

Recording an Actuarial Risk Assessment



Knowledge Base Article

Recording an Actuarial Risk Assessment

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Recording an Actuarial Risk Assessment

Overview

This article describes the steps for recording an **Actuarial Risk Assessment** when child abuse and/or neglect has been alleged. The **Actuarial Risk Assessment** is a stand-alone tool used to determine a family's level of risk of future maltreatment. This is the same tool that is completed within the **Family Assessment**; it is being made available as an optional stand-alone tool to allow workers the flexibility to complete it prior to the Family Assessment, as needed, to help inform case decision-making and service provision. When completed prior to creation of the Family Assessment, the **Actuarial Risk Assessment** may be linked to populate information into the Family Assessment.

Note: The Actuarial Risk Assessment is not available in an Adoption Case, as it is not applicable for children in permanent custody.

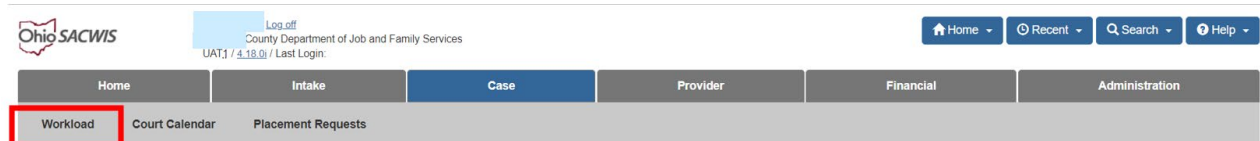
For more information, please see the **Actuarial Risk Assessment Comprehensive Field Guide** available here: [SACWIS Knowledge Base - Risk Assessment Comprehensive Field Guide \(jfskb.com\)](https://jfskb.com).

Navigating to the Case

1. From the Ohio SACWIS Home screen, click **Case**.



2. Click **Workload**.



3. Click the plus sign to expand the Case Workload screen.



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4. Click the **Case ID** hyperlink.

A list of cases with a minus sign icon and '(8 cases)' at the top. Two entries are visible, each with a plus sign icon and a Case ID hyperlink highlighted in red. The entries are: '- Open 11/29/2021 - Alternative Response Assessment' and '- Open 12/15/2021 - Alternative Response Assessment'.

The **Case Overview** page displays.

Recording an Actuarial Risk Assessment

1. Click the **Actuarial Risk Assessment** link in the navigation menu.

The Case Overview page for 'Assess/Invest' (Case Name/ID: Doe, Janie). The navigation menu on the left has 'Actuarial Risk Assessment' highlighted with a red box. The main content area shows case details and a 'Case Actions' section with a warning: 'One or more active case member(s) is missing demographic information: race, ethnicity, gender, DOB'.

The **Actuarial Risk Assessment** page displays.

2. Click the **Add Actuarial Risk Assessment** button.

The Actuarial Risk Assessment page for 'Ongoing' (Case Name/ID: Open (12/08/2021)). The navigation menu on the left has 'Actuarial Risk Assessment' highlighted with a green box. The main content area shows filter criteria and a 'Sort Results By' dropdown set to 'Completion Date (Descending)'. The 'Add Actuarial Risk Assessment' button is highlighted with a red box.

Recording an Actuarial Risk Assessment

The **Identifying Information** tab screen displays.

Linking an Intake to the Actuarial Risk Assessment

Important: The **Actuarial Risk Assessment** is completed in response to a screened in report of child abuse and/or neglect. Upon linking the Intake(s), some **Risk Scores** will be populated based on the linked Intake Type(s), which is detailed in the **Recording Risk Scores** section of this article.

1. Click **Link Intake**.

Case / Workload / Actuarial Risk Assessment

CASE NAME / ID: Charlesworth-Dewitt, Janey Hacksaw / 000000000	ACTUARIAL RISK ASSESSMENT ID: 000000000	STATUS: In Progress
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Identifying Information Risk Scores Policy Override

Intake Information

There are no Intake(s) linked to this Risk Assessment.

Link Intake

Family Information

Children in the Home

There are no children listed in this Risk Assessment.

Add Child

Caretakers in the Home

Participant:
Primary Caretaker: Lastname Firstname Adult 1

Participant:
Secondary Caretaker: Lastname Firstname Adult 2

Status: * Draft **Apply** **Save** Cancel

The **Available Intake(s)** grid displays, showing all Screened In and Screened In AR CAN and FINS Stranger Danger Intakes for the current case episode that have not already been linked.

