Assigned cases List
- Review Assigned Users on the Carter Investigation
- View Case Assignment History

Task 1: Access Your Cases and Staff's Cases

Access your Cases

To view a summary of all Investigations currently assigned to you, including the Carter Investigation. You will access the **Cases** tab to view your complete caseload.

1. Log in to C-FIRST! as a **CPS Case Supervisor**. C-FIRST! displays the **Home** tab with your personalized Dashboard.
2. Click the **Cases** tab in the navigation bar. C-FIRST! displays the **Cases** list view showing all cases accessible to you.
3. Locate the **List View** drop-down at the top of the screen. C-FIRST! displays the current list view name.
4. Click the **drop-down arrow** and select **My Open Cases**. C-FIRST! filters the list to show only cases assigned to you as the primary user.
5. Review the **case list** for the case. C-FIRST! displays the case with details including:
 - Case ID
 - Case Name
 - Case Type
 - Case Status
 - Case Open Date
 - Case Close Date
 - County

Note the total count of Cases displayed in your Caseload. C-FIRST! shows the record count at the bottom of the list.

**System Tip!**

When a case is created, it is assigned to a CPS Case Worker as the owner, who becomes the primary user. A corresponding record is automatically created in the Assigned Users list with the start date populated and **Assignment Status** set to *Active*.

Access your Staff's Cases

To view a summary of all **Investigation cases** that are assigned to your staff. Please use the below steps.

1. Log in to C-FIRST! as a **CPS Case Supervisor**. C-FIRST! displays the **Home** tab with your personalized Dashboard.
2. Access the **Home** menu and select the Cases tab. The **Cases List View** displays.
3. Select the **List View** drop-down and select *Investigation*. The **Investigation List View** displays. Next, we want to copy this list view.
4. Access the **List View Controls** icon (gear icon).
5. Click the drop-down arrow and select Clone. The Clone List View pop-up displays.
6. Enter the List Name.
7. In the **Who sees this list view?** radio button, select the "Only I can see this list view"
8. Click the **Save** button. This list view saves and you can continue to access going forward.
9. Access this List View to filter based county, worker or other options.

Task 2: Review Assigned Users on the Carter Investigation

To understand the full team working on the Carter Investigation, you need to review the **Assigned Users Related List** which shows all users who have been assigned to the case, including primary and secondary workers.

1. From the **Cases** list view, click on the **Case ID** hyperlink for the case. C-FIRST! navigates to the case record.
2. Scroll down to the **Related List Quick Links** section on the case record. C-FIRST! displays multiple related list options.
3. Click on the **Assigned Users** hyperlink in the **Related List Quick Links** section. C-FIRST! displays the **Assigned Users** list view and includes:

- Assigned User ID
- Last Name
- First Name
- Assigned Date
- End Date
- Reason
- Assignment Status
- Assigned User Type

C-FIRST! displays all users who have been assigned to this Case.

4. Identify the record with **Assigned User Type** showing *Primary Assigned Worker*. C-FIRST! highlights your name as the current primary worker. Note any records with **Assigned User Type** showing *Secondary Assigned Worker*. C-FIRST! displays any additional workers assigned to support the Investigation. **Note:** As a supervisor, you will not see yourself on the Assigned Users Related List, but you will be able to see yourself on the assigned supervisor from the **Case Information** screen.



Process Tip!

The Primary Assigned Worker can be changed by visiting the **Case Information** tab and editing the owner. This automatically updates the Assigned Users List with a new record for the new primary worker and marks the previous primary worker's Record as *Inactive* with an End Date.

Task 3: View Case Assignment History

Understanding the assignment history helps you track case ownership changes and identify any reassignment patterns. You will review the complete assignment history for the Carter Investigation.

1. From the **Assigned Users List View**, review all records including those with **Assignment Status** of *Inactive*. C-FIRST! displays the complete history of case assignments.
2. Click on an **Assigned User ID** hyperlink to view the detail record. C-FIRST! opens the **Assigned User Detail** screen.
3. Review the **User** field showing the assigned user's details.
4. Review the **Assigned Date** field showing when the case was assigned to this user.
5. Review the **End Date** field if populated.
6. Review the **Reason** field if populated.

