

Investigation Case Notes

Supervisor: Barb White
 Social Worker: Ben Thomas

T/C = telephone call O/V = office visit H/V = home visit C/C = collateral contact

| Date of Contact | Type of Contact | Investigation Case Notes |
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| 10/28/13 | ----- | Case assigned to this worker for investigation. |
| 10/29/13 | H/V | <p>This worker visited Marsha Taylor’s home at 123 Maple Drive. Ms. Taylor and daughter, Cara, were at home and Claire was at school. When I arrived, I saw Cara crawling around outside in the front yard, barefoot and wearing only pajama bottoms. Her hair was uncombed, her face and hands were dirty. The front yard is not completely fenced and there is no gate. Feral cats were foraging through trash and scattered as I walked up to the open front entrance to the home. Ms. Taylor came out to greet me. She appeared nervous and quickly picked Cara up and brought her inside. Once inside, I asked Ms. Taylor if Cara often plays outside alone. Ms. Taylor replied “no” and immediately asked me if the next door neighbor called her in. The toddler did not speak clearly. She was squirmy and made several attempts to get away from mom. The home was in disarray. I saw dishes piled in the sink and more dishes on the counter. Trash was piled in a corner and there were ants on the floor. I shared the allegations in the report with Ms. Taylor. She sat down and stood up several times while talking with me. I asked her about drug use and she laughed saying “I don’t do drugs.” I asked mom if she would be willing to submit to a UA and she responded, “Sure, I don’t have anything to hide.” I asked Ms. Taylor to go to the Department later today for a UA and she agreed. I asked Ms. Taylor if she has anyone to help her with childcare. Ms. Taylor replied “I don’t need to leave my girls with anyone. Claire is very responsible for her age. I don’t leave my girls alone, but when I do Claire can handle it.” Ms. Taylor said on one occasion she left the girls for longer than she had planned and Claire took it upon herself to go to the neighbors because she thought she heard noises or something. She still doesn’t know why Claire just didn’t stay home like usual. Ms. Taylor asked me if I had any idea how hard it is to raise two girls with no support from their dad and family. She asked me what the legal age was for leaving kids alone. I let mom know that we could talk more about finding family or others to help her with child care. Ms. Taylor shared that she has a sister that’ll help her. Her sister has her own family so she only calls when she really needs help. I asked mom if I might be able to meet her and she said yes. Ms. Taylor voiced anger about the report. She said</p> |

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| | | <p>it overwhelms her being a single parent with no support from family or the girls' dad. Mom asked if I could provide help. Ms. Taylor stated that she kicked Adam out of the house shortly after Cara was born. Mom asked me not to be in touch with father and said it would be more trouble for her. I asked mom again about drug use. She said, "I am no drug addict."</p> <p>I asked Ms. Taylor if the girls have a doctor and she stated that she takes them to the Clinic for shots but hasn't been able to find their immunization cards. Recently the school sent a note home asking if they could re-immunize Claire since there was no record of her having a needed booster shot. I asked if Cara walks and Ms. Taylor said she tries to walk holding onto furniture, but prefers to crawl. I observed Cara picking small toys up from the floor and having some difficulty in transferring them from one hand to the other.</p> <p>Ms. Taylor stated several times that she needed help and family was not there to support her. Mom said, "It's a shame to have family close by and not get help." She stated she does not receive EBT monies and has little food. Mom did go to apply for TANF but did not follow through with required documentation. She opened her refrigerator to show me she had a quart of milk, a six pack of beer, a bag of carrots, half loaf of bread and Kool-Aid drinks.</p> <p>I asked what time Claire gets home from school and Ms. Taylor said she rides the bus and usually gets home at about 3:45 p.m. Ms. Taylor displayed nervous affect throughout the interview, she laughed, cried, and asked for help several times. She said her girls love her and she just needs some help.</p> |
| 10/29/13 | T/C | <p>Phone call with school counselor regarding Claire. Counselor is familiar with Claire. She stated Claire has a history of unexcused absences and is often tardy. There are some hygiene issues. Staff have observed her asking other kids for their milk and unwanted food. Claire is a below-average student. Teacher has shared that she doesn't turn in homework, falls asleep in class and typically hangs out alone on the playground during recess.</p> |
| 10/29/13 | T/C | <p>Extensive telephone call with Adam Davis, dad. Informed him about the CA/N report and our investigation. Conducted basic psychosocial assessment, gathered historical information. Mr. Davis was dismayed to hear the news about the report. He indicated that he recently became re-employed and had not been able to provide child support for his girls for a while. He said he prefers not to be in contact with Marsha because they just don't see eye to eye. He indicated that when they were together she would often go off with friends for days at a time, and he would have no idea when she was coming back so he would have to stay home from work to care for the girls. He said she was irresponsible and whenever he tried to confront her about it she</p> |

