From: Rachel Sommerfeld  
Sent: Monday, April 13, 2015 12:06 PM  
To: Todd Fertig; Theresa Freed  
Cc: Rachel Sommerfeld  
Subject: RE: follow up questions regarding CINC response

Mr. Fertig, Ms. Freed,  
Thanks for following up. I do have several additional questions with reference to my original KORA request.

1) You indicate that “of all child and adults reports received through the Kansas Protection Report Center (KPRC),” 97% of initial assessment decisions were completed by the end of the next half working day. Do all reports go through the KPRC? Would this include reports from the public, reports from law enforcement, etc.? Are there other ways that DCF receives reports? If that is the case, what is the percentage of on-time responses for initial assessment to those cases that do not go through the KPRC?

2) You indicate that in both 2014 and 2015 through January, “of all reports assigned for abuse/neglect concerns with either a same day or 72 hour response time,” 97% had a timely contact with victim/family. What is the response time for reports that were *not* assigned for abuse/neglect concerns with either a same day or 72 hour response time?
   a. Additionally, I would like further clarification on what “timely contact with the victim/family” means. I have looked through the policy manual online and have been unable to locate the policy that states what the timeframe is to be considered “timely.” Is this 24 hours, 72 hours, etc.? I presume the requirements are different for a same-day response time and a 72 hour response time. What are those specific requirements to be considered “timely” contact with the victim or family?
   b. Additionally, what are the requirements to be met for the deadline of “same day” or “72 hour” response time? Is contact with victim/family the only thing considered to ensure that the reports are being handled in a timely matter? Are there are other factors that are included in that same day/72 hour response time? If so, what are the on time responses for those other factors, beyond contact with victim/family?
   c. In reference to question 2) above, would cases that do not meet the criteria for same day or 72 hour response time, be applicable for a 20-day response time? What is the on-time percentage and documentation for those CINC/NAN with a 20-day response time?

3) I would also like to see documentation of the response times listed, for preliminary inquiry, initial assessment and reports assigned for abuse/neglect. I would like to formally request the documentation process for how DCF tracks these policies.

4) The original response to my KORA said “DCF does not track the time from the beginning of the report to the completion of each step.” It is unclear to me how DCF does not track this time, but has percentages on how many are done on time. Can you better explain to me the process of how DCF tracks its policies on timely responses? What documentation exists that shows the progression of timely responses?

5) You state in a previous email that “The maximum time allowed to make an Initial Assessment decision or request a Preliminary Inquiry is the end of the next half work day from the time the report is received.” You have also previously stated that “The Preliminary Inquiry information shall be obtained as soon as practical and should not exceed three (3) working days from the date the report is received by the agency.” What is the on-time percentage and documentation regarding
when Preliminary Inquiries are completed? I would like to also formally request the documentation for determining the response time for Preliminary Inquiries.

6) There are places in the DCF policy manual that make reference to PPS forms. A google search led me to this link: [http://www.dcf.ks.gov/services/PPS/Pages/PPSFormsandAppendices.aspx](http://www.dcf.ks.gov/services/PPS/Pages/PPSFormsandAppendices.aspx) Am I correct in understanding that these are blank copies of the forms required to document various stages of an investigation/inquiry, etc.?

Thank you for your continued help with this KORA request. Please contact me directly with any questions.

Thank you.

Rachel Schrag Sommerfeld  
Executive Producer  
KSN | ksn.com  
833 North Main St. Wichita, KS 67203  
Newsroom: 316-292-1111  
Direct: 316-292-1141  
Cell: 316-

From: Todd Fertig [mailto:Todd.Fertig@dcf.ks.gov]  
Sent: Friday, April 10, 2015 3:37 PM  
To: Rachel Sommerfeld  
Subject: follow up questions regarding CINC response

April 10, 2015

Rachel Sommerfeld  
Rachel.Sommerfeld@ksn.com  
316-

Dear Ms. Sommerfeld:

We hope the following information will address the questions you sent us via email in follow up to our initial response to your KORA request.

- In SFY 2014, of all child and adults reports received through the Kansas Protection Report Center (KPRC), 97% of the Initial Assessment Decisions were completed by the end of the next half work day from the time the report was received.

- In SFY 2015, through February, of all child and adults reports received through the Kansas Protection Report Center (KPRC), 99% of the Initial Assessment Decisions were completed by the end of the next half work day from the time the report was received.

- In SFY 2014, of all reports assigned for abuse/neglect concerns with either a same day or 72 hour response time, 97% had a timely contact with victim/family.
In SFY 2015, through January, of all reports assigned for abuse/neglect concerns with either a same day or 72 hour response time, 97% had a timely contact with victim/family.  

Any information about disciplinary actions taken is regarded as personnel matters and is protected by employee employment confidentiality. 

We hope this information will help you. Please feel free to contact me with any questions.

Sincerely,

Theresa Freed
Director of Communications
Kansas Department for Children and Families
785-296-0537
Theresa.freed@dcf.ks.gov

Todd Fertig
Public Information Officer
Kansas Department for Children and Families
785-368-6613

This message and accompanying documents are covered by the Electronic Communications Privacy Act, 18 U.S.C. 2510-2521, and contain information intended for the specified individual(s) only. This information is confidential. If you are not the intended recipient, you are hereby notified that you have received this document in error and that any review, dissemination, copying or the taking of any action based on the contents of this information is strictly prohibited. If you have received this communication in error, please notify us immediately by e-mail and delete the original message.