Report produced on Aug 01, 2012 at 4:14

### **Area: All Province**

### **Respondent Profile**

	Count	%
CP Worker	311	72%
Team Leader	62	14%
Admin Staff	60	14%
Total	433	100%

## **Recording Child Protection Reports in ICM**

You have received a call that does not contain any Section 13 information. After completing a Prior Contact Check, you would create a Service Request

You have received a call which includes Section 13 information. After completing a Prior Contact Check, you would create an Incident

### **Caller Information (Reporter)**

Caller information on a child protection call should be recorded under Incident (as Reporter)

% Correct	# Responses
65%	355
96%	395

Highly Somewhat

#### 90% 399

rior Contact Check (PCC)		Conticwitat	1101	
Hor contact offect (1 00)	Confident	Confident	Confident	Respondents
Conducting a PCC in ICM.	32%	45%	24%	424
	4.40/	070/	000/	
Printing a PCC from ICM.	14%	27%	60%	422
You know what steps are required to be completed in ICM for a PCC.	26%	45%	29%	423
You know what steps are still required to be completed in MIS for a PCC.	67%	17%	16%	423
You know what steps are still required to be completed in Best Practices (the DAA case management system)for a PCC.	13%	27%	59%	385
You have the information you need to make a decision after completing a PCC most of the time.	28%	42%	30%	402

## **Structured Decision Making (SDM) Tools**

	Highly Confident	Somewhat Confident	Not Confident	Respondents
Saving an SDM tool	30%	38%	32%	370
Using the Naming Convention when saving an SDM tool	12%	26%	62%	366
Updating an SDM tool	21%	34%	45%	367
Printing an SDM tool (sign-off)	30%	31%	38%	370
Scanning a signed SDM tool	37%	27%	35%	372
Attaching a signed SDM tool	37%	29%	34%	374

	Percentage Correct		
Waiting for Response re: iConnect & ICM	Finding	Attaching	
Safety Assessment	73%	78%	
Vulnerability Assessment	68%	71%	
Family and Child Strength and Needs Assessment	51%	55%	
Vulnerability Re- Assessment	49%	63%	
Reunification Assessment	47%	73%	

Report produced on Aug 01, 2012 at 4:14

391

Case % Correct # Responses

After completing an Investigation, you have had to remove a child from his/her family. Which of the following would you open next in ICM? Child Service Case

After completing an Investigation, you determine that the family needs ongoing service and the children remain with the family. Which of the following would you open next in ICM? Family Service Case

84% 391

After selecting Offer Child and Family Services as Intake Action, where		
would you record further information on the services provided in ICM?	Percentage	
Incident	24%	
Service Request	17%	
Family Service Case	37%	
Child Service Case	0%	
Post Majority Case	0%	
Prefer additional training before responding	22%	
Total number of responses	393	

76%

#### **Notes**

	Highly Confident	Somewhat Confident	Not Confident	Respondents
Selecting a Note Type.	30%	46%	23%	413
Knowing where to create a Note.	51%	31%	17%	413
Using the Naming Convention when creating a Note.	16%	28%	56%	410
Knowing when to manually Lock a Note.	35%	28%	37%	412
Printing Notes	24%	27%	48%	419

Attachments % Correct # Responses

Where would you attach a letter indicating that a family has been accepted into a parenting program as part of their Family Plan? Case

Where would you attach a letter informing a family of the outcome of their child protection investigation? Incident

If a document attached to an Incident or Service Request needs to be viewed on a Case, what is the process for doing so? Profile the document

62%	400

75% 401

410

As a Note on the As an Attachment While responding to an Incident, where would Prefer additional training you record the following: Incident to the Incident Respondents Incident Summary 72% 8% 20% 392 Concluding Remarks 72% 6% 22% 391 Interviews with the Child 54% 393 26% 20% 71% 19% 393 PCC remarks 10% Collateral Checks 392 63% 16% 21%

Query Function	% Yes/Correct	# Responses
Do you know how to create a Query?	54%	424
Do you know how to save a Query you have created?	30%	422

Where would you find the Activities of the Week Query? Under the Saved Queries field on the Activities tab

12%

12% 406

18%

Closing a Notification

Report produced on Aug 01, 2012 at 4:14

Notifications		0 ,	Somewhat		Daamandanta
		Confident	Confident	Confident	Respondents
	Responding to a Notification intended for you.	29%	43%	28%	420
	, , , , , , , , , , , , , , , , , , , ,		10,0		
	Responding to a Notification sent to your team.	16%	38%	46%	419
	Managing a Notification sent to you in error.	12%	26%	62%	423
	Sending a Notification to another staff member.	28%	31%	41%	424
	·				

ICM is a Contact based system. Which aspects of Contact are shared (meaning that information entered is visible to all users of ICM)? All information entered under Contacts (including sub tabs

Where would you attach a Note concerning a Contact's entry into

% Correct

# Responses

46%

46%

422

24%

422

408

**Printing** 

a detox program? Case

**Standards of Privacy** 

such as Addresses, Notes, Attachments)

	підпіў	Somewhat	INOL	
	Confident	Confident	Confident	Respondents
Count Decument	220/	0.50/	F00/	400
Court Document	22%	25%	52%	402
Summary	16%	27%	57%	410
SDM tool for sign-off	25%	28%	47%	403
Contact information	13%	28%	59%	420
Caseload	15%	26%	59%	417
Referral Document	12%	23%	66%	407

Highly Somowhat

Interface between ICM and MIS	% Correct	# Responses	
In which system would you open a Child Service case? ICM	59%	417	
In which system would you close a Child Service case? MIS	42%	413	
In which system would you open a new Resource file on a new Foster Parent? ICM	15%	353	
In which system would you create a Supervision Order? MIS	29%	389	
Concluding Questions	% Yes	# Responses	
If one-on-one assistance was available, I would find it useful to assist me in completing my ICM documentation.	83%	433	
I have become more confident in my ability to work in ICM as time goes on.	65%	433	
Ministry of Children and Family Development Page			

84

# **ICM Self Assessment Summary**

**July 2012** 

### **Area: All Province**

### **Respondent Profile**

	Count	%
CP Worker	72	83%
Team Leader	11	13%
Admin Staff	4	5%
Total	87	100%

## **Recording Child Protection Reports in ICM**

You have received a call that does not contain any Section 13 information. After completing a Prior Contact Check, you would create a Service Request

You have received a call which includes Section 13 information. After completing a Prior Contact Check, you would create an Incident

### **Caller Information (Reporter)**

Caller information on a child protection call should be recorded under Incident (as Reporter)

% Correct	# Response
67%	75
98%	84

89%

## P

Prior Contact Check (PCC)	Highly Confident	Somewhat Confident	Not Confident	Respondents
	Connacii	Cormachi	Cormacin	respondents
Conducting a PCC in ICM.	31%	49%	20%	86
Printing a PCC from ICM.	16%	23%	60%	86
You know what steps are required to be completed in ICM for a PCC.	24%	44%	31%	86
You know what steps are still required to be completed in MIS for a PCC.	71%	16%	13%	86
You know what steps are still required to be completed in Best Practices (the DAA case management system)for a PCC.	10%	33%	58%	80
You have the information you need to make a decision after completing a PCC most of the time.	31%	43%	25%	83

## **Structured Decision Making (SDM) Tools**

	Highly Confident	Somewhat	Not Confident	Respondents
Saving an SDM tool	28%		31%	78
Using the Naming Convention when saving an SDM tool	14%	23%	63%	79
Updating an SDM tool	19%	36%	44%	77
Printing an SDM tool (sign-off)	30%	29%	41%	79
Scanning a signed SDM tool	41%	26%	33%	80
Attaching a signed SDM tool	39%	29%	33%	80

#### Percentage Correct Waiting for Response re: iConnect & ICM **Finding** Attaching

Safety Assessment	76%	76%
Vulnerability Assessment	67%	72%
Family and Child Strength and Needs Assessment	49%	49%
Vulnerability Re- Assessment	47%	67%
Reunification Assessment	44%	79%

84

84

## **ICM Self Assessment Summary**

**July 2012** 

Case	% Correct	# Responses

After completing an Investigation, you have had to remove a child from his/her family. Which of the following would you open next in ICM? Child Service Case

After completing an Investigation, you determine that the family needs ongoing service and the children remain with the family. Which of the following would you open next in ICM? Family Service Case

After selecting Offer Child and Family Services as Intake Action, where would you record further information on the services provided in ICM?	Percentage
Incident	27%
Service Request	14%
Family Service Case	37%
Child Service Case	0%
Post Majority Case	0%
Prefer additional training before responding	22%
Total number of responses	86

71%

87%

#### **Notes**

	Highly Confident	Somewhat Confident	Not Confident	Respondents
Selecting a Note Type.	35%	38%	27%	85
Knowing where to create a Note.	55%	28%	16%	85
Using the Naming Convention when creating a Note.	18%	22%	60%	85
Knowing when to manually Lock a Note.	36%	22%	42%	86
Printing Notes	24%	24%	52%	87

Attachments	% Correct	# Responses

Where would you attach a letter indicating that a family has been accepted into a parenting program as part of their Family Plan?

Case

Where would you attach a letter informing a family of the outcome of their child protection investigation? Incident

If a document attached to an Incident or Service Request needs to be viewed on a Case, what is the process for doing so? Profile the document

61%	84

80% 85

hile responding to an Incident, where would As a Note on the As an Attachment Prefer additional Incident to the Incident Prefer additional Present Prefer additional Incident Incident

while responding to an incident, where would	As a Note on the	As an Attachment	Prefer additional	
you record the following:	Incident	to the Incident	training	Respondents
Incident Summary	74%	8%	18%	85
Concluding Remarks	75%	6%	19%	84
Interviews with the Child	62%	20%	18%	85
PCC remarks	75%	7%	18%	85
Collateral Checks	73%	11%	16%	85

Query Function	% Yes/Correct	# Responses
Do you know how to create a Query?	51%	87
Do you know how to save a Query you have created?	30%	87
Where would you find the Activities of the Week Query? Under the Saved Queries field on the Activities tab	13%	84

Closing a Notification

**July 2012** 

86

Notifications		Highly Confident	Somewhat Confident	Not Confident	Respondents
	Responding to a Notification intended for you.	26%	41%	34%	86
	Responding to a Notification sent to your team.	17%	38%	45%	87
	Managing a Notification sent to you in error.	14%	26%	60%	86
	Sending a Notification to another staff member.	28%	32%	40%	87
					,

## Standards of Privacy

ICM is a Contact based system. Which aspects of Contact are shared (meaning that information entered is visible to all users of ICM)? All information entered under Contacts (including sub tabs such as Addresses, Notes, Attachments)

Where would you attach a Note concerning a Contact's entry into a detox program? Case

% Correct

# Responses

43% 87

45% 86

**Printing** 

	Highly	Somewhat	Not	
	Confident	Confident	Confident	Respondents
Court Document	20%	27%	53%	85
Summary	15%	25%	60%	87
SDM tool for sign-off	22%	27%	51%	86
Contact information	11%	28%	61%	87
Caseload	19%	24%	57%	86
Referral Document	15%	21%	64%	85

Interface between ICM and MIS	% Correct	# Responses
In which system would you open a Child Service case? ICM	62%	87
In which system would you close a Child Service case? MIS	46%	85
In which system would you open a new Resource file on a new Foster Parent? ICM	19%	72
In which system would you create a Supervision Order? MIS	33%	84
Concluding Questions	% Yes	# Responses

If one-on-one assistance was available, I would find it useful to assist me in completing my ICM documentation.

I have become more confident in my ability to work in ICM as

I have become more confident in my ability to work in ICM as time goes on.

82%

72%

87

87

451

# **ICM Self Assessment Summary**

Report produced on Aug 14, 2012 at 4:29

### **Area: All Province**

### **Respondent Profile**

	Count	%
CP Worker	350	72%
Team Leader	71	15%
Admin Staff	68	14%
Total	489	100%

## **Recording Child Protection Reports in ICM**

You have received a call that does not contain any Section 13 information. After completing a Prior Contact Check, you would create a Service Request

You have received a call which includes Section 13 information. After completing a Prior Contact Check, you would create an Incident

### **Caller Information (Reporter)**

Caller information on a child protection call should be recorded under Incident (as Reporter)

% Correct	# Responses
63%	399
95%	445

89%

Prior Contact Check (PCC)		Somewhat	Not	
Tior Solitable Check (1 00)	Confident	Confident	Confident	Respondents
Conducting a PCC in ICM.	31%	45%	24%	479
Printing a PCC from ICM.	14%	28%	58%	477
You know what steps are required to be completed in ICM for a PCC.	26%	45%	29%	478
You know what steps are still required to be completed in MIS for a PCC.	66%	17%	16%	477
You know what steps are still required to be completed in Best Practices (the DAA case management system)for a PCC.	14%	27%	59%	436
You have the information you need to make a decision after completing a PCC most of the time.	28%	42%	30%	455

## **Structured Decision Making (SDM) Tools**

	Highly Confident	Somewhat Confident	Not Confident	Respondents
Saving an SDM tool	30%	38%	32%	417
Using the Naming Convention when saving an SDM tool	12%	27%	62%	413
Updating an SDM tool	21%	34%	45%	415
Printing an SDM tool (sign-off)	30%	32%	38%	418
Scanning a signed SDM tool	36%	28%	35%	421
Attaching a signed SDM tool	36%	29%	34%	423

	Percentage Correct		
Waiting for Response re: iConnect & ICM	Finding	Attaching	
Safety Assessment	73%	78%	
Vulnerability Assessment	68%	71%	
Family and Child Strength and Needs Assessment	51%	55%	
Vulnerability Re- Assessment	48%	62%	
Reunification Assessment	47%	72%	

Report produced on Aug 14, 2012 at 4:29

439

452

After completing an Investigation, you have had to remove a child from his/her family. Which of the following would you open next in ICM? Child Service Case

After completing an Investigation, you determine that the family needs ongoing service and the children remain with the family. Which of the following would you open next in ICM? Family Service Case

83% 438

After selecting Offer Child and Family Services as Intake Action, where	
would you record further information on the services provided in ICM?	Percentage
Incident	23%
Service Request	17%
Family Service Case	38%
Child Service Case	0%
Post Majority Case	0%
Prefer additional training before responding	22%
Total number of responses	442

75%

#### **Notes**

	Highly Confident	Somewhat Confident	Not Confident	Respondents
Selecting a Note Type.	30%	46%	24%	466
Knowing where to create a Note.	52%	30%	18%	466
Using the Naming Convention when creating a Note.	16%	29%	55%	463
Knowing when to manually Lock a Note.	36%	28%	37%	465
Printing Notes	24%	27%	49%	473

Attachments	% Correct	# Responses
7 teta o i i i i o i to	70 3311331	" Itoo policos

Where would you attach a letter indicating that a family has been accepted into a parenting program as part of their Family Plan?

Case

Where would you attach a letter informing a family of the outcome of their child protection investigation? Incident

If a document attached to an Incident or Service Request needs to be viewed on a Case, what is the process for doing so? Profile the document

62%

74% 453

17% 461

While responding to an Incident, where would you record the following:	As a Note on the Incident	As an Attachment to the Incident		
Incident Summary	72%	8%	20%	441
Concluding Remarks	73%	5%	22%	440
Interviews with the Child	54%	26%	20%	442
PCC remarks	71%	9%	20%	443
Collateral Checks	64%	15%	21%	441

Query Function	% Yes/Correct	# Responses
Do you know how to create a Query?	53%	479
Do you know how to save a Query you have created?	29%	477
Where would you find the Activities of the Week Query? Under the Saved Queries field on the Activities tab	11%	459

Closing a Notification

Report produced on Aug 14, 2012 at 4:29

Notifications		Highly Confident	Somewhat Confident	Not Confident	Respondents
	Depending to a Natification intended for you	200/	420/	29%	470
	Responding to a Notification intended for you.	28%	43%	29%	476
	Responding to a Notification sent to your team.	17%	38%	45%	474
	Managing a Notification sent to you in error.	12%	26%	62%	479
	Sending a Notification to another staff member.	28%	31%	41%	480

## ICM is a Contact based system. Which aspects of Contact are

shared (meaning that information entered is visible to all users of ICM)? All information entered under Contacts (including sub tabs such as Addresses, Notes, Attachments)

Where would you attach a Note concerning a Contact's entry into a detox program? Case

% Correct

45%

45%

# Responses

477

460

478

**Printing** 

**Standards of Privacy** 

	Highly	Somewhat	Not	
	Confident	Confident	Confident	Respondents
Court Document	22%	27%	52%	454
	400/	200/	=00/	405
Summary	16%	28%	56%	465
SDM tool for sign-off	24%	29%	47%	455
Contact information	14%	28%	58%	475
Caseload	16%	25%	59%	472
Referral Document	11%	23%	65%	459

Interface between ICM and MIS	% Correct	# Responses
In which system would you open a Child Service case? ICM	60%	470
In which system would you close a Child Service case? MIS	41%	466
In which system would you open a new Resource file on a new Foster Parent? ICM	16%	402
In which system would you create a Supervision Order? MIS	28%	440

Concluding Questions	% Yes	# Responses
If one-on-one assistance was available, I would find it useful to		
assist me in completing my ICM documentation.	83%	489

I have become more confident in my ability to work in ICM as time goes on.