7. Click the **browser back** button or navigate to the case record. C-FIRST! returns you to the case.

Lesson 3: Approvals

C-FIRST! supports supervisory approval processes. Users submit records for approval, and supervisors can approve, reject, or reassign those records while capturing comments throughout the process.

Learning Objectives

- Approve a submitted record from the Items to Approve dashboard or Bell Notification

Task 1: Approve a Submitted Record

Use the below steps to approve a record.

1. Navigate to the record from the **Items to Approve** dashboard or from the **Bell Notification** icon. C-FIRST! displays the record details.
2. Click **Approve** on the list view. C-FIRST! displays the **Approve Plan** pop-up.
3. Enter any comments in the **Comments** field to document your feedback.
4. Click **Approve** in the **Approve Plan** pop-up. C-FIRST! approves the record and updates the **Approval Status**



Process Tip!

After approval, the owner of the record receives a bell notification confirming that the record was approved. C-FIRST! also updates the **Approval History** list view with the step name, date, status, and any comments entered.

Task 2: Reject a Submitted Record

Use the below steps to reject a record.

1. Navigate to the record from the **Items to Approve** dashboard or from the **Bell Notification** icon. C-FIRST! displays the record details.
2. Click **Approval History** in the **Related List Quick Links** section. C-FIRST! scrolls to the **Approval History** list view.

3. Click **Reject** on the list view. C-FIRST! displays the **Reject Plan** pop-up.
4. Enter comments in the **Comments** field explaining why the record is being returned. Comments are required for rejection.
5. Click **Reject** in the **Reject Plan** pop-up. C-FIRST! rejects the record and updates the **Approval Status**.

**Process Tip!**

After rejection, the record owner receives a bell notification that the record was returned. C-FIRST! also generates a task for the record owner to complete the returned record.

Task 3: Approve Service Referral Records

Service Referrals used to be called “Case Service Referrals” and were previously not approved by supervisors. Now, these service referral approvals are routed to supervisors; these referrals no longer get routed to F & A.

1. Navigate to the record from the **Items to Approve** dashboard or from the **Bell Notification** icon. C-FIRST! displays the **Referral for Service Approval** screen. The right menu displays with the Approve, Reject, and Reassign buttons.
2. To either approve or reject, select the button. A pop-up appears.
3. Enter the approval or rejection comments.
4. Select Approve.
5. The record displays in the **Approval History List View**.

Lesson 4: Viewing Investigation Disposition Information

Federal and state regulations require timely completion of Investigation activities. For the Carter Investigation, you must confirm all compliance requirements are met, including priority response timelines, interview completion, and finding classifications. C-FIRST! provides compliance-focused reports and checklists that help you track required activities and identify any items that may be overdue or approaching deadlines.

Learning Objectives

- Access the Investigation Disposition Checklist for compliance tracking
- Review required Investigation activities by case sub-type
- Identify incomplete compliance items
- Understand approval status tracking for Investigations

Task 1: Access the Investigation Disposition Checklist

The Carter Investigation is a standard Investigation case sub-type. You need to review the **Investigation Disposition Checklist** to confirm all required compliance activities have been completed before approving the case.

1. Log in to as a **CPS Supervisor**. C-FIRST! displays the **Home** tab.
2. Navigate to the **Cases** tab and locate the case. C-FIRST! displays the case in the list view.
3. Click on the **Case ID** hyperlink for the case. C-FIRST! opens the Investigation case record.
4. Click on the **Decisions** tab on the case record. C-FIRST! displays the **Decision** screen with the **Investigation Disposition Checklist**.
5. Review the **Investigation Disposition Checklist** section at the top of the **Decisions** tab. C-FIRST! displays checklist fields with values of *Yes*, *No*, or *N/A*. Note any fields showing *--None--* which require completion before case submission. C-FIRST! highlights incomplete fields.

**System Tip!**

The fields in the checklist sections automatically update if there is a related record in the system. For example, if you have completed a home visit and documented it as a Case Contact, the system may automatically flag the **Home Visit Completed** field as *Yes*.

Task 2: Review Investigation-Specific Checklist Items

Since the Carter case is an Investigation sub-type, additional checklist items specific to Investigations appear below the standard checklist. You will review these items to confirm all Investigation-specific requirements are addressed.

