From: Rachel Sommerfeld  
Sent: Thursday, April 16, 2015 7:28 PM  
To: michael.myers@dcf.ks.gov; chuck.knapp@dcf.ks.gov; Theresa Freed; Todd Fertig  
Cc: Denise Killian; Brittany Glas; Rachel Sommerfeld; Raoul Cortez  
Subject: FW: follow up questions regarding CINC response

Mr. Myers, Mr. Knapp, Ms. Freed, Mr. Fertig,

**Please see the attached PDF document in regards to this email. You may have received this email twice, and if so, I apologize for the redundancy. Due to the size of the email, that includes all of my previous communication with DCF, it may have not gone through. The entirety of this email and all previous correspondence is in the attached PDF. Limited emails are below. **

I am writing to follow up on the below emails and multiple phone calls regarding requests for information from DCF. KSN has requested an on-camera interview with a senior level staff member (specifically Michael Myers, Dianne Keech and/or Maryann Peerenboom) regarding the ongoing KORA request first submitted to DCF on March 23, 2015 regarding DCF policy concerning case response times and follow-up procedures.

After my phone conversation this Tuesday, April 14, with Ms. Freed, I was informed that she needed additional information about the nature of our request for an on-camera interview so she knew who to set it up with. We discussed the details listed in the emails and KORA request below. She asked me to further clarify in an email, also attached below. After leaving two voicemails, I received the email below saying that we would not be granted an on-camera interview and that all answers would come in written form. The below emails also indicate her response that it is in “the best interest of your viewers to receive full and accurate responses that are best relayed in writing.”

I wanted to follow up and I called Ms. Freed multiple times this afternoon, leaving two voicemail messages, but received no answer. I also reached out to Mr. Myers’ office at the phone number listed on the DCF website. It led me to a voice mailbox for Maryann Peerenboom, where I left a message. I also called the number listed for Interim Deputy Secretary Jaime Rogers, and it went to a voicemail for Tammy Alexander in Economic and Employment Services. I spoke to Pamela Beach who informed me Mr. Knapp is Ms. Freed’s supervisor. I reached out to Mr. Knapp’s office and was given a number in the Lt. Governor’s office where I left another voicemail.

KSN respectfully requests that we are granted an on-camera interview for our story. We have specific questions and clarifications regarding response times and policies, as well as allegations regarding the timely response in the specific case regarding Caleb Blansett. We believe it is best to give DCF the opportunity to respond in an on-camera manner to the extensive questions regarding policy, both in general, and for the Blansett case. We have also requested the interview cover DCF staffing and workload, in response to the DCF press release in March that said that “DCF typically has approximately 50 vacant social worker positions, which it struggles to fill.” (Source: http://www.dcf.ks.gov/Newsroom/Pages/03-06-2015.aspx)

KSN will be sending a crew to Topeka tomorrow, Friday, April 17. Our reporter, Brittany Glas, and photographer, Raoul Cortez, will be at the DCF office located at 915 SW Harrison, at 8 a.m. They will be available the entire business day for an on-camera interview regarding these requests.

If you have any additional questions, please contact me at my cell phone listed below 316-0000.

Thank you.

Sincerely,
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: Theresa Freed [mailto:Theresa.Freed@dcf.ks.gov]
Sent: Thursday, April 16, 2015 2:24 PM
To: Rachel Sommerfeld; Todd Fertig
Subject: RE: follow up questions regarding CINC response

We will continue to address your questions. We believe your questions are best answered through email. I appreciate that on-camera interviews are helpful when putting together television news story, but it’s in the best interest of your viewers to receive full and accurate responses that are best relayed in writing.

Theresa Freed
Director of Communications
Kansas Department for Children and Families
Desk: 785-296-0537
Cell: 785-

From: Rachel Sommerfeld [mailto:Rachel.Sommerfeld@ksn.com]
Sent: Thursday, April 16, 2015 1:57 PM
To: Theresa Freed; Todd Fertig
Subject: RE: follow up questions regarding CINC response

Ms. Freed, Mr. Fertig,
I have pasted the below questions that are still outstanding from my previous requests. I will await a response on those specific questions.
I’m also curious as to why an on-camera response has been denied. We are willing to schedule our interview at the department’s earliest convenience. Is there a reason why the request for an interview is not granted?
Thank you.