2. Select one or more **Intakes** by checking the box(es).
3. Click **Save**.

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Case / Workload / Actuarial Risk Assessment

CASE NAME / ID: Charlesworth-Dewitt, Janey Hacksaw / 00000000	SAFETY ASSESSMENT ID: 00000000	STATUS: In Progress
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Available Intake(s)

<input type="checkbox"/>	Intake ID	Decision Date / Time	Intake Category	Intake Type(s)	Agency
<input type="checkbox"/>	00000000	MM/DD/YYYY 00:00 PM	CA/N Report	Physical Abuse	Franklin County Children Services Board
<input type="checkbox"/>	00000001	MM/DD/YYYY 00:00 PM	CA/N Report	Physical Abuse	Franklin County Children Services Board
<input type="checkbox"/>	00000002	MM/DD/YYYY 00:00 PM	CA/N Report	Physical Abuse	Franklin County Children Services Board

The system returns to the **Identifying Information** tab screen, displaying the selected **Intake Information**.

Adding Family Information

Note: Upon creating the **Actuarial Risk Assessment**, the system will automatically populate the **Child Participants** from the most recent **Safety Assessment** created since case opening, if any exists, into the **Child Participants** grid in the **Actuarial Risk Assessment**. Participants may be added or removed manually as needed by following the steps below.

1. Click **Add Child**.

Case / Workload / Actuarial Risk Assessment

CASE NAME / ID:	ACTUARIAL RISK ASSESSMENT ID:	STATUS: Draft
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✔ Your data has been saved. ✕

Intake Information

Intake ID	Decision Date / Time	Intake Category	Intake Type(s)	Agency
	11/29/2021 11:15 AM	CA/N Report	Physical Abuse	County Department of Job and Family Services

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Family Information

Children in the family

Add Child

The **Available Participant(s)** grid displays, showing all **Active Case Members** under age 22.

2. Select the **Participant(s)** by checking the box(es) for each.
3. Click **Save**.

Case / Workload / Actuarial Risk Assessment

CASE NAME / ID: **Bear, Mama** ACTUARIAL RISK ASSESSMENT ID: STATUS: **Draft**

Your data has been saved.

Available Participant(s)

Result(s) 1 to 2 of 2 / Page 1 of 1

<input type="checkbox"/>	Name	DOB	Age	Gender
<input type="checkbox"/>	Bear, Junior	09/09/2018	3	Male
<input type="checkbox"/>	Bear, Baby	09/09/2021	0	Female

Save Cancel

The system returns to the **Identifying Information** tab screen with the selected **Child(ren) Participants** shown in the **Family Information** grid.

Note: If any Child Participant has been added in error, click the delete icon to remove them from the list.

Note: If a **Primary Caretaker** and/or **Secondary Caretaker** has already been entered on the **Case Detail** tab within **View Case Information**, the **Primary Caretaker** and **Secondary Caretaker** dropdowns will be populated with these previously selected Case Member(s) upon creation of the **Actuarial Risk Assessment**; these may be edited if needed.

Important: The **Primary Caretaker** is the adult (typically the parent) living in the household who has legal responsibility for the children. When two adult caregivers are present and both have legal responsibility, select the one who provides the majority of childcare. When two caregivers are present and only one has legal responsibility, select the one who is legally responsible for the children (even if they do not assume the most responsibility for

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childcare). If this rule does not resolve the question, select the legally responsible adult who is an Alleged Perpetrator in the current report.

The **Secondary Caretaker** is defined as an adult living in the household who has routine responsibility for childcare, but less than the Primary Caretaker. A paramour residing in the home may be a **Secondary Caretaker** even if he/she has minimal responsibility for care of the child(ren).

4. Select the **Primary Caretaker** from the drop-down menu.
5. Select the **Secondary Caretaker**, if applicable, from the drop-down menu.

Important: The selected **Primary Caretaker** and **Secondary Caretaker** (if any) will be saved to the **Case Detail** tab within **View Case Information** upon Completion of the **Actuarial Risk Assessment**.