1. Scroll down on the **Decisions** tab to locate the **Investigation Disposition Checklist – Investigation** section. C-FIRST! displays Investigation-specific checklist items.
2. Review the **Priority Response Met/GFE Entered?** field. C-FIRST! displays the current value for this compliance item.
3. Review the **Home Visit Completed?** field. C-FIRST! displays whether a home visit has been documented.
4. Review the **Alleged Perpetrator Interviewed?** field.
5. Review the **Custodial Parent/Guardian Interviewed?** field.
6. Review the **Collaterals/Witnesses Interviewed?** field.
7. Review the **Household Members Interviewed?** field.
8. Review the **Safety and FAST/SIU FAST Completed?** field.

Task 3: Complete Checklist Items for the Carter Investigation

Several checklist items for the Carter Investigation show *None* and require your input. You will update these fields to reflect the current status of Investigation activities.

1. On the **Decisions** tab, locate any field in the **Investigation Disposition Checklist** showing *None*.
2. Click the **Findings Classified and Approved?** field drop-down and select the appropriate value based on whether findings have been classified. C-FIRST! displays options *Yes*, *No*, and *N/A*.
3. Click the **CFS 740 Completed?** field drop-down and select *the appropriate value*.
4. Click the **CPIT Convened/Held/Form Uploaded?** field drop-down and select *the appropriate value*.

5. Click the **Forensic Interview Completed?** field drop-down and select *the appropriate value*.
6. Click the **Contact with Law Enforcement?** field drop-down and select *the appropriate value*.
7. Click the **Drug Tests Completed?** field drop-down and select *Yes, No, or N/A*.
8. Click **Save**. C-FIRST! saves all checklist updates to the case record.

Task 4: Review Approval Status and History

Before submitting the Carter Investigation for approval, you should review the current approval status and any previous approval history to understand where the case stands in the review process.

1. On the case record, locate the **Approval Status** field. C-FIRST! displays the current approval status of the case.
2. Review the **Approver** field showing the assigned supervisor. C-FIRST! displays the user who will review the case when submitted.
3. Scroll down to the **Approval History** related list on the case. C-FIRST! displays any previous approval records.
4. Review any existing approval records showing:
 - Step Name
 - Date
 - Status
 - Assigned To
 - Actual Approver
 - Comments
5. If a previous approval was rejected, review the comments to understand required changes. C-FIRST! displays rejection reasons in the approval record.
6. Navigate to the **Case Information** tab to review the **Approval Date** field if the case was previously approved. C-FIRST! displays the date when the request was approved.

Task 5: Document an Administrative Review Conference

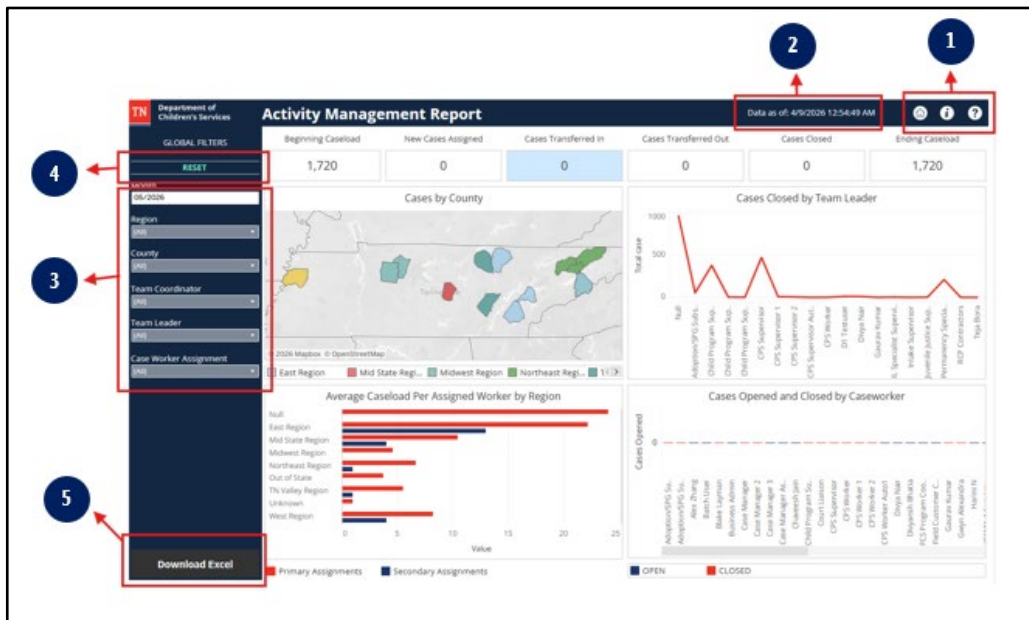
In a circumstance where you, as a Supervisor, need to complete an Administrative Review Conference, please see below steps.