Previous questions:
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 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.

Rachel Schrag Sommerfeld  
Executive Producer  
KSN | [ksn.com](http://ksn.com)  
833 North Main St. Wichita, KS 67203  
Newsroom: 316-292-1111  
Direct: 316-292-1141  
Cell: 316-000-0000

From: Theresa Freed [mailto:Theresa.Freed@dcf.ks.gov]  
Sent: Thursday, April 16, 2015 12:30 PM  
To: Rachel Sommerfeld; Todd Fertig  
Subject: RE: follow up questions regarding CINC response
We welcome your questions by email. We will decline an on-camera interview.

Sent from my Windows Phone

From: Rachel Sommerfeld
Sent: 4/16/2015 11:01 AM
To: Todd Fertig; Theresa Freed
Cc: Rachel Sommerfeld
Subject: RE: follow up questions regarding CINC response

Ms. Freed,
I’m just following up on the below request. I also left you a couple of voicemails. Just wondering where we are on the process of an on-camera interview for the questions discussed in the below emails and previous KORA requests.

Thanks!

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: Rachel Sommerfeld
Sent: Wednesday, April 15, 2015 8:06 AM
To: Todd Fertig; Theresa Freed
Cc: Rachel Sommerfeld
Subject: RE: follow up questions regarding CINC response

Ms. Freed,
Thanks for taking my call yesterday regarding an on-camera interview. After our conversation, I found an organizational chart regarding the supervision/chain of command for DCF, linked here:

If this online chart is still accurate with correct names/positions, I would like to formally request an on-camera interview at the soonest possible date with one (or more) of the following individuals: Michael Myers, Dianne Keech, Maryann Peerboom. As we discussed last night, I believe it would be appropriate to issue these questions on why policies are the way they are, how they were developed, etc. with an individual in the Topeka office, as I am looking for more information than a simple explanation of a policy, as I have been able to do extensive research on the policies on the online policy database, located here: http://content.dcf.ks.gov/PPS/robohelp/PPMGenerate/ (Thanks for your help in directing me towards this helpful document!)

As we also discussed last night, I would like the opportunity to discuss and ask questions on the DCF/Kansas Protection Report Center’s procedures and policies that I’ve been discussing in my KORA requests including, but not limited to, the process of Initial Assessment, Preliminary Inquiry, Investigation; policies on timely responses, how those policies work, why they are what they are, what the procedures are for following up, failure to respond in a timely matter, how those determinations of what is “timely” are made, on-time percentage rates and their further documentation, what the follow-
up procedure is for failing to have timely responses in cases, how a case is handled after it has not had a timely response, etc. I would also like to discuss the process of contact with victim, family, alleged perpetrator, how the case progresses, what elements are involved in an investigation, etc. As the flow of my KORA requests has shown, I am interested in cases involving children/child abuse & neglect, child protective services, etc. not adult protective services.

I’m also interested in finding out more about the DCF staffing and workload. I understand from a variety of your press releases in the past, that DCF can struggle with finding qualified social workers willing to take on the challenging position of working in DCF. Your March 6, 2015 press release said that “DCF typically has approximately 50 vacant social worker positions, which it struggles to fill.” (Source: http://www.dcf.ks.gov/Newsroom/Pages/03-06-2015.aspx) I’d like to discuss more on that concern and how the agency works under the constraints of staffing shortages and the effort to fill those positions, such as through the Recruitment and Retention Workgroup.

Thanks again for your continued help with the additional KORA questions listed below, and in setting up an on-camera interview. I look forward to your response and an opportunity to schedule that interview as soon as possible.

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-********

**********PLEASE SEE ATTACHED PDF DOCUMENT FOR EMAILS FROM March 23, 2015 THROUGH TODAY************
Rachel Sommerfeld

To: 'michael.myers@dcf.ks.gov'; 'chuck.knapp@dcf.ks.gov'; 'Theresa.Freed@dcf.ks.gov'; Todd Fertig
Cc: Denise Killian; Brittany Glas; Rachel Sommerfeld; Raoul Cortez
Subject: FW: follow up questions regarding CINC response

Mr. Myers, Mr. Knapp, Ms. Freed, Mr. Fertig,

I am writing to follow up on the below emails and multiple phone calls regarding requests for information from DCF. KSN has requested an on-camera interview with a senior level staff member (specifically Michael Myers, Dianne Keech and/or Maryann Peerenboom) regarding the ongoing KORA request first submitted to DCF on March 23, 2015 regarding DCF policy concerning case response times and follow-up procedures.