6. Click the **Risk Scores** tab.

Identifying Information **Risk Scores** Policy Override

Intake Information

Intake ID	Decision Date / Time	Intake Category	Intake Type(s)	Agency
	02/01/2022 01:30 PM	CA/N Report	Neglect	County Department of Job and Family Services

Link Intake

Family Information

Children in the family

Bear_Junior Male Age 3, DOB 09/09/2018

Bear_Baby Female Age 0, DOB 09/09/2021

Add Child

Parents/Custodians/Guardians/Caretakers and/or Other Adults in the Home

Primary Caretaker: Participant: [Dropdown Menu]

Secondary Caretaker: Participant: [Dropdown Menu]

Status: * Draft [Apply] [Save] [Cancel]

Recording an Actuarial Risk Assessment

All data is saved and the **Risk Scores** tab screen displays.

Recording Risk Scores

Note: Some of the Risk Score questions are automatically completed by the system, but may be edited by the user as needed:

- N1 will be answered **Yes** if any linked Intake has the type of Neglect and/or Medical Neglect; otherwise it will be **No**.
- N2 will be answered based on the number of CA/N and FINS-Stranger Danger Intakes in the Case that have an AI Completion Date.
- N5 will be answered based on the age of the Primary Caregiver selected on the previous screen.
- A1 will be answered **Yes** if any linked Intake has a type of Physical Abuse, Physical Abuse – Shaken Baby, and/or Emotional Maltreatment; otherwise it will be **No**.
- A2 will be answered based on the number and type(s) of CA/N and FINS-Stranger Danger Intakes in the Case that have an AI Completion Date.

All other Risk Scores will default to **Not Answered** and require a different response for completion.

1. Answer each **Risk Score** question by selecting the appropriate radio button.
2. Click **Calculate**.

Recording an Actuarial Risk Assessment

Case / Workload / Actuarial Risk Assessment

CASE NAME / ID:
Charlesworth-Dewitt, Janey Hacksaw / 000000000

ACTUARIAL RISK ASSESSMENT ID:
000000000

STATUS:
In Progress

Identifying Information

Risk Scores

Policy Override

Family Risk Assessment of Abuse / Neglect

[Field Guides](#)

Neglect

N1. Current report is for neglect.

- Not Answered
- No
- Yes

N2. Number of prior reports

- Not Answered
- None
- One or two
- Three or more

N3. Number of children in the home.

- Not Answered
- Two or fewer
- Three or more

N4. Number of adults in home at time of report.

- Not Answered
- Two or more
- One / none

N5. Age of primary caregiver.

- Not Answered
- 28 or older
- 27 or younger

Recording an Actuarial Risk Assessment

<p>N6. Characteristics of either caregiver</p>	<p><input checked="" type="radio"/> Not Answered</p> <p><input type="radio"/> Not applicable</p> <p><input type="radio"/> Parenting skills are major problem</p> <p><input type="radio"/> Mental health issue (self-esteem, withdrawn, hopeless, MH evaluation, treatment referral)</p> <p><input type="radio"/> Parenting skills are major problem and Mental health issue (self-esteem, withdrawn, hopeless, MH evaluation, treatment referral)</p>
<p>N7. Either caregiver involved in harmful relationships.</p>	<p><input checked="" type="radio"/> Not Answered</p> <p><input type="radio"/> No</p> <p><input type="radio"/> Yes, some problems but no history of domestic violence</p> <p><input type="radio"/> Yes, major domestic conflict and/or domestic violence</p>
<p>N8. Either caregiver has a current substance abuse problem.</p>	<p><input checked="" type="radio"/> Not Answered</p> <p><input type="radio"/> No</p> <p><input type="radio"/> Yes, alcohol or drug, either caregiver</p>
<p>N9. Household is experiencing severe financial difficulty.</p>	<p><input checked="" type="radio"/> Not Answered</p> <p><input type="radio"/> No</p> <p><input type="radio"/> Yes</p>
<p>N10. Primary caregiver's motivation to improve parenting skills.</p>	<p><input checked="" type="radio"/> Not Answered</p> <p><input type="radio"/> No</p> <p><input type="radio"/> Yes</p>
<p>N11. Caregiver(s) response to investigation and seriousness of complaint.</p>	<p><input checked="" type="radio"/> Not Answered</p> <p><input type="radio"/> Attitude consistent with seriousness of allegation and complied satisfactorily</p> <p><input type="radio"/> Attitude not consistent with seriousness of allegation (minimizes)</p> <p><input type="radio"/> Failed to comply satisfactorily</p> <p><input type="radio"/> Both Attitude not consistent with seriousness of allegation (minimizes) and Failed to comply satisfactorily</p>