1. From the **Case Conference List View**, locate the record with **Case Conference** type of *Initial Administrative Review*. C-FIRST! displays the auto-generated review record.

2. Click the **Case Conference ID** hyperlink to open the record. C-FIRST! displays the **Case Conference Detail** screen.
3. Review the **Due Date** field showing the review is due within 15 days of Intake. C-FIRST! displays the date as the due date.
4. Click the **Case Conference Status** drop-down and select *Completed*. C-FIRST! updates the status.
5. Click the **Case Conference Date/Time** field and enter the *date and time*. C-FIRST! records when the review occurred.
6. Complete all required documentation fields for the administrative review. C-FIRST! validates the entries.
7. Click **Save**. C-FIRST! saves the record and automatically closes the associated worklist task.

Lesson 5: Access Tableau

As a supervisor, you have access to certain reports within Tableau. The Tableau Homepage has a list of reports with the respective categories and links to access them.



Each report has the following navigation functionalities:

1. Navigation links to access the Home Page, Info Page, and Help.
2. Indicates the time the report was last refreshed with the Data Warehouse.
3. Filters to slice and dice the data. These filters vary with each report.

4. The **Reset** button helps reset the filters to their default values. The **Reset** button will not change any date filters on the report.
5. The **Download Excel** button enables you to download an Excel version of the report.

We'll highlight Filtering and Downloading in our next two tasks.

Learning Objectives

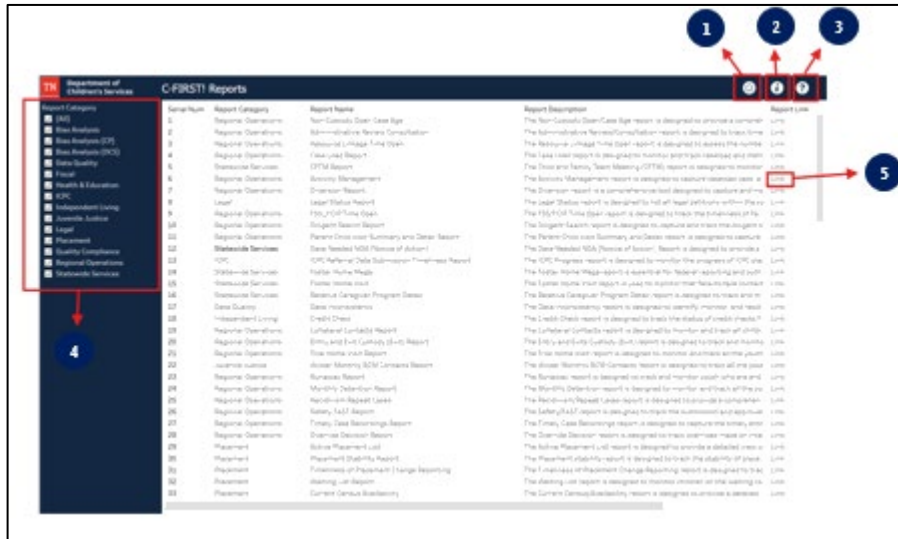
- Accessing Tableau Reports
- Filtering Reports
- Downloading Reports

Task 1: Accessing Tableau Reports

Tableau will be accessible from your Homepage. It is highly recommended to access C-FIRST! using the Google Chrome browser.

Note: To access Tableau, you need to be on the State Network. This means that workers need to be connected to the State WIFI Network or have a VPN account. Staff will not be able to access Tableau on their 4G Network.