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| | | <p>would get hysterical and they would have loud arguments. Inquired about DV history but he denied, saying he was raised to never raise a hand to a woman and would never treat the mother of his children that way. He would typically just leave when she got angry. He stated that he would like to see his girls. He and Marsha never married and there is no established visitation plan. Once he moved out of the county it became close to impossible to maintain visits as Marsha made it really difficult for him. At one point in the past, Marsha called the police on him accusing him of threatening her. He stays away because he fears she will have a restraining order put on him and that could affect his job and prevent him from ever seeing the girls. He now lives with his parents and he thinks his family could be a good support system for the girls. He would like to be involved in whatever plan the agency has for the girls. Informed him that we are still completing our investigation and that we would be back in touch soon when the case was transferred to the ongoing case manager.</p> |
| 10/30/13 | H/V | <p>Visited with Claire at her home after school. Mom, Cara, and maternal aunt, Doris Wilson, were home. I noticed trash had been picked up from the yard and dishes were washed. Dirty clothing and assorted household items were still strewn all over the open kitchen/living room area. I spoke with Claire in the room she shares with her sister. Clothing was everywhere and there were no sheets on the twin bed she shares with her sister. Claire stated she tries her best to help her mom. She says mom doesn't get up in the morning and she makes sure her sister gets cereal before Claire rides the bus to school. Claire says sometimes Mom's friends come over at night and it is hard to sleep. She said one time her mom went somewhere with friends and when she got scared she went to the neighbor's house to see if they could stay with her until mom came home. I asked if they spent the night and Claire did not answer. I asked her if there were other times she felt scared. She didn't answer. Claire said that she likes to spend time with her Aunt.</p> <p>I spoke with Aunt Doris. She said that she tries to help her sister and loves the girls. She has her own family but does what she can. When I asked if she could help with child care for mom she immediately said she would be there for the girls because she didn't want them taken away.</p> |
| 10/30/13 | T/C | <p>Spoke with neighbor, Mona Harris. Ms. Harris said she feels sorry for the girls and sees the toddler outside alone. She is cute but always looks dirty. She admitted calling because she is concerned about the toddler being outside alone and it seems to be happening more. Ms. Harris said one time the children came over and the older one said she was scared. She asked if she could spend the night. Ms. Harris said, "I gave them my couch until early in the morning when mom came for them." She said</p> |

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| | | that "Mom's behavior is questionable. I think she is on meth or some other drug." Ms. Harris stated she can tell when it is 9 p.m. each day because people start driving up to the home and don't leave until after midnight. Ms. Harris said some of the people that come to the house are known in the neighborhood for drugs. Ms. Harris confirmed that Claire has come by her house now and again asking for food or milk for her and her sister. |
| 10/31/13 | T/C | Spoke with Clinic and received information that all well-child exams are up to date. The last exam revealed that Claire needs dental follow-up. Clinic also recommended follow-up and made referral for Cara to be assessed for developmental delays. The Clinic had no record of mom keeping the scheduled appointment. |
| 10/31/13 | Supervisor Staffing | Reviewed case with supervisor. Worker completed safety assessment and noted lack of appropriate supervision for children, lack of food, and generally unsafe environment. Risk assessment completed with moderate risk noted due to younger child's age, mom's potential substance use/abuse, inability to follow thru to obtain TANF/food stamps and her lack of follow-up to obtain screenings for developmental delays for toddler. Substantiate neglect. Talk with mom about opening case for services. Worker drafted a safety plan to review with the mom. A Family Team Meeting was scheduled and worker will let mom know that case will be transferred to an in-home service worker that will provide support for her and family. Ongoing caseworker should follow up with dad to see if he can provide additional support. Because it is a voluntary case, mom will have to agree to his involvement, so this will need to be explored. |
| 11/1/13 | H/V | Met with Ms. Taylor at her home. Claire in school. Cara was with her Aunt Doris. Ms. Taylor continues to make progress on the home. Told Ms. Taylor we wanted to open a case to provide services. Reviewed the safety plan with Ms. Taylor. She promised to not leave the children alone and to keep the home safe. Talked about the Family Team Meeting. Ms. Taylor agreed to attend. She would talk with her sister about coming. |