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If you have any additional questions, please contact me at my cell phone listed below 316-______

Thank you.

Sincerely,

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: Theresa Freed [mailto:Theresa.Freed@dcf.ks.gov]
Sent: Thursday, April 16, 2015 2:24 PM
To: Rachel Sommerfeld; Todd Fertig
Subject: RE: follow up questions regarding CINC response
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Theresa Freed  
Director of Communications  
Kansas Department for Children and Families  
Desk: 785-296-0537  
Cell: 785-____. 

Kansas Department for Children and Families  

Strong Families Make a Strong Kansas  

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.

From: Rachel Sommerfeld  
Sent: Thursday, April 16, 2015 1:57 PM  
To: Theresa Freed; Todd Fertig  
Subject: RE: follow up questions regarding CINC response

Ms. Freed, Mr. Fertig,

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I’m also curious as to why an on-camera response has been denied. We are willing to schedule our interview at the department’s earliest convenience. Is there a reason why the request for an interview is not granted?

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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?

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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?

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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?

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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: Theresa Freed [mailto:Theresa.Freed@dcf.ks.gov]
Sent: Thursday, April 16, 2015 12:30 PM
To: Rachel Sommerfeld; Todd Fertig
Subject: RE: follow up questions regarding CINC response

We welcome your questions by email. We will decline an on-camera interview.

Sent from my Windows Phone

From: Rachel Sommerfeld
Sent: 4/16/2015 11:01 AM
To: Todd Fertig; Theresa Freed
Cc: Rachel Sommerfeld
Subject: RE: follow up questions regarding CINC response

Ms. Freed,

I’m just following up on the below request. I also left you a couple of voicemails. Just wondering where we are on the process of an on-camera interview for the questions discussed in the below emails and previous KORA requests.
Ms. Freed,

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If this online chart is still accurate with correct names/positions, I would like to formally request an on-camera interview at the soonest possible date with one (or more) of the following individuals: Michael Myers, Dianne Keech, Maryann Peerenboom. As we discussed last night, I believe it would be appropriate to issue these questions on why policies are the way they are, how they were developed, etc. with an individual in the Topeka office, as I am looking for more information than a simple explanation of a policy, as I have been able to do extensive research on the policies on the online policy database, located here: http://content.dcf.ks.gov/PPS/robohelp/PPMGenerate/ (Thanks for your help in directing me towards this helpful document!)

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Thanks again for your continued help with the additional KORA questions listed below, and in setting up an on-camera interview. I look forward to your response and an opportunity to schedule that interview as soon as possible.

Thank you.
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?

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   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?

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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.

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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

From: Todd Fertig [mailto:Todd.Fertig@dcf.ks.gov]
Sent: Friday, April 10, 2015 9:16 AM
To: Rachel Sommerfeld
Subject: RE: DCF response to inquiry re response time to CINK reports

Ms. Sommerfeld,

I'm writing to let you know that I received your follow-up questions. I will take them to the people who work with CINK and see if I can get you additional information relating to your questions.

Thank you for your patience.

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

From: Rachel Sommerfeld
Sent: Thursday, April 09, 2015 6:55 PM
To: Todd Fertig; Theresa Freed  
Subject: RE: DCF response to inquiry re response time to CINK reports

Mr. Fertig, Ms. Freed,

Thanks for this response. I did want to follow up with some additional questions to make sure I understand the policies and follow up.

You state: "DCF does not track the time from the beginning of the report to the completion of each step. Therefore data on the average response time for each of the four steps is not available."

I understand that you have time frames/requirements in your policies for how quickly DCF workers must respond to specific instances. I have listed them below:

"The Preliminary Inquiry information shall be obtained as soon as practical and shall not exceed three (3) working days from the date the report is received by the agency."

"The maximum time allowed to make an Initial Assessment decision or request a Preliminary Inquiry is the end of the next work day from the time the report is received."