1. To log in to Tableau, enter your Username and Password which would be the same as your state log in credentials.
2. The **Home** screen of the main C-FIRST! Reports Home Page lists all reports with the respective categories and links to access them.
 - The **Home Screen** icon helps navigate to the **Home** page.
 - The **Info** icon navigates you to the **Information** page which contains details about each report.
 - The **Help** icon opens up a ribbon as well as a Mailto link to contact Tableau admin for any issues.
 - The **Filter** option filters out reports by the respective categories.
 - The **Link** beside each report navigates you to that specific report.



Note: To log out of Tableau, click the **Profile** icon in the upper-right corner and select the **Sign Out** link located with the **Profile** drop-down menu.

Task 2: Filtering a Report

Each report has the following filtering functionalities:

1. The user can select any of the filters on the left side of the report to see the values present in the data for that specific field. For example, in the screenshot below we see the following regions that are present in the data for the Intake Report.
2. A user will have the ability to select one or more filters and be able to filter the entire dashboard specific to the select filtering criteria. For example, in the screenshot below, the report is only showing *Midwest Region Intakes* since we have only selected to filter by that.

Intake Report Data as of: 5/5/2026 2:04:53 PM

GLOBAL FILTERS

RESET

Start Date: 06/02/2025 End Date: 06/02/2026

Region

- ☒ Midwest Region
- ☐ (All)
- ☐ Null
- ☐ East Region
- ☐ Mid State Region
- ☐ Northeast Region
- ☐ Out of State
- ☐ TN Valley Region
- ☐ Unknown
- ☐ West Region

Download Excel

Region	Supervisor	Initial Intake Worker	Intake Worker Disposition Track	Intake Worker Disposition Priority	County	ZIP Code
Midwest Region	Null	Intake Supervisor	Null	Null	Blount	Null
Midwest Region	Null	Ns2 Testuser	Null	Null	Anderson	38464
Midwest Region	Child Program Super.	Gaurav Kumar	Null	Null	Dickson	38012
Midwest Region	CPS Supervisor	Intake Supervisor	Null	Null	Bedford	Null
Midwest Region	CPS Supervisor	Intake Supervisor	Null	Null	Blount	Null
Midwest Region	Cps Supervisor	Gaurav Kumar	Null	Null	Carroll	99999
Midwest Region	Cps Supervisor	Gaurav Kumar	Null	Null	Chester	Null
Midwest Region	Cps Supervisor	Intake Supervisor	Null	Null	Benton	Null
Midwest Region	Cps Supervisor	Intake Supervisor	Null	Null	Benton	Null
Midwest Region	Cps Supervisor	Intake Supervisor	Null	Null	Chester	38464
Midwest Region	Cps Supervisor	Intake Supervisor	OUT OF STATE COURTESY	Null	Benton	Null
Midwest Region	Cps Supervisor	Intake Supervisor	SIU INVESTIGATION	Null	Carroll	Null
Midwest Region	Cps Supervisor	Ns1 Testuser	Null	Null	Benton	Null
Midwest Region	Cps Supervisor	Ns1 Testuser	Null	Null	Benton	38464
Midwest Region	Cps Supervisor	Ns1 Testuser	Null	Null	Benton	38464
Midwest Region	Cps Supervisor	Ns1 Testuser	Null	Null	Benton	96543
Midwest Region	Cps Supervisor	Ns1 Testuser	Null	Null	Cheatham	38464
Midwest Region	Cps Supervisor	Ns1 Testuser	Null	PRIORITY 1	Carroll	38464
Midwest Region	Cps Supervisor	Ns1 Testuser	OUT OF STATE COURTESY	Null	Decatur	38464
Midwest Region	Cps Supervisor	Ns2 Testuser	Null	Null	Benton	Null
Midwest Region	Cps Supervisor	Ns2 Testuser	Null	Null	Benton	Null
Midwest Region	Cps Supervisor	Ns2 Testuser	Null	Null	Chester	Null
Midwest Region	Cps Supervisor 1	Intake Supervisor 1	Null	Null	Benton	Null
Midwest Region	Cps Supervisor 2	Intake Supervisor 1	Null	Null	Cheatham	Null
Midwest Region	Cps Supervisor 3	Intake Supervisor 1	Null	Null	Chester	Null

3. Another feature to note is the cascading filter functionality, meaning if you select a certain filter, the other filters will only show relevant values applicable to the already selected filter. For example, in the screenshot we can see that we selected *Midwest Region* as the **Region**, so only the counties coming under that region are displayed, as shown in the screenshot below.

