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CABINET FOR HEALTH  
AND FAMILY SERVICES

## SOP - Standards of Practice

- <https://manuals-sp-chfs.ky.gov/Pages/index.aspx>

# Where do I access it?

- <https://manuals-sp-chfs.ky.gov/Pages/index.aspx>
- Use CHROME as the browser.
- Bookmark this link.
- Or find it on the first iTwist screen.

i-twist Home

Application Links

- [NYTD](#)
- [PCC](#)
- [Web Referral](#)

Administration

- [Administration](#)

TWIST Modules

- [Offline Activity](#)
- [Install Offline](#)
- [Foster Parent Registry](#)

Click to see the Summary of Tasks

Intakes      Assessment      Cases

Inquiry/Reports      Individual      Payments/Title IV-E

Provide      Transfers

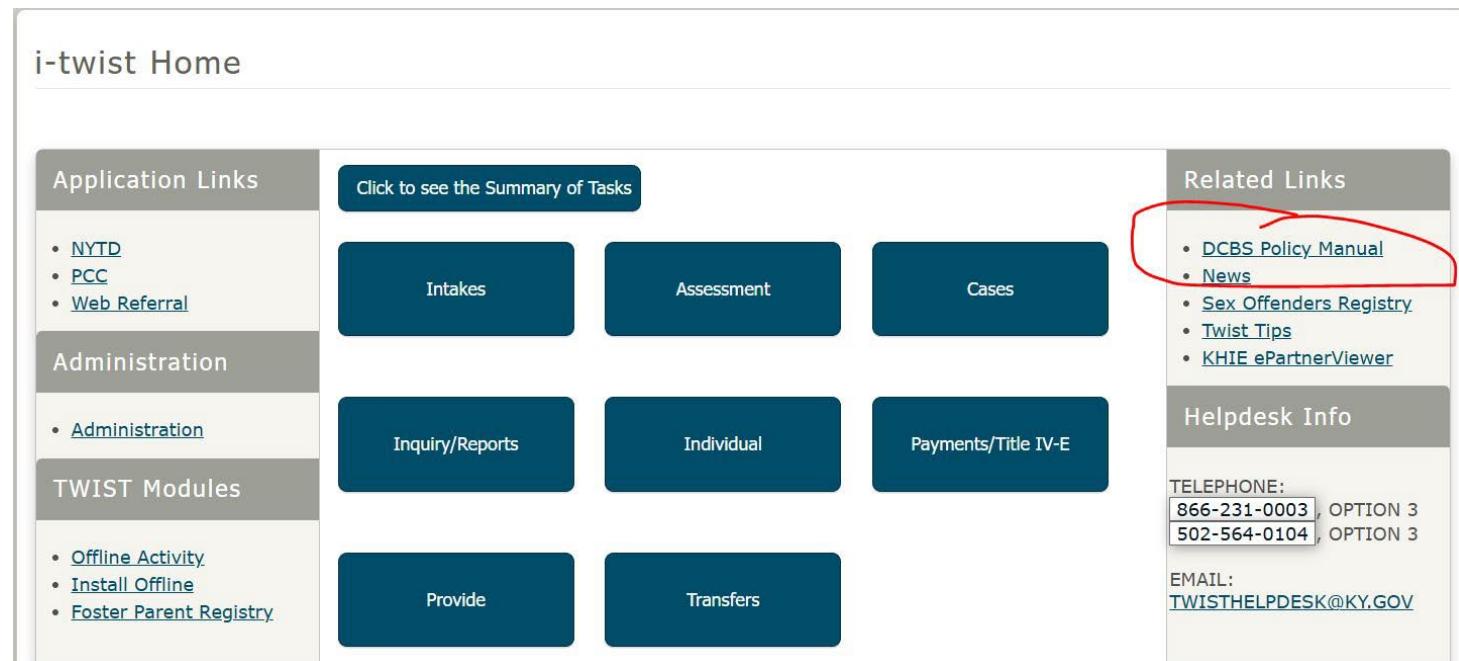
Related Links

- [DCBS Policy Manual](#)
- [News](#)
- [Sex Offenders Registry](#)
- [Twist Tips](#)
- [KHIE ePartnerViewer](#)

Helpdesk Info

TELEPHONE:  
866-231-0003, OPTION 3  
502-564-0104, OPTION 3

EMAIL:  
[TWISTHELPDESK@KY.GOV](mailto:TWISTHELPDESK@KY.GOV)



# Why do we have Standards of Practice (SOP)?

-Standards of Practice promote consistency in our work regarding safety, permanency, and well-being across all regions. The work should appear the same regardless of whether you are in Kenton, Jefferson, Pike, or Graves County.

