



DEPARTMENT OF
**PUBLIC HEALTH &
HUMAN SERVICES**

Child and Family Services Division Disaster Plan Summary CFSP 2025-2029: Updated June 2025



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GENERAL INFORMATION

Montana’s contact for the 2025 – 2029 Child and Family Services Report (CFSP) and subsequent Annual Progress and Service Report (APSR) is:

Brandi Loch
 Deputy Division Administrator
BrandiLoch@mt.gov
 406-799-1823

The final document is formatted so it is accessible to individuals with visual impairments per Americans with Disabilities Act requirements.

DISASTER PLAN SUMMARY

Department of Public Health and Human Services (DPHHS) has a Program Bureau Business Continuity Plan (BCP) that encompasses the entire department of which Child and Family Services Division (CFSD) is one division. Below is the DPCFSD Continuity Plan document for CFSD Central Office. This document describes how services will continue in the event of an emergency or natural disaster across the CFSD Regions and Central Office.

CFSD Program Bureau Business Continuity Plan (BCP) Plan *(Last Updated and Exported on April 25, 2025)*

This plan [or report] contains confidential information (as defined in 2-6-1002(1), Montana Cod Annotated (MCA) that under applicable Montana law is accorded confidential status or is prohibited from disclosure. Specifically, information is included that:

1. Relates to individual privacy interests that clearly exceeds the merits of public disclosure (2-6-1002(1)(a), MCA)
2. Relates to individual or public safety (2-6-1003(2), MCA); or,
3. References internal policies and procedures necessary to maintain the security and integrity of secure facilities or information systems owned by or serving the state of Montana (2-6-1002(1)©, MCA).

Executive Authority (Overall Responsibility for Plan) Nikki Grossberg Business Phone: (406) 841-2455 Work Email: Ngrossberg@Mt.Gov Executive Authority (Sign Off Date): May 10, 2024	Plan Owner (Responsible for Plan) Mick Leary Business Phone: (406) 841-2483 Work Email: Mileary@Mt.Gov Plan Owner (Sign Off Date): May 6, 2024
Planner (Maintains Plan) Angela Smith Business Phone: (406) 841-2452 Work Email: Angela.Smith2@Mt.Gov	Planner (Alternate) Jacob Brown Business Phone: (406) 444-1305 Work Email: Jacob.Brown@Mt.Gov

Scope: All continuity resumption requirements using this plan for the department, division and specific business units identified on the plan cover page are in scope. Exercises will be used to simulate this plan’s process alignment with recovery resources.

Assumptions: This continuity plan is up-to-date, published and available to team members with assignments in this plan. This continuity plan is exercised regularly and familiar to the team members with assignments in this plan. An Emergency Action Plan (EAP) is in place for the normal production location identified in this plan to minimize injury and loss of life at the time of an incident. Team members in this plan are available to support Priority 1 processes. Alternate site(s) will be allocated at time of event unless identified in this plan and a memorandum of agreement is attached. All dependent resources (e.g. applications, telecoms, equipment, essential records, etc) needed for recovery of Priority 1 processes are available within 12 hours of activation of this plan. Senior management or their successors are available.

Purpose: We cannot perform the essential functions of government if we do not exist or have been significantly impacted. This plan exists to strategically address recovery of processes according to priority when, in spite of best protective efforts, State government becomes threatened by a serious incident. The purpose of this continuity plan is to provide procedures that facilitate organized decision making at unique times that might otherwise be chaotic. Its aim is to:

- Focus decision making on priority issues in a potentially volatile environment.
- Provide process ranking information to assist in the allocation of limited recovery resources at the time of an incident.
- Provide procedures to recover from a variety of incidents in an organized manner.
- Protect State assets.

- Preserve the State image and public confidence; and,
- Communicate appropriately to the press and staff the nature and resolution of the incident.

Objective: This plan is to establish and support an on-going continuity planning process that will:

- Evaluate the impact of significant incidents that may adversely affect the processes identified in this plan.
- Develop and maintain a plan to ensure the organization can restore the processes according to the priority identified in this plan; and,
- Support the National Essential Functions of Government for the citizens and businesses in the state of Montana in a timely manner.

Strategy: Overall, the strategy is to restore a required minimum level of functionality to Priority 1 processes in this plan within 12 hours following an incident. Recovery strategies differ from process to process. All personnel not actively required for process recovery teams will be expected to stand down until notified of the need for their activation. This continuity plan is reviewed and updated at the following times:

- On initial development of the plan.
- When there is a change to the processes or dependencies.
- When there is a change to an employee's responsibilities in the plan; and,
- When the plan is exercised or after an actual event resulting in modifications at scheduled annual review.