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Abuse	
A1. Current report is for physical or emotional abuse.	<input type="radio"/> Not Answered <input checked="" type="radio"/> No <input type="radio"/> Yes
A2. Prior abuse reports.	<input type="radio"/> Not Answered <input checked="" type="radio"/> None <input type="radio"/> Physical or sexual abuse report(s) <input type="radio"/> Emotional abuse report(s) <input type="radio"/> Both Physical or sexual abuse report(s) and Emotional abuse report(s)
A3. Prior CPS service history.	<input checked="" type="radio"/> Not Answered <input type="radio"/> No <input type="radio"/> Yes
A4. Number of children in the home.	<input checked="" type="radio"/> Not Answered <input type="radio"/> One <input type="radio"/> Two or more
A5. Either caregiver abused as a child.	<input checked="" type="radio"/> Not Answered <input type="radio"/> No
A6. Secondary caregiver has a current substance abuse problem.	<input checked="" type="radio"/> Not Answered <input type="radio"/> No, or no secondary caregiver <input type="radio"/> Alcohol abuse problem <input type="radio"/> Drug abuse problem <input type="radio"/> Both alcohol and drug abuse problem
A7. Either caregiver has a history of domestic violence.	<input checked="" type="radio"/> Not Answered <input type="radio"/> No <input type="radio"/> Yes
A8. Either caregiver has major parenting skills problem (uses excessive discipline, over-controlling, parenting skills).	<input checked="" type="radio"/> Not Answered <input type="radio"/> No <input type="radio"/> Yes
A9. Child in the home has special needs or history of delinquency.	<input checked="" type="radio"/> Not Answered <input type="radio"/> No <input type="radio"/> Special needs <input type="radio"/> History of delinquency <input type="radio"/> Both special needs and history of delinquency

Calculate

Status: *

Recording an Actuarial Risk Assessment

The **Policy Override** tab screen displays, showing the calculated **Neglect Score**, **Abuse Score**, and **Actual Risk Level** derived from the responses on the **Risk Scores** page.

Determining the Final Risk Level

1. Select the checkbox(es) to answer the question, **Does a Policy Override exist?**
 - Review and select all applicable reasons for a **Policy Override** from the list, OR
 - Select **No** if none of the listed reasons apply.

The **Final Risk Level** displays.

2. If one or more reasons was selected, enter narrative in the **Describe Reasons for any Mandatory Policy Override** text field,
3. In the **Status** dropdown, select **Completed**.
4. Click **Save**.

Note: Once the status is updated to **Completed** and saved, the **Actuarial Risk Assessment** cannot be edited.

Case / Workload / Actuarial Risk Assessment

CASE NAME / ID: Bear, Mama	ACTUARIAL RISK ASSESSMENT ID: [REDACTED]	STATUS: Completed
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Identifying Information Risk Scores **Policy Override**

Policy Override

Actual Risk Level Summary

Neglect Score:	Intensive
Abuse Score:	Intensive
<hr/>	
Actual Risk Level:	Intensive

Recording an Actuarial Risk Assessment

Policy Override to Intensive Risk Level

Does a Policy Override exist?

No OR Select all that apply below:

- An in-home or out-of-home safety plan is still active
- A non-accidental physical injury to any age child requiring medical treatment
- Death (previous or current) of a caregiver's child or any other child in their care as a result of abuse or neglect
- Sexual abuse cases where the alleged perpetrator is likely to have immediate access to the child victim
- Cases with non-accidental physical injury to an infant
- Positive toxicology screen of child at birth

Describe Reasons for any Mandatory Policy Override: [\(expand full screen\)](#)

Final Risk Level: **Intensive**

Status: *

Creating a Family Assessment with an Actuarial Risk Assessment

Note: If an **Actuarial Risk Assessment** has been completed in the case prior to creation of the **Family Assessment**, the worker has the option of pulling the **Actuarial Risk Assessment** data forward into the **Family Assessment** tool by following the steps below.

1. From the Case Overview screen, click **Family Assessment** in the navigation pane.

The screenshot shows the Case Overview screen. On the left is a navigation pane with the following items: Case Overview (highlighted), Activity Log, Attorney Communication, Intake List, Safety Assessment, Substance Abuse Screening, Forms/Notices, Category/Pathway Switch, Safety Plan, Actuarial Risk Assessment, and Family Assessment (highlighted with a red box). The main content area displays case information: CASE NAME / ID: *Alternative Response Assessment*, **Bear, Mama** (highlighted), Open (02/01/2022). ADDRESS: (with a location pin icon), CONTACT: (empty). AGENCY: *County Department of Job and Family Services*. PRIMARY WORKER: *Assign Primary Worker*, SUPERVISOR(S): (empty).