-Policy is based on the requirements set forth in Kentucky Administrative Regulations or Kentucky Revised Statutes. You are doing your work within the law when you do it per SOP.

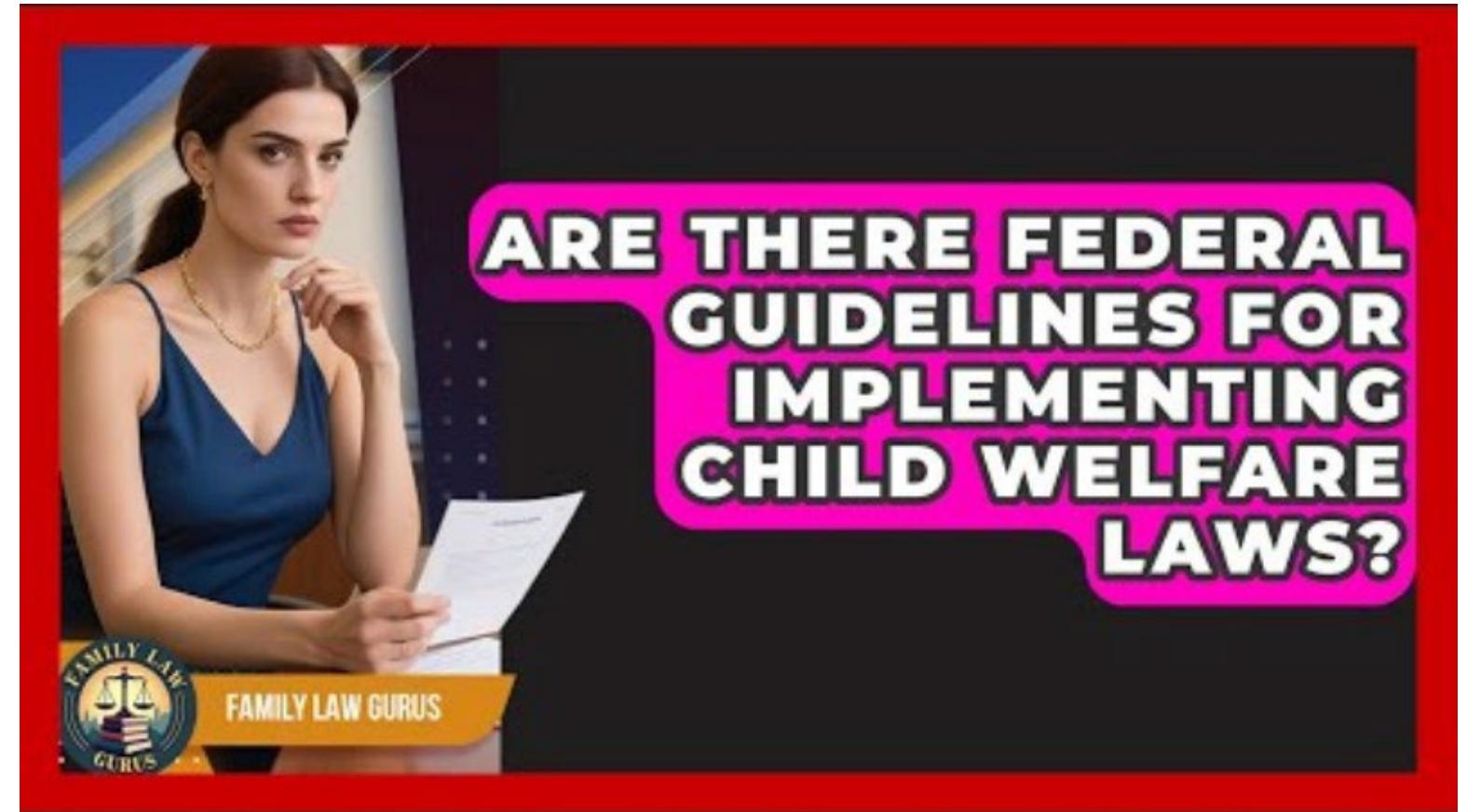
<https://legislature.ky.gov/Law/kar/Pages/default.aspx>

<https://legislature.ky.gov/Law/Statutes/Pages/default.aspx>

For example, SOP C2.3 Acceptance Criteria is based on **922 KAR 1:330 Child protective services** and **KRS 600.020 Definitions for KRS Chapters 600 to 645**.