Region	Supervisor	Initial Intake Worker	Intake Worker Disposition Track	Intake Worker Disposition Priority	County	ZIP Code
Midwest Region	Null	Intake Supervisor	Null	Null	Blount	Null
Midwest Region	Null	Ns2 Testuser	Null	Null	Anderson	38464
Midwest Region	Child Program Super.	Gaurav Kumar	Null	Null	Dickson	38012
Midwest Region	Cps Supervisor	Intake Supervisor	Null	Null	Bedford	Null
Midwest Region	Cps Supervisor	Intake Supervisor	Null	Null	Blount	Null
Midwest Region	Cps Supervisor	Gaurav Kumar	Null	Null	Carroll	99999
Midwest Region	Cps Supervisor	Gaurav Kumar	Null	Null	Chester	Null
Midwest Region	Cps Supervisor	Intake Supervisor	Null	Null	Benton	Null
Midwest Region	Cps Supervisor	Intake Supervisor	Null	Null	Benton	Null
Midwest Region	Cps Supervisor	Intake Supervisor	Null	Null	Chester	38464
Midwest Region	Cps Supervisor	Intake Supervisor	OUT OF STATE COURTESY	Null	Benton	Null
Midwest Region	Cps Supervisor	Intake Supervisor	SIU INVESTIGATION	Null	Carroll	Null
Midwest Region	Cps Supervisor	Ns1 Testuser	Null	Null	Benton	Null
Midwest Region	Cps Supervisor	Ns1 Testuser	Null	Null	Benton	38464
Midwest Region	Cps Supervisor	Ns1 Testuser	Null	Null	Benton	38464
Midwest Region	Cps Supervisor	Ns1 Testuser	Null	Null	Benton	38464
Midwest Region	Cps Supervisor	Ns1 Testuser	Null	Null	Benton	96543
Midwest Region	Cps Supervisor	Ns1 Testuser	Null	Null	Cheatham	38464
Midwest Region	Cps Supervisor	Ns1 Testuser	Null	PRIORITY 1	Carroll	38464
Midwest Region	Cps Supervisor	Ns1 Testuser	OUT OF STATE COURTESY	Null	Decatur	38464
Midwest Region	Cps Supervisor	Ns2 Testuser	Null	Null	Benton	Null
Midwest Region	Cps Supervisor	Ns2 Testuser	Null	Null	Benton	Null
Midwest Region	Cps Supervisor	Ns2 Testuser	Null	Null	Chester	Null
Midwest Region	Cps Supervisor 1	Intake Supervisor 1	Null	Null	Benton	Null
Midwest Region	Cps Supervisor 2	Intake Supervisor 1	Null	Null	Cheatham	Null
Midwest Region	Cps Supervisor 3	Intake Supervisor 1	Null	Null	Chester	Null

4. Lastly, we have a reset functionality, which resets all filters, except the date filter, to their default values. This can be done by clicking the **Reset** button on top of the filters.

Task 3: Downloading a Report

Every report will have a table which can be downloaded in Excel format with all the data elements required for the report.

1. Click the **Download Excel** button.
2. Select the **Report Table** option from the pop up window.
3. Click on **Download**.

Note: The filters selected will be applied to the downloaded excel.

Knowledge Check!

Question 1: Where can you find the Today's Tasks report on the C-FIRST! Homepage?

- A. In the Cases tab
- B. In a widget on the Homepage Dashboard
- C. In the Reports tab only
- D. In the Decisions tab

Question 2: What type of Assigned User can you manually add using the New button on the Assigned Users related list?

- A. Primary Assigned Worker
- B. Secondary Assigned Worker
- C. Both Primary and Secondary
- D. Supervisor

Question 3: Which checklist section appears on the Decisions tab when the Case Sub-Type is Investigation?