BCP Succession Order Report

Succession Order	Primary	Successor No. 1	Successor No. 2
Position Name	Program Bureau Chief	Division Administrator	Deputy Division Administrator
First Name	Mick	Nikki	Brandi
Last Name	Leary	Grossberg	Loch
Work Email	mileary@mt.gov	ngrossberg@mt.gov	BrandiLoch@mt.gov
Business Phone	(406) 841-2483	(406) 841-2455	(406) 799-1823 / (406) 439-0712
Work Address	111 N Last Chance Gulch, Suite 1D	111 N Last Chance Gulch, Suite 1D	2300 12 th Avenue South #211
City	Helena	Helena	Great Falls
Zip code	59601	59601	59405

BCP Key Contacts: Internal CFSD Employed

First Name	Theresa	Courtney	Nikki	Dale
Last Name	Becker	Callaghan	Grossberg	Hause
Work Email	tbecker@mt.gov	CCallaghan@mt.gov	ngrossberg@mt.gov	DHause@mt.gov
Business Phone	(406) 883-7839	(406) 523-4100	(406) 841-2455	(406) 841-2424
Work Mobile	(406) 202-3383	N/A	N/A	N/A
First Name	Rhonda	Mick	Brandi	Theresa 'Teri'
Last Name	Huseby	Leary	Loch	Magers
Work Email	Rhonda.Huseby@mt.gov	mileary@mt.gov	BrandiLoch@mt.gov	TMagers@mt.gov
Business Phone	(406) 841-2403	(406) 841-2483	(406) 799-1823	(406) 300-7417

BCP Key Contacts: External Not Part of State Government

Agency	Federal Emergency Management - Region 8	Federal Emergency Management - Region 8
First Name	Susan (Interim)	Marilyn
Last Name	Nichols (Interim)	Kennerson
Work Email	susan.nichols@acf.hhs.gov	Marilyn.kennerson@acf.hhs.gov
Business Phone	(720) 695-3393	(303) 844-1163

BCP Processes with Criticality, Recovery Time Objective Dependencies, Tasks, Response Strategies

The following 10 pages reflect the following teams and their processes:

- Team Management Function
- Team Program Management – Adoption/Guardianship Services
- Team Program Management – Interstate Compact for the Placement of Children
- Team Program Management – Child Protection Specialist
- Team Program Management – Foster Care
- Team Training and Professional Development

TEAM: MANAGEMENT FUNCTION

Assessment Criticality	Priority 2
Recovery Time Objective (RTO)	2 Days
Legal Authorities / Resources	MCA Title 41 Child Protective Services
Description	Manage Resources
Process Owner	Mick Leary
Process Owner Business Phone	(406) 841-2483
Process Owner Work Email	mileary@mt.gov

CFSD Team Role	Lead	Alternate Lead	Member	Member
First Name	Mick	Nikki	Laura	Effie
Last Name	Leary	Grossberg	McCullough	Benoit
Work Email	mileary@mt.gov	ngrossberg@mt.gov	LMcCullough@mt.gov	Effie.Benoit@mt.gov
Business Phone	(406) 841-2483	(406) 841-2455	(406) 444-6849	(406) 841-2457
CFSD Team Role	Member	Member	Member	N/A
First Name	Rhonda	Theresa 'Teri'	Dale	
Last Name	Huseby	Magers	Hause	
Work Email	Rhonda.Huseby@mt.gov	TMagers@mt.gov	DHause@mt.gov	
Business Phone	(406) 841-2403	(406) 300-7417	(406) 841-2424	

Application/Software Name	Description
Child and Adult Protective Services (CAPS)	CFSD electronic case record system.
BlueZone	Mainframe Terminal Emulation; Loaded on a Personal Computer (PC)
CISCO VPN	An encrypted connection over the Internet from a device to a network.
Doc Gen - CAPS	CFSD document record system.
Oracle Database	Interconnects with CAPS
ISERV	Timesheet Tracking
ISERV Travel	Travel Tracking
Montana Family Safety Information System (MFSIS)	Interfaces with CAPS housing all Centralized Intake Reports and Child Protective Services Information
Microsoft Exchange	State of Montana Email System
Montana Information Network for Employees (MINE)	State of Montana Intranet
State of Montana Recruiting System (SOMRS)	Human Resources (HR) Recruitment and Hiring Guidelines
Summit Net Sate Network	State of Montana Data Network
Talent Management Suite (TMS)	TMS is used by Human Resources to track onboarding, create performance plans and complete performance appraisals.