-Additionally, many of the policies and corresponding regulations are based on the expectations set forth by the Children's Bureau (CB). The CB is one of the programs within the Office of the Administration for Children and Families (ACF), which is part of the United States Department of Health and Human Services

Why do we  
have SOP?



# Children's Bureau (CB) Administration For Children & Families (ACF)

CB provides support and guidance to programs that focus on the following:

- **Strengthening families** and preventing child abuse and neglect.
- **Protecting children** when abuse or neglect has occurred.
- Ensuring every child has a **safe and permanent family** or family connection.

CB seeks to improve outcomes in the following key areas:

- **Prevention:** Preventing child abuse and neglect and entry into foster care.
- **Safety:** Preventing and responding to the maltreatment of children.
- **Permanency:** Stabilizing children's living situations and preserving family relationships and connections.
- **Well-being:** Enhancing families' capacity to meet their children's physical health, mental health, and educational needs and to help them address any existing trauma.

CB provides matching federal funds to states, tribes, and communities to help them operate every aspect of their child welfare systems. This includes the prevention of child abuse and neglect, the support of children and families in need of protection, the support of permanent placements through adoption and subsidized guardianship, and the information systems necessary to support these programs. To receive federal funding under Title IV-B, a five (5) year Child and Family Services Plan (CFSP) and annual updates to the plan must be submitted by each state and tribal agency requesting Title IV-B funds. The CFSP is a strategic plan that outlines a state or tribe's vision and goals for strengthening its child welfare system. If KY does not reach these goals, we can and have received **financial penalties** to our federal funding match.

# Chapter Subsections:

G- General

C- Child and Family Services

A- Adult Protection Services

Within each subsections are Chapters. For example, C-1, C-2.....

# Where do I find things in policy?

- Each chapter will be separated by the following headers:
  - Legal Authority
  - Introduction
  - Practice Guidance
  - Procedure
  - Contingencies and Clarifications
  - Related Information
  - Documents
  - Revisions

# Legal Authority

This area lists the KAR or KRS that supports the policy.

- Policy is based on the requirements set forth in Kentucky Administrative Regulations or Kentucky Revised Statutes.
- <https://legislature.ky.gov/Law/kar/Pages/default.aspx>
- <https://legislature.ky.gov/Law/Statutes/Pages/default.aspx>
- For example, SOP C2.7 Initiating the Report is based on **922 KAR 1:330 Child protective services** and **KRS 620.040 Duties of prosecutor, police, and cabinet—Prohibition as to school personnel—Multidisciplinary teams.**

# EXAMPLE SOP C2.7

## Initiating the Report

- 922 KAR 1:330 tell us:
- Section 3. Initial Investigation or Assessment.
- (1) Based upon an accepted report of child abuse, neglect, human trafficking, or dependency, the cabinet shall, in accordance with KRS 620.040(1)(b) or (2)(b), and 42 U.S.C. 5106a(b)(2)(B)(iv), make an initial determination as to the presence of safety threats and risk factors to a child.
- (2) The cabinet shall have face-to-face contact with the child or, in the case of a child fatality, initiate the investigation within four (4) hours after acceptance of the report if a report of child abuse, neglect, human trafficking, or dependency:
  - (a) Includes a child who is:
    - 1. The alleged victim of a fatality or near fatality; or
    - 2. A surviving child in the care of the alleged perpetrator of a child fatality or near fatality; or
  - (b) Involves a child who is:
    - a. Under four (4) years of age; or
    - b. Unable to verbally or nonverbally communicate the child's needs as provided by the reporting source; and
  - (c) Indicates an immediate safety threat to the child due to:
    - a. Physical abuse in accordance with Section 2(4)(a) of this administrative regulation;
    - b. Supervision neglect in accordance with Section 2(4)(b)2. of this administrative regulation; or
    - c. Sexual abuse in accordance with Section 2(4)(c) of this administrative regulation, and the alleged:
      - (i) Perpetrator has access to the child; or
      - (ii) Perpetrator's access to the child is unknown by the reporting source.

