

**DPHHS – Child and Family Services  
ServiceNow Links to Policies**

| <b>Policy/Procedure Name</b>  | <b>Public Download URL</b>   | <b>Hyperlinked Policies</b>  |
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| <b>Category Header: Montana CFSD Definitions and Acronyms</b>   |  |  |
| <p style="text-align: center;"><b>Montana CFSD Definitions and Acronyms Master List</b></p>                             | <p style="text-align: center;"><a href="#">- HHS-Child and Family Services Division-LIST-Montana CFSD Definitions and Acronyms Master List - Citizen (servicenowservices.com)</a></p>                            | <p style="text-align: center;"><a href="#">Montana CFSD Definitions and Acronyms Master List</a></p>                             |
| <b>Category Header: CFSD Policies</b>   |  |  |
| <p style="text-align: center;"><b>CFSD Professional Development and Ensuring an Ongoing Learning Culture Policy</b></p> | <p style="text-align: center;"><a href="#">- HHS-Child and Family Services Division-POL-CFSD Professional Development and Ensuring an Ongoing Learning Culture Policy - Citizen (servicenowservices.com)</a></p> | <p style="text-align: center;"><a href="#">CFSD Professional Development and Ensuring an Ongoing Learning Culture Policy</a></p> |
| <p style="text-align: center;"><b>Fiscal Policy</b></p>   | <p style="text-align: center;"><a href="#">- HHS-Child and Family Services Division-POL-Fiscal Policy (POL) - Citizen (servicenowservices.com)</a></p>   | <p style="text-align: center;"><a href="#">Fiscal Policy</a></p>   |
| <p style="text-align: center;"><b>Permanency Policy</b></p>   | <p style="text-align: center;"><a href="#">- HHS-Child and Family Services Division-POL-Permanency (POL) - Citizen (servicenowservices.com)</a></p>  | <p style="text-align: center;"><a href="#">Permanency Policy</a></p>   |
| <p style="text-align: center;"><b>Safety Policy</b></p>   | <p style="text-align: center;"><a href="#">- HHS-Child and Family Services Division-POL-Safety (POL) - Citizen (servicenowservices.com)</a></p>  | <p style="text-align: center;"><a href="#">Safety Policy</a></p>   |
| <p style="text-align: center;"><b>Well-being Policy</b></p>   | <p style="text-align: center;"><a href="#">- HHS-Child and Family Services Division-POL-Well-being (POL) - Citizen (servicenowservices.com)</a></p>  | <p style="text-align: center;"><a href="#">Well-being Policy</a></p>   |

| <b>Category Header: Centralized Intake</b>  |   |  |
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| <b>Reporting Montana Missing or Runaway Foster Youth Procedure</b>                  | <a href="#">- HHS-Child and Family Services Division-PROC-Reporting Montana Missing or Runaway Foster Youth (PRO) - Citizen (servicenowservices.com)</a>  | <a href="#">Reporting Montana Missing or Runaway Foster Youth Procedure</a>                  |
| <b>Taking a Report of Abuse and Neglect Procedure</b>                               | <a href="#">- HHS-Child and Family Services Division-PROC-Taking a Report of Abuse and Neglect (PRO) - Citizen (servicenowservices.com)</a>               | <a href="#">Taking a Report of Abuse and Neglect Procedure</a>                               |
| <b>Category Header: Investigation</b>   |   |  |
| <b>Abandoned Newborns Under “Safe Haven” Law Procedure</b>                          | <a href="#">- HHS-Child and Family Services Division-PROC-Abandoned Newborns Under "Safe Haven" Law (PRO) - Citizen (servicenowservices.com)</a>          | <a href="#">Abandoned Newborns Under “Safe Haven” Law Procedure</a>                          |
| <b>Family Functioning Assessment Procedure</b>                                      | <a href="#">- HHS-Child and Family Services Division-PROC-Family Functioning Assessment (PRO) - Citizen (servicenowservices.com)</a>                      | <a href="#">Family Functioning Assessment Procedure</a>                                      |