65%

10 70

489

Our biggest strength as a ministry is, without question, the people who work here. For those of you on the front lines of child protection, your work is complex, difficult and incredibly important. As a ministry, we strive to support you so that you, in turn, can focus on what really matters—children, youth and families.

Ensuring you have the support, training and time you need to comfortably navigate the new ICM recording system is a key part of our work over the next few months. We have heard from you that additional practice and ICM training are needed in order for you to successfully use ICM in support of your vital day-to-day work.

We appreciate the honest, thoughtful, and insightful feedback you have provided locally through your Team Leaders, Community Service Managers, Directors of Practice and Executive Directors of Service, as well as centrally through the Help Desk, one-on-one in site visits, through LiveMeetings, and through your Core Super Users. We are currently planning additional training and resources and want to be sure that what we deliver reflects not only the feedback provided to date, but also reflects individual needs.

To capture this information, we ask you to participate in a quick self-assessment of your current use of ICM and its integration with your daily practice. The information you provide through the survey will be used to tailor practice and ICM training and other forms of support over the summer and fall.

We ask that you please answer the self-assessment questions openly and without worrying about what is the "right" answer —this is not a test of your ability in working with ICM, but rather intended to ensure we have a full understanding of your current training and support requirements so that we may tailor training, resources and supports to best meet your needs.

Please respond by Tuesday, August 7, 2012 If you do not work in a position related to Child Protection, you do not need to complete this survey as it is directed to Child Protection staff. If you have any questions, please notify OCMMCF@gov.bc.ca .

Thank you for your participation.

The list is alphabetical	by last name.	use the scroll-b	oar or begin tvi	pina vour super	rvisor's last r	name

Please select your supervisor's name from the drop-down list.

The list is alphabetical by last name, use the scroll-bar or begin typing your supervisor's last name.
If your supervisor's name is not listed, please select Other
<b>▼</b>
If you selected Other from the supervisor list above, please write in your supervisor's name here.
Please select your office code from the list below: *
•

If you	ur office code is not in the above list, please enter your office code here:
Pleas	se select the the position type that best describes your job from the drop-down list. *
Pleas	se check this box if you have received Instructor-led training in ICM.
	Recording Child Protection Reports
	have received a call that does not contain any Section 13 information. After completing a Prior act Check, you would create: *
	A Service Request
	An Incident
	Prefer additional training before responding
	Not applicable
You h	have received a call which includes Section 13 information. After completing a Prior Contact Check, would create: *
	A Service Request
	An Incident
	Prefer additional training before responding
	Not applicable
	Caller Information
Calle	r information on a child protection call should be recorded: *
	Under Contact (as an associated Contact)
	Under Incident (as Reporter)

0	Prefer additional training before responding
0	Not Applicable

#### Prior Contact Check (PCC)

Please indicate your level of confidence with the following using the scale below.

- Highly Confident (I know how to complete this task without assistance from my co-workers or needing to refer to the Practitioner Guides)
- Somewhat Confident (I can figure out how to complete this task with assistance from my co-workers or by reviewing the Practitioner Guides)
- Not Confident (I do not feel confident completing this task)
- Not Applicable (I am not required to complete this task)

\*

	Highly Confident <b>1</b>	Somewhat Confident <b>2</b>	Not Confident	Not Applicable
Conducting a PCC in ICM.	•			
Printing a PCC from ICM.	•			
You know what steps are required to be completed in ICM for a PCC.	0	0	0	•
You know what steps are still required to be completed in MIS for a PCC.	0		O	0
You know what steps are still required to be completed in Best Practices (the DAA case management system) for a PCC.	Ō		D	0
You have the information you need to make a decision after completing a PCC most of the time.	0		D	•

#### Structured Decision Making (SDM) Tools

Please indicate your level of confidence in completing the following tasks related to SDM tools, using the scale below.

- Highly Confident (I know how to complete this task without assistance from my co-workers or needing to refer to the Practitioner Guides)
- Somewhat Confident (I can figure out how to complete this task with assistance from my co-workers or by reviewing the Practitioner Guides)
- Not Confident (I do not feel confident completing this task)
- Not Applicable (I am not required to complete this task)

\*

	Highly Confident	Somehwat Confident	Not Confide	nt	
	1	2	3	Not Applicable	
Saving an SDM tool					
Using the Naming Convention when saving an SDM tool	0		•	0	
Updating an SDM tool	•			0	
Printing an SDM tool (sign-off)	•				
Scanning a signed SDM tool	•			0	
Attaching a signed SDM tool	•		•		
Please indicate where you wo	uld find the follo	owing Structur	ed Decision M	laking Tools. *	
	iConnect (Forms Page)	ICM	Prefer Additional Training		
	1	2	3	Not Applicable	
Safety Assessment	0	0	0	0	
Vulnerability Assessment Family and Child Strength	0	•	0	0	
and Needs Assessment	. 0	0	0	0	
Vulnerability Re-Assessmer	nt 💮	•	•	•	
Paunification Assessment	_		<del></del>		
Reunification Assessment			D	D	
Reunification Assessment  Please indicate where you wo	0		D	D	
	0		D		
Please indicate where you wo  Incident Service Request	0		D		
Please indicate where you wo  Incident Service Request Case	0		D		
Please indicate where you wo  Incident Service Request	0		D		
Please indicate where you wo  Incident Service Request Case Contact Prefer additional training to	ould attach a Saf	ey Assessment	D		
Please indicate where you wo  Incident Service Request Case Contact	ould attach a Saf	ey Assessment	D		
Please indicate where you wo  Incident Service Request Case Contact Prefer additional training to	ould attach a Safe	ey Assessment	E. *		
Please indicate where you wo  Incident Service Request Case Contact Prefer additional training to Not Applicable	ould attach a Safe	ey Assessment	E. *		
Please indicate where you wo  Incident Service Request Case Contact Prefer additional training to Not Applicable  Please indicate where you wo	ould attach a Safe	ey Assessment	E. *		
Please indicate where you wo  Incident Service Request Case Contact Prefer additional training to Not Applicable  Please indicate where you wo Incident	ould attach a Safe	ey Assessment	E. *		

0	Prefer additional training before responding
	Not Applicable
Pleas	e indicate where you would attach a Family and Child Strength and Needs Assessment. *
0	Incident
	Service Request
	Case
0	Contact
	Prefer additional training before responding
•	Not Applicable
Pleas	e indicate where you would attach a Vulnerability Re-Assessment. *
0	Incident
	Service Request
	Case
	Contact
	Prefer additional training before responding
	Not Applicable
Pleas	e indicate where you would attach a Reunification Assessment. *
	Incident
	Service Request
	Case
	Contact
	Prefer additional training before responding
0	Not Applicable
	Case
	completing an Investigation, you have had to remove a child from his/her family. Which of the ving would you open next in ICM? *
•	Incident

	Service Request
	Family Service Case
•	Child Service Case
0	Post Majority Case
0	Prefer additional training before responding
0	Not Applicable
	completing an Investigation, you determine that the family needs ongoing service, and the
ild	ren remain with the family. Which of the following would you open next in ICM? *
0	Incident
0	Service Request
0	Family Service Case
0	Child Service Case
0	Post Majority Case
0	Prefer additional training before responding
0	Not Applicable
	selecting Offer Child and Family Services as Intake Action, where would you record further
	nation on the services provided in ICM? *
011	
011	Incident
0	Incident Service Request
0	
0	Service Request
0	Service Request Family Service Case Child Service Case
• • •	Service Request Family Service Case Child Service Case Post Majority Case
	Service Request Family Service Case Child Service Case
• • •	Service Request Family Service Case Child Service Case Post Majority Case Prefer additional training before responding

- needing to refer to the Practitioner Guides)
- Somewhat Confident (I can figure out how to complete this task with assistance from my co-workers or by reviewing the Practitioner Guides)
- Not Confident (I do not feel confident completing this task)

• Not	: Applicable (I am not req	uired to compl	ete this task)								
		Highly Confident <b>1</b>	Somewhat Confident <b>2</b>	Not Confide							
Sel	lecting a Note Type.	Ö		3	Not Applicable						
Kn	owing where to create		0	0	0						
	lote. ing the Naming	_									
	nvention when creating lote.	•	•	•	•						
	owing when to nually Lock a Note.				•						
	nting Notes.	0									
			Attachments								
	e would you attach a lett	er indicating th	nat a family has	been accept	ed into a parenting pr	ogram as					
*	of their Family Plan?										
0											
	Contact										
	Incident										
0	Service Request										
0	Case										
0	Prefer additional training b	efore responding	)								
	Not applicable										
Whor	e would you attach a lett	er informing a	family of the o	itcome of the	air child protection						
	tigation?	er imorning a	ranning of the ot	accounce or the	en enna protection						
	Contact										
	Incident										
	Service Request										
	Case										
	Prefer additional training b	efore responding	]								
	Not applicable										

While responding to an Incident, where would you record the following: \*

Cor Int	cident Summary ncluding Remarks erviews with the Child C remarks	1 0 0 0	2 0 0	3 0 0	N/A O O		
	Collateral Checks						
	ess for doing so:						
0	Attach the document to bot Attach the document to the		he Incident or Ser	vice Request			
0	Profile the document  Prefer additional training be	fore recoonding					
•	Not applicable	nore responding					
		Q	uery Function				
Do yo	ou know how to create a Q	uery?					
0	Yes						
0	No	6					
0	Prefer additional training be Not Applicable	rore responding					
	нос дрисавіс						
Do yo	ou know how to save a Que	ery you have cı	reated?				
0	Yes						
0	No						
0	Prefer additional training be	fore responding					
	Not Applicable						
Wher	e would you find the Activ	ities of the We	ek Query?				
	Under the Saved Queries fie	eld on the Activit	ies tab				

0	Under the Query menu on	the Activities tab				
	Under the Saved Queries field on the homepage					
	Under the Query menu on the homepage					
	Prefer additional training b	efore responding				
	Not applicable					
			Notifications			
Pleas	e indicate your level of c	onfidence with t	the following ta	sks using the	scale below.	
	hly Confident (I know hoing to refer to the Practit		his task withou	it assistance f	from my co-workers or	
	newhat Confident (I can reviewing the Practition		to complete thi	s task with as	sistance from my co-w	orkers
Not	Confident (I do not feel	confident comp	leting this task	)		
Not	Applicable (I am not req	uired to comple	ete this task) *			
		Highly Confident <b>1</b>	Somewhat Confident <b>2</b>	Not Confiden	t Not Applicable	
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	sponding to a tification sent to your im.	0	0	0	0	
	naging a Notification nt to you in error.	0			•	
Ser	nding a Notification to other staff member.	0	0	0	0	
	sing a Notification	0	•		•	
		Star	ndards of Priva	СУ		
СМ і	s a Contact based system	. Which aspects	s of Contact are	shared (mea	ning that information	entered
s visi	ible to all users of ICM)?			-		
Δ ++·	Information entered in the	upper Contact ap	oplet (excluding s	sub-tabs such a	as Addresses, Notes,	
Atta	achments) All information entered un	dor Contacts (incl	uding cub taba c	uch as Address	os Notos Attachments)	
	Prefer additional training b			ucii as Address	es, Notes, Attachments)	
	_	erore responding				
	Not applicable					

Where would you attach a Note concerning a Contact's entry into a detox program? \*

	Contact					
	Incident					
	Service Request					
	Case					
	Prefer additional training b	efore responding				
	Not applicable					
			Printing			
Pleas	e indicate your level of co	onfidence in prin	nting the follow	ving using the	scale below.	
	hly Confident (I know ho ing to refer to the Practit		his task withou	ut assistance fr	om my co-workers o	r
	newhat Confident (I can reviewing the Practition		o complete thi	s task with ass	istance from my co-	workers
Not	Confident (I do not feel	confident compl	eting this task	<b>(1)</b>		
Not	Applicable (I am not req	uired to comple	te this task)			
		Highly Confident	Somewhat Confident	Not Confident		
Co	urt Document	1	2	3	Not Applicable	
	mmary	0	0	0	0	
	M tool for sign-off		•	0	0	
	ntact information	0	•		•	
Cas	seload	0				
Re	ferral Document	0				
		Intorface	between ICM a	and MIS		
	nich system would you op			and MIS		
k k	nich system would you op	en a Child Servi	ice case?			
0	ICM					
0	MIS					
0	Prefer additional training b	efore responding				
	Not applicable					

In which system would you close a Child Service case?

	ICM
	MIS
	Prefer additional training before responding
	Not applicable
In wh	ich system would you open a new Resource file on a new Foster Parent? *
	ICM
	MIS
	Prefer additional training before responding
0	Not applicable
In wh	ich system would you create a Supervision Order? *
	ICM
	MIS
	Prefer additional training before responding
	Not applicable
	Concluding questions
	e-on-one assistance was available, I would find it useful to assist me in completing my ICM mentation. *
0	Yes
	NO .
I have	e become more confident in my ability to work in ICM as time goes on. *
	Yes
	No

	Our biggest strength as a ministry is,	
	without question, the people who	
	work here. For those of you on the	Please select the the position
	front lines of child protection, your	type that best describes your
Created By	work is complex, difficult and	job from the drop-down list.
		Child Protection Worker
		Administrative staff
		Child Protection Worker
		Team Leader
		Child Protection Worker
		Administrative staff
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	bluefontend linebreak You have received a call that	
	does not contain any Section 13 information. After	You have received a call which includes Section
above, please write in your supervisor's	completing a Prior Contact Check, you would	13 information. After completing a Prior Contact
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	A Service Request	An Incident
Not Responsive	Prefer additional training before responding	Prefer additional training before responding
	Not applicable	Not applicable
	Not applicable	An Incident
	A Service Request	An Incident

bluefontstart Caller Information bluefontend	
linebreak Caller information on a child protection	Please indicate where you would attach a Safey
call should be recorded:	Assessment.
Under Incident (as Reporter)	Incident
Not Applicable	Incident
Under Incident (as Reporter)	Incident
Prefer additional training before responding	Prefer additional training before responding
Under Incident (as Reporter)	Incident
Prefer additional training before responding	Case
Not Applicable	Contact
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding
Under Incident (as Reporter)	Case
Prefer additional training before responding	Case
Under Contact (as an associated Contact)	Incident
Not Applicable	Not Applicable
Not Applicable	Not Applicable
Not Applicable	Not Applicable
Under Incident (as Reporter)	Service Request
Under Contact (as an associated Contact)	Incident
Not Applicable	Not Applicable
Under Contact (as an associated Contact)	Incident
Not Applicable	Not Applicable
Under Contact (as an associated Contact)	Incident
Under Contact (as an associated Contact)	Incident
Under Contact (as an associated Contact)	Incident
Under Incident (as Reporter)	Service Request
Under Incident (as Reporter)	Incident
Under Incident (as Reporter)	Incident
Under Incident (as Reporter)	Incident
Prefer additional training before responding	Incident
Under Incident (as Reporter)	Incident

Under Incident (as Reporter)	Incident
Under Incident (as Reporter)	Incident
Not Applicable	Not Applicable
Under Incident (as Reporter)	Incident
Under Incident (as Reporter)	Incident
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Under Incident (as Reporter)	Prefer additional training before responding
Under Incident (as Reporter)	Prefer additional training before responding
Under Incident (as Reporter)	Incident
Not Applicable	Prefer additional training before responding
Under Incident (as Reporter)	Incident
Under Incident (as Reporter)	Case
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Under Incident (as Reporter)	Prefer additional training before responding
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Under Incident (as Reporter)	Incident
Under Incident (as Reporter)	Case
Under Contact (as an associated Contact)	Incident
Not Applicable	Prefer additional training before responding
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Under Incident (as Reporter)	Incident
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Prefer additional training before responding	Prefer additional training before responding
Not Applicable	Incident
Under Incident (as Reporter)	Incident
Prefer additional training before responding	Prefer additional training before responding

Under Incident (as Reporter)	Not Applicable
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Under Incident (as Reporter)	Not Applicable
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Under Incident (as Reporter)	Prefer additional training before responding
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Under Incident (as Reporter)	Prefer additional training before responding
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Under Incident (as Reporter)	Incident
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Under Incident (as Reporter)	Not Applicable
Under Incident (as Reporter)	Not Applicable
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Under Incident (as Reporter)	Incident
Under Incident (as Reporter)	Not Applicable