In-Home Case Notes

In-Home Supervisor: Neil Campbell

In-Home Social Worker: Kerry Diaz

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| 11/1/13 | Transfer Staffing | Investigation worker, Ben Thomas, Investigation supervisor, Barb White, in-home worker Kerry Diaz, and in-home supervisor Neil Campbell attending. Reviewed the case for transfer to in-home services. Ben Thomas completed an initial safety assessment with an unsafe result due to lack of appropriate supervision, lack of food, and generally unsafe environment. Risk assessment also completed with moderate risk finding. Safety plan established with mother that documents mom will clean home and supervise the girls. Signed copy in file. Mom made satisfactory efforts to clean the home and expressed her desire for assistance. Safety assessment reflects her efforts. A maternal aunt is willing to provide support for the girls. It is recommended that in-home worker continue to closely monitor the home environment to ensure the children's safety and mother's compliance with safety plan. Mom denied drug use. Worker is unsure about substance use and Mom agreed to submit to random UAs. She was a "no show" for first scheduled UA stating she was busy cleaning up the home. Investigation worker was in touch with dad by phone since he lives in another county. He doesn't visit the girls. Worker shared safety plan with Dad. Mom does not want dad involved. Supervisor agreed that further contact with dad is not necessary since Mom is compliant with safety plan and is asking for assistance. Case assigned to in-home worker and supervisor and will be open for standard six month period. Investigation worker and in-home worker will conduct joint visit to mother's home. Will proceed with Family Team Meeting on 11/14/13. |
| 11/4/13 | H/V | Investigation worker, Ben Thomas, and Kerry Diaz, in-home worker, made home visit to Taylor's home. Ms. Taylor and Cara were at home and we observed Mom's continuing positive efforts to clean the home environment. In-home worker brought a box of food from local food pantry. Claire was at school. In-home worker confirmed the date for Family Team Meeting and mom stated she plans to attend and bring her sister. The in-home worker will assist Mom with accessing TANF resources; making an appointment for Cara to be assessed for developmental challenges; making appointments for Claire to be seen by dentist; and making referral for parent support services to address household management and parenting. Mom asked when she'd have to go for UA. In-home worker asked her to go before end of day. |
| 11/4/13 | T/C | Worker called to verify that Mom went for UA. UA was negative. |

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| 11/6/13 | H/V | Made a home visit after school and visited with Claire alone. Claire showed worker the bedroom she shares with sister, Cara. The girls share a small bed. Claire stated she helped Mom pick up clothes and toys and they put sheets on the bed. Claire shared that she helps to take care of her sister. Claire stated Mom's friends have not come by in a while. Worker asked Claire if she felt safe. Claire shrugged her shoulders and said "I don't know." Worker told Claire it was her job to keep her safe so if she ever didn't feel safe, she should let her know. Claire shook her head "yes." Mom told worker the school wants to meet with her on 11/8/13. Worker offered to attend parent/teacher conference with mom and she agreed. Worker shared that Mom has appointment for TANF on 11/18/13, and offered transportation if needed. Worker will be making arrangements for Parent Support Services to begin as quickly as possible. |
| 11/7/13 | C/C | Worker referred Taylor family for Parent Support Services and first visit scheduled for 11/18/13. |
| 11/8/13 | C/C | Worker attended school parent/teacher conference. Mom was a no-show. Teacher shared concerns about homework, Claire's past inability to focus on schoolwork, and the unexcused absences/tardiness. Teacher will be providing a weekly report of Claire's progress in an effort to improve her performance. Teacher shared that Claire is sharp and just needs structure and support at home. |
| 11/8/13 | T/C | Called Mom. She said that she had no one to watch Cara so she couldn't go to the meeting at the school. I told her what was discussed. Mom said that she would be looking for the weekly reports and will make sure Claire gets to school on time. |
| 11/13/13 | T/C | Ms. Harris, neighbor, called supervisor to report concerns that things have not changed for the family. Cara was seen playing outside alone again with no adult supervision. Ms. Harris was curious about the status of the case. Informed her that the agency is working with the family but cannot provide additional information due to confidentiality. Thanked her for reporting concerns. |
| 11/13/13 | Staffing | Supervisor staffing; informed worker about Ms. Harris's call and concerns. Supervisor requested that safety plan be revised to ensure that someone is monitoring the family more closely. Worker advised him that this can be discussed during FTM on 11/14. |
| 11/14/13 | O/V | Family Team Meeting held today. Mom, maternal aunt, investigation worker, in-home worker and in-home supervisor attended. Reviewed and revised the safety plan. Case plan was developed and signed. Mom agreed to: (1) random UAs, and substance abuse assessment if positive UAs; (2) Mom will follow up on developmental assessment and services for Cara; (3) Mom will participate in Parent Support Services for household management and parenting; (4) Mom will work with school to improve Claire's school performance and |