| <b>Investigation of Reports by Field Staff Procedure</b>                            | <a href="#">- HHS-Child and Family Services Division-PROC-Investigation of Reports by Field Staff (PRO) - Citizen (servicenowservices.com)</a>            | <a href="#">Investigation of Reports by Field Staff Procedure</a>                            |
| <b>Safety Plan Determination and Conditions for Return Procedure</b>                | <a href="#">- HHS-Child and Family Services Division-PROC-Safety Plan Determination and Conditions for Return (PRO - Citizen (servicenowservices.com)</a> | <a href="#">Safety Plan Determination and Conditions for Return Procedure</a>                |
| <b>Third Party Abuse Investigation Procedure</b>                                    | <a href="#">- HHS-Child and Family Services Division-PROC-Third Party Abuse Investigation (PRO) - Citizen (servicenowservices.com)</a>                    | <a href="#">Third Party Abuse Investigation Procedure</a>                                    |
| <b>Youth Foster Homes Licensed Provider Complaints and Investigations Procedure</b> | <a href="#">- HHS-Child and Family Services Division-PROC-Youth Foster Homes Licensed Provider Complaints and Inve - Citizen (servicenowservices.com)</a> | <a href="#">Youth Foster Homes Licensed Provider Complaints and Investigations Procedure</a> |
| <b>Other Determinations Procedure</b>   | <a href="#">- HHS-Child and Family Services Division-PROC-Other Determinations (PRO) - Citizen (servicenowservices.com)</a>                               | <a href="#">Other Determinations Procedure</a>   |

| <b>Category Header: Intervention</b>   |   |   |
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| <b>Case Management Procedure</b>   | <a href="#">- HHS-Child and Family Services Division-PROC-Case Management (PRO) - Citizen (servicenowservices.com)</a>                                    | <a href="#">Case Management Procedure</a>   |
| <b>Child Circulation for Adoption Procedure</b>  | <a href="#">- HHS-Child and Family Services Division-PROC-Child Circulation for Adoption - Citizen (servicenowservices.com)</a>                           | <a href="#">Child Circulation for Adoption Procedure</a>  |
| <b>Concurrent Planning: Preserving Connections while Defining Permanency Options Procedure</b> | <a href="#">- HHS-Child and Family Services Division-PROC-Concurrent Planning: Preserving Relationships while Defi - Citizen (servicenowservices.com)</a> | <a href="#">Concurrent Planning: Preserving Connections while Defining Permanency Options Procedure</a> |
| <b>Courtesy Supervision of Out of Home Placement Procedure</b>                                 | <a href="#">- HHS-Child and Family Services Division-PROC-Courtesy Supervision of Out of Home Placement - Citizen (servicenowservices.com)</a>            | <a href="#">Courtesy Supervision of Out of Home Placement Procedure</a>                                 |
| <b>Engagement and Support Meetings Procedure</b>   | <a href="#">- HHS-Child and Family Services Division-PROC-Engagement and Support Meetings - Citizen (servicenowservices.com)</a>                          | <a href="#">Engagement and Support Meetings Procedure</a>   |
| <b>Family Support Teams Procedure</b>  | <a href="#">- HHS-Child and Family Services Division-PROC-Family Support Teams (PRO) - Citizen (servicenowservices.com)</a>                               | <a href="#">Family Support Teams Procedure</a>  |
| <b>Legal Intervention Post-Adjudication Procedure</b>  | <a href="#">- HHS-Child and Family Services Division-PROC-Legal Intervention Post-Adjudication (PRO) - Citizen (servicenowservices.com)</a>               | <a href="#">Legal Intervention Post-Adjudication Procedure</a>  |
| <b>Legal Intervention Pre-Adjudication Procedure</b>   | <a href="#">- HHS-Child and Family Services Division-PROC-Legal Intervention Pre-Adjudication (PRO) - Citizen (servicenowservices.com)</a>                | <a href="#">Legal Intervention Pre-Adjudication Procedure</a>   |
| <b>Montana Foster Youth Policy of Rights Procedure</b>   | <a href="#">- HHS-Child and Family Services Division-PROC-Policy of Rights of Youth in Foster Care (PRO) - Citizen (servicenowservices.com)</a>           | <a href="#">Montana Foster Youth Policy of Rights Procedure</a>   |