Please indicate where you would attach a	Please indicate where you would attach a Family	Please indicate where you would attach a
Vulnerability Assessment.	and Child Strength and Needs Assessment.	Vulnerability Re-Assessment.
Case	Service Request	Case
Incident	Prefer additional training before responding	Prefer additional training before responding
Incident	Case	Case
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Service Request	Case	Contact
Service Request	Case	Case
Service Request	Service Request	Case
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Contact	Case	Service Request
Case	Case	Contact
Contact	Incident	Prefer additional training before responding
Incident	Incident	Incident
Not Applicable	Not Applicable	Not Applicable
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Not Applicable	Not Applicable	Not Applicable
Case	Service Request	Service Request
Incident	Incident	Incident
Contact	Contact	Not Applicable
Incident	Incident	Incident
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Incident	Incident	Incident
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Service Request	Service Request	Service Request
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Incident	Incident	Service Request
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Incident	Incident	Incident
Incident	Case	Case
Prefer additional training before responding	Prefer additional training before responding	Case

Incident	Case	Case
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Incident	Incident	Incident
Incident	Incident	Incident
Incident	Case	Case
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Incident	Incident	Case
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Incident	Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Case	Case
Incident	Incident	Case
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Incident	Incident	Incident
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Incident	Prefer additional training before responding	Prefer additional training before responding
Incident	Incident	Case
Case	Case	Case
Incident	Case	Case
Case	Incident	Case
Case	Case	Case
Incident	Incident	Not Applicable
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Incident	Incident	Incident
Not Applicable	Not Applicable	Not Applicable
Incident	Case	Case
Incident	Case	Case
Case	Case	Case
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Incident	Case	Case
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Incident	Case	Case
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Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
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Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
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Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
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Not Applicable	Not Applicable	Not Applicable
Incident	Case	Case
Case	Case	Case
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Incident	Case	Case
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Incident	Case	Case
Prefer additional training before responding	Case	Case
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Incident	Incident	Incident
Incident	Case	Prefer additional training before responding
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Incident	Incident	Case

Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Incident	Case	Case
Incident	Incident	Incident
Case	Case	Case
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Incident	Case	Case
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Incident	Incident	Incident
Case	Prefer additional training before responding	Prefer additional training before responding
Incident	Case	Case
Case	Case	Case
Case	Case	Case
Incident	Case	Case
Not Applicable	Not Applicable	Not Applicable
Case	Case	Case
Not Applicable	Not Applicable	Not Applicable
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Incident	Incident	Prefer additional training before responding
Incident	Prefer additional training before responding	Prefer additional training before responding
Not Applicable	Not Applicable	Not Applicable
Incident	Incident	Incident
Contact	Contact	Contact
Incident	Incident	Case
Incident	Incident	Case
Incident	Prefer additional training before responding	Prefer additional training before responding
Not Applicable	Prefer additional training before responding	Not Applicable
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Not Applicable	Not Applicable	Not Applicable
Incident	Case	Prefer additional training before responding
Incident	Case	Case
Incident	Case	Incident
Incident	Case	Case
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Incident	Incident	Case
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Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
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Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Incident	Case	Case
Incident	Case	Incident
Not Applicable	Not Applicable	Not Applicable
Incident	Incident	Case
Case	Case	Case
Incident	Incident	Incident
Not Applicable	Not Applicable	Not Applicable
Incident	Prefer additional training before responding	Incident
Prefer additional training before responding	Case	Case
Incident	Case	Case
Incident	Case	Case
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Incident	Case	Case
Case	Case	Case
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Incident	Case	Case
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Incident	Case	Case
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Incident	Case	Case
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Incident	Incident	Incident
Incident	Case	Case
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Not Applicable	Not Applicable	Not Applicable

Incident	Incident	Case
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Incident	Service Request	Case
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Case	Case	Case
Incident	Incident	Case
Case	Case	Case
Incident	Prefer additional training before responding	Prefer additional training before responding
Incident	Incident	Case
Incident	Case	Case
Not Applicable	Not Applicable	Not Applicable
Incident	Case	Case
Case	Case	Case
Case	Case	Case
Incident	Incident	Prefer additional training before responding
Incident	Incident	Incident
Not Applicable	Not Applicable	Not Applicable
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Incident	Case	Case
Incident	Incident	Case
Incident	Incident	Incident
Incident	Service Request	Incident
Not Applicable	Not Applicable	Not Applicable
Incident	Case	Case
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Incident	Incident	Incident
Incident	Case	Case
Case	Case	Case
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Incident	Case	Incident
Incident	Incident	Incident
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Incident	Incident	Incident
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Incident	Incident	Incident
Not Applicable	Not Applicable	Not Applicable
Incident	Case	Case
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Incident	Prefer additional training before responding	Prefer additional training before responding
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Not Applicable	Prefer additional training before responding	Not Applicable
Incident	Case	Case
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Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Incident	Case	Incident
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Incident	Incident	Incident
Incident	Case	Case
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Not Applicable	Not Applicable	Not Applicable
Incident	Case	Case
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Incident	Incident	Case
Incident	Incident	Incident
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Incident	Incident	Incident
Case	Case	Case

Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Incident	Case	Case
Incident	Case	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
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Prefer additional training before responding	Case	Prefer additional training before responding
Incident	Case	Case
Not Applicable	Not Applicable	Not Applicable
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Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
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Incident	Case	Case
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding

Incident	Case	Case
Not Applicable	Not Applicable	Not Applicable
Incident	Case	Case
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Not Applicable	Not Applicable	Not Applicable
Incident	Incident	Incident
Incident	Case	Case
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Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Incident	Case	Case
Case	Case	Case
Incident	Case	Case
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Not Applicable	Not Applicable	Not Applicable
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Incident	Case	Case
Incident	Case	Case
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Not Applicable	Not Applicable	Not Applicable
Incident	Case	Case
Incident	Service Request	Incident
Case	Case	Case
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Incident	Case	Case
Incident	Case	Case
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Incident	Incident	Incident
Incident	Case	Case
Incident	Prefer additional training before responding	Prefer additional training before responding

Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Not Applicable	Not Applicable	Not Applicable
Incident	Incident	Case
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Incident	Incident	Incident
Not Applicable	Not Applicable	Not Applicable
Not Applicable	Not Applicable	Not Applicable
Not Applicable	Not Applicable	Not Applicable
Not Applicable	Not Applicable	Not Applicable
Not Applicable	Not Applicable	Not Applicable
Not Applicable	Not Applicable	Not Applicable
Not Applicable	Not Applicable	Not Applicable
Incident	Case	Case
Not Applicable	Not Applicable	Not Applicable

bluefontst	Please	If your		
art	check	office		bluefontstart Case bluefontend linebreak After
Concludin	this box	code is		completing an Investigation, you have had to
g	if you	not in	Please indicate where you would attach a	remove a child from his/her family. Which of
questions	have	the	Reunification Assessment.	the following would you open next in ICM?
Yes	FALS FNo	t Responsi	<b>√</b> ease	Child Service Case
No	TRUE		Contact	Child Service Case
Yes	TRUE		Case	Child Service Case
Yes	FALSE		Prefer additional training before responding	Prefer additional training before responding
Yes	FALSE		Incident	Prefer additional training before responding
Yes	FALSE		Contact	Child Service Case
Yes	FALSEN	t Respons	Not Applicable	Post Majority Case
Yes	FALSE		Prefer additional training before responding	Prefer additional training before responding
No	FALSE		Not Applicable	Post Majority Case
No	FALSE		Service Request	Post Majority Case
No	FALSE		Prefer additional training before responding	Child Service Case
Yes	FALSE		Incident	Incident
No	FALSE		Not Applicable	Not Applicable
No	FALSE		Not Applicable	Not Applicable
No	FALSE		Not Applicable	Not Applicable
Yes	TRUE		Incident	Service Request
No	TRUE		Incident	Family Service Case
No	FALSE		Not Applicable	Not Applicable
Yes	FALSE		Incident	Incident
Yes	FALSE		Not Applicable	Not Applicable
Yes	TRUE		Incident	Incident
Yes	FALSE		Incident	Incident
Yes	TRUE		Incident	Incident
Yes	TRUE		Service Request	Child Service Case
No	TRUE		Case	Child Service Case
Yes	TRUE		Case	Child Service Case
No	TRUE		Case	Child Service Case
Yes	FALSE		Case	Prefer additional training before responding
Yes	FALSE		Case	Child Service Case

No	TRUE	Case	Child Service Case
No	FALSE	Incident	Child Service Case
Yes	TRUE	Case	Child Service Case
No	TRUE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	FALSE	Incident	Child Service Case
Yes	TRUE	Not Applicable	Not Applicable
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
No	TRUE	Case	Child Service Case
Yes	TRUE	Not Applicable	Child Service Case
No	TRUE	Case	Child Service Case
Yes	FALSE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	FALSE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Not Applicable	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Case	Family Service Case
Yes	TRUE	Case	Family Service Case
Yes	TRUE	Case	Child Service Case
Yes	FALSE	Incident	Not Applicable
Yes	TRUE	Not Applicable	Not Applicable
Yes	TRUENot Respons	si <b>C</b> ase	Child Service Case
Yes	TRUE	Not Applicable	Not Applicable
No	TRUE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	FALSE	Case	Child Service Case

Yes	TRUE	Prefer additional training before responding	Child Service Case
Yes	TRUE	Prefer additional training before responding	Prefer additional training before responding
No	FALSE	Case	Child Service Case
No	FALSE	Case	Child Service Case
No	TRUE	Case	Child Service Case
No	FALSE	Case	Child Service Case
No	TRUE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
No	TRUE	Case	Child Service Case
Yes	TRUE	Prefer additional training before responding	Child Service Case
Yes	FALSE	Case	Child Service Case
Yes	FALSE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	FALSE	Case	Child Service Case
Yes	FALSE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
No	FALSE	Not Applicable	Child Service Case
No	TRUE	Case	Child Service Case
Yes	TRUE	Not Applicable	Not Applicable
No	TRUE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Prefer additional training before responding	Child Service Case
Yes	FALSE	Prefer additional training before responding	Prefer additional training before responding
Yes	TRUE	Case	Child Service Case
No	FALSE	Case	Child Service Case
Yes	FALSE	Prefer additional training before responding	Not Applicable
Yes	FALSE	Case	Child Service Case
Yes	FALSE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
No	TRUE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Case	Incident

Yes	TRUE	Case	Family Service Case
No	FALSE	Case	Child Service Case
No	TRUE	Case	Family Service Case
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Prefer additional training before responding	Child Service Case
No	TRUE	Case	Child Service Case
Yes	FALSE	Case	Service Request
No	TRUE	Case	Child Service Case
No	TRUE	Prefer additional training before responding	Not Applicable
Yes	TRUE	Case	Child Service Case
No	TRUE	Case	Child Service Case
No	TRUE	Case	Child Service Case
Yes	TRUE	Prefer additional training before responding	Child Service Case
Yes	FALSE	Case	Prefer additional training before responding
Yes	TRUE	Case	Family Service Case
Yes	FALSE	Case	Prefer additional training before responding
No	TRUE	Incident	Child Service Case
Yes	FALSE	Prefer additional training before responding	Child Service Case
Yes	TRUE	Incident	Child Service Case
No	TRUE	Case	Child Service Case
No	TRUE	Incident	Child Service Case
No	FALSE	Case	Child Service Case
Yes	TRUE	Case	Family Service Case
No	TRUE	Case	Family Service Case
Yes	FALSE	Case	Child Service Case
Yes	TRUE	Prefer additional training before responding	Prefer additional training before responding
Yes	TRUE	Case	Incident
Yes	TRUE	Case	Child Service Case
Yes	FALSE	Case	Child Service Case
No	FALSE	Case	Family Service Case
Yes	TRUE	Case	Child Service Case
No	FALSE	Prefer additional training before responding	Child Service Case
Yes	TRUE	Prefer additional training before responding	Prefer additional training before responding

Yes	TRUE	Not Applicable	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Prefer additional training before responding	Prefer additional training before responding
Yes	FALSE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Incident	Child Service Case
Yes	FALSE	Case	Child Service Case
No	TRUE	Prefer additional training before responding	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	FALSE	Incident	Child Service Case
Yes	TRUE	Case	Family Service Case
Yes	FALSE	Case	Child Service Case
Yes	FALSE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Prefer additional training before responding	Child Service Case
No	FALSE	Case	Child Service Case
No	TRUE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	FALSE	Prefer additional training before responding	Not Applicable
Yes	FALSE	Service Request	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
No	TRUE	Case	Child Service Case
Yes	TRUE	Not Applicable	Not Applicable
Yes	FALSE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Incident	Family Service Case
Yes	FALSE	Case	Prefer additional training before responding
Yes	TRUE	Case	Child Service Case
Yes	FALSE	Case	Child Service Case

Yes	TRUE	Case	Family Service Case
No	TRUE	Case	Child Service Case
No	TRUE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Prefer additional training before responding	Not Applicable
Yes	TRUE	Case	Incident
Yes	TRUE	Case	Child Service Case
No	TRUE	Not Applicable	Not Applicable
No	TRUE	Not Applicable	Not Applicable
Yes	TRUE	Case	Child Service Case
No	TRUE	Case	Child Service Case
No	TRUE	Case	Family Service Case
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	FALSE	Prefer additional training before responding	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
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Yes	TRUE	Case	Child Service Case
Yes	FALSE	Case	Family Service Case
Yes	TRUE	Case	Child Service Case
No	TRUE	Case	Child Service Case
Yes	FALSE	Case	Child Service Case
Yes	TRUE	Not Applicable	Not Applicable
No	TRUE	Case	Family Service Case
No	TRUE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	FALSENot Respon	nsi <b>№</b> ot Applicable	Not Applicable
Yes	TRUE	Incident	Family Service Case
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	FALSE	Not Applicable	Not Applicable
Yes	FALSE	Case	Child Service Case

Yes         FALSE         Prefer additional training before responding         Child Service Case           Yes         TRUE         Case         Child Service Case           Yes         TRUE         Case         Child Service Case           Yes         TRUE         Case         Child Service Case           Yes         TRUE         Not Applicable         Child Service Case           Yes         TRUE         Case         Child Service Case           Yes         TRUE         Prefer additional training before responding         Child Service Case           Yes         TRUE         Case         Child Service Case           Yes         FALSE         Prefer additional training before responding         Not Applicable           Yes         FALSE         Case         Child Service Case           Yes         FALSE         Case         Child Service Case	Yes	TRUE	Case	Child Service Case
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Yes FALSE Case Child Service Case Yes TRUE Case Child Service Case No TRUE Case Child Service Case No TRUE Case Child Service Case Yes FALSE Case Child Service Case No TRUE Incident Child Service Case No TRUE Case Child Service Case No TRUE Case Child Service Case Yes FALSE Prefer additional training before responding Not Applicable Yes FALSE Case Child Service Case Yes TRUE Not Applicable Child Service Case Yes FALSE Case Child Service Case Yes FALSE Case Child Service Case Yes FALSE Case Child Service Case Yes TRUE Case Child Service Case Yes FALSE Prefer additional training before responding No FALSE Case Child Service Case Yes TRUE Case Child Service Case	Yes	FALS Flot Respons	iv§ervice Request	Not Applicable
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Yes FALSE Case Child Service Case  No TRUE Incident Child Service Case  No TRUE Case Child Service Case  Yes FALSE Prefer additional training before responding Not Applicable  Yes FALSE Case Child Service Case  Yes TRUE Not Applicable Child Service Case  Yes FALSE Case Child Service Case  Yes FALSE Case Child Service Case  Yes FALSE Case Child Service Case  No TRUE Case Child Service Case  Yes FALSE Prefer additional training before responding  No FALSE Case Child Service Case  Yes TRUE Case Child Service Case	Yes	TRUE	Case	Child Service Case
No TRUE Incident Child Service Case  No TRUE Case Child Service Case  Yes FALSE Prefer additional training before responding Not Applicable  Yes FALSE Case Child Service Case  Yes TRUE Not Applicable Child Service Case  Yes FALSE Case Child Service Case  Yes FALSE Case Child Service Case  No TRUE Case Child Service Case  Yes FALSE Prefer additional training before responding Prefer additional training before responding  No FALSE Case Child Service Case  Yes TRUE Case Child Service Case	No	TRUE	Case	Child Service Case
No TRUE Case Child Service Case Yes FALSE Prefer additional training before responding Not Applicable Yes FALSE Case Child Service Case Yes TRUE Not Applicable Child Service Case Yes FALSE Case Child Service Case Yes FALSE Case Child Service Case No TRUE Case Child Service Case Yes FALSE Prefer additional training before responding Prefer additional training before responding No FALSE Case Child Service Case Yes TRUE Case Child Service Case Yes TRUE Case Child Service Case	Yes	FALSE	Case	Child Service Case
Yes FALSE Prefer additional training before responding Not Applicable Yes FALSE Case Child Service Case Yes TRUE Not Applicable Child Service Case Yes FALSE Case Child Service Case No TRUE Case Child Service Case Yes FALSE Prefer additional training before responding No FALSE Case Child Service Case Yes TRUE Case Child Service Case Yes FALSE Prefer additional training before responding No FALSE Case Child Service Case Yes TRUE Case Child Service Case	No	TRUE	Incident	Child Service Case
Yes FALSE Case Child Service Case Yes TRUE Not Applicable Child Service Case Yes FALSE Case Child Service Case No TRUE Case Child Service Case Yes FALSE Prefer additional training before responding Prefer additional training before responding No FALSE Case Child Service Case Yes TRUE Case Child Service Case Yes TRUE Case Child Service Case	No	TRUE	Case	Child Service Case
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Yes FALSE Case Child Service Case  No TRUE Case Child Service Case  Yes TRUE Case Child Service Case  Yes TRUE Case Child Service Case  Yes FALSE Prefer additional training before responding  No FALSE Case Child Service Case  Yes TRUE Case Child Service Case  Yes TRUE Case Child Service Case  Yes TRUE Case Child Service Case	Yes	FALSE	Case	Child Service Case
NoTRUECaseChild Service CaseYesTRUECaseChild Service CaseYesTRUECaseChild Service CaseYesFALSEPrefer additional training before respondingPrefer additional training before respondingNoFALSECaseChild Service CaseYesTRUECaseChild Service Case	Yes	TRUE	Not Applicable	Child Service Case
YesTRUECaseChild Service CaseYesTRUECaseChild Service CaseYesFALSEPrefer additional training before respondingPrefer additional training before respondingNoFALSECaseChild Service CaseYesTRUECaseChild Service Case	Yes	FALSE	Case	Child Service Case
Yes TRUE Case Child Service Case Yes FALSE Prefer additional training before responding No FALSE Case Child Service Case Yes TRUE Case Child Service Case	No	TRUE	Case	Child Service Case
YesFALSEPrefer additional training before respondingPrefer additional training before respondingNoFALSECaseChild Service CaseYesTRUECaseChild Service Case	Yes	TRUE	Case	Child Service Case
No FALSE Case Child Service Case Yes TRUE Case Child Service Case	Yes	TRUE	Case	Child Service Case
Yes TRUE Case Child Service Case	Yes	FALSE	Prefer additional training before responding	Prefer additional training before responding
	No	FALSE	Case	Child Service Case
Yes TRUE Case Child Service Case	Yes	TRUE	Case	Child Service Case
	Yes	TRUE	Case	Child Service Case