Equipment and Supplies
<ul style="list-style-type: none"> • Workstation- Desktop or Laptop • Copier- High Volume • Stamps • Date Stamps • Batteries • Cell Phone • Cell Phone Charger • Calculator -Basic Paper Roll Tape • Thumb Drive - Encrypted • Disaster Recovery Tote - Supply Starter Package for Team or Workgroup

Essential Record Title	Location Stored
Adoption Files	Child and Family Services Central Office and Record Storage
Child Foster Care Case Files	Field Offices

Telecom Record ID	Official Record Title	Agency	Record Description
1-866-820-5437	1-866-820-5437	CFSD	Centralized Intake
406-444-9500	406-444-9500	CFSD	CFSD Tech Services Helpdesk

Name of Routinely Performed Task Assigned	Task Description
Manage Resources	Administration functions comprise vital parts of an organization's structure, helping the organization to manage resources and people in an efficient manner. Planning, budgeting and organizing are the three primary administration functions.

Process Response Strategies are Assigned at the Time of the Event.

TEAM: PROGRAM MANAGEMENT – ADOPTION/GUARDIANSHIP SERVICES

Assessment Criticality	Priority 2
RTO	5 Days
Legal Authorities / Resources	MCA Title 41 Child Protective Services
Description	Reporting, Customer Relations, Service provider Relations, Contract Over-sight, Education and Awareness, Budget Management, Policy Lifecycle; Guidelines, Planning, Audit/Compliance, Adoption/Guardianship Process and Finalization, Adoptive Parent Services, Adoption/Guardianship Records Management
Process Owner	Mick Leary
Process Owner Business Phone	(406) 841-2483
Process Owner Work Email	mileary@mt.gov

CFSD Team Role	Lead	Alternate Lead	Member	Member
First Name	Rhonda	Mick	Afton	Mary
Last Name	Huseby	Leary	Russell	Clark
Work Email	Rhonda.Huseby@mt.gov	mileary@mt.gov	ARussell@mt.gov	Mary.Clark@mt.gov
Business Phone	(406) 841-2403	(406) 841-2483	(406) 329-1532	(406) 841-2401
CFSD Team Role	Member	Member	Member	Member
First Name	Christine	Judy	Mark	Roberta 'Jeanie'
Last Name	Turman	Kilmer	Girdler	Weasel Tail
Work Email	Christy.Turman@mt.gov	Judy.Kilmer@mt.gov	MGirdler@mt.gov	JWeaselTail@mt.gov
Business Phone	(406) 300-7418	(406) 841-2420	(406) 841-2411	(406) 300-7424
CFSD Team Role	Member	N/A	N/A	N/A
First Name	Suzanne			
Last Name	Rickman			
Work Email	Sue.Rickman@mt.gov			
Business Phone	(406) 841-2473			

Application/Software Name	Description
Child and Adult Protective Services (CAPS)	CFSD electronic case record system.
BlueZone	Mainframe Terminal Emulation; Loaded on a PC
CISCO VPN	An encrypted connection over the Internet from a device to a network.
Doc Gen – CAPS	CFSD document record system.
Oracle Database	Interconnects with CAPS
ISERV	Timesheet Tracking
ISERV Travel	Travel Tracking
Montana Family Safety Information System (MFSIS)	Interfaces with CAPS housing all Centralized Intake Reports and Child Protective Services Information
Microsoft Exchange	State of Montana Email System
Montana Information Network for Employees (MINE)	State of Montana Intranet
State of Montana Recruiting System (SOMRS)	HR Recruitment and Hiring Guidelines
Summit Net Sate Network	State of Montana Data Network
Talent Management Suite (TMS)	TMS is used by Human Resources to track onboarding, create performance plans and complete performance appraisals.

Equipment and Supplies
Workstation- Desktop or Laptop • Copier- High Volume • Date Stamps • Cell Phone • Cell Phone Charger • Calculator -Basic Paper Roll Tape

Essential Record Title	Location Stored
Adoption Files	Microfilm
Permanent Custody Files	Microfilm

Telecom Record ID	Official Record Title	Agency	Record Description
1-866-820-5437	1-866-820-5437	CFSD	Centralized Intake
406-444-9500	406-444-9500	CFSD	CFSD Tech Services Helpdesk

Name of Routinely Performed Task	Task Description
Education and Awareness	All CFSD staff except Administrative Support and Fiscal Bureau staff are required to complete all required training per CFSDs Professional Development and Ensuring an Ongoing Learning Culture Policy and Annual CFSD Learning and Development Plan Procedure.
Service provider	Provide solutions and answer questions regarding any CFSD related topics.