# SOP C2.7 Initiating the Report

## Cont.

- (3) The cabinet shall have face-to-face contact with the child within twenty-four (24) hours after acceptance of the report, if a report of child abuse, neglect, human trafficking, or dependency:
  - (a)
  - 1. Indicates the presence of safety threats and risk factors to the child; or
  - 2. Alleges the child is the victim of human trafficking or female genital mutilation; and
  - (b) Criteria of subsection (2) of this section are not met.
- (4) If the report of child abuse, neglect, human trafficking, or dependency indicates a moderate level of risk to a child, the cabinet shall have face-to-face contact with the child within forty-eight (48) hours after acceptance of the report.
- (5) If the report of child abuse, neglect, human trafficking, or dependency indicates a low level of risk to a child, the cabinet shall have face-to-face contact with the child within seventy-two (72) hours after acceptance of the report.
- (6) If the report of child abuse, neglect, or dependency is eligible for alternative response, the cabinet shall have face-to-face contact with the child within five (5) working days.

# Introduction

- The introduction section should describe or explain the goal of the section. This may include why certain tasks are necessary, such as the origin of the mandate, or why the section is included in policy. An introduction is not required for every section.

# Practice Guidance

- The practice guidance section should describe the underlying best practices that should drive the activity described in the SOP. It should indicate what an ideal version of the activity would look like. This section precedes the procedure section because it should outline the principles we should uphold in best practice. This foundational piece is necessary to implement the procedures under the right approach and the right understanding of the ideal version of the activity.
- The practice guidance should discuss a holistic risk assessment and include whether we have identified abuse/neglect according to a statutory threshold. It may also discuss reasonable efforts to keep the family together, describing what the ideal version of an investigation should include.

# Procedure

- The procedure section outlines the step-by-step process and describes the minimum standard. It should be the 'how to' for completing the policy.
- An example regarding investigation SOP: This section will step out that an investigation includes interviews, background checks, a thorough discussion of history, what was happening in the timeline leading up to the event, what broke down in the family, what risk factors and safety threats were identified (if any), and conclude with whether or not abuse or neglect under the statute occurred, and make specific service recommendations and referral to keep the family together (if necessary).
- The language used in procedure should be solid, precise, and to the point.
- While procedures cannot be prescriptive to meet every possible scenario, and regions should have some flexibility in how they accomplish a task, the nonnegotiable areas should be specific in detail. Example calendar/working days vs days.

# Related Information

- Any additional guidance to staff.

## EXAMPLE:

- SOP C2.3 in the Related Information section, there is guidance on how to screen court-ordered referrals when they don't meet acceptance criteria.

# Documents

- Here you will find links for all relevant forms, tipsheets, and resources for the chapter.
- A link to every form and resource referenced in an SOP section is listed under this heading. Additionally, there may be links to other forms/resources that a worker may find helpful or useful when reading that SOP section.

# Revisions

- This section will contain any policy revisions/deletions with the old version crossed through with changes in **BOLD**. There will also be a date of the revision.

For example:

3/00/2024

Case modification can only occur during the first **forty-five (45)** thirty (30) working days of a CPS investigation. Case modifications include adding an individual to a report or adding an additional victim/perpetrator pairing to a report. An additional victim/perpetrator pairing can only be added if the allegation on the new pair **meets acceptance criteria, and the justification is provided.** ~~is directly related to the original incident of reported maltreatment.~~

# SOP C2.7 Initiating the Report

## Latest revision 6/27/25

**D. SSW must have documented efforts to locate the child with local law enforcement pursuant to KRS 620.040, which states that the Cabinet shall contact local law enforcement to assist in locating the child if unable to locate the child based on the following guidelines:**

- If A is not applicable, the SSW shall physically locate the children within 14 calendar days of the initial determination that a report meets acceptance criteria for abuse or neglect. If the child is under the age of five (5), or has developmental or cognitive delays, or a significant medical or mental health condition, the SSW shall physically locate the child within five (5) working days of the initial determination.
- If A is not applicable, the SSW shall physically locate the children within 14 calendar days of the initial determination that a report meets acceptance criteria for abuse or neglect.