Yes	TRUE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	FALSE	Incident	Child Service Case
Yes	TRUE	Incident	Child Service Case
Yes	TRUE	Case	Prefer additional training before responding
Yes	TRUE	Prefer additional training before responding	Child Service Case
Yes	TRUE	Case	Family Service Case
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Case	Incident
Yes	TRUE	Case	Child Service Case
No	FALSE	Case	Prefer additional training before responding
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Incident	Child Service Case
Yes	TRUE	Prefer additional training before responding	Prefer additional training before responding
Yes	FALSE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Case	Prefer additional training before responding
Yes	TRUE	Case	Child Service Case
Yes	FALSE	Case	Prefer additional training before responding
Yes	TRUE	Not Applicable	Child Service Case
No	FALSE	Prefer additional training before responding	Prefer additional training before responding
Yes	FALSE	Case	Incident
Yes	TRUE	Not Applicable	Not Applicable
Yes	TRUE	Case	Family Service Case
Yes	TRUE	Case	Child Service Case
Yes	FALSE	Case	Child Service Case
Yes	TRUE	Case	Family Service Case
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Prefer additional training before responding	Child Service Case
Yes	FALSE	Prefer additional training before responding	Child Service Case
Yes	FALSE	Prefer additional training before responding	Prefer additional training before responding
Yes	FALSE	Case	Prefer additional training before responding
Yes	TRUE	Case	Child Service Case

Yes	FALSE	Prefer additional training before responding	Not Applicable
Yes	FALSE	Case	Child Service Case
Yes	FALSE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Prefer additional training before responding	Prefer additional training before responding
Yes	TRUE	Prefer additional training before responding	Child Service Case
Yes	TRUE	Prefer additional training before responding	Prefer additional training before responding
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	FALSE	Case	Child Service Case
Yes	FALSE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Prefer additional training before responding	Child Service Case
Yes	FALSE	Case	Family Service Case
Yes	FALSE	Not Applicable	Not Applicable
Yes	TRUE	Case	Child Service Case
Yes	FALSE	Case	Child Service Case
Yes	TRUE	Prefer additional training before responding	Incident
Yes	FALSE	Prefer additional training before responding	Prefer additional training before responding
Yes	TRUE	Prefer additional training before responding	Child Service Case
Yes	FALSE	Case	Prefer additional training before responding
No	TRUE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	FALSE	Case	Prefer additional training before responding
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Prefer additional training before responding	Child Service Case
Yes	FALSE	Case	Prefer additional training before responding
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Case	Prefer additional training before responding
Yes	TRUE	Case	Prefer additional training before responding
Yes	TRUE	Incident	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case

Yes	FALSE	Prefer additional training before responding	Prefer additional training before responding
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
No	TRUE	Prefer additional training before responding	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	FALSE	Prefer additional training before responding	Child Service Case
Yes	FALSE	Prefer additional training before responding	Prefer additional training before responding
Yes	TRUE	Case	Child Service Case
No	TRUE	Prefer additional training before responding	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	FALSE	Case	Prefer additional training before responding
Yes	FALSE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Not Applicable	Not Applicable
No	FALSE	Case	Prefer additional training before responding
Yes	FALSE	Not Applicable	Not Applicable
No	TRUE	Prefer additional training before responding	Prefer additional training before responding
Yes	TRUE	Prefer additional training before responding	Prefer additional training before responding
Yes	FALSE	Prefer additional training before responding	Child Service Case
Yes	FALSE	Not Applicable	Prefer additional training before responding
Yes	TRUE	Case	Prefer additional training before responding
Yes	TRUE	Contact	Family Service Case
Yes	FALSE	Case	Child Service Case
No	TRUE	Case	Child Service Case
Yes	TRUE	Prefer additional training before responding	Prefer additional training before responding
Yes	TRUE	Not Applicable	Not Applicable
Yes	FALSE	Prefer additional training before responding	Prefer additional training before responding
Yes	TRUE	Not Applicable	Not Applicable
Yes	FALSE	Prefer additional training before responding	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	FALSE	Case	Child Service Case

Yes	TRUE	Case	Child Service Case
Yes	FALSE	Case	Child Service Case
Yes	TRUE	Prefer additional training before responding	Prefer additional training before responding
Yes	TRUE	Case	Child Service Case
Yes	FALSE	Case	Child Service Case
Yes	TRUE	Prefer additional training before responding	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Service Request	Not Applicable
No	FALSE	Not Applicable	Not Applicable
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
No	TRUE	Case	Child Service Case
Yes	TRUENot Respons	si <b>N</b> ot Applicable	Not Applicable
Yes	TRUE	Incident	Child Service Case
Yes	FALSE	Case	Prefer additional training before responding
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	FALSE	Prefer additional training before responding	Child Service Case
Yes	FALSE	Prefer additional training before responding	Service Request
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Case	Prefer additional training before responding
Yes	TRUE	Prefer additional training before responding	Incident
Yes	TRUE	Case	Child Service Case
No	TRUE	Incident	Child Service Case
Yes	TRUE	Case	Child Service Case
No	TRUE	Case	Child Service Case
Yes	FALSE	Prefer additional training before responding	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Prefer additional training before responding	Child Service Case
Yes	TRUE	Prefer additional training before responding	Prefer additional training before responding
Yes		· · · ·	
No	TRUE	Incident	Child Service Case
	TRUE TRUE	Case	Incident
Yes			

Yes	FALSE	Case	Child Service Case
Yes	FALSE	Prefer additional training before responding	Prefer additional training before responding
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Prefer additional training before responding	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	FALSE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Case	Prefer additional training before responding
Yes	TRUE	Case	Family Service Case
Yes	TRUE	Not Applicable	Not Applicable
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	FALSE	Prefer additional training before responding	Family Service Case
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Not Applicable	Not Applicable
Yes	TRUE	Prefer additional training before responding	Not Applicable
Yes	TRUE	Case	Child Service Case
Yes	FALSE	Case	Child Service Case
Yes	FALSE	Case	Child Service Case
Yes	TRUE	Prefer additional training before responding	Prefer additional training before responding
Yes	FALSE	Not Applicable	Not Applicable
Yes	TRUE	Case	Child Service Case
Yes	FALSE	Prefer additional training before responding	Not Applicable
Yes	TRUE	Incident	Prefer additional training before responding
Yes	TRUE	Case	Family Service Case
Yes	FALSE	Case	Child Service Case
Yes	FALSE	Prefer additional training before responding	Child Service Case
Yes	TRUE	Incident	Child Service Case
Yes	FALSE	Incident	Family Service Case
No	TRUE	Case	Child Service Case
No	TRUE	Case	Family Service Case
Yes	TRUE	Case	Child Service Case

Yes TRUE Yes FALSE	Case Incident Not Applicable	Child Service Case  Not Applicable
		Not Applicable
	Not Applicable	P I a second
Yes FALSE	110t Applicable	Not Applicable
Yes TRUE	Case	Child Service Case
Yes TRUE	Case	Child Service Case
Yes FALSE	Prefer additional training before responding	Child Service Case
Yes TRUE	Case	Child Service Case
Yes TRUE	Case	Child Service Case
Yes FALSE	Incident	Child Service Case
Yes TRUE	Case	Child Service Case
Yes TRUE	Case	Child Service Case
Yes FALSE	Case	Child Service Case
Yes TRUE	Case	Child Service Case
No TRUE	Not Applicable	Child Service Case
No TRUENot	Responsi@ase	Family Service Case
No TRUE	Case	Child Service Case
Yes FALSE	Prefer additional training before responding	Prefer additional training before responding
Yes TRUE	Case	Child Service Case
Yes FALSE	Prefer additional training before responding	Prefer additional training before responding
No TRUE	Prefer additional training before responding	Child Service Case
Yes TRUE	Incident	Child Service Case
No FALSE	Case	Child Service Case
Yes TRUE	Case	Child Service Case
Yes TRUE	Case	Child Service Case
Yes TRUE	Case	Child Service Case
Yes FALSE	Not Applicable	Not Applicable
Yes TRUE	Case	Child Service Case
Yes TRUE	Case	Child Service Case
Yes TRUE	Prefer additional training before responding	Prefer additional training before responding
Yes TRUE	Case	Family Service Case
Yes FALSE	Prefer additional training before responding	Child Service Case
Yes TRUE	Case	Child Service Case
Yes TRUE	Case	Child Service Case

Yes	FALSE	Prefer additional training before responding	Prefer additional training before responding
Yes	TRUE	Case	Child Service Case
Yes	FALSE	Prefer additional training before responding	Child Service Case
Yes	FALSE	Prefer additional training before responding	Prefer additional training before responding
Yes	TRUE	Prefer additional training before responding	Prefer additional training before responding
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Case	Family Service Case
Yes	TRUE	Prefer additional training before responding	Prefer additional training before responding
No	FALSE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	FALSE	Case	Incident
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	FALSE	Prefer additional training before responding	Prefer additional training before responding
Yes	TRUE	Case	Child Service Case
No	TRUE	Case	Child Service Case
Yes	FALSE	Case	Child Service Case
Yes	FALSE	Prefer additional training before responding	Prefer additional training before responding
Yes	FALSE	Case	Prefer additional training before responding
Yes	TRUE	Case	Child Service Case
Yes	FALSE	Not Applicable	Not Applicable
No	FALSE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	FALSE	Prefer additional training before responding	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	FALSE	Incident	Child Service Case
Yes	FALSENot Respons	i <mark>-C</mark> ase	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	FALSE	Prefer additional training before responding	Child Service Case
Yes	FALSE	Prefer additional training before responding	Not Applicable

No	TRUE	Case	Child Service Case
Yes	FALSE	Not Applicable	Not Applicable
Yes	TRUE	Prefer additional training before responding	Prefer additional training before responding
Yes	TRUE	Case	Child Service Case
No	TRUE	Not Applicable	Not Applicable
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
No	TRUE	Case	Child Service Case
Yes	FALSE	Case	Child Service Case
Yes	TRUE	Case	Child Service Case
Yes	FALSE	Prefer additional training before responding	Child Service Case
Yes	TRUE	Prefer additional training before responding	Not Applicable
Yes	TRUE	Case	Child Service Case
Yes	FALSE	Case	Child Service Case
Yes	FALSE	Case	Child Service Case
Yes	TRUE	Prefer additional training before responding	Prefer additional training before responding
Yes	TRUE	Not Applicable	Not Applicable
Yes	FALSE	Prefer additional training before responding	Prefer additional training before responding
Yes	FALSE	Case	Child Service Case
No	TRUE	Case	Child Service Case
Yes	FALSE	Prefer additional training before responding	Prefer additional training before responding
Yes	FALSE	Prefer additional training before responding	Prefer additional training before responding
Yes	FALSE	Not Applicable	Not Applicable
Yes	TRUE	Case	Child Service Case
Yes	FALSENot Respons	i <mark>va</mark> cident	Child Service Case
Yes	FALSE	Case	Child Service Case
Yes	TRUE	Prefer additional training before responding	Prefer additional training before responding
Yes	TRUE	Case	Child Service Case
Yes	FALSE	Case	Child Service Case
Yes	TRUE	Case	Prefer additional training before responding
Yes	FALSE	Prefer additional training before responding	Prefer additional training before responding
No	TRUE	Case	Child Service Case
Yes	FALSE	Prefer additional training before responding	Prefer additional training before responding

Yes	FALSE	Prefer additional training before responding	Prefer additional training before responding
Yes	FALSE	Not Applicable	Not Applicable
Yes	FALSE	Case	Child Service Case
Yes	FALSE	Prefer additional training before responding	Child Service Case
Yes	FALSE	Prefer additional training before responding	Prefer additional training before responding
Yes	TRUE	Not Applicable	Child Service Case
Yes	FALSE	Not Applicable	Not Applicable
No	FALSE	Not Applicable	Not Applicable
Yes	TRUE	Not Applicable	Not Applicable
Yes	FALSE	Not Applicable	Not Applicable
No	TRUE	Not Applicable	Not Applicable
Yes	FALSE	Not Applicable	Not Applicable
Yes	TRUE	Case	Child Service Case
Yes	TRUE	Not Applicable	Not Applicable

After completing an Investigation, you		I have
determine that the family needs ongoing	After selecting Offer Child and Family Services	becom
service, and the children remain with the	as Intake Action, where would you record	e more
family. Which of the following would you	further information on the services provided	confid
open next in ICM?	in ICM?	ent in
Family Service Case	Family Service Case	Yes
Service Request	Not Applicable	Yes
Family Service Case	Incident	Yes
Prefer additional training before responding	Prefer additional training before responding	No
Child Service Case	Prefer additional training before responding	Yes
Family Service Case	Incident	Yes
Incident	Prefer additional training before responding	Yes
Prefer additional training before responding	Prefer additional training before responding	No
Incident	Incident	No
Not Applicable	Child Service Case	Yes
Post Majority Case	Post Majority Case	No
Incident	Incident	Yes
Not Applicable	Not Applicable	No
Not Applicable	Not Applicable	No
Not Applicable	Not Applicable	No
Family Service Case	Service Request	Yes
Incident	Incident	No
Not Applicable	Not Applicable	No
Incident	Incident	Yes
Not Applicable	Not Applicable	Yes
Incident	Incident	Yes
Incident	Incident	Yes
Incident	Incident	Yes
Child Service Case	Child Service Case	Yes
Family Service Case	Incident	No
Family Service Case	Incident	Yes
Family Service Case	Family Service Case	Yes
Family Service Case	Prefer additional training before responding	Yes
Family Service Case	Family Service Case	No

Family Service Case	Family Service Case	Yes
Family Service Case	Incident	Yes
Family Service Case	Family Service Case	Yes
Family Service Case	Family Service Case	Yes
Family Service Case	Family Service Case	Yes
Not Applicable	Service Request	Yes
Family Service Case	Family Service Case	Yes
Family Service Case	Incident	Yes
Family Service Case	Incident	No
Family Service Case	Family Service Case	Yes
Not Applicable	Not Applicable	Yes
Family Service Case	Service Request	Yes
Family Service Case	Service Request	Yes
Family Service Case	Incident	Yes
Family Service Case	Family Service Case	Yes
Family Service Case	Incident	Yes
Family Service Case	Family Service Case	Yes
Family Service Case	Family Service Case	Yes
Family Service Case	Family Service Case	Yes
Family Service Case	Service Request	Yes
Family Service Case	Family Service Case	Yes
Family Service Case	Family Service Case	Yes
Family Service Case	Service Request	Yes
Family Service Case	Family Service Case	Yes
Family Service Case	Family Service Case	Yes
Family Service Case	Incident	Yes
Family Service Case	Family Service Case	Yes
Not Applicable	Not Applicable	Yes
Not Applicable	Not Applicable	Yes
Family Service Case	Family Service Case	Yes
Not Applicable	Not Applicable	Yes
Family Service Case	Incident	Yes
Family Service Case	Incident	Yes
Family Service Case	Incident	Yes