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| <b>Placement Procedure</b>  | <a href="#">- HHS-Child and Family Services Division-PROC-Placement Procedure - Citizen (servicenowservices.com)</a>                                      | <a href="#">Placement Procedure</a>  |
| <b>Prevent Sex Trafficking Procedure</b>  | <a href="#">- HHS-Child and Family Services Division-PROC-Prevent Sex Trafficking - Citizen (servicenowservices.com)</a>                                  | <a href="#">Prevent Sex Trafficking Procedure</a>  |
| <b>Prevention Plan Procedure</b>  | <a href="#">- HHS-Child and Family Services Division-PROC-Prevention Plan (PRO) - Citizen (servicenowservices.com)</a>                                    | <a href="#">Prevention Plan Procedure</a>  |
| <b>Therapeutic Group Homes Referral and Placement Process Procedure</b>                       | <a href="#">- HHS-Child and Family Services Division-PROC-Therapeutic Group Homes Referral and Placement Process ( - Citizen (servicenowservices.com)</a> | <a href="#">Therapeutic Group Homes Referral and Placement Process Procedure</a>                       |
| <b>Visitation Between Child and Parents, Siblings and Other Significant Persons Procedure</b> | <a href="#">- HHS-Child and Family Services Division-PROC-Visitation Between Child and Parents, Siblings and Other - Citizen (servicenowservices.com)</a> | <a href="#">Visitation Between Child and Parents, Siblings and Other Significant Persons Procedure</a> |
| <b>Youth Procedure</b>  | <a href="#">- HHS-Child and Family Services Division-PROC-Youth (PRO) - Citizen (servicenowservices.com)</a>  | <a href="#">Youth Procedure</a>  |
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| <b>Expedited ICPC Study Request Procedure</b>   | <a href="#">- HHS-Child and Family Services Division-PROC-Expedited ICPC Study Request - Citizen (servicenowservices.com)</a>                             | <a href="#">Expedited ICPC Study Request Procedure</a>   |
| <b>Group Home and Residential Treatment ICPC Procedure</b>                                    | <a href="#">- HHS-Child and Family Services Division-PROC-Group Home and Residential Treatment ICPC - Citizen (servicenowservices.com)</a>                | <a href="#">Group Home and Residential Treatment ICPC Procedure</a>                                    |

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| <b>Parent, Relative, Foster Care and Adoption ICPC Procedure</b>              | <a href="#">- HHS-Child and Family Services Division-PROC-Parent, Relative, Foster Care and Adoption ICPC - Citizen (servicenowservices.com)</a>          | <a href="#">Parent, Relative, Foster Care and Adoption ICPC Procedure</a>              |
| <b>Category Header: Adoption and Case Closure</b>                             |   |  |
| <b>Adoption Assistance Agreement Procedure</b>                                | <a href="#">- HHS-Child and Family Services Division-PROC-Adoption Assistance Agreements (PRO) - Citizen (servicenowservices.com)</a>                     | <a href="#">Adoption Assistance Agreement Procedure</a>                                |
| <b>Adoption Assistance Appeals and Fair Hearings Procedure</b>                | <a href="#">- HHS-Child and Family Services Division-PROC-Adoption Assistance Appeals and Fair Hearings - Citizen (servicenowservices.com)</a>            | <a href="#">Adoption Assistance Appeals and Fair Hearings Procedure</a>                |
| <b>Adoption Finalization Procedure</b>  | <a href="#">- HHS-Child and Family Services Division-PROC-Adoption Finalization (PRO) - Citizen (servicenowservices.com)</a>                              | <a href="#">Adoption Finalization Procedure</a>  |
| <b>Assessment and Pre-Placement Evaluation of Adoption Families Procedure</b> | <a href="#">- HHS-Child and Family Services Division-PROC-Assessment and Pre-Placement Evaluation of Adoption Fami - Citizen (servicenowservices.com)</a> | <a href="#">Assessment and Pre-Placement Evaluation of Adoption Families Procedure</a> |