Relations	
Reporting	Compliance and performance reporting to stakeholders and governmental bodies according to CFSD policies and procedures.
Planning	Process of identifying a family that will make a permanent, lifetime commitment to the child and will provide a planned permanent living arrangement for the child (<i>Legal Intervention Pre-Adjudication Procedure, Legal Intervention Post-Adjudication Procedure, Case Management Procedure, Concurrent Planning: Preserving Connections while Defining Permanency Options Procedure</i>)
Budget Management	Analysis, organization, and oversight of costs and expenditures for Child & Family Services Division as it applies to State policies and procedures.
Customer Relations	Develops, establishes, and maintains relationships with CFSD customers.
Audit/Compliance	CFSD participates in the Children’s Bureau reviews to assure conformity with federal child welfare requirements, to determine what is happening to children and families in child welfare services, and to assist states in helping children and families achieve positive outcomes.
Adoption/Guardianship Process and Finalization	A person qualifies as a prospective guardian by having a positive guardianship home assessment recommending that they become the legal guardian for a child or children who have lived with the prospective guardian for at least six months. When a family is selected as the prospective adoptive family through the selection process found in Indian Adoption Procedure, the child’s child protective services specialist and the family resource specialist serving the prospective adoptive family will coordinate a pre-placement process that best meets the needs of the child.
Adoptive Parent Services	Adoptive families should be provided information on adoption support groups and services that are available through agencies or organizations. Once the central office has received a certified copy of the decree of adoption, payment of the adoption subsidy will be initiated. The subsidy will be sent automatically to the adoptive parent(s) near the beginning of each month.
Adoption/Guardianship Records Management	The systematic application of efficient methods to manage the creation, utilization, maintenance, retention, disposal and preservation of records.
Policy Lifecycle; Guidelines	Ensuring each case follows CFSD Policy and Procedure and MCA Title 41 Child Protective Services.
Contract Over-Sight	Ensure contract compliance with statutory and regulative requirements; develop process and system enhancements for monitoring contracts.

Process Response Strategies are Assigned at the Time of the Event.

TEAM: PROGRAM MANAGEMENT – INTERSTATE COMPACT FOR THE PLACEMENT OF CHILDREN

Assessment Criticality	Priority 2
RTO	5 Days
Process Name	Program Management – Interstate Compact for the Placement of Children
Legal Authorities / Resources	MCA Title 41 Child Protective Services
Description	Reporting, Customer Relations, Service provider Relations, Contract Over-sight, Education and Awareness, Budget Management, Policy Lifecycle; Guidelines, Audit/Compliance, Planning, Interstate Placement Request Review and Determination, Interstate Compact for Medicaid Benefits
Process Owner	Mick Leary
Process Owner Business Phone	(406) 841-2483
Process Owner Work Email	mileary@mt.gov

CFSD Team Role	Lead	Alternate Lead	Member	Member
First Name	Theresa	Mick	Laura	Lori
Last Name	Becker	Leary	McCullough	Hedges
Work Email	tbecker@mt.gov	mileary@mt.gov	LMcCullough@mt.gov	LHedges@mt.gov
Business Phone	(406) 396-7197	(406) 841-2483	(406) 444-6849	(406) 841-2417
CFSD Team Role	Member	Member	Member	Member
First Name	Duane	Theresa 'Teri'	Christine	Roberta 'Jeanie'
Last Name	Cordiner	Magers	Turman	Weasel Tail
Work Email	Duane.Cordiner@mt.gov	TMagers@mt.gov	Christy.Turman@mt.gov	JWeaselTail@mt.gov
Business Phone	(406) 841-2453	(406) 300-7417	(406) 300-7418	(406) 300-7424

Application/Software Name	Description
Child and Adult Protective Services (CAPS)	CFSD electronic case record system.
BlueZone	Mainframe Terminal Emulation; Loaded on a PC
CISCO VPN	An encrypted connection over the Internet from a device to a network.
Doc Gen – CAPS	CFSD document record system.
Oracle Database	Interconnects with CAPS
ISERV	Timesheet Tracking
ISERV Travel	Travel Tracking
Montana Family Safety Information System (MFSIS)	Interfaces with CAPS housing all Centralized Intake Reports and Child Protective Services Information
Microsoft Exchange	State of Montana Email System
Montana Information Network for Employees (MINE)	State of Montana Intranet
State of Montana Recruiting System (SOMRS)	HR Recruitment and Hiring Guidelines
Summit Net Sate Network	State of Montana Data Network
Talent Management Suite (TMS)	TMS is used by Human Resources to track onboarding, create performance plans and complete performance appraisals.
National Electronic Interstate Compact Enterprise (NEICE)	TMS is used by Human Resources to track onboarding, create performance plans and complete performance appraisals.