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Family Service Case	Prefer additional training before responding	No
Prefer additional training before responding	Prefer additional training before responding	Yes
Family Service Case	Service Request	No
Family Service Case	Incident	Yes
Family Service Case	Service Request	Yes
Family Service Case	Family Service Case	Yes
Family Service Case	Incident	Yes
Service Request	Family Service Case	Yes
Family Service Case	Incident	Yes
Family Service Case	Prefer additional training before responding	No
Family Service Case	Incident	Yes
Family Service Case	Family Service Case	Yes
Family Service Case	Family Service Case	Yes
Family Service Case	Family Service Case	Yes
Family Service Case	Family Service Case	Yes
Family Service Case	Family Service Case	Yes
Service Request	Service Request	No
Family Service Case	Incident	No
Family Service Case	Family Service Case	Yes
Not Applicable	Not Applicable	Yes
Not Applicable	Incident	Yes
Family Service Case	Service Request	Yes
Family Service Case	Family Service Case	Yes
Family Service Case	Not Applicable	Yes
Family Service Case	Prefer additional training before responding	No
Family Service Case	Incident	Yes
Family Service Case	Family Service Case	Yes
Not Applicable	Not Applicable	Yes
Family Service Case	Service Request	Yes
Family Service Case	Service Request	Yes
Family Service Case	Service Request	Yes
Family Service Case	Family Service Case	Yes
Family Service Case	Incident	Yes
Family Service Case	Family Service Case	Yes

Family Service Case	Prefer additional training before responding	Yes
Family Service Case	Family Service Case	Yes
Family Service Case	Incident	Yes
Family Service Case	Incident	Yes
Family Service Case	Family Service Case	Yes
Family Service Case	Prefer additional training before responding	Yes
Family Service Case	Family Service Case	Yes
Service Request	Incident	Yes
Family Service Case	Family Service Case	Yes
Not Applicable	Not Applicable	Yes
Family Service Case	Service Request	Yes
Family Service Case	Incident	No
Family Service Case	Family Service Case	Yes
Family Service Case	Family Service Case	Yes
Prefer additional training before responding	Prefer additional training before responding	No
Family Service Case	Family Service Case	Yes
Service Request	Family Service Case	Yes
Family Service Case	Incident	Yes
Family Service Case	Prefer additional training before responding	Yes
Family Service Case	Incident	Yes
Family Service Case	Service Request	Yes
Family Service Case	Incident	Yes
Family Service Case	Incident	Yes
Family Service Case	Family Service Case	Yes
Family Service Case	Incident	Yes
Family Service Case	Incident	No
Family Service Case	Prefer additional training before responding	Yes
Service Request	Service Request	Yes
Family Service Case	Family Service Case	Yes
Family Service Case	Incident	Yes
Family Service Case	Service Request	Yes
Family Service Case	Family Service Case	Yes
Family Service Case	Incident	No
Prefer additional training before responding	Service Request	No

Service Request	Service Request	Yes
Family Service Case	Incident	Yes
Prefer additional training before responding	Prefer additional training before responding	Yes
Family Service Case	Incident	Yes
Family Service Case	Family Service Case	No
Incident	Service Request	No
Family Service Case	Service Request	Yes
Service Request	Incident	Yes
Family Service Case	Family Service Case	Yes
Family Service Case	Service Request	Yes
Family Service Case	Incident	Yes
Family Service Case	Family Service Case	No
Family Service Case	Family Service Case	Yes
Family Service Case	Family Service Case	Yes
Family Service Case	Prefer additional training before responding	Yes
Family Service Case	Family Service Case	Yes
Family Service Case	Service Request	Yes
Family Service Case	Family Service Case	Yes
Family Service Case	Family Service Case	No
Not Applicable	Prefer additional training before responding	Yes
Family Service Case	Incident	Yes
Family Service Case	Family Service Case	No
Family Service Case	Service Request	No
Family Service Case	Service Request	Yes
Family Service Case	Incident	Yes
Service Request	Family Service Case	Yes
Family Service Case	Family Service Case	Yes
Not Applicable	Not Applicable	Yes
Family Service Case	Family Service Case	Yes
Family Service Case	Service Request	Yes
Service Request	Service Request	Yes
Family Service Case	Service Request	Yes
Family Service Case	Incident	Yes
Family Service Case	Family Service Case	Yes

Family Service Case	Family Service Case	Yes
Family Service Case	Incident	Yes
Family Service Case	Family Service Case	Yes
Family Service Case	Prefer additional training before responding	Yes
Family Service Case	Family Service Case	Yes
Not Applicable	Not Applicable	Yes
Service Request	Service Request	Yes
Family Service Case	Family Service Case	No
Not Applicable	Not Applicable	Yes
Family Service Case	Not Applicable	Yes
Family Service Case	Incident	Yes
Family Service Case	Incident	Yes
Family Service Case	Incident	Yes
Family Service Case	Family Service Case	Yes
Family Service Case	Service Request	Yes
Family Service Case	Prefer additional training before responding	No
Service Request	Prefer additional training before responding	Yes
Family Service Case	Service Request	Yes
Family Service Case	Service Request	Yes
Family Service Case	Incident	Yes
Family Service Case	Family Service Case	Yes
Family Service Case	Family Service Case	Yes
Family Service Case	Service Request	Yes
Family Service Case	Family Service Case	Yes
Not Applicable	Not Applicable	Yes
Family Service Case	Incident	Yes
Family Service Case	Incident	Yes
Family Service Case	Family Service Case	No
Not Applicable	Not Applicable	Yes
Family Service Case	Incident	Yes
Family Service Case	Family Service Case	Yes
Family Service Case	Family Service Case	Yes
Not Applicable	Not Applicable	Yes
Family Service Case	Family Service Case	No

Family Camina Casa	Comica Doguest	Yes
Family Service Case	Service Request	
Family Service Case	Family Service Case	No
Family Service Case	Incident	Yes
Family Service Case	Family Service Case	Yes
Family Service Case	Incident	Yes
Family Service Case	Family Service Case	Yes
Family Service Case	Not Applicable	Yes
Family Service Case	Incident	Yes
Family Service Case	Family Service Case	Yes
Service Request	Prefer additional training before responding	No
Family Service Case	Family Service Case	Yes
Family Service Case	Family Service Case	Yes
Family Service Case	Prefer additional training before responding	No
Family Service Case	Family Service Case	No
Prefer additional training before responding	Prefer additional training before responding	Yes
Not Applicable	Service Request	Yes
Family Service Case	Family Service Case	Yes
Service Request	Service Request	Yes
Family Service Case	Family Service Case	No
Family Service Case	Family Service Case	Yes
Family Service Case	Incident	Yes
Family Service Case	Service Request	Yes
Family Service Case	Family Service Case	Yes
Not Applicable	Not Applicable	Yes
Family Service Case	Family Service Case	Yes
Family Service Case	Service Request	Yes
Family Service Case	Family Service Case	Yes
Family Service Case	Incident	No
Family Service Case	Family Service Case	Yes
Family Service Case	Family Service Case	Yes
Prefer additional training before responding	Prefer additional training before responding	No
Family Service Case	Prefer additional training before responding	Yes
Family Service Case	Family Service Case	Yes
Family Service Case	Prefer additional training before responding	Yes

Family Service Case	Service Request	No
Family Service Case	Family Service Case	Yes
Family Service Case	Service Request	Yes
Family Service Case	Incident	Yes
Family Service Case	Incident	No
Family Service Case	Prefer additional training before responding	No
Family Service Case	Family Service Case	Yes
Family Service Case	Incident	Yes
Family Service Case	Prefer additional training before responding	No
Family Service Case	Incident	Yes
Family Service Case	Service Request	Yes
Family Service Case	Family Service Case	No
Family Service Case	Incident	Yes
Service Request	Prefer additional training before responding	No
Family Service Case	Family Service Case	Yes
Family Service Case	Service Request	Yes
Family Service Case	Incident	No
Family Service Case	Family Service Case	Yes
Service Request	Family Service Case	No
Family Service Case	Prefer additional training before responding	Yes
Family Service Case	Service Request	Yes
Family Service Case	Prefer additional training before responding	No
Family Service Case	Family Service Case	No
Not Applicable	Incident	Yes
Family Service Case	Service Request	Yes
Family Service Case	Family Service Case	Yes
Service Request	Service Request	Yes
Family Service Case	Family Service Case	Yes
Family Service Case	Prefer additional training before responding	Yes
Family Service Case	Incident	Yes
Family Service Case	Family Service Case	Yes
Family Service Case	Prefer additional training before responding	No
Family Service Case	Incident	Yes
Family Service Case	Service Request	Yes

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Prefer additional training before responding	Prefer additional training before responding	No
Family Service Case	Incident	Yes
Family Service Case	Family Service Case	No
Family Service Case	Incident	Yes
Prefer additional training before responding	Prefer additional training before responding	No
Prefer additional training before responding	Prefer additional training before responding	No
Prefer additional training before responding	Prefer additional training before responding	Yes
Family Service Case	Incident	Yes
Family Service Case	Service Request	No
Family Service Case	Family Service Case	Yes
Family Service Case	Service Request	Yes
Family Service Case	Family Service Case	Yes
Family Service Case	Prefer additional training before responding	No
Service Request	Incident	No
Family Service Case	Family Service Case	No
Not Applicable	Not Applicable	Yes
Family Service Case	Family Service Case	No
Prefer additional training before responding	Prefer additional training before responding	No
Family Service Case	Prefer additional training before responding	No
Prefer additional training before responding	Prefer additional training before responding	No
Family Service Case	Family Service Case	No
Family Service Case	Prefer additional training before responding	No
Family Service Case	Incident	Yes
Family Service Case	Incident	Yes
Family Service Case	Prefer additional training before responding	Yes
Family Service Case	Prefer additional training before responding	No
Family Service Case	Incident	Yes
Prefer additional training before responding	Prefer additional training before responding	No
Family Service Case	Service Request	No
Prefer additional training before responding	Prefer additional training before responding	No
Family Service Case	Incident	No
Family Service Case	Service Request	Yes
Family Service Case	Incident	No
Family Service Case	Incident	No
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Prefer additional training before responding	Prefer additional training before responding	No
Family Service Case	Family Service Case	No
Family Service Case	Prefer additional training before responding	Yes
Family Service Case	Service Request	No
Prefer additional training before responding	Prefer additional training before responding	No
Family Service Case	Family Service Case	No
Family Service Case	Prefer additional training before responding	No
Prefer additional training before responding	Prefer additional training before responding	No
Not Applicable	Not Applicable	No
Family Service Case	Prefer additional training before responding	Yes
Family Service Case	Family Service Case	Yes
Prefer additional training before responding	Prefer additional training before responding	No
Family Service Case	Family Service Case	Yes
Family Service Case	Incident	Yes
Not Applicable	Not Applicable	No
Family Service Case	Incident	Yes
Not Applicable	Not Applicable	No
Prefer additional training before responding	Not Applicable	No
Prefer additional training before responding	Prefer additional training before responding	Yes
Family Service Case	Prefer additional training before responding	No
Prefer additional training before responding	Prefer additional training before responding	No
Prefer additional training before responding	Incident	No
Family Service Case	Family Service Case	Yes
Prefer additional training before responding	Family Service Case	Yes
Family Service Case	Incident	Yes
Family Service Case	Family Service Case	Yes
Not Applicable	Not Applicable	No
Prefer additional training before responding	Prefer additional training before responding	No
Not Applicable	Not Applicable	Yes
Family Service Case	Incident	Yes
Family Service Case	Incident	Yes
Family Service Case	Family Service Case	No
Family Service Case	Family Service Case	Yes
Family Service Case	Prefer additional training before responding	Yes

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Family Service Case	Family Service Case	Yes
Family Service Case	Family Service Case	No
Prefer additional training before responding	Service Request	No
Family Service Case	Incident	Yes
Family Service Case	Service Request	Yes
Family Service Case	Incident	No
Family Service Case	Family Service Case	Yes
Not Applicable	Incident	Yes
Not Applicable	Not Applicable	No
Family Service Case	Family Service Case	Yes
Family Service Case	Incident	Yes
Family Service Case	Incident	Yes
Not Applicable	Not Applicable	No
Family Service Case	Family Service Case	Yes
Family Service Case	Prefer additional training before responding	No
Family Service Case	Prefer additional training before responding	Yes
Family Service Case	Family Service Case	No
Family Service Case	Prefer additional training before responding	No
Service Request	Service Request	No
Family Service Case	Family Service Case	Yes
Service Request	Family Service Case	Yes
Family Service Case	Prefer additional training before responding	Yes
Family Service Case	Family Service Case	Yes
Family Service Case	Service Request	No
Family Service Case	Family Service Case	No
Family Service Case	Incident	Yes
Prefer additional training before responding	Prefer additional training before responding	No
Family Service Case	Incident	Yes
Family Service Case	Family Service Case	No
Family Service Case	Prefer additional training before responding	No
Family Service Case	Family Service Case	No
Family Service Case	Family Service Case	Yes
Family Service Case	Service Request	No
Not Applicable	Not Applicable	No
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Family Service Case	Service Request	Yes
Prefer additional training before responding	Prefer additional training before responding	No
Service Request	Family Service Case	Yes
Prefer additional training before responding	Prefer additional training before responding	No
Incident	Incident	No
Family Service Case	Family Service Case	No
Family Service Case	Family Service Case	No
Family Service Case	Family Service Case	Yes
Prefer additional training before responding	Prefer additional training before responding	No
Family Service Case	Incident	Yes
Not Applicable	Not Applicable	Yes
Family Service Case	Service Request	No
Family Service Case	Service Request	Yes
Family Service Case	Service Request	No
Family Service Case	Family Service Case	Yes
Family Service Case	Incident	Yes
Not Applicable	Not Applicable	Yes
Not Applicable	Not Applicable	Yes
Family Service Case	Incident	Yes
Family Service Case	Family Service Case	No
Family Service Case	Incident	Yes
Prefer additional training before responding	Prefer additional training before responding	No
Not Applicable	Not Applicable	No
Family Service Case	Family Service Case	Yes
Family Service Case	Prefer additional training before responding	Yes
Prefer additional training before responding	Prefer additional training before responding	Yes
Family Service Case	Incident	No
Family Service Case	Prefer additional training before responding	No
Family Service Case	Family Service Case	Yes
Family Service Case	Service Request	No
Family Service Case	Family Service Case	No
Family Service Case	Family Service Case	Yes
Family Service Case	Incident	Yes
Family Service Case	Family Service Case	Yes

Family Service Case	Service Request	Yes
Family Service Case	Service Request	No
Not Applicable	Not Applicable	Yes
Not Applicable	Incident	No
Family Service Case	Family Service Case	No
Family Service Case	Service Request	Yes
Family Service Case	Family Service Case	No
Service Request	Family Service Case	Yes
Family Service Case	Family Service Case	No
Family Service Case	Prefer additional training before responding	No
Family Service Case	Prefer additional training before responding	Yes
Family Service Case	Family Service Case	No
Family Service Case	Family Service Case	Yes
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Family Service Case	Family Service Case	No
Prefer additional training before responding	Prefer additional training before responding	No
Family Service Case	Prefer additional training before responding	Yes
Prefer additional training before responding	Prefer additional training before responding	No
Service Request	Family Service Case	No
Family Service Case	Family Service Case	Yes
Family Service Case	Service Request	Yes
Family Service Case	Family Service Case	Yes
Family Service Case	Service Request	No
Family Service Case	Family Service Case	Yes
Not Applicable	Not Applicable	Yes
Service Request	Service Request	No
Family Service Case	Family Service Case	Yes
Family Service Case	Family Service Case	Yes
Family Service Case	Incident	Yes
Family Service Case	Prefer additional training before responding	No
Family Service Case	Incident	Yes
Family Service Case	Service Request	Yes