| <b>Child Care Assistance for Adoptive Families Procedure</b>                  | <a href="#">- HHS-Child and Family Services Division-PROC-Child Care Assistance for Adoptive Families (PRO) - Citizen (servicenowservices.com)</a>        | <a href="#">Child Care Assistance for Adoptive Families Procedure</a>                  |
| <b>Disclosure of Adoption Records Procedure</b>                               | <a href="#">- HHS-Child and Family Services Division-PROC-Disclosure of Adoption Records (PRO) - Citizen (servicenowservices.com)</a>                     | <a href="#">Disclosure of Adoption Records Procedure</a>                               |
| <b>Eligibility Determination for Adoption Assistance Procedure</b>            | <a href="#">- HHS-Child and Family Services Division-PROC-Eligibility Determination for Adoption Assistance (PRO) - Citizen (servicenowservices.com)</a>  | <a href="#">Eligibility Determination for Adoption Assistance Procedure</a>            |

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| <b>Indian Adoption Procedure</b>  | <a href="#">- HHS-Child and Family Services Division-PROC-Indian Adoption (PRO) - Citizen (servicenowservices.com)</a>                                    | <a href="#">Indian Adoption Procedure</a>  |
| <b>Interstate Compact on Adoption and Medical Assistance Procedure</b>            | <a href="#">- HHS-Child and Family Services Division-PROC-Interstate Compact on Adoption and Medical Assistance (P - Citizen (servicenowservices.com)</a> | <a href="#">Interstate Compact on Adoption and Medical Assistance Procedure</a>            |
| <b>Negotiation and Renegotiation for Adoption Assistance Agreements Procedure</b> | <a href="#">- HHS-Child and Family Services Division-PROC-Negotiation and Renegotiation for Adoption Assistance Ag - Citizen (servicenowservices.com)</a> | <a href="#">Negotiation and Renegotiation for Adoption Assistance Agreements Procedure</a> |
| <b>Post-Adoption Services Procedure</b>   | <a href="#">- HHS-Child and Family Services Division-PROC-Post-Adoption Services (PRO) - Citizen (servicenowservices.com)</a>                             | <a href="#">Post-Adoption Services Procedure</a>   |
| <b>Preparation of Child for Placement into an Adoptive Home Procedure</b>         | <a href="#">- HHS-Child and Family Services Division-PROC-Preparation of Child for Placement into an Adoptive Home - Citizen (servicenowservices.com)</a> | <a href="#">Preparation of Child for Placement into an Adoptive Home Procedure</a>         |
| <b>SSI and Adoption Assistance Procedure</b>                                      | <a href="#">- HHS-Child and Family Services Division-PROC-SSI and Adoption Assistance - Citizen (servicenowservices.com)</a>                              | <a href="#">SSI and Adoption Assistance Procedure</a>                                      |
| <b>Termination of Adoption Assistance Procedure</b>                               | <a href="#">- HHS-Child and Family Services Division-PROC-Termination of Adoption Assistance (PRO) - Citizen (servicenowservices.com)</a>                 | <a href="#">Termination of Adoption Assistance Procedure</a>                               |
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| State Subsidized, General Fund, Guardianship Procedure         | <a href="#">- HHS-Child and Family Services Division-PROC-State Subsidized, General Fund, Guardianship (PRO) - Citizen (servicenowservices.com)</a>   | <a href="#">State Subsidized, General Fund, Guardianship Procedure</a>         |
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| Background Checks for Resource Families Procedure              | <a href="#">- HHS-Child and Family Services Division-PROC -Background Checks for Resource Families (PRO) - Citizen (servicenowservices.com)</a>       | <a href="#">Background Checks for Resource Families Procedure</a>              |
| CFSD Employees as Resource Families Procedure                  | <a href="#">- HHS-Child and Family Services Division-PROC-CFSD Employees as Resource Families (PRO) - Citizen (servicenowservices.com)</a>            | <a href="#">CFSD Employees as Resource Families Procedure</a>                  |