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|-----------------|-----------------|--|
| | | attendance; (5) Mom will follow up with TANF; and (6) Mom will obtain dental care for Claire. |
| 11/18/13 | H/V | Worker transported Mom and Cara to TANF appointment and family should begin receiving assistance in the next week. Worker took Mom to food pantry for groceries. Worker took Mom to clothing bank to look for school uniforms (polo shirts, khaki pants) for Claire. Parent support specialist scheduled to come later today. |
| 11/19/13 | T/C | Worker called Mom to share that appointment for Cara's developmental assessment will be on 11/21/13, at 9 a.m. Mom stated she can attend and will not need help with transportation. Worker asked mom to go in for UA and mom agreed. Mom said that the parent support specialist came yesterday and she thinks that the services will be helpful. |
| 11/21/13 | T/C | Called and spoke to mom. She confirmed that she took Cara to the developmental assessment today. Results and recommendations to be shared in a few weeks. |
| 12/10/13 | H/V | Worker attempted to make home visit. Mom and Cara not home. Left note asking mom to call me. |
| 12/10/13 | T/C | Mom phoned worker to let her know she took Cara to clinic for cough. |
| 12/12/13 | H/V | Worker visited mom and Cara at home. Mom likes parent support specialist and shared that specialist brought blocks over and showed her how to play with Cara to develop better coordination. |
| 12/13/13 | T/C | Worker spoke with parent support specialist to confirm that visits are happening. Specialist shared that mom appears to be motivated to learn. |
| 12/18/13 | H/V | Worker took mom and Cara to pick up Christmas tree and gifts from Samaritan House. Claire rode bus home and worker stayed to help set up tree. Claire says she has lots of homework. She made a new friend. Claire was wearing school uniform we obtained for her at clothing bank. She was clean and more talkative. |
| 12/19/13 | T/C | Worker called mom to ask her to go in for random UA. |
| 12/20/13 | T/C | Called for UA results. Learned mom did not go. |
| 12/23/13 | H/V | Worker delivered turkey and other food to family home. Mom shared that Claire is on holiday break from school until January 6. Last night she let her sleep at her new friend's house. |
| 1/2/14 | T/C | In-home worker Kerry Diaz on leave until 1/6/14. In-home supervisor, Neil Campbell, called mom to check in. No answer. |
| 1/2/14 | T/C | Neil called parent support specialist, Anita Romero, to check in regarding continued progress. Anita stated Marsha doing ok. She was not home last week for scheduled appointment. She will follow up with her this week. |