Prefer additional training before responding	Prefer additional training before responding	No
Prefer additional training before responding	Prefer additional training before responding	No
Family Service Case	Service Request	Yes
Prefer additional training before responding	Prefer additional training before responding	No
Family Service Case	Prefer additional training before responding	No
Family Service Case	Family Service Case	Yes
Family Service Case	Incident	No
Prefer additional training before responding	Prefer additional training before responding	No
Family Service Case	Family Service Case	Yes
Family Service Case	Incident	Yes
Family Service Case	Family Service Case	Yes
Family Service Case	Incident	Yes
Family Service Case	Family Service Case	Yes
Family Service Case	Service Request	Yes
Prefer additional training before responding	Prefer additional training before responding	No
Family Service Case	Prefer additional training before responding	No
Family Service Case	Family Service Case	Yes
Family Service Case	Family Service Case	No
Family Service Case	Prefer additional training before responding	Yes
Family Service Case	Prefer additional training before responding	No
Family Service Case	Family Service Case	Yes
Not Applicable	Not Applicable	No
Family Service Case	Service Request	Yes
Family Service Case	Family Service Case	No
Family Service Case	Family Service Case	No
Prefer additional training before responding	Prefer additional training before responding	No
Family Service Case	Family Service Case	No
Family Service Case	Service Request	No
Family Service Case	Family Service Case	Yes
Family Service Case	Prefer additional training before responding	No
Family Service Case	Incident	No
Family Service Case	Service Request	No
Prefer additional training before responding	Prefer additional training before responding	No
Not Applicable	Not Applicable	Yes

Family Service Case	Service Request	Yes
Not Applicable	Not Applicable	Yes
Family Service Case	Prefer additional training before responding	No
Family Service Case	Family Service Case	No
Not Applicable	Not Applicable	No
Family Service Case	Incident	Yes
Family Service Case	Family Service Case	Yes
Family Service Case	Service Request	Yes
Family Service Case	Prefer additional training before responding	No
Family Service Case	Prefer additional training before responding	No
Family Service Case	Service Request	Yes
Family Service Case	Prefer additional training before responding	No
Not Applicable	Not Applicable	Yes
Family Service Case	Incident	Yes
Family Service Case	Family Service Case	Yes
Family Service Case	Family Service Case	Yes
Prefer additional training before responding	Prefer additional training before responding	No
Not Applicable	Incident	Yes
Service Request	Prefer additional training before responding	No
Family Service Case	Family Service Case	Yes
Family Service Case	Incident	Yes
Prefer additional training before responding	Prefer additional training before responding	No
Prefer additional training before responding	Prefer additional training before responding	No
Not Applicable	Not Applicable	No
Family Service Case	Incident	Yes
Family Service Case	Family Service Case	Yes
Family Service Case	Family Service Case	Yes
Prefer additional training before responding	Prefer additional training before responding	Yes
Family Service Case	Family Service Case	Yes
Family Service Case	Prefer additional training before responding	No
Family Service Case	Incident	Yes
Prefer additional training before responding	Prefer additional training before responding	Yes
Family Service Case	Service Request	No
Prefer additional training before responding	Prefer additional training before responding	Yes

Prefer additional training before responding	Prefer additional training before responding	Yes
Not Applicable	Not Applicable	No
Family Service Case	Family Service Case	No
Family Service Case	Prefer additional training before responding	No
Family Service Case	Prefer additional training before responding	No
Family Service Case	Prefer additional training before responding	Yes
Not Applicable	Not Applicable	Yes
Not Applicable	Not Applicable	No
Not Applicable	Not Applicable	No
Not Applicable	Not Applicable	Yes
Not Applicable	Not Applicable	No
Not Applicable	Not Applicable	No
Family Service Case	Family Service Case	Yes
Not Applicable	Not Applicable	No

In which system would you create a Supervision Order?	In which system would you open a new Resource file on a new Foster Parent?	In which system would you close a Child Service case?
MIS	MIS	ICM
Prefer additional training before responding	Not applicable	Not applicable
ICM	ICM	MIS
Not applicable	Not applicable	Not applicable
MIS	Prefer additional training before responding	ICM
Not applicable	Prefer additional training before responding	ICM
ICM	MIS	ICM
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Not applicable	Prefer additional training before responding	ICM
ICM	Prefer additional training before responding	MIS
ICM	MIS	ICM
ICM	ICM	ICM
Not applicable	Not applicable	Not applicable
Not applicable	Not applicable	Not applicable
Not applicable	Not applicable	Not applicable
MIS	MIS	Prefer additional training before responding
Not applicable	Not applicable	MIS
Not applicable	Not applicable	Not applicable
ICM	ICM	ICM
Not applicable	Not applicable	Not applicable
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ICM	ICM	ICM
ICM	MIS	Prefer additional training before responding
Not applicable	ICM	ICM
ICM	Prefer additional training before responding	Prefer additional training before responding
ICM	ICM	MIS
Prefer additional training before responding	MIS	MIS
MIS	Prefer additional training before responding	Prefer additional training before responding

MIS	Not applicable	Not applicable
MIS	MIS	MIS
MIS	ICM	MIS
ICM	ICM	MIS
ICM	MIS	ICM
Prefer additional training before responding	Prefer additional training before responding	MIS
MIS	MIS	MIS
ICM	MIS	MIS
MIS	Not applicable	ICM
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Not applicable	MIS	ICM
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MIS	Not applicable	MIS
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Not applicable	MIS	MIS
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Prefer additional training before responding	ICM	MIS
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MIS	Prefer additional training before responding	ICM
MIS	MIS	ICM

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Prefer additional training before responding	MIS	ICM
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Prefer additional training before responding	MIS	MIS
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Prefer additional training before responding	MIS	MIS
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	Not applicable	Not applicable
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fer additional training before responding	ICM	ICM
1	Not applicable	MIS
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Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
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Prefer additional training before responding	ICM	ICM
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Where would you attach a Note concerning a
Contact's entry into a detox program?
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Where would you find the Activities of the Week Query?민	Do you know how to save a Query you have created?☑
Prefer additional training before responding	No
Under the Query menu on the Activities tab	Prefer additional training before responding
Under the Saved Queries field on the Activities tab	Yes
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	No
Under the Query menu on the homepage	No
Under the Saved Queries field on the homepage	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding
Under the Saved Queries field on the homepage	No
Under the Saved Queries field on the homepage	No
Under the Query menu on the Activities tab	Yes
Under the Saved Queries field on the Activities tab	Yes
Prefer additional training before responding	Not Applicable
Prefer additional training before responding	Not Applicable
Not applicable	Not Applicable
Under the Saved Queries field on the homepage	Yes
Under the Query menu on the Activities tab	No
Not applicable	Not Applicable
Under the Saved Queries field on the Activities tab	Yes
Not applicable	Not Applicable
Under the Saved Queries field on the Activities tab	Yes
Under the Saved Queries field on the Activities tab	Yes
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Under the Saved Queries field on the Activities tab	Yes
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Yes
Prefer additional training before responding	No
Prefer additional training before responding	No

Not applicable	Yes
Under the Saved Queries field on the Activities tab	Yes
Under the Saved Queries field on the Activities tab	Yes
Prefer additional training before responding	Yes
Prefer additional training before responding	Yes
Under the Query menu on the Activities tab	Yes
Prefer additional training before responding	No
Prefer additional training before responding	Yes
Not applicable	No
Not applicable	Yes
Not applicable	Not Applicable
Under the Saved Queries field on the Activities tab	No
Under the Saved Queries field on the Activities tab	Yes
Not applicable	Yes
Under the Saved Queries field on the homepage	Yes
Under the Saved Queries field on the Activities tab	Yes
Prefer additional training before responding	Prefer additional training before responding
Under the Saved Queries field on the Activities tab	Yes
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Prefer additional training before responding	No
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Under the Saved Queries field on the Activities tab	Yes
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Not applicable	No

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Under the Saved Queries field on the Activities tab	No
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Under the Query menu on the Activities tab	No
Prefer additional training before responding	Yes
Under the Saved Queries field on the homepage	Yes
Not applicable	Yes
Prefer additional training before responding	Yes
Under the Saved Queries field on the Activities tab	Yes
Under the Query menu on the homepage	Yes
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Yes
Prefer additional training before responding	Prefer additional training before responding
Under the Query menu on the Activities tab	Yes
Under the Query menu on the Activities tab	No
Not applicable	Yes
Prefer additional training before responding	No
Prefer additional training before responding	No
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	No
Prefer additional training before responding	No

Prefer additional training before responding	No
Prefer additional training before responding	No
Prefer additional training before responding	Yes
Under the Query menu on the Activities tab	Yes
Prefer additional training before responding	No
Under the Saved Queries field on the Activities tab	Prefer additional training before responding
Prefer additional training before responding	Yes
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	No
Under the Saved Queries field on the homepage	Yes
Under the Query menu on the Activities tab	Yes
Under the Query menu on the Activities tab	No
Prefer additional training before responding	Yes
Prefer additional training before responding	No
Prefer additional training before responding	No
Prefer additional training before responding	Prefer additional training before responding
Under the Saved Queries field on the Activities tab	Yes
Prefer additional training before responding	Yes
Prefer additional training before responding	No
Under the Query menu on the Activities tab	Yes
Under the Saved Queries field on the homepage	Yes
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding
Under the Query menu on the Activities tab	Yes
Under the Saved Queries field on the Activities tab	No
Prefer additional training before responding	No
Under the Query menu on the Activities tab	Yes
Under the Query menu on the Activities tab	No
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	No
Under the Query menu on the Activities tab	No
Under the Saved Queries field on the Activities tab	Yes
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Under the Query menu on the Activities tab	Yes
Under the Query menu on the Activities tab	No
Prefer additional training before responding	Yes
Prefer additional training before responding	No
Prefer additional training before responding	No
Under the Query menu on the Activities tab	No
Prefer additional training before responding	Prefer additional training before responding
Under the Saved Queries field on the Activities tab	Yes
Under the Saved Queries field on the Activities tab	No
Under the Query menu on the Activities tab	Yes
Prefer additional training before responding	Prefer additional training before responding
Under the Query menu on the Activities tab	No
Prefer additional training before responding	No
Prefer additional training before responding	No
Prefer additional training before responding	No
Prefer additional training before responding	No
Under the Query menu on the Activities tab	No
Under the Saved Queries field on the homepage	Yes
Under the Saved Queries field on the Activities tab	Yes
Prefer additional training before responding	No
Under the Query menu on the Activities tab	No
Under the Query menu on the Activities tab	Yes
Prefer additional training before responding	No
Under the Query menu on the Activities tab	Yes
Under the Query menu on the Activities tab	No
Under the Query menu on the Activities tab	Yes
Prefer additional training before responding	Yes
Not applicable	Not Applicable
Under the Query menu on the Activities tab	Yes
Under the Saved Queries field on the Activities tab	Yes
Under the Query menu on the Activities tab	Yes
Under the Query menu on the Activities tab	No
Prefer additional training before responding	Prefer additional training before responding
Under the Saved Queries field on the homepage	No

Prefer additional training before responding	No
Prefer additional training before responding	No
Under the Query menu on the Activities tab	No
Prefer additional training before responding	Yes
Prefer additional training before responding	No
Prefer additional training before responding	Prefer additional training before responding
Under the Query menu on the Activities tab	No
Under the Query menu on the Activities tab	No
Prefer additional training before responding	Yes
Not applicable	Yes
Prefer additional training before responding	No
Under the Query menu on the Activities tab	Yes
Prefer additional training before responding	No
Under the Query menu on the Activities tab	Yes
Under the Saved Queries field on the homepage	No
Under the Saved Queries field on the homepage	Yes
Prefer additional training before responding	Prefer additional training before responding
Under the Query menu on the Activities tab	Yes
Under the Saved Queries field on the Activities tab	Yes
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Yes
Prefer additional training before responding	No
Under the Query menu on the Activities tab	No
Prefer additional training before responding	No
Not applicable	No
Under the Saved Queries field on the Activities tab	Yes
Prefer additional training before responding	No
Prefer additional training before responding	No
Under the Saved Queries field on the homepage	Yes
Prefer additional training before responding	No
Under the Saved Queries field on the Activities tab	Yes
Prefer additional training before responding	Prefer additional training before responding
Under the Saved Queries field on the Activities tab	Yes
Prefer additional training before responding	No

Prefer additional training before responding	No
Prefer additional training before responding	Yes
Under the Saved Queries field on the Activities tab	Yes
Prefer additional training before responding	Yes
Prefer additional training before responding	No
Under the Saved Queries field on the Activities tab	No
Prefer additional training before responding	No
Prefer additional training before responding	No
Under the Query menu on the Activities tab	No
Prefer additional training before responding	Yes
Prefer additional training before responding	No
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding
Under the Query menu on the Activities tab	No
Prefer additional training before responding	Prefer additional training before responding
Under the Saved Queries field on the homepage	Yes
Under the Saved Queries field on the Activities tab	Yes
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding
Under the Query menu on the homepage	Yes
Prefer additional training before responding	No
Prefer additional training before responding	No
Under the Saved Queries field on the Activities tab	Yes
Prefer additional training before responding	Yes
Under the Query menu on the Activities tab	No
Under the Saved Queries field on the Activities tab	Yes
Prefer additional training before responding	No
Under the Saved Queries field on the homepage	No
Prefer additional training before responding	No
Under the Query menu on the Activities tab	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding
Under the Query menu on the Activities tab	No
Prefer additional training before responding	No
Prefer additional training before responding	No

Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	No
Prefer additional training before responding	Yes
Prefer additional training before responding	No
Prefer additional training before responding	Prefer additional training before responding
Not applicable	No
Prefer additional training before responding	Yes
Prefer additional training before responding	Yes
Prefer additional training before responding	No
Prefer additional training before responding	No
Prefer additional training before responding	No
Under the Query menu on the homepage	No
Prefer additional training before responding	No
Prefer additional training before responding	Yes
Under the Saved Queries field on the Activities tab	No
Under the Saved Queries field on the Activities tab	Prefer additional training before responding
Prefer additional training before responding	No
Under the Saved Queries field on the Activities tab	No
Prefer additional training before responding	No
Prefer additional training before responding	Yes
Prefer additional training before responding	No
Prefer additional training before responding	No
Prefer additional training before responding	No
Under the Saved Queries field on the Activities tab	No
Prefer additional training before responding	No
Prefer additional training before responding	Prefer additional training before responding
Under the Saved Queries field on the homepage	No
Under the Query menu on the Activities tab	No
Prefer additional training before responding	Yes
Prefer additional training before responding	No
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	No
Under the Saved Queries field on the Activities tab	Yes

Prefer additional training before responding	No
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	No
Prefer additional training before responding	Yes
Prefer additional training before responding	No
Prefer additional training before responding	Prefer additional training before responding
Under the Saved Queries field on the Activities tab	Yes
Prefer additional training before responding	Yes
Prefer additional training before responding	No
Under the Saved Queries field on the Activities tab	Yes
Prefer additional training before responding	No
Under the Query menu on the homepage	No
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	No
Prefer additional training before responding	No
Not applicable	No
Prefer additional training before responding	No
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	No
Prefer additional training before responding	No
Not applicable	No
Prefer additional training before responding	No
Under the Saved Queries field on the homepage	Prefer additional training before responding
Prefer additional training before responding	No
Prefer additional training before responding	No
Prefer additional training before responding	No
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Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	No
Not applicable	Yes
Prefer additional training before responding	No
Under the Query menu on the Activities tab	No

Prefer additional training before responding	Prefer additional training before responding
Under the Query menu on the Activities tab	Prefer additional training before responding
Prefer additional training before responding	No
Under the Query menu on the homepage	No
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	No
Prefer additional training before responding	No
Prefer additional training before responding	No
Prefer additional training before responding	No
Under the Query menu on the homepage	No
Prefer additional training before responding	No
Prefer additional training before responding	Yes
Under the Saved Queries field on the Activities tab	Yes
Prefer additional training before responding	No
Not applicable	No
Prefer additional training before responding	No
Prefer additional training before responding	No
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	No
Prefer additional training before responding	No
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Under the Saved Queries field on the Activities tab	No
Prefer additional training before responding	No
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	No
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	No
Prefer additional training before responding	No
Prefer additional training before responding	No
Prefer additional training before responding	Yes
Prefer additional training before responding	Yes

Under the Saved Queries field on the Activities tab	Yes
Prefer additional training before responding	No
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	No
Prefer additional training before responding	No
Prefer additional training before responding	Prefer additional training before responding
Under the Query menu on the Activities tab	No
Under the Saved Queries field on the Activities tab	Yes
Under the Query menu on the Activities tab	Yes
Under the Query menu on the Activities tab	Prefer additional training before responding
Prefer additional training before responding	Yes
Prefer additional training before responding	No
Not applicable	Prefer additional training before responding
Prefer additional training before responding	No
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	No
Under the Query menu on the Activities tab	Yes
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Yes
Under the Query menu on the Activities tab	No
Prefer additional training before responding	Prefer additional training before responding
Under the Query menu on the Activities tab	Yes
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	No
Prefer additional training before responding	Yes
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	No
Under the Saved Queries field on the Activities tab	Yes
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	No
Prefer additional training before responding	Prefer additional training before responding
Under the Saved Queries field on the Activities tab	No
Under the Saved Queries field on the Activities tab	Yes
Prefer additional training before responding	Yes