| Guardianship Home Assessment and Reassessment Procedure        | <a href="#">- HHS-Child and Family Services Division-PROC-Guardianship Home Assessment and Reassessment - Citizen (servicenowservices.com)</a>        | <a href="#">Guardianship Home Assessment and Reassessment Procedure</a>        |
| Licensing Child Placing Agencies Procedure                     | <a href="#">- HHS-Child and Family Services Division-PROC-Licensing Child Placing Agencies - Citizen (servicenowservices.com)</a>                     | <a href="#">Licensing Child Placing Agencies Procedure</a>                     |
| Licensing Criminal Records Storage and Dissemination Procedure | <a href="#">- HHS-Child and Family Services Division-PROC-Licensing Criminal Records Storage and Dissemination - Citizen (servicenowservices.com)</a> | <a href="#">Licensing Criminal Records Storage and Dissemination Procedure</a> |
| Licensing Exceptions Procedure                                 | <a href="#">- HHS-Child and Family Services Division-PROC-Licensing Exceptions - Citizen (servicenowservices.com)</a>                                 | <a href="#">Licensing Exceptions Procedure</a>                                 |
| Licensing of Resource Families Procedure                       | <a href="#">- HHS-Child and Family Services Division-PROC-Licensing of Resource Families - Citizen (servicenowservices.com)</a>                       | <a href="#">Licensing of Resource Families Procedure</a>                       |
| Licensing Renewal Procedure                                    | <a href="#">- HHS-Child and Family Services Division-PROC-Licensing Renewal (PRO) - Citizen (servicenowservices.com)</a>                              | <a href="#">Licensing Renewal Procedure</a>                                    |

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| <b>Licensing Specialized Foster Homes Procedure</b>                  | <a href="#">- HHS-Child and Family Services Division-PROC-Licensing Specialized Foster Homes - Citizen (servicenowservices.com)</a>                       | <a href="#">Licensing Specialized Foster Homes Procedure</a>                  |
| <b>Licensing Transfer Procedure</b>                                  | <a href="#">- HHS-Child and Family Services Division-PROC-Licensing Transfer (PRO) - Citizen (servicenowservices.com)</a>                                 | <a href="#">Licensing Transfer Procedure</a>                                  |
| <b>Negative Licensing Action Procedure</b>                           | <a href="#">- HHS-Child and Family Services Division-PROC-Negative Licensing Action - Citizen (servicenowservices.com)</a>                                | <a href="#">Negative Licensing Action Procedure</a>                           |
| <b>Resource Family Inquiry Procedure</b>                             | <a href="#">- HHS-Child and Family Services Division-PROC-Resource Family Inquiry (PRO) - Citizen (servicenowservices.com)</a>                            | <a href="#">Resource Family Inquiry Procedure</a>                             |
| <b>Resource Family Training Procedure</b>                            | <a href="#">- HHS-Child and Family Services Division-PROC-Resource Family Training Procedure - Citizen (servicenowservices.com)</a>                       | <a href="#">Resource Family Training Procedure</a>                            |
| <b>Resource Parent Liability Insurance Procedure</b>                 | <a href="#">- HHS-Child and Family Services Division-PROC-Resource Parent Liability Insurance (PRO) - Citizen (servicenowservices.com)</a>                | <a href="#">Resource Parent Liability Insurance Procedure</a>                 |
| <b>Therapeutic Foster Care Licensing Procedure</b>                   | <a href="#">- HHS-Child and Family Services Division-PROC-Therapeutic Foster Care Licensing Procedure - Citizen (servicenowservices.com)</a>              | <a href="#">Therapeutic Foster Care Licensing Procedure</a>                   |