"Reports assigned for abuse/neglect concerns shall be assigned with either a same day or 72 hour response time. If a report is accepted for Child in Need of Care/Non-Abuse/Neglect assessment, the report shall be assigned a 20 working day response with exceptions detailed in policy."

You’re saying that DCF does not keep a record of how long it takes for a case to move from preliminary inquiry to initial assessment to abuse/neglect concerns or CINC/NAN. Is there another method DCF takes to track the progression of the investigation of calls/cases? Would you have information to provide regarding the number of disciplinary citations/write-ups regarding DCF employees who have not completed the above steps within the required time? Or do you keep track of the total number of cases that do or do not meet the above timeline requirements?

Thanks for your help with this continuing KORA request. Please contact me directly with further questions or clarifications.

Thanks,

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

Dear Ms. Sommerfeld:

Below is data indicating the percentage of time DCF meets the expected time frame to make contact with a family subject to abuse/neglect report. DCF does not track the time from the beginning of the report to the completion of each step. Therefore data on the average response time for each of the four steps is not available.

**Report:** Child in need of care reports are received by the Kansas Protection Report Center (KPRC) 24 hours a day/7days a week. The Intake process begins upon contact with a reporter alleging a circumstance of child in need of care. The report date and time shall be the start of a reporter's call with an intake staff. (per PPS policy PPM 1000)

**Preliminary Inquiry:** If a report is not immediately accepted for further investigation and/or assessment based on information from the reporter, a Preliminary Inquiry shall be completed. (per PPS policy PPM 1320). The Kansas Code for Care of Children provides for DCF to conduct a Preliminary Inquiry as a result of the department having received information that a child appears to be in need of care (K.S.A. 38-2230). Preliminary Inquiry is for the purpose of determining whether an allegation of abuse or neglect is known to the agency through a current completed investigation, gaining additional information regarding an allegation or non-abuse/neglect circumstance, and/or whether the interests of the child require further assessment. The Preliminary Inquiry information shall be obtained as soon as practical and shall not exceed three (3) working days from the date the report is received by the agency. For the purpose of Preliminary Inquiries, three working days begin the first working day after the report is received by the agency. (per PPS policy PPM 1320)

**Initial Assessment:** All child in need of care reports shall have an Initial Assessment made without delay. 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. (per PPS policy PPM 1330)

**Reports assigned for further assessment:** Response time begins with the time of the assignment as designated on the PPS 1002, Initial Assessment. Response time ends when the department has determined the safety of the child or made reasonable efforts to make such determination. Reports assigned for abuse/neglect concerns shall be assigned with either a same day or 72 hour response time. If a report is accepted for Child in Need of Care/Non-Abuse/Neglect assessment, the report shall be assigned a 20 working day response with exceptions detailed in policy. (PPS policy PPM 1670) The KPRC social worker shall determine the response time for abuse/neglect assignments according to criteria in policy. (PPS policy PPM 1521) In SFY 2015 through January, 97% of reports assigned for further assessment for abuse/neglect concerns had a timely contact with the victim/family.

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

Sincerely,
Rachel Sommerfeld
Rachel.Sommerfeld@ksn.com

From: Todd Fertig [mailto:Todd.Fertig@dcf.ks.gov]
Sent: Friday, April 03, 2015 10:29 AM
To: Rachel Sommerfeld
Subject: RE: Open Records request regarding abuse/neglect reports

Rachel,

I think I might have missed a call from you but I wasn’t sure if that was an old message or not. Anyway, I am getting a response together that you should receive shortly.

Thank you for your patience.

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

From: Rachel Sommerfeld [mailto:Rachel.Sommerfeld@ksn.com]
Sent: Tuesday, March 31, 2015 3:17 PM
To: Todd Fertig
Subject: RE: Open Records request regarding abuse/neglect reports

Thank you for your help!
Rachel Sommerfeld
Dear Ms. Sommerfeld:

I am writing to advise you that the Kansas Department for Children and Families (DCF) has received your written request on March 23, 2015. We understand your request to be for average response time for each of the four steps in the workflow of child abuse/neglect reports – report, preliminary inquiry, initial assessment, and further assessment and investigation.