Prefer additional training before responding	No
Prefer additional training before responding	Prefer additional training before responding
Under the Query menu on the Activities tab	No
Prefer additional training before responding	No
Prefer additional training before responding	Prefer additional training before responding
Under the Query menu on the homepage	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Yes
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding
Under the Query menu on the Activities tab	Prefer additional training before responding
Under the Saved Queries field on the Activities tab	Yes
Under the Query menu on the Activities tab	No
Prefer additional training before responding	Yes
Prefer additional training before responding	Yes
Under the Query menu on the Activities tab	Prefer additional training before responding
Prefer additional training before responding	No
Prefer additional training before responding	No
Prefer additional training before responding	No
Prefer additional training before responding	No
Prefer additional training before responding	No
Not applicable	Not Applicable
Prefer additional training before responding	No
Prefer additional training before responding	No
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Prefer additional training before responding	No
Prefer additional training before responding	No
Prefer additional training before responding	No
Under the Query menu on the Activities tab	No
Prefer additional training before responding	Yes
Prefer additional training before responding	No
Prefer additional training before responding	No

Prefer additional training before responding	No
Prefer additional training before responding	No
Under the Query menu on the Activities tab	Yes
Prefer additional training before responding	No
Prefer additional training before responding	No
Prefer additional training before responding	No
Prefer additional training before responding	No
Prefer additional training before responding	No
Under the Query menu on the homepage	Yes
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	No
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	No
Prefer additional training before responding	No
Under the Query menu on the homepage	No
Prefer additional training before responding	No
Prefer additional training before responding	No
Prefer additional training before responding	No
Prefer additional training before responding	No
Prefer additional training before responding	Yes
Under the Query menu on the Activities tab	Yes
Prefer additional training before responding	No
Prefer additional training before responding	No
Prefer additional training before responding	No
Prefer additional training before responding	Yes
Not applicable	Not Applicable
Under the Query menu on the Activities tab	Yes
Prefer additional training before responding	No
Prefer additional training before responding	Yes
Prefer additional training before responding	Yes
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Prefer additional training before responding	No

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er the Query menu on the Activities tab	
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er additional training before responding Yes	S
er additional training before responding No	
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applicable Not	t Applicable

Prefer additional training before responding	No
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	No
Under the Query menu on the Activities tab	No
Not applicable	Not Applicable
Prefer additional training before responding	No
Under the Query menu on the Activities tab	No
Under the Saved Queries field on the Activities tab	Yes
Prefer additional training before responding	No
Prefer additional training before responding	No
Prefer additional training before responding	No
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Yes
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding
Not applicable	No
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	No
Prefer additional training before responding	No
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	No
Prefer additional training before responding	Yes
Prefer additional training before responding	No
Prefer additional training before responding	Prefer additional training before responding
Under the Saved Queries field on the homepage	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	No
Prefer additional training before responding Prefer additional training before responding	No No

Prefer additional training before responding	Prefer additional training before responding
Not applicable	Not Applicable
Under the Saved Queries field on the Activities tab	No
Prefer additional training before responding	No
Prefer additional training before responding	No
Under the Query menu on the Activities tab	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding
Not applicable	Not Applicable
Not applicable	Not Applicable
Not applicable	Yes
Not applicable	Not Applicable
Not applicable	Not Applicable
Prefer additional training before responding	No
Prefer additional training before responding	No

bluefontstart Query Function bluefontend	
linebreak Do you know how to create a	If a document attached to an Incident or Service Request needs to be viewed on
Query?	a Case, what is the process for doing so: 2
Vac	Attach the decument to the Courtest
Yes	Attack the document to the Contact
No	Attach the document to the Contact
Yes	Profile the document
Prefer additional training before responding	Prefer additional training before responding
No	Prefer additional training before responding
No	Prefer additional training before responding
No	Attach the document to both the Case and the Incident or Service Request
Prefer additional training before responding	Prefer additional training before responding
No	Profile the document
No	Profile the document
Yes	Profile the document
Yes	Attach the document to both the Case and the Incident or Service Request
Not Applicable	Not applicable
Not Applicable	Not applicable
Not Applicable	Not applicable
Prefer additional training before responding	Profile the document
Prefer additional training before responding	Attach the document to both the Case and the Incident or Service Request
Not Applicable	Not applicable
Yes	Attach the document to both the Case and the Incident or Service Request
Not Applicable	Not applicable
Yes	Attach the document to both the Case and the Incident or Service Request
Yes	Attach the document to both the Case and the Incident or Service Request
Yes	Attach the document to both the Case and the Incident or Service Request
No	Attach the document to the Contact
Yes	Attach the document to both the Case and the Incident or Service Request
Yes	Prefer additional training before responding
Yes	Attach the document to both the Case and the Incident or Service Request
Prefer additional training before responding	Prefer additional training before responding
No	Prefer additional training before responding
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Yes Profile the document Yes Profile the document Yes Prefer additional training before responding Yes Attach the document to both the Case and the Incident or Service Request Yes Profile the document to both the Case and the Incident or Service Request Yes Profile the document Yes Profile the document Yes Attach the document to both the Case and the Incident or Service Request No Profile the document Yes Profile the document Yes Profile the document Not Applicable Attach the document to both the Case and the Incident or Service Request Yes Profile the document Yes Attach the document to both the Case and the Incident or Service Request Yes Profile the document	Yes	Profile the document
Prefer additional training before responding Yes Attach the document to both the Case and the Incident or Service Request Yes Profile the document Yes Attach the document to both the Case and the Incident or Service Request No Profile the document Yes Attach the document to both the Case and the Incident or Service Request No Profile the document Not Applicable Attach the document to both the Case and the Incident or Service Request Yes Profile the document No Profile the document Yes Profile the document Yes Profile the document Yes Profile the document Yes Attach the document to both the Case and the Incident or Service Request Yes Profile the document Yes Attach the document to both the Case and the Incident or Service Request Yes Profile the document Yes Attach the document to both the Case and the Incident or Service Request Yes Profile the document Yes Attach the document Yes Profile the document to both the Case and the Incident or Service Request Yes Profile the document to both the Case and the Incident or Service Request Yes Profile the document to both the Case and the Incident or Service Request Yes Prefer additional training before responding Not Applicable Profile the document	Yes	Attach the document to both the Case and the Incident or Service Request
Yes Profile the document Yes Profile the document Yes Attach the document Yes Attach the document Yes Attach the document Yes Attach the document to both the Case and the Incident or Service Request No Profile the document Yes Profile the document Yes Profile the document Not Applicable Attach the document to both the Case and the Incident or Service Request Yes Profile the document Yes Attach the document to both the Case and the Incident or Service Request Yes Profile the document Yes Attach the document to both the Case and the Incident or Service Request Yes Profile the document to both the Case and the Incident or Service Request Yes Profile the document to both the Case and the Incident or Service Request Yes Prefer additional training before responding Not Applicable Yes Profile the document Yes Profile the document	Yes	Profile the document
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Attach the document to both the Case and the Incident or Service Request No Profile the document Yes Profile the document Not Applicable Attach the document to both the Case and the Incident or Service Request Yes Profile the document Yes Attach the document Yes Attach the document to both the Case and the Incident or Service Request Yes Profile the document Yes Attach the document to both the Case and the Incident or Service Request Yes Profile the document Yes Attach the document to both the Case and the Incident or Service Request Yes Profile the document Yes Attach the document Yes Attach the document Yes Profile the document to both the Case and the Incident or Service Request Yes Attach the document to both the Case and the Incident or Service Request Yes Prefer additional training before responding Not Applicable Yes Profile the document Yes Not applicable	Yes	Profile the document
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Yes       Profile the document         Yes       Profile the document         Yes       Profile the document         Yes       Profile the document to both the Case and the Incident or Service Request         Yes       Profile the document         Yes       Profile the document         No       Profile the document         Yes       Attach the document to both the Case and the Incident or Service Request         Yes       Profile the document         Yes       Attach the document to both the Case and the Incident or Service Request         Yes       Attach the document to both the Case and the Incident or Service Request         Yes       Prefer additional training before responding         Not Applicable       Not applicable         Yes       Profile the document         Yes       Profile the document	Yes	Profile the document
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Not Applicable	Not applicable

Yes	Attach the document to both the Case and the Incident or Service Request
Prefer additional training before responding	Profile the document
No	Prefer additional training before responding
Prefer additional training before responding	Profile the document
Not Applicable	Not applicable
Yes	Attach the document to both the Case and the Incident or Service Request
No	Attach the document to both the Case and the Incident or Service Request
Yes	Prefer additional training before responding
No	Prefer additional training before responding
No	Prefer additional training before responding
Prefer additional training before responding	Profile the document
Prefer additional training before responding	Prefer additional training before responding
Yes	Prefer additional training before responding
Yes	Attach the document to both the Case and the Incident or Service Request
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding
No	Not applicable
Prefer additional training before responding	Prefer additional training before responding
No	Attach the document to both the Case and the Incident or Service Request
No	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding
No	Not applicable
Yes	Attach the document to both the Case and the Incident or Service Request
Yes	Prefer additional training before responding
Prefer additional training before responding	Attach the document to both the Case and the Incident or Service Request
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding
No	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding
No	Prefer additional training before responding
Yes	Prefer additional training before responding

Yes	Prefer additional training before responding	
Not Applicable	Not applicable	
Yes	Prefer additional training before responding	
Yes	Attach the document to both the Case and the Incident or Service Request	
Yes	Prefer additional training before responding	
Prefer additional training before responding	Attach the document to both the Case and the Incident or Service Request	
Yes	Not applicable	
Not Applicable	Not applicable	
Not Applicable	Not applicable	
Yes	Attach the document to both the Case and the Incident or Service Request	
Yes	Not applicable	
Not Applicable	Not applicable	
Yes	Attach the document to both the Case and the Incident or Service Request	
No	Prefer additional training before responding	

Where would you attach a letter informing a family of the outcome of their child protection investigation?	linebreak Where would you attach a letter indicating that a family has been accepted into a parenting program as part of their Family Plan?	bluefontstart Interface between ICM and MIS bluefontend linebreak In which system would you open a Child Service case?
Case	Case	ICM
Not applicable	Case	ICM
Incident	Case	ICM
Prefer additional training before responding	Prefer additional training before responding	Not applicable
Case	Prefer additional training before responding	Prefer additional training before responding
Case	Case	MIS
Service Request	Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding	MIS
Service Request	Prefer additional training before responding	Prefer additional training before responding
Case	Prefer additional training before responding	MIS
Contact	Contact	ICM
Not applicable	Not applicable	Not applicable
Not applicable	Not applicable	Not applicable
Not applicable	Not applicable	Not applicable
Contact	Incident	ICM
Contact	Service Request	Prefer additional training before responding
Not applicable	Not applicable	Not applicable
Contact	Contact	ICM
Not applicable	Not applicable	Not applicable
Contact	Contact	ICM
Contact	Contact	ICM
Contact	Contact	ICM
Incident	Incident	Not applicable
Incident	Case	ICM
Incident	Case	Prefer additional training before responding
Incident	Case	ICM
Prefer additional training before responding	Prefer additional training before responding	MIS
Incident	Prefer additional training before responding	Prefer additional training before responding

Incident	Case	ICM
Incident	Incident	ICM
Incident	Case	ICM
Incident	Case	ICM
Incident	Case	ICM
Incident	Incident	MIS
Incident	Case	MIS
Incident	Case	ICM
Incident	Incident	ICM
Incident	Case	MIS
Not applicable	Not applicable	ICM
Incident	Case	ICM
Incident	Incident	ICM
Incident	Incident	ICM
Incident	Case	MIS
Incident	Case	MIS
Incident	Case	ICM
Case	Not applicable	ICM
Incident	Case	ICM
Not applicable	Not applicable	ICM
Incident	Incident	MIS
Incident	Case	ICM
Incident	Case	MIS
Not applicable	Not applicable	ICM
Incident	Case	MIS
Not applicable	Not applicable	Prefer additional training before responding
Incident	Case	ICM
Incident	Case	ICM
Incident	Not applicable	ICM

Incident	Service Request	ICM
Prefer additional training before responding	Prefer additional training before responding	ICM
Incident	Incident	ICM
Incident	Case	ICM
Incident	Case	MIS
Incident	Case	ICM
Incident	Case	ICM
Case	Service Request	MIS
Incident	Case	ICM
Prefer additional training before responding	Service Request	ICM
Incident	Incident	ICM
Incident	Incident	ICM
Incident	Case	ICM
Case	Service Request	ICM
Incident	Case	Not applicable
Incident	Case	MIS
Case	Case	ICM
Incident	Incident	ICM
Incident	Incident	MIS
Incident	Case	ICM
Not applicable	Not applicable	Prefer additional training before responding
Incident	Prefer additional training before responding	MIS
Incident	Case	ICM
Incident	Case	ICM
Prefer additional training before responding	Prefer additional training before responding	ICM
Incident	Service Request	MIS
Incident	Service Request	MIS
Incident	Case	ICM
Incident	Case	ICM
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Incident	Case	MIS
Incident	Case	MIS
Incident	Incident	MIS
Incident	Case	ICM
Incident	Case	MIS
Incident	Case	ICM
Incident	Prefer additional training before responding	ICM
Incident	Incident	ICM
Incident	Service Request	ICM
Incident	Case	ICM
Not applicable	Not applicable	ICM
Case	Case	ICM
Incident	Case	ICM
Incident	Prefer additional training before responding	MIS
Incident	Case	ICM
Incident	Case	Prefer additional training before responding
Incident	Incident	ICM
Incident	Case	ICM
Incident	Case	MIS
Incident	Case	MIS
Incident	Case	ICM
Incident	Case	ICM
Incident	Case	ICM
Prefer additional training before responding	Prefer additional training before responding	MIS
Incident	Case	ICM
Incident	Case	ICM
Incident	Case	ICM
Incident	Incident	ICM
Incident	Case	ICM
Incident	Case	ICM
Prefer additional training before responding	Prefer additional training before responding	MIS

Incident	Contact	ICM
Incident	Case	MIS
Prefer additional training before responding	Prefer additional training before responding	ICM
Incident	Incident	ICM
Incident	Prefer additional training before responding	Prefer additional training before responding
Incident	Service Request	ICM
Incident	Case	ICM
Incident	Case	MIS
Incident	Case	ICM
Incident	Incident	ICM
Incident	Incident	ICM
Incident	Case	ICM
Prefer additional training before responding	Case	ICM
Incident	Incident	MIS
Incident	Case	ICM
Incident	Case	MIS
Incident	Incident	ICM
Incident	Case	ICM
Incident	Case	ICM
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Incident	Incident	MIS
Incident	Case	ICM
Case	Case	MIS
Prefer additional training before responding	Service Request	MIS
Incident	Case	ICM
Case	Service Request	ICM
Incident	Case	ICM
Not applicable	Not applicable	MIS
Incident	Case	MIS
Incident	Incident	ICM
Incident	Service Request	ICM
Incident	Case	MIS
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Incident	Case	ICM

Incident	Case	MIS
Incident	Case	MIS
Incident	Case	MIS
Prefer additional training before responding	Prefer additional training before responding	ICM
Incident	Case	ICM
Not applicable	Not applicable	ICM
Incident	Incident	ICM
Incident	Case	ICM
Not applicable	Not applicable	Not applicable
Incident	Not applicable	MIS
Incident	Case	ICM
Incident	Case	MIS
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Incident	Service Request	ICM
Incident	Case	MIS
Incident	Case	Prefer additional training before responding
Incident	Case	MIS
Incident	Service Request	Prefer additional training before responding
Incident	Case	ICM
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Incident	Case	MIS
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Case	Case	MIS
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Incident	Case	ICM
Incident	Case	ICM
Not applicable	Not applicable	ICM
Prefer additional training before responding	Prefer additional training before responding	MIS
Incident	Case	ICM
Prefer additional training before responding	Service Request	Prefer additional training before responding
Not applicable	Not applicable	MIS
Incident	Case	MIS

Incident	Case	ICM
Incident	Case	Prefer additional training before responding
Incident	Case	ICM
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Incident	Service Request	ICM
Incident	Case	ICM
Incident	Case	ICM
Incident	Case	Prefer additional training before responding
Incident	Case	ICM
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Incident	Service Request	ICM
Incident	Case	ICM
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Incident	Prefer additional training before responding	ICM
Incident	Case	ICM
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Case	Case	ICM
Incident	Case	ICM
Prefer additional training before responding	Prefer additional training before responding	ICM
Incident	Case	MIS
Incident	Service Request	MIS
Incident	Case	ICM
Incident	Case	ICM
Incident	Case	ICM
Case	Case	ICM
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Incident	Incident	ICM
Incident	Case	MIS
Incident	Case	ICM