Equipment and Supplies
Workstation- Desktop or Laptop • Copier- High Volume • Date Stamps • Cell Phone • Cell Phone Charger • Calculator -Basic Paper Roll Tape

Essential Record Title	Storage Location
Adoption Files	Microfilm
Permanent Custody Files	Microfilm

Telecom Record ID	Official Record Title	Agency	Record Description
1-866-820-5437	1-866-820-5437	CFSD	Centralized Intake
406-444-9500	406-444-9500	CFSD	CFSD Tech Services Helpdesk

Name of Routinely Performed Task	Task Description
Education and Awareness	All CFSD staff except Administrative Support and Fiscal Bureau staff are required to complete all required training per CFSDs Professional Development and Ensuring an Ongoing Learning Culture Policy and Annual CFSD Learning and Development Plan Procedure.
Service provider Relations	Provide solutions and answer questions regarding any CFSD related topics.

Reporting	Compliance and performance reporting to stakeholders and governmental bodies according to CFSD policies and procedures.
Planning	Process of identifying a family that will make a permanent, lifetime commitment to the child and will provide a planned permanent living arrangement for the child (<i>Legal Intervention Pre-Adjudication Procedure, Legal Intervention Post-Adjudication Procedure, Case Management Procedure, Concurrent Planning: Preserving Connections while Defining Permanency Options Procedure</i>)
Budget Management	Analysis, organization, and oversight of costs and expenditures for Child & Family Services Division as it applies to State policies and procedures.
Customer Relations	Develops, establishes, and maintains relationships with CFSD customers.
Audit/Compliance	CFSD participates in the Children's Bureau reviews to assure conformity with federal child welfare requirements, to determine what is happening to children and families in child welfare services, and to assist states in helping children and families achieve positive outcomes.
Interstate Compact for Medicaid Benefits	The Interstate Compact on Adoption and Medical Assistance (ICAMA) outlines procedures for the transfer of Medicaid coverage for adoptive children residing in a state other than their adoptive assistance state.
Interstate Placement Request Review and Determination	The Interstate Compact in the Placement of Children (ICPC) is a uniform state law used to safeguard children being placed across state lines and the parties involved in the children's placement. The ICPC provides the sending agency the opportunity to obtain a home evaluation prior to placement, allows the receiving state to ensure that the placement is not contrary to the interest of the child, guarantees that the sending agent maintains legal and financial responsibility, and provides the opportunity for the sending agency to obtain supervision and reports on the child.
Policy Lifecycle; Guidelines	Ensuring each case follows CFSD Policy and Procedure and MCA Title 41 Child Protective Services.
Contract Over-Sight	Ensure contract compliance with statutory and regulative requirements; develop process and system enhancements for monitoring contracts.

Process Response Strategies are Assigned at the Time of the Event.

TEAM: PROGRAM MANAGEMENT – CHILD PROTECTIVE SERVICES

Assessment Criticality	Priority 3
RTO	5 Days
Legal Authorities / Resources	MCA Title 41 Child Protective Services
Description	Reporting, Customer Relations, Service provider Relations, Contract Over-sight, Education and Awareness, Budget Management, Policy Lifecycle; Guidelines, Audit/Compliance, Planning, Family Function Assessment, Administrative Hearing Process (Substantiation), Grant Writing and Administration, Program Assessment; Quality Assurance (QA)
Process Owner	Mick Leary
Process Owner Business Phone	(406) 841-2483
Process Owner Work Email	mileary@mt.gov

CFSD Team Role	Lead	Alternate Lead	Member	Member
First Name	Nikki	Brandi	Courtney	Debra
Last Name	Grossberg	Loch	Callaghan	Cole
Work Email	ngrossberg@mt.gov	BrandiLoch@mt.gov	CCallaghan@mt.gov	Decole@mt.gov
Business Phone	(406) 841-2455	(406) 799-1823	(406) 370-2410	(406) 970-7855
CFSD Team Role	Member	Member	Member	Member
First Name	Effie	Eric	Jennifer	Jennifer
Last Name	Benoit	Barnosky	Blodgett	Hoerauf
Work Email	Effie.Benoit@mt.gov	ebarnosky@mt.gov	Jennifer.Blodgett@mt.gov	jhoerauf@mt.gov
Business Phone	(406) 841-2457	(406) 233-2340	(406) 300-7422	(406) 496-4955
CFSD Team Role	Member	Member	Member	Member
First Name	Jillian	Kate	Laura	Sahrita
Last Name	Burgan	Larcom	McCullough	Jones-Jessee
Work Email	Jill.Burgan@mt.gov	KLarcom@mt.gov	LMcCullough@mt.gov	Sahrita.jones@mt.gov
Business Phone	(406) 329-5484	(406) 329-1591	(406) 444-6849	(406) 268-3762
CFSD Team Role	Member	N/A	N/A	N/A
First Name	Theresa 'Teri'			
Last Name	Magers			
Work Email	TMagers@mt.gov			
Business Phone	(406) 300-7417			