In accordance with K.S.A. 45-218 (d), we have begun the process of determining if we possess any public records meeting the terms of your request. By Friday, April 3, 2015, we will provide you with one or more of the following:

1. Copies of the requested public records.
2. A statement concerning our inability to locate any public records meeting the terms of your request.
3. A request for clarification concerning the types of records or information you are seeking.
4. Record requests that can be provided with less than one hour of staff time or less than 25 pages will be provided at no charge. If we determine that our office possesses the public records you request, but are voluminous, difficult to locate, and/or contain information that may include open and closed information, we will provide you with a written estimate of the fees that we will require be pre-paid in order to pay for the actual costs associated with (a) locating and/or retrieving the public records from storage, (b) staff time spent in assisting with making copies of the records, including staff time spent examining the records for possible closure and/or redaction, and (c) copying and mailing the requested public records.

Equality for requests that exceed one hour of staff time or more than 25 pages, the following rates shall apply:

- Copies, 25 cents per page; mailing, 50 cents for the first five pages, 25 cents for additional five-page increments; fax, 65 cents per 10 pages

- Staff time will be charged at the rate of pay for each person whose time is used in order to assist and/or respond to a specific request. This may include the time spent to access records maintained on computer facilities, review records to determine whether closure exceptions apply and/or to redact open from closed information. For the purpose of transparency, our rates are as follows: general staff time will be charged at $20 per hour, information technology (IT) services will be charged at $38 per hour.

- Additional fees may be assessed if any other costs are incurred by DCF in connection with complying with a record request. DCF will provide an estimate of the fees which shall be paid prior to the department gathering the records. In order to ensure payment, the final cost of providing access to or furnishing copies must be paid before the records are provided. If the final cost is less than the estimate, the requestor will be reimbursed for the difference.

5. If we determine that we do possess the records, but that the records are closed by law, we will provide you with that information with a written citation to the laws allowing or requiring that type of public record to be closed.
We will respond as soon as possible to your Kansas Open Records Act Request. 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

From: Rachel Sommerfeld
Sent: Tuesday, March 31, 2015 11:58 AM
To: 'Todd.Fertig@dcf.ks.gov'; 'Theresa Freed'
Subject: RE: Open Records Request from KSN News, Wichita

Mr. Fertig, Ms. Freed,

I am following up on my open records request dated March 23, 2015 and the response I received this morning, March 31, 2015. I want to ensure you have all the information you need, regarding my request. If I need to send further information, please let me know.

I just spoke with Ms. Freed this morning, and she informed me that the delay in response (beyond the three-business day rule, pursuant to K.S.A 45-218) was due to human error, namely that she flagged my email in her inbox and forgot to forward it on to you, Mr. Fertig, for a response within 3 days. When I called yesterday (March 30) she then forward the request to your department.

When I spoke with Ms. Freed, she indicated that you were working on the request and would expedite our request due to the delay. I called you this morning to clarify, but I wanted to reach out via email as well. In your response below you state: “While the response doesn’t differ greatly from your description of the process, I will await your response as to what exactly information you would like to request.”

My question is if you need further clarification on my open records request, or if the below request is sufficient? You note that the only change from my understanding is that a CINC/NAN case would trigger further assessment, but *not* investigation, as no abuse/neglect has been alleged. To ensure I am understanding, the heading of my note #4 below, should have read “Further Assessment *AND/OR* Investigation” – since abuse and neglect cases would receive a full investigation and assessment, but CINC/NAN would not require an investigation.

My request then, remains the same – I would like documentation of the response times between each of these steps.

If you have further questions, please contact me on my cell phone directly: 316-________ I will await your expedited response.

Thank you.

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

I am the KORA coordinator for DCF, and I have just today received a response to your inquiry about the work flow in abuse and neglect cases. While the response doesn’t differ greatly from your description of the process, I will await your response as to what exactly information you would like to request.

The red is your description of the process. The blue is the input provided by one of our staff:

The information below is generally accurate and appears to be reflective of policy and procedures. The only correction that I would make would be that Child Abuse and Neglect allegations receive a full investigation and an assessment for services, whereas CINC/NAN cases receive an assessment for services but do not receive an investigative response, i.e. we do not interview alleged perpetrators because no abuse/neglect has been alleged.