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| <b>Annual CFSD Learning and Development Plan Procedure</b>           | <a href="#">- HHS-Child and Family Services Division-PROC-Annual CFSD Learning and Development Plan (PRO) - Citizen (servicenowservices.com)</a>          | <a href="#">Annual CFSD Learning and Development Plan Procedure</a>           |
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| <b>Continuation of Social Security Income After Age 18 Procedure</b> | <a href="#">- HHS-Child and Family Services Division-PROC-Continuation of Social Security Income After Age 18 (PRO - Citizen (servicenowservices.com)</a> | <a href="#">Continuation of Social Security Income After Age 18 Procedure</a> |



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| <b>Income Resources Payee Procedure</b>   | <a href="#">- HHS-Child and Family Services Division-PROC- Income Resources Payee - Citizen (servicenowservices.com)</a>                                  | <a href="#">Income Resources Payee Procedure</a>   |
| <b>Category Header: Indian Child Welfare Act (ICWA)</b>   |   |  |
| <b>Indian Child Welfare Act (ICWA) Active Efforts Procedure</b>   | <a href="#">- HHS-Child and Family Services Division-PROC-Indian Child Welfare Act (ICWA) Active Efforts (PRO) - Citizen (servicenowservices.com)</a>     | <a href="#">Indian Child Welfare Act (ICWA) Active Efforts Procedure</a>   |
| <b>Indian Child Welfare Act (ICWA) Applicability Procedure</b>  | <a href="#">- HHS-Child and Family Services Division-PROC-Indian Child Welfare Act (ICWA) Applicability (PRO) - Citizen (servicenowservices.com)</a>      | <a href="#">Indian Child Welfare Act (ICWA) Applicability Procedure</a>  |
| <b>Indian Child Welfare Act (ICWA) Filing a Petition, Standards of Proof, and Tribal Intervention Procedure</b> | <a href="#">- HHS-Child and Family Services Division-PROC-Indian Child Welfare Act (ICWA) Filing a Petition, Stand - Citizen (servicenowservices.com)</a> | <a href="#">Indian Child Welfare Act (ICWA) Filing a Petition, Standards of Proof, and Tribal Intervention Procedure</a> |
| <b>Indian Child Welfare Act (ICWA) Foster Care and Adoption Placement Preferences Procedure</b>                 | <a href="#">- HHS-Child and Family Services Division-PROC-Indian Child Welfare Act (ICWA) Foster Care and Adoption - Citizen (servicenowservices.com)</a> | <a href="#">Indian Child Welfare Act (ICWA) Foster Care and Adoption Placement Preferences Procedure</a>                 |
| <b>Indian Child Welfare Act (ICWA) Qualified Expert Witness Procedure</b>                                       | <a href="#">- HHS-Child and Family Services Division-PROC-Indian Child Welfare Act (ICWA) Qualified Expert Witness - Citizen (servicenowservices.com)</a> | <a href="#">Indian Child Welfare Act (ICWA) Qualified Expert Witness Procedure</a>                                       |
| <b>Indian Child Welfare Act (ICWA) Stipulations and Relinquishments Procedure</b>                               | <a href="#">- HHS-Child and Family Services Division-PROC-Indian Child Welfare Act (ICWA) Stipulations and Relinqu - Citizen (servicenowservices.com)</a> | <a href="#">Indian Child Welfare Act (ICWA) Stipulations and Relinquishments Procedure</a>                               |

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| <b>Indian Child Welfare Act (ICWA) Transfer of Jurisdiction to Tribal Court Procedure</b> | <a href="#">- HHS-Child and Family Services Division-PROC-Indian Child Welfare Act (ICWA) Transfer of Jurisdiction - Citizen (servicenowservices.com)</a> | <a href="#">Indian Child Welfare Act (ICWA) Transfer of Jurisdiction to Tribal Court Procedure</a> |
| <b>Indian Child Welfare Act (ICWA) Voluntary Placements Procedure</b>                     | <a href="#">- HHS-Child and Family Services Division-PROC-Indian Child Welfare Act (ICWA) Voluntary Placements (PR - Citizen (servicenowservices.com)</a> | <a href="#">Indian Child Welfare Act (ICWA) Voluntary Placements Procedure</a>                     |