Application/Software Name	Description
Child and Adult Protective Services (CAPS)	CFSD electronic case record system.
BlueZone	Mainframe Terminal Emulation; Loaded on a PC
CISCO VPN	An encrypted connection over the Internet from a device to a network.
Doc Gen – CAPS	CFSD document record system.
Oracle Database	Interconnects with CAPS
ISERV	Timesheet Tracking
ISERV Travel	Travel Tracking
Montana Family Safety Information System (MFSIS)	Interfaces with CAPS housing all Centralized Intake Reports and Child Protective Services Information
Microsoft Exchange	State of Montana Email System
Montana Information Network for Employees (MINE)	State of Montana Intranet
State of Montana Recruiting System (SOMRS)	HR Recruitment and Hiring Guidelines
Summit Net Sate Network	State of Montana Data Network
Talent Management Suite (TMS)	TMS is used by Human Resources to track onboarding, create performance plans and complete performance appraisals.

Equipment and Supplies
Workstation- Desktop or Laptop • Copier- High Volume • Date Stamps • Cell Phone • Cell Phone Charger • Calculator -Basic Paper Roll Tape

Essential Record Title	Storage Location
Child Protective Services Case Files	Field Offices

Telecom Record ID	Official Record Title	Agency	Record Description
1-866-820-5437	1-866-820-5437	CFSD	Centralized Intake
406-444-9500	406-444-9500	CFSD	CFSD Tech Services Helpdesk

Name of Routinely Performed Task	Task Description
Education and Awareness	All CFSD staff except Administrative Support and Fiscal Bureau staff are required to complete all required training per CFSDs <i>Professional Development and Ensuring an Ongoing Learning Culture Policy</i> and <i>Annual CFSD Learning and Development Plan Procedure</i> .
Service provider Relations	Provide solutions and answer questions regarding any CFSD related topics.
Reporting	Compliance and performance reporting to stakeholders and governmental bodies according to CFSD policies and procedures.
Planning	Process of identifying a family that will make a permanent, lifetime commitment to the child and will provide a planned permanent living arrangement for the child. (<i>Legal Intervention Pre-Adjudication Procedure, Legal Intervention Post-Adjudication Procedure, Case Management Procedure, Concurrent Planning: Preserving Connections while Defining Permanency Options Procedure</i>)
Budget Management	Analysis, organization, and oversight of costs and expenditures for Child & Family Services Division as it applies to State policies and procedures.
Customer Relations	Develops, establishes, and maintains relationships with CFSD customers.
Audit/Compliance	CFSD participates in the Children’s Bureau reviews to assure conformity with federal child welfare requirements, to determine what is happening to children and families in child welfare services, and to assist states in helping children and families achieve positive outcomes.
Policy Lifecycle; Guidelines	Ensuring each case follows CFSD Policy and Procedure and MCA Title 41 Child Protective Services.
Contract Over-Sight	Ensure contract compliance with statutory and regulative requirements; develop process and system enhancements for monitoring contracts.
Family Functioning Assessment	The Family Functioning Assessment forms and Montana Safety Assessment and Management System (SAMS) Family Functioning field guide shall be used as the Child Protection Specialist's guide to the investigation and assessment. (<i>Family Functioning Assessment Procedure</i>)
Administrative Hearing Process (Substantiation)	The individual against whom abuse/neglect is substantiated must be accorded the right to notice of and the opportunity to respond to the substantiation. (<i>Investigation Finding and Determination Procedure</i>)
Grant Writing and Administration	Division Directors and Program Managers assess potential funding sources, their benefits and restrictions and develop program strategies and proposals and submit grant applications and renewals.
Program Assessment (QA)	CFSD promotes excellence in child welfare practice through commitment to a Continuous Quality Improvement (CQI) program. This program engages all levels of agency employees and stakeholders in identifying and targeting opportunities to improve services, processes and outcomes for the children and families we serve.

Process Response Strategies are Assigned at the Time of the Event.