- A. Investigation Disposition Checklist – Border Agreement
- B. Investigation Disposition Checklist – Investigation
- C. Investigation Disposition Checklist – PREA
- D. Investigation Disposition Checklist – Out of State Courtesy

Glossary

This glossary defines key terms and acronyms used throughout this training course:

Term	Definition
Abridged	To abridge means to end a record. It's often used interchangeably with "Created in Error" and is sometimes described as a soft delete; the record remains in C-First! for history/audit purposes, but it is no longer usable for business purposes.
ACV	Alleged Child Victim.
AP	Alleged Perpetrator.
Appeal	Due process mechanism for Alleged Perpetrators to contest findings.
Assessment Person	This refers to the individual that is being assessed by DCS or is present during the assessment.
Case Person Detail	Screen name for viewing person information within a Case context rather than Person Detail screen.
Case Summary	Tab on Investigation Record providing high-level overview of Case status, assessments, placements, interactions, and court orders.
CCWIS	Comprehensive Child Welfare Information System.
C-FIRST!	C-FIRST! is the name of our new modernized child welfare system; this system is on a Salesforce platform. C-FIRST! stands for Child and Family Information, Records System Tracking.
Classification	Classification refers to findings for Investigation Dispositions.

Term	Definition
Clearances	Object in C-FIRST!, separate from SCR and criminal history.
Closed	After the Investigation Case has been approved, the status updates to Closed.
Completed	Case status indicating the Investigation worker has completed their work on the Investigation Case.
Completed - Safety	Manual FAST status update for compliance when safety items are completed before non-safety items, does not require approval and skipped if user completes both portions in one sitting.
CPS	Child Protective Services.
DCS	Department of Children's Services (Tennessee).
Decisions Tab	Tab containing Investigation Disposition checklists, content varies by Case subtype.
Drug Exposed Child Intake	Assessment for substance-exposed infant cases; this is mainly used by the Drug Teams.
FAST	Family Advocacy and Support Tool which has safety and non-safety components; safety portion due in ~5 business days; full FAST due in ~10 business days. The Safety portion of the FAST assessment helps identify immediate risk.
Good Faith Efforts	Efforts to locate and engage families, formerly Diligent Efforts.
Investigation Help	In-app help links, work aids, and policy documents available to workers.
IPA	Immediate Protection Agreement.
TFACTS	This is the name of the legacy system that is being replaced by C-FIRST!. TFACTS stands for the Tennessee Family and Child Tracking System.

Term	Definition
Letter A	Notification letter to Alleged Perpetrators; Letter A Support Staff access tasks through their task list/notifications, not a queue.
List View	C-FIRST! provides staff with certain views in the system within the Home Menu tabs, such as Cases or Person. A List View provides you with a listing of data in a table format where you are able to search, filter, and select different view options to access certain information.
Match Score	Percentage displayed on Person Search results indicating closeness of match to existing records; determines whether supervisory approval is needed to create a new Person Record. If the match score of a Person Search result is above 85%, the user must seek Supervisor approval before creating a new Person.
NCANDS	National Child Abuse and Neglect Data System; Federal reporting tab that must be completed before marking an investigation as complete.
Open	Case status indicating that the Investigation Case is still in progress and actively being worked.
Pending	Task status indicating that you are actively working on the task.
PND	Preliminary Near Death.
PREA	Prison Rape Elimination Act.
Relative/Kinship Home Study	This assessment refers to relative or kinship placement evaluation specifically for children who are placed with relatives and kin outside of state custody.
Response Priority P1	Priority 1: Initial contact required within 8 hours.

Term	Definition
Response Priority P2	Priority 2: Initial contact required within 72 hours.
Safe Sleep	Assessment for safe sleeping environment compliance.
Secondary Worker	A worker recommended by the supervisor to assist with the Investigation to serve as a facilitator for any needed Child and Family Team Meetings.
SIU	Special Investigations Unit
SIU FAST	Special Investigations Unit FAST; a single contained assessment with no separate safety portion which is due in 5 business days.
Smarty	This term refers to an integrated address validation service within C-FIRST!.
TINS	TINS is "Toddler Infant Needs and Strengths" and is an assessment specifically used for children (age 0-4 years) involved in Safe Baby Court (SBC). TINS creates opportunities for collaboration to guide service planning and manage out comes for infants and toddlers in SBC.
Treatment Case	The Treatment case is a family case which can include a combination of Custodial, Non-Custodial, and Juvenile Justice activities.
Worklisted	Task status indicating you have been assigned a task to complete.