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The **Family Assessment** list page displays.

2. Click **Add AR Family Assessment** or **Add Family Assessment** (depending on case category).

The screenshot shows the 'Family Assessment' list page. On the left is a sidebar with navigation options: Case Overview, Activity Log, Attorney Communication, Intake List, Safety Assessment, Substance Abuse Screening, Forms/Notices, Category/Pathway Switch, Safety Plan, Actuarial Risk Assessment, **Family Assessment** (highlighted), Ongoing Case A/I, and Specialized A/I Tool. Below this are more options: Law Enforcement, Justification/Waiver, Case Services, Legal Actions, Legal Custody/Status, Living Arrangement, Initial Removal, Placement Request, Placement/ICCA, Residential Treatment Information, and Independent Living.

The main content area has a header: CASE NAME / ID: **Bear, Mama** and **Alternative Response Assessment** Open (02/01/2022). Below this is a 'Family Assessment Filter Criteria' section with 'From Date' and 'To Date' fields, and a 'Sort Results By' dropdown set to 'Approval Date (Descending)'. There are 'Filter' and 'Clear Form' buttons.

The 'Family Assessment' table has columns: Family Assessment ID, Status, Approval Date, Final Case Decision, and Agency. The table currently shows 'No Results Returned.' Below the table is a red-bordered button labeled 'Add AR Family Assessment'.

If there is at least one **Actuarial Risk Assessment** completed within the case episode, the **Available Actuarial Risk Assessment(s) to Create the Family Assessment** selection screen displays.

Note: If no **Actuarial Risk Assessment** has been completed within the case episode, the **Participants** tab displays.

3. Click **select** beside the Actuarial Risk Assessment to be pulled forward.

The screenshot shows the 'Available Actuarial Risk Assessment(s) to Create the family Assessment' selection screen. At the top, it displays Case ID, Case Name (Bear, Mama), Family Assessment ID, and Family Assessment Status (In Progress). Below this is a table with columns: Completion Date, ARA ID, Intake ID, and Risk Level. The first row has a 'select' button highlighted with a red box. Below the table is a button labeled 'Continue With No Actuarial Risk Assessment'.

OR

4. Click **Continue with no Actuarial Risk Assessment** to proceed without linking the Actuarial Risk Assessment and without pulling any of its data forward to the Family Assessment.

Recording an Actuarial Risk Assessment

Case ID: [redacted] Family Assessment ID: [redacted]
 Case Name: Bear, Mama Family Assessment Status: In Progress

Available Actuarial Risk Assessment(s) to Create the family Assessment

Completion Date	ARA ID	Intake ID	Risk Level
select 03/02/2022	[redacted]	[redacted]	INTENSIVE

[Continue With No Actuarial Risk Assessment](#)

Note: The **Completion Date** and the Intake(s) linked to the **Actuarial Risk Assessment** are displayed to assist in selecting the record that best corresponds to the Intake(s) for which the **Family Assessment** is being completed, if any.

The **Participants** tab screen displays.

5. Complete the **Participants** tab screen.
6. Click the **Safety Review** tab.

Case > Workload > Family Assessment

Participants | **Safety Review** | Strengths & Needs | Risk Assessment | Substance Use | Case Analysis

Case ID: [redacted] Family Assessment ID: [redacted]
 Case Name: Bear, Mama Family Assessment Status: In Progress

Participant Information

Intake Information

Intake ID	Decision Date / Time	Intake Category	Intake Type(s)	Safety Assessment ID	Safety Response	Agency	Case Disposition
[redacted]	02/01/2022 01:30 PM	CAN Report	Neglect			County Department of Job and Family Services	delete

[Link Intake](#)

Children in the Family

Name	Role	DOB	Age	Gender
Bear_Junior		09/09/2018	3	Male
Bear_Baby		09/09/2021	0	Female

[Add Child](#) [Add/Change Roles](#)

Adults in the Family

Caregiver	Name	Role	DOB	Age	Gender
No Results Returned.					

[Add Adult](#) [Relationships](#)

[Apply](#) [Save](#) [Cancel](#)

The **Safety Review** tab screen appears.