TEAM: PROGRAM MANAGEMENT - FOSTER CARE

Assessment Criticality	Priority 3
RTO	5 Days
Legal Authorities / Resources	MCA Title 41 Child Protective Services
Description	Education and Awareness, Service provider Relations, Reporting, Residential Facilities Management, Foster Parent Recruitment and Retention Program, Planning, Budget Management, Customer Relations, Audit/Compliance, Chafee Grant Program, Tribal Foster Parent Recruitment and Retention Program, Grant Writing and Administration, Policy Lifecycle; Guidelines, Contract Over-Sight
Process Owner	Mick Leary
Process Owner Business Phone	(406) 841-2483
Process Owner Work Email	mileary@mt.gov

CFSD Team Role	Lead	Alternate Lead	Member	Member - Remove
First Name	Theresa	Nikki	Bert	Megann
Last Name	Becker	Grossberg	Pezzarossi	McDonald
Work Email	tbecker@mt.gov	ngrossberg@mt.gov	Bert.Pezzarossi@mt.gov	MMcDonald@mt.gov
Business Phone	(406) 396-7197	(406) 841-2455	(406) 233-2340	(406) 727-7746
CFSD Team Role	Member	Member	Member	Member - Remove
First Name	Daniel	Jennifer	Courtney	Whitney
Last Name	Donnelly	Daniels	Callaghan	Cole-Durham
Work Email	DDonnelly@mt.gov	JDaniels@mt.gov	CCallaghan@mt.gov	WCole2@mt.gov
Business Phone	(406) 300-7418	(406) 657-3120	(406) 370-2410	(406) 522-2277

Application/Software Name	Description
Child and Adult Protective Services (CAPS)	CFSD electronic case record system.
BlueZone	Mainframe Terminal Emulation; Loaded on a PC
CISCO VPN	An encrypted connection over the Internet from a device to a network.
Doc Gen – CAPS	CFSD document record system.
Oracle Database	Interconnects with CAPS
ISERV	Timesheet Tracking
ISERV Travel	Travel Tracking
Montana Family Safety Information System (MFSIS)	Interfaces with CAPS housing all Centralized Intake Reports and Child Protective Services Information
Microsoft Exchange	State of Montana Email System
Montana Information Network for Employees (MINE)	State of Montana Intranet
State of Montana Recruiting System (SOMRS)	HR Recruitment and Hiring Guidelines
Summit Net Sate Network	State of Montana Data Network
Talent Management Suite (TMS)	TMS is used by Human Resources to track onboarding, create performance plans and complete performance appraisals.

Equipment and Supplies
Workstation- Desktop or Laptop • Copier- High Volume • Date Stamps • Cell Phone • Cell Phone Charger • Calculator -Basic Paper Roll Tape

Essential Record Title	Storage Location
Child Foster Care Case Files	Field Offices

Telecom Record ID	Official Record Title	Agency	Record Description
1-866-820-5437	1-866-820-5437	CFSD	Centralized Intake
406-444-9500	406-444-9500	CFSD	CFSD Tech Services Helpdesk

Name of Routinely Performed Task	Task Description
Education and Awareness	All CFSD staff except Administrative Support and Fiscal Bureau staff are required to complete all required training per CFSDs <i>Professional Development and Ensuring an Ongoing Learning Culture Policy</i> and <i>Annual CFSD Learning and Development Plan Procedure</i> .
Service provider Relations	Provide solutions and answer questions regarding any CFSD related topics.
Reporting	Compliance and performance reporting to stakeholders and governmental bodies according to CFSD policies and procedures.
Planning	Process of identifying a family that will make a permanent, lifetime commitment to the child and will provide a planned permanent living arrangement for the child (<i>Legal Intervention Pre-Adjudication Procedure, Legal Intervention Post-Adjudication Procedure, Case Management Procedure, Concurrent Planning: Preserving Connections while Defining Permanency Options Procedure</i>)
Budget Management	Analysis, organization, and oversight of costs and expenditures for Child & Family Services Division as it applies to State policies and procedures.
Customer Relations	Develops, establishes, and maintains relationships with CFSD customers.
Audit/Compliance	CFSD participates in the Children’s Bureau reviews to assure conformity with federal child welfare requirements, to determine what is happening to children and families in child welfare services, and to assist states in helping children and families achieve positive outcomes.
Chafee Grant Program	Montana Chafee Foster Care Independence Program (MCFICIP) is the name of the independent living/transitional services program in Montana. Services provided under the program are intended to assist eligible youth in attaining the attitudes, values, education, skills and experiences necessary for transitioning to adulthood. (<i>Youth Ages 14-18: Chafee, Credit Reports, Vocational Rehabilitation, Educational Training Voucher, and Transition to Independence Activities and Other Collaboration Procedure</i>)
Policy Lifecycle; Guidelines	Ensuring each case follows CFSD Policy and Procedure and MCA Title 41 Child Protective Services.
Contract Over-Sight	Ensure contract compliance with statutory and regulative requirements; develop process and system enhancements for monitoring contracts.
Foster Parent Recruitment and Retention Program	Section 422(b)(7) of the Act requires that the state provide for the diligent recruitment of foster and adoptive families that reflect the ethnic and racial diversity of children in the state for whom foster and adoptive homes are needed.
Residential Facilities Management	Placement of a child in a setting outside of the home is appropriate when a child's life or health is seriously threatened by remaining in the home. Out-of-home placement may also be used as part of a specific treatment plan. The Child Protection Specialist and his/her supervisor are responsible for placement decisions for abused and neglected children or children adjudicated youth in need of care. (<i>Placement Procedure, Therapeutic Group Home Referral and Placement Process Procedure</i>)
Grant Writing and Administration	Division Directors and Program Managers assess potential funding sources, their benefits and restrictions and develop program strategies and proposals and submit grant applications and renewals.
Tribal Foster Parent Recruitment and Retention Program	Child welfare systems serve Native American children; it is crucial to have a strong understanding of both best practices and the laws that govern policies and practices for serving Native American children and coordinating with Tribes. It is also valuable to recognize the essential Tribal relations of Indian people and the cultural and social standards prevailing in Indian communities and families. Developing best practices, tips, and considerations for partnering effectively with Tribes and recruiting families for Native American children in foster care.