# Why did we make this revision?

Because KRS 620.040 changed and now says:

- If the Cabinet's initial determination is that there is risk of harm and immediate safety concerns for the child, the cabinet shall physically locate the child within fourteen (14) days of the initial determination;
- Child is under the age of five (5) years or has other developmental or cognitive delays or a significant medical or mental health condition, the cabinet shall physically locate the child within five (5) working days of the initial determination; and
- Cabinet does not physically locate the child according to the timeline established in this paragraph, the cabinet shall contact local law enforcement to assist in locating the child.

# Contingencies and Clarifications

- This section is used to clarify areas that may be confusing due to similarities with other policies. They should include “if this, then that” statements. This section is also used to add additional information.

# Newsletter

- **Newsletters** will issue on most Friday afternoons. These include Did you Know?, PPTL, PPM, and PPIM. This allows us to consolidate all information in one document, reducing the number of emails the field receives.
- These are emailed by the policy editors.

# Did You Know?

- **Did You Know? (DYK)** is used to strengthen and reinforce the agency's policies, procedures, and philosophies. They serve as brief reminders about existing practices or resources.

## Speaking of..... Did you know?

- When uploading documents in TWIST, please do not upload documents with passwords. If your document is password-protected, please remove the protection prior to uploading the document into TWIST.
- When a staff member leaves or forgets the password, no one can access the document.
- For additional information on uploading documents in TWIST, you may utilize the TWIST Tips website.

# PPTL Protection and Permanency Transmittal Letter

- **PPTL Protection and Permanency Transmittal Letter** is issued to notify staff of changes made to SOP, such as policy revisions or a change in procedure. There are many reasons why changes are made to the Standards of Practice (SOP) manual. The most prevalent reasons are:
  - Changes in legislation - When the federal or state government passes laws that affect the Cabinet's policies, the agency must revise the SOP manual to align with the law. Most of the content in the SOP manual is driven by law, and this is what guides the agency's practice in most circumstances.
  - Recognition of need - As the needs of agency clientele change, it becomes necessary to update the SOP manual to provide guidance on how to handle newly developing circumstances.
  - Suggestions from field staff - Many of the requests made by front-line staff are incorporated into the manual.

# **PPM Protection and Permanency Memorandum**

- **PPM Protection and Permanency Memorandum** is issued to clarify SOP and to advise of minor revisions that do not change procedure. Some examples of this include revisions and updates to forms or related resources, the addition of new forms or related resources, and any other necessary clarifications.

# **PPIM**

## **Protection and Permanency Information Memorandum**

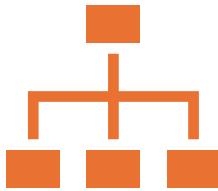
- **PPIM Protection and Permanency Information Memorandum** provides information about services, programs, trainings, etc., that may be useful to field staff. These are not related to policy.

# **FDR Field Draft Review**

# **SOC Statement of Considerations**

- **FDR Field Draft Review** occurs before policy is finalized and added to the SOP manual; it is released to the regions for review. This is a time for the regional staff to provide positive and/or negative feedback before the policy becomes official. Typically, staff are given two (2) weeks to provide feedback. Policy edits that are grounded in statute, regulation, or Children's Bureau change will not go out for FDR because they are mandated in their wording/expectations.
- **SOC Statement of Considerations** is a compilation of comments received from staff as part of an FDR. The appropriate branch(s) respond to the comments, and the SOC is included in the PPTL when a section of policy changes. If no comments are received for a specific FDR, the PPTL will note that no SOC is required.