7. Complete the screen.
8. Click the **Strengths & Needs** tab.

Recording an Actuarial Risk Assessment

Case > Workload > Family Assessment

Participants | **Safety Review** | **Strengths & Needs** | Risk Assessment | Substance Use | Case Analysis

Safety Review | Child Harm

Case ID: [Redacted] Family Assessment ID: [Redacted]
Case Name: Bear, Mama Family Assessment Status: In Progress

Safety Review Details

Select and Complete the Appropriate Case Circumstance: [Dropdown]

Safety Response Review

None Selected
 Maintain
 Create
 Modify
 Discontinue Date: [Date Picker]
 Previously Discontinued

Apply Save Cancel

The **Strengths & Needs** tab screen appears.

9. Complete the screen.

10. Click, the **Risk Assessment** tab.

Case > Workload > Family Assessment

Participants | Safety Review | **Strengths & Needs** | **Risk Assessment** | Substance Use | Case Analysis

Child Functioning | Adult Functioning | Family Functioning | Historical Functioning

Case ID: [Redacted] Family Assessment ID: [Redacted]
Case Name: Bear, Mama Family Assessment Status: In Progress

Child Functioning

	Child	DOB	Age	Self Protection	Physical / Cognitive / Social Development	Emotional / Behavioral Functioning
cd	Bear, Junior	09/09/2018	3			
cd	Bear, Baby	09/09/2021	0			

Write a rationale for each child that supports the ratings in Child Functioning. Describe the impact other household members not included in this assessment have on each child. Discuss how the individual elements impact one another. Describe any strengths each child may have in relation to the assessment elements.
(expand full screen)

Spell Check Clear 10000

Apply Save Cancel

The **Risk Assessment** tab screen displays.

Note: If an Actuarial Risk Assessment was selected upon creation of the Family Assessment, the **Selected Actuarial Risk Assessment** section displays at the top of the Risk Assessment tab, showing the Linked Intakes associated with the Actuarial Risk Assessment, the Neglect and Abuse Scores, and the Final Risk Level from the Actuarial Risk Assessment.

Recording an Actuarial Risk Assessment


The Risk Scores from the Linked Actuarial Risk Assessment will be pulled forward into the Family Assessment.

If no Actuarial Risk Assessment was selected upon creation of the Family Assessment, that section will not display, and user will manually enter the Risk Score responses.

Important: All **Risk Scores** should be reviewed and updated as needed based on the current information available.

11. Update **Risk Scores**, as needed, by selecting the correct radio button response.

12. Click **Calculate**.

Participants	Safety Review	Strengths & Needs	Risk Assessment	Substance Use	Case Analysis
Risk Scores Policy Override					
Case ID:	000000000	Family Assessment ID:	000000000		
Case Name:	Lastname, Firstname	Family Assessment Status:	In-Progress		
Selected Actuarial Risk Assessment					
Linked Actuarial Risk Assessment ID: 000000000					
Linked Intakes: 0000000000, 0000000000, 0000000000					
 Linked Actuarial Risk Assessment and Linked Intakes do not match please review risk scores.					
Neglect Score: MEDIUM					
Abuse Score: MEDIUM					
Final Risk Level: MODERATE					

Recording an Actuarial Risk Assessment

Family Risk Assessment of Abuse / Neglect

Neglect

N1. Current report is for neglect. Not Answered
 No
 Yes

N2. Number of prior reports Not Answered
 None
 One or two
 Three or more

N3. Number of children in the home. Not Answered
 Two or fewer
 Three or more

N4. Number of adults in home at time of report. Not Answered
 Two or more
 One / none

N5. Age of primary caregiver. Not Answered
 28 or older
 27 or younger

N6. Characteristics of either caregiver Not Answered
 Not applicable
 Parenting skills are major problem
 Mental health issue (self-esteem, withdrawn, hopeless, MH evaluation, treatment referral)
 Parenting skills are major problem and Mental health issue (self-esteem, withdrawn, hopeless, MH evaluation, treatment referral)

A8. Either caregiver has major parenting skills problem (uses excessive discipline, over-controlling, parenting skills). Not Answered
 No
 Yes

A9. Child in the home has special needs or history of delinquency. Not Answered
 No
 Special needs
 History of delinquency
 Both special needs and history of delinquency

Calculate

Recording an Actuarial Risk Assessment

The **Policy Override** screen displays. Complete the remaining Family Assessment information as usual.

If you need additional information or assistance, please contact the Bureau of Children Services Operational Support's [Customer Care Center](#).