

# Portal FAQ's

What is the "secondary email" for? In our conversations with hospital staff, there was an indicated need for the system to "share" the notification with more than just the reporter. We would encourage the hospitals to consider developing internal systems to allow for broader communication if needed, and if that solution was a shared email notification, the "secondary email" would accommodate that. In the absence of a more general mailbox, this option supports a second email address for another team member.

What if there are multiples born? The CAPTA notification is specific to the individual child, so separate submissions will be required.

What if the toxicological testing is pending? Should there be incomplete or pending information at the time of the referral, there is an opportunity to resubmit the information and link it to the original notification by entering the "Reference Number", which is included for every submission and found at the top of the confirmation email.

Shouldn't every newborn's family have a Plan of Safe Care developed? Yes, we agree. Many of the components that are included in the POSC overlap with discharge plans that would be expected for any newborn. Newborn's that are substance exposed may present with elevated needs and the family may have stressors that would benefit from supports or services. Your role in setting these families up for success is paramount.

What if a CPS report is made and discharge is imminent? In an effort to expedite response, if a referral is submitted within 8 hours of a scheduled discharge, the reporter should follow up with a call to the Careline. During the call you can provide your reference number which will allow the Careline screener to recover your submission and process it timely, without the need for the reporter to repeat the information.

Why can't I advance to the next page? Progression through the portal is dependent on the completion and correct format for all required fields. Please review what you have entered.

How do I know that I am submitting a CPS Report (136)? Your answers to the questions regarding risk and safety factors for the newborn will dictate whether a CPS report is appropriate. If it is, after your completion of the CAPTA Notification information, you will be directed to the demographic page which continues into the CPS (Child Protective Services) report questions. You will receive separate confirmations upon proper submission for a CAPTA Notification and a CPS Report.

Speaking of the DCF 136, do I need to submit one after completing the portal? No, by submitting the referral online you have met your expectations for a Mandated Reporter.

On the CPS referral what does "What is the location of the child (newborn)?" referencing? This information is useful to the responding Regional Office upon acceptance of a referral to identify the location of the newborn within the hospital. Information regarding floor, department, etc., would be helpful.

What happens next? Upon completion of the CAPTA Notification, you will receive an email back with confirmation of your submission, including all the information you provided. Upon completion of a CPS Report, you will also receive a confirmation email and the Careline will review the information provided to make a determination if the concerns meet the statutory definition for the Department's involvement. If the referral is not accepted, you will receive a Mandated Reporter letter with that information, via the email that was provided. If the referral is accepted, you can expect a call from the DCF Regional Office assigned to the referral.

We recognize that there is a great opportunity to learn from our experiences with this process and plan on making appropriate modifications as we progress. Your patience and commitment is appreciated.