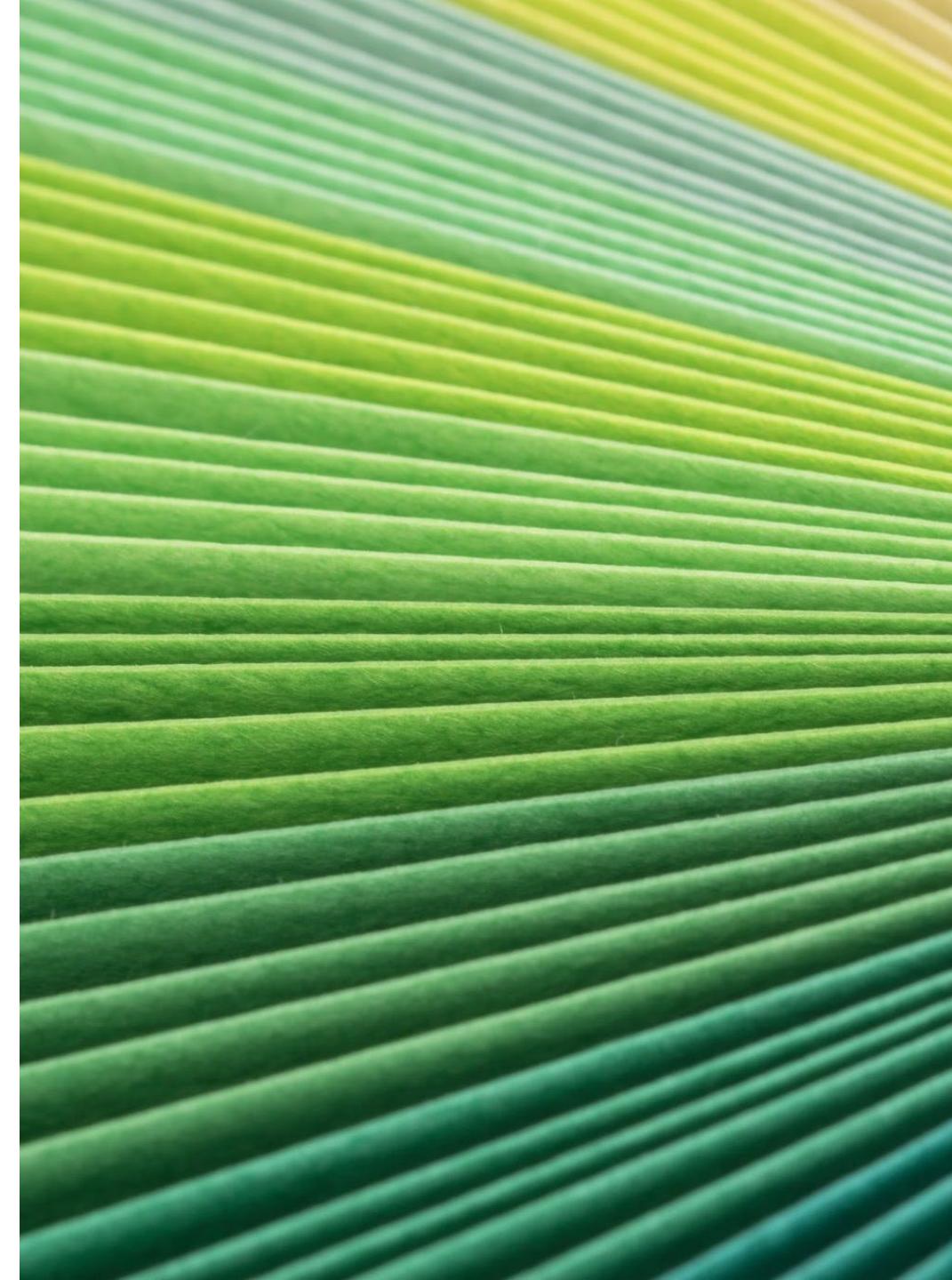
# What happens with the comments for a FDR?



Once comments are received for an FDR, the corresponding branch manager(s) will review feedback from the front-line staff. Feedback is considered, and the relevant branch determines whether edits/suggestions can be incorporated that still align with the statute, regulation, or expectations from the CB.



After any edits are completed and the SOC has been developed, the policy will be published in the online manual. Notification of changes is then detailed in a PPTL and attached to the next newsletter.



# CCT Contract Correspondence Transmittal

- **CCT Contract Correspondence Transmittal** is a memo to contractual entities. The most frequent CCTs are for private child caring (PCC) and private child placing (PCP) agencies. Although the CCTs are not included in the newsletters and are therefore not sent directly to field staff, they can be found under CCT Documents in the Resources section of the manual.

# PCCT

## Prevention Contract Correspondence Transmittal

- **PCCT Prevention Contract Correspondence Transmittals** are memos used to provide updated guidance to our prevention contracted providers. Some examples of prevention contracts are Family Preservation and Reunification Services (FPRS), Kentucky Strengthening Ties and Empowering Parents (KSTEP), and Sobriety Treatment and Recovery Team (START). As with the CCTs, these memos are not included in the newsletters but can be found under PCCT Documents under the Resources tab of the manual.

# RESOURCES

- The resources tab serves as a form's library. It is located at the bottom of every SOP manual screen.
- By entering a word in the “**Search in documents and forms**” box, the user should be able to locate any form. It is important to use the **Search in Documents and Forms** box rather than the **Search in site** box.