Process Response Strategies are Assigned at the Time of the Event.

TEAM: TRAINING/PROFESSIONAL DEVELOPMENT

Assessment Criticality	Priority 3
RTO	5 Days
Legal Authorities / Resources	MCA Title 41 Child Protective Services
Description	Scheduling/Logistics, Tracking Course Completion, Courseware Development, Courseware Delivery
Process Owner	Mick Leary
Process Owner Business Phone	(406) 841-2483
Process Owner Work Email	mileary@mt.gov

CFSD Team Role	Lead	Alternate Lead	Member	Member	Member
First Name	Courtney	Brandi	Shaunda	Laura	Frances
Last Name	Callaghan	Loch	Hall	McCullough	Williams
Work Email	CCallaghan@mt.gov	BrandiLoch@mt.gov	ShaundaHall@mt.gov	LMcCullough@mt.gov	Frances.Williams@mt.gov
Business Phone	(406) 370-6936	(406) 799-1823	(406) 496-4949	(406) 444-6849	(406) 727-7746

Application/Software Name	Description
Child and Adult Protective Services (CAPS)	CFSD electronic case record system.
BlueZone	Mainframe Terminal Emulation; Loaded on a PC
CISCO VPN	An encrypted connection over the Internet from a device to a network.
Doc Gen – CAPS	CFSD document record system.
Oracle Database	Interconnects with CAPS
ISERV	Timesheet Tracking
ISERV Travel	Travel Tracking
Montana Family Safety Information System (MFSIS)	Interfaces with CAPS housing all Centralized Intake Reports and Child Protective Services Information
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Equipment and Supplies
Workstation- Desktop or Laptop • Copier- High Volume • Date Stamps • Cell Phone • Cell Phone Charger • Calculator -Basic Paper Roll Tape

Essential Record	None
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Telecom Record ID	Official Record Title	Agency	Record Description
1-866-820-5437	1-866-820-5437	CFSD	Centralized Intake
406-444-9500	406-444-9500	CFSD	CFSD Tech Services Helpdesk

Name of Routinely Performed Task	Task Description
Scheduling/Logistics	Montana Child Abuse and Neglect Orientation Training (MCAN) Calendar is provided by the Training and Development Specialist
Tracking Course Completion	Tracking of course completion is collected from the Employee Training Tracker form located on the CFSD page on the ours.mt.gov website.
Courseware Development	To protect children who have been or are at substantial risk of abuse, neglect or abandonment. We strive to assure that all children have a family who will protect them from harm. We recognize the protective capacities of families and incorporate them in assessments, decision making and actions with the goal of improving safety, permanency and well-being for children. We encourage our communities to strengthen their prevention efforts and to share responsibility for the safety of its children and families.
Courseware Delivery	MCAN Training, CAPS/MFSIS Training, Online Training with University of Montana Staff Development Specialists, Read CFSD Policy Manual, and Read Title 41, Chapter 3 of the Montana Code Annotated and discuss with Supervisor along with the other required training and discussions with Supervisor outlined in the Child Protection Specialist New Worker Orientation Requirements located on the intranet OURS site.

Process Response Strategies are Assigned at the Time of the Event.