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| 1/3/14 | H/V | Neil Campbell, in-home supervisor, made home visit. Ms. Taylor and the two girls were home. Aunt came to visit while Supervisor was there. The home was warm but messy. Family had good holiday and Dad sent gift cards in the mail to the girls. Ms. Taylor has a follow-up appointment next week to review Cara's developmental assessment results and recommendations. Claire is off school until next week and has been helping mom with Cara. Mom will go do UA before end of day. |
| 1/6/14 | T/C | Worker called for UA results. Mom did not go for UA. |
| 1/6/14 | T/C | Worker called school counselor. School counselor said that Claire's teacher reported that Claire was supposed to have done a project during the holiday break and it was not done. |
| 1/9/14 | T/C | Called mom. Asked about school project. Mom said they forgot. Mom has to re-schedule appointment to get Cara's results and recommendations as she couldn't make the first appointment. |
| 1/9/14 | Supervisory Staffing | Staffed case following supervisor's visit during worker absence. Mom missed a random UA. Supervisor observed home to be in disarray, but not unsafe. Parent support specialist unable to make last visit because mom was not home. Worker shared that school expressed concern about mom's lack of support to child to ensure that school project was complete and missed follow-up appointment for Cara. Worker to complete risk and safety assessments. Worker to schedule substance abuse assessment for mom. |
| 1/14/14 | T/C | Mom called worker to share that appointment for Cara's screening results will be on 1/17/14. Mom said the worker could attend. Worker asked mother to go for UA. |
| 1/15/14 | T/C | Mom's UA results were clean. |
| 1/17/14 | O/V | Met Mom at appointment to learn of developmental assessment results. Cara is delayed in small and large motor development and verbal skills. Cara is not speaking in 2-word phrases, and utters only a few clear words (e.g., mama, juice). She is not walking steadily and holds on to furniture or crawls. Recommending physical and speech therapy, and ongoing assessment. Therapy to begin as soon as possible. |
| 2/3/14 | H/V | Only mom home. Mom said Cara went to the store with her Aunty. I asked Marsha about her continued contact with the school. Claire's most recent progress report indicated a decline in completion of homework resulting in a drop in all grades. Mom expressed her stress in keeping up with documentation to keep TANF going. She's tried a couple of times to get ahold of the counselor but hasn't been able to connect. Parent support specialist is scheduled to be at the home tomorrow. Mom said that she hasn't been able to schedule Cara's therapy. |

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| 2/3/14 | T/C | Called to Mom's sister, Doris. Confirmed that Cara was with her earlier today. She said that she tries to take Cara a few times a week so her sister can do what she needs to do. She said she will help Marsha set up therapy appointments for Cara. |
| 2/14/14 | T/C | Parent support specialist called worker and left a message indicating she was at the home on 2/13/14 and had some concerns. Specialist is concerned about home management and supervision of children. |
| 2/17/14 | T/C | Worker called Mom and asked her to complete a UA. |
| 3/5/14 | H/V | Mom and Cara at home. Cara looked like she hadn't bathed in a day or two. Her hair was matted and generally dirty. Mom expressed frustration with trying to keep up with all the things she had to do. Parent support specialist gave her some recipes to try and helped her pick up the house a little. Claire brought a note home asking for Mom to stop by to review her work. Worker asked Mom how often she has spent time with parent support specialists. Mom stated she's missed a few times because of needing to take care of TANF things and stuff for the girls. |
| 4/1/14 | T/C | Parent support specialist called to share that she'd like to schedule a meeting to discuss progress and next steps. She'd like mom to be a part of the discussion. Meeting scheduled for 4/16/14. |
| 4/2/14 | H/V | Mom will go in for UA today. Worker asked Mom to complete a substance abuse assessment. Mom shared that she is trying her best. |
| 4/3/14 | T/C | UA result: Negative |
| 4/4/14 | Supervisory Staff | Reviewed case. Case has been open for about six months. Worker to complete safety and risk re-assessments and make recommendation for extension or case closure. |
| 4/16/14 | O/V | Meeting with Mom and parent support specialist. |
| 4/22/14 | H/V | Worker met with Mom in the home. The parent support specialist has been to the home since we last met. |
| 5/5/14 | T/C | Parent support program called to share that they've completed the time-limited intervention with Marsha Taylor. If services are to continue they will need an updated referral. Specialist recommending ongoing services. |
| 5/7/14 | H/V | Home visit. Marsha, Doris, Claire and Cara were there. Worker reviewed parent support program intervention with Mom. TANF continues. Home was satisfactory. Claire was working on some school work. Asked Claire how things were going and she said "okay." Doris said that the family could handle things from now on and would make sure everything was good for the girls". |
| 5/21/14 | Supervisory Staffing | Reviewed completed risk and safety assessments. Recommended that the case be closed. Supervisor approved. Will notify family that |

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| | | the case will be closed. |
| 5/23/14 | T/C | Called mother. Let her know that the Department was closing her case. |