My understanding of the initial response/workflow, from the DCF Policy Procedure Manual, for a case involving a child is below:

1) Report (Policy 1000/1200) -- This is the initial report from a concerned party, i.e. Law enforcement, school, citizen, etc. alleging a child to be in Need of Care, Non-abuse neglect (CINC/NAN), abuse, etc.
2) Preliminary Inquiry (Policy 1320 and 1321) - Preliminary inquiry is to determine if an allegation of abuse or neglect is known through a current or completed investigation.
3) Initial Assessment (Policy 1300, 1330) -- The Initial Assessment is to determine when there are reasonable grounds to believe abuse or neglect exists and immediate steps are needed to protect the health and welfare of the abused or neglected child. An Initial Assessment is made on all abuse/neglect and non-abuse/neglect reports received by the agency.
4) Further Assessment & Investigation (Policy 2000) -- Reports meeting criteria for further assessment are assigned with following criteria: Abuse/Neglect, Child In Need of Care/Non-Abuse/Neglect (CINC/NAN). This would include investigation/interview of suspected perpetrators, guardians/parents, etc. in the further investigation of a report that would move beyond the Initial Assessment.

Todd Fertig  
Public Information Officer  
Kansas Department for Children and Families  
785-368-6613
Please see the attached Open Records request. I have included the request in Word and PDF format, in addition to pasting the content of the request below. Please contact me with any concerns. Thank you.

DCF Public Information Officer
Kansas Department for Children and Families
Office of the Secretary
915 SW Harrison St, 6th floor,
Topeka, KS 66612-1354
Fax: 785-296-4685

KSNW-TV, Wichita Kansas, is requesting the following records, through the Kansas Open Records Act. We understand that a charge for providing access for inspection or copies of records may be applicable. Email delivery is preferred. Please contact Rachel Schrag Sommerfeld, at the contact information below, with any further questions.

Open Records Request:
I am requesting information regarding DCF responses to initial report calls and their follow up. In order to request this, it is first important that my understanding of the workflow is correct.

My understanding of the initial response/workflow, from the DCF Policy Procedure Manual, for a case involving a child is below:

1. Report (Policy 1000/1200) -- This is the initial report from a concerned party, i.e. Law enforcement, school, citizen, etc. alleging a child to be in Need of Care, Non-abuse neglect (CINC/NAN), abuse, etc.
2. Preliminary Inquiry (Policy 1320 and 1321) - Preliminary inquiry is to determine if an allegation of abuse or neglect is known through a current or completed investigation.
3. Initial Assessment (Policy 1300, 1330) -- The Initial Assessment is to determine when there are reasonable grounds to believe abuse or neglect exists and immediate steps are needed to protect the health and welfare of the abused or neglected child. An Initial Assessment is made on all abuse/neglect and non-abuse/neglect reports received by the agency.
4. Further Assessment & Investigation (Policy 2000) -- Reports meeting criteria for further assessment are assigned with following criteria: Abuse/Neglect, Child In Need of Care/Non-Abuse/Neglect (CINC/NAN). This would include investigation/interview of suspected perpetrators, guardians/parents, etc. in the further investigation of a report that would move beyond the Initial Assessment.

(If this understanding is incorrect, please contact me for an updated request.)

I am requesting documentation of the response times of each of these 4 steps for child cases in DCF for the past 5 years. I would like documentation of the average response times of each step. For example, when an initial report is made, what is the average response time for a preliminary inquiry (24 hours? 2 hours? 48 hours? Etc.); after that, what is the average response time for the initial assessment; and then what is the response time for determination if further investigation is needed? I would like a breakdown by each year, or if possible, month-to-month.

I understand that DCF has a report on its website regarding "Timely contact with victim/family member FY2015" located at the link below. In regards to this request, I am not interested in that specific report, and instead am looking for specific data regarding the amount of time it takes for DCF to take these steps. Link: http://www.dcf.ks.gov/services/PPS/Documents/FY2015DataReports/CPS/Timely Contact FY15.pdf

Also, please note, for the purposes of this request, I am not interested in abuse of adult reports.

Please let me know if there is more specific information you would like for this request or if you need any further clarification. Thank you.

Rachel Schrag Sommerfeld
Executive Producer
Newsroom: 316-292-1111