Incident	Case	ICM
Case	Case	ICM
Incident	Prefer additional training before responding	ICM
Incident	Incident	ICM
Incident	Case	ICM
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Incident	Case	MIS
Incident	Case	ICM
Incident	Prefer additional training before responding	MIS
Case	Case	ICM
Incident	Prefer additional training before responding	Prefer additional training before responding
Incident	Case	ICM
Incident	Incident	ICM
Prefer additional training before responding	Prefer additional training before responding	MIS
Incident	Prefer additional training before responding	ICM
Incident	Case	ICM
Case	Case	MIS
Case	Case	MIS
Incident	Case	MIS
Case	Case	ICM
Incident	Not applicable	ICM
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Incident	Incident	MIS
Not applicable	Not applicable	MIS
Incident	Case	ICM
Incident	Incident	MIS
Incident	Service Request	ICM
Incident	Case	MIS
Incident	Case	ICM
Incident	Prefer additional training before responding	ICM
Incident	Case	MIS
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Incident	Incident	MIS
Incident	Case	ICM

Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Incident	Case	ICM
Incident	Case	ICM
Incident	Case	ICM
Incident	Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Incident	Prefer additional training before responding	ICM
Incident	Case	ICM
Incident	Case	MIS
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Incident	Incident	ICM
Case	Case	ICM
Incident	Case	ICM
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Case	Case	ICM
Not applicable	Not applicable	ICM
Incident	Case	MIS
Prefer additional training before responding	Case	Prefer additional training before responding
Incident	Case	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding	MIS
Prefer additional training before responding	Case	MIS
Incident	Case	MIS
Incident	Case	MIS
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Incident	Case	MIS
Incident	Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding	ICM
Incident	Incident	ICM
Prefer additional training before responding	Prefer additional training before responding	ICM
Incident	Incident	ICM
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Incident	Case	ICM
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Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Incident	Case	ICM
Prefer additional training before responding	Prefer additional training before responding	ICM
Incident	Case	ICM
Prefer additional training before responding	Prefer additional training before responding	ICM
Incident	Case	ICM
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding	MIS
Incident	Incident	ICM
Case	Prefer additional training before responding	MIS
Incident	Case	ICM
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Case	Case	MIS
Incident	Case	ICM
Not applicable	Not applicable	Not applicable
Incident	Case	MIS
Not applicable	Not applicable	Not applicable
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Incident	Incident	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding	ICM
Incident	Contact	ICM
Incident	Case	ICM
Incident	Incident	ICM
Incident	Case	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Not applicable	Not applicable	Not applicable
Incident	Case	ICM
Case	Case	MIS
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Incident	Incident	ICM
Incident	Case	ICM
Prefer additional training before responding	Prefer additional training before responding	ICM
Incident	Case	ICM
Incident	Service Request	ICM
Not applicable	Not applicable	MIS
Incident	Case	ICM
Incident	Case	ICM
Incident	Case	ICM
Not applicable	Case	Not applicable
Case	Service Request	MIS
Incident	Prefer additional training before responding	ICM
Incident	Case	Prefer additional training before responding
Incident	Case	MIS
Prefer additional training before responding	Prefer additional training before responding	ICM
Service Request	Service Request	ICM
Incident	Case	ICM
Case	Case	MIS
Incident	Prefer additional training before responding	ICM
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Incident	Case	ICM
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Prefer additional training before responding	Prefer additional training before responding	ICM
Not applicable	Not applicable	ICM

Incident	Case	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding	MIS
Incident	Incident	ICM
Prefer additional training before responding	Incident	Prefer additional training before responding
Incident	Case	Prefer additional training before responding
Incident	Case	MIS
Prefer additional training before responding	Case	ICM
Incident	Case	ICM
Case	Incident	MIS
Incident	Case	Prefer additional training before responding
Not applicable	Case	ICM
Incident	Case	ICM
Case	Case	ICM
Incident	Case	ICM
Prefer additional training before responding	Prefer additional training before responding	MIS
Incident	Incident	ICM
Contact	Service Request	ICM
Prefer additional training before responding	Prefer additional training before responding	ICM
Incident	Case	ICM
Incident	Case	ICM
Incident	Case	MIS
Prefer additional training before responding	Prefer additional training before responding	ICM
Not applicable	Not applicable	Not applicable
Incident	Case	MIS
Case	Prefer additional training before responding	Not applicable
Incident	Incident	Prefer additional training before responding
Incident	Case	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding	MIS
Case	Case	Prefer additional training before responding
Incident	Incident	ICM
Case	Service Request	MIS
Incident	Case	ICM
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Incident	Case	ICM
Incident	Case	MIS
Incident	Service Request	Not applicable
Incident	Incident	Not applicable
Incident	Case	ICM
Incident	Case	MIS
Case	Case	Prefer additional training before responding
Incident	Service Request	MIS
Incident	Case	ICM
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Incident	Case	ICM
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Incident	Case	ICM
Case	Case	ICM
Not applicable	Not applicable	ICM
Case	Case	MIS
Prefer additional training before responding	Prefer additional training before responding	MIS
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Incident	Case	ICM
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Incident	Case	ICM
Incident	Case	MIS
Incident	Case	MIS
Incident	Case	ICM
Incident	Service Request	MIS
Incident	Case	MIS
Not applicable	Not applicable	Not applicable
Case	Service Request	MIS
Incident	Case	ICM
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Incident	Case	ICM
Incident	Incident	Prefer additional training before responding
Incident	Case	MIS
Incident	Case	ICM

Prefer additional training before responding	Prefer additional training before responding	ICM
Incident	Case	Prefer additional training before responding
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Prefer additional training before responding	Prefer additional training before responding	ICM
Prefer additional training before responding	Prefer additional training before responding	MIS
Incident	Incident	ICM
Incident	Case	ICM
Prefer additional training before responding	Prefer additional training before responding	MIS
Incident	Case	MIS
Incident	Case	Prefer additional training before responding
Incident	Service Request	MIS
Incident	Case	MIS
Incident	Case	MIS
Incident	Case	ICM
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Incident	Incident	ICM
Incident	Case	MIS
Incident	Case	ICM
Prefer additional training before responding	Prefer additional training before responding	MIS
Incident	Prefer additional training before responding	ICM
Incident	Case	ICM
Not applicable	Not applicable	Prefer additional training before responding
Incident	Case	ICM
Incident	Case	ICM
Incident	Case	MIS
Case	Case	ICM
Incident	Case	ICM
Incident	Incident	ICM
Case	Case	ICM
Incident	Case	ICM
Incident	Case	ICM
Incident	Case	MIS
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Not applicable	Not applicable	Not applicable

Incident	Case	ICM
Not applicable	Case	MIS
Case	Case	MIS
Incident	Case	ICM
Not applicable	Not applicable	Not applicable
Incident	Case	MIS
Incident	Case	ICM
Incident	Case	ICM
Incident	Prefer additional training before responding	ICM
Incident	Case	MIS
Incident	Case	MIS
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Case	Case	ICM
Incident	Case	MIS
Prefer additional training before responding	Prefer additional training before responding	MIS
Incident	Case	ICM
Prefer additional training before responding	Prefer additional training before responding	MIS
Incident	Not applicable	Not applicable
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Incident	Case	ICM
Incident	Incident	ICM
Prefer additional training before responding	Prefer additional training before responding	MIS
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Not applicable	Prefer additional training before responding	Prefer additional training before responding
Incident	Case	ICM
Incident	Case	Prefer additional training before responding
Case	Case	ICM
Prefer additional training before responding	Prefer additional training before responding	ICM
Incident	Case	MIS
Incident	Prefer additional training before responding	ICM
Incident	Case	MIS
Incident	Prefer additional training before responding	Prefer additional training before responding
Incident	Case	ICM
Incident	Prefer additional training before responding	ICM

Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Not applicable	Not applicable	Not applicable
Incident	Case	ICM
Incident	Prefer additional training before responding	MIS
Prefer additional training before responding	Prefer additional training before responding	Prefer additional training before responding
Prefer additional training before responding	Prefer additional training before responding	ICM
Not applicable	Not applicable	ICM
Not applicable	Not applicable	Not applicable
Not applicable	Not applicable	Not applicable
Not applicable	Not applicable	ICM
Not applicable	Not applicable	Not applicable
Not applicable	Not applicable	MIS
Incident	Incident	MIS
Not applicable	Not applicable	Not applicable

	bluefontstart Printing		bluefontstart Printing		bluefontstart Printing
	bluefontend		bluefontend		bluefontend
Please select your office code from	linebreak Please		linebreak Please		linebreak Please
the list below:	indicate your level	Printing_56	indicate your	Printing_55	indicate your
	Not Applicable	Not Applicable	Not Applicable	Not Applicable	3
	Not Applicable	Not Applicable	Not Applicable	Not Applicable	3
	3	3	3	3	1
	3	3	3	3	3
	3	3	3	3	2
	2	2	2	2	2
	2	2	1	1	Not Applicable
	3	3	3	3	3
	2	2	2	2	2
	1	1	1	1	1
	1	1	2	2	3
	2	2	3	3	Not Applicable
	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable
	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Not Responsive	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable
	1	1	Not Applicable	Not Applicable	2
	1	1	1	1	1
	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable
	1	1	1	1	1
	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable
	1	1	1	1	1
	1	1	1	1	1
	1	1	1	1	1
	1	1	2	2	1
	1	1	2	2	1
	3	3	3	3	2
	1	1	1	1	1
	3	3	3	3	3
	1	1	1	1	3

4	4	4	4	2
1	1	1	1	2
2	2	2	2	2
1	1	1	1	1
2	2	2	2	2
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1	1	3	3	1
2	2	2	2	3
3	3	3	3	3
3	3	2	2	2
3	3	3	3	1
2	2	1	1	1
2	2	1	1	2
Not Applicable	Not Applicable	1	1	1
2	2	2	2	2
2	2	2	2	2
2	2	3	3	2
1	1	1	1	1
1	1	2	2	2
1	1	1	1	1
3	3	1	1	1
1	1	1	1	1
Not Applicable	Not Applicable	1	1	1
1	1	1	1	1
2	2	2	2	1
2	2	2	2	2
Not Applicable				
2	2	2	2	2
3	3	3	3	3
1	1	1	1	1
3	3	3	3	1
1	1	1	1	1

Not Responsive

3	3	3	3	3
3	3	3	3	3
3	3	3	3	2
1	1	1	1	1
1	1	1	1	1
3	3	3	3	3
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3	3	2	2	2
2	2	1	1	2
3	3	3	3	2
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3	3	3	3	3
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3	3	2	2	1
3	3	3	3	2
2	2	2	2	2
2	2	2	2	2
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Not Applicable	Not Applicable	Not Applicable	Not Applicable	1
Not Applicable 1	Not Applicable 1	Not Applicable 1	Not Applicable 1	1 2
Not Applicable	Not Applicable	Not Applicable	Not Applicable	1
Not Applicable 1	Not Applicable 1 Not Applicable 1	Not Applicable 1	Not Applicable 1 1 1	1 2
Not Applicable 1 Not Applicable	Not Applicable 1 Not Applicable 1 2	Not Applicable 1 1	Not Applicable 1 1	1 2 1
Not Applicable 1 Not Applicable 1	Not Applicable 1 Not Applicable 1	Not Applicable 1 1 1	Not Applicable 1 1 1	1 2 1 1
Not Applicable  1  Not Applicable  1  2	Not Applicable 1 Not Applicable 1 2	Not Applicable 1 1 1 3	Not Applicable 1 1 3	1 2 1 1 2
Not Applicable  1  Not Applicable  1  2  2  1	Not Applicable  1  Not Applicable  1  2  1  2	Not Applicable 1 1 1 2 1 2	Not Applicable  1  1  3  2  1	1 2 1 1 2 2
Not Applicable  1  Not Applicable  1  2  2	Not Applicable  1  Not Applicable  1  2  2	Not Applicable  1  1  3  2	Not Applicable  1  1  3  2	1 2 1 1 2 2 1
Not Applicable  1  Not Applicable  1  2  2  1	Not Applicable  1  Not Applicable  1  2  1  2	Not Applicable 1 1 1 2 1 2	Not Applicable  1  1  3  2  1	1 2 1 1 2 2 1 1
Not Applicable  1  Not Applicable  1  2  1  2  2  1	Not Applicable  1  Not Applicable  1  2  1  2  2  1	Not Applicable  1  1  1  2  3  2  1  3	Not Applicable  1  1  3  2  1  3	1 2 1 1 2 2 1 1 2
Not Applicable  1  Not Applicable  1  2  2  1  2  1	Not Applicable  1  Not Applicable  1  2  2  1  2  1  Not Applicable  1	Not Applicable  1  1  1  2  3  1	Not Applicable  1  1  3  2  1  3  1	1 2 1 1 2 2 1 1 2
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	Not Applicable						

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Not Applicable	Not Applicable	Not Applicable	N/A	N/A	N/A	N/A	N/A	3

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Not Applicable	Not Applicable	Not Applicable	N/A	N/A	N/A	N/A	N/A	Not Applicable
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Not Applicable	Not Applicable	Not Applicable	N/A	N/A	N/A	N/A	N/A	Not Applicable
Not Applicable	Not Applicable	Not Applicable	N/A	N/A	N/A	N/A	N/A	Not Applicable
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Not ApplicableNot Applicable32211111111Not ApplicableNot ApplicableNot ApplicableNot ApplicableNot Applicable11111		bluefontstart		bluefontstart Notes		bluefontstart	
Indicate your level of confidence with   Notes A 32		Notes bluefontend		bluefontend		Notes	
Notes A 33         of confidence with Notes A 32         of confidence with Notes A 31         indicate your         Notes A 30           3         3         3         3         1         1           Not Applicable         3         3         2         2         1         1           3 <th></th> <th>linebreak Please</th> <th></th> <th>linebreak Please</th> <th></th> <th>bluefontend</th> <th></th>		linebreak Please		linebreak Please		bluefontend	
3       3       3       3       1       1       1         Not Applicable       3       3       2       2       1       1       1         3       2       2       2       2       2       2       2		indicate your level		indicate your level		linebreak Please	
Not Applicable         3         3         2         2         1         1         1           3         2         2         2         2         2         2         2         2         2         2         2         2         2         2         2	Notes_A_33	of confidence with	Notes_A_32	of confidence with	Notes_A_31	indicate your	Notes_A_30
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Not Applicable Not Applicable 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	1	1	1	1	1	1	1
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Not Applicable 3 3 1 1 2 2 2 2  Not Applicable Not	2	2	2	2	2	2	2
Not Applicable Not Ap	2	2	2	2	2	2	2
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Not ApplicableNot ApplicableNot ApplicableNot ApplicableNot ApplicableNot Applicable322111111111Not ApplicableNot ApplicableNot ApplicableNot ApplicableNot ApplicableNot ApplicableNot Applicable1111111Not ApplicableNot ApplicableNot ApplicableNot ApplicableNot ApplicableNot Applicable1111111	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Not Applicable 3 3 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable
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| 3              | 3              | Not Applicable |
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Not Applicable						
Not Applicable						
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Not Applicable						
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Tools bluefontend		(SDM) Tools		(SDM) Tools		bluefontend
linebreak Please	SDM_A_15	bluefontend	SDM_A_14	bluefontend	SDM_A_13	linebreak Please
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Not Applicable						
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Not Applicable	Not Applicable	2	2	Not Applicable	Not Applicable	Not Applicable
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Not Applicable						
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Not Applicable						
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| Not Applicable |
|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
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| Not Applicable |
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Not Applicable	1					
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Not Applicable						
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Not Applicable						
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Not Applicable						
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3         2         2         3         3         3           Not Applicable         No	3	3	3	3	3	3	3
Not Applicable         Not App	1	1	1	1	2	2	2
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Not Applicable         Not App	2	2	2	2	3	3	3
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Not Applicable						
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Not Applicable						
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Not Applicable						

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SDM_A_12	linebreak Please	SDM_A_11	linebreak Please	SDM_A_10	indicate your level	PCC9
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3	Not Applicable	Not Applicable	Not Applicable	Not Applicable	3	3
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3	2	2	2	2	3	3
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Not Applicable						
Not Applicable						
Not Applicable						
Not Applicable						
Not Applicable						
Not Applicable						
Not Applicable						
1	1	1	1	1	1	1
Not Applicable						

PCC8	PCC7	PCC6	bluefontstart Prior Contact Check (PCC) bluefontend linebreak Please indicate your level	PCC5	bluefontstart Prior Contact Check (PCC) bluefontend linebreak Please	PCC4	ltem Type
2	2	2	3	3	2	2	Item
0			3	3	3	3	Item
0				1	1	1	Item
0			3	3	3	3	Item
0				1	1	1	Item
0			2	2	1	1	Item
0			2	2	1	1	Item
0			3	3	3	3	Item
0			1	1	1	1	Item
C		0	3	3	3	3	Item
3	3	3	2	2	1	1	Item
C	0	0	2	2	1	1	Item
C	0	0	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Item
C	0	0	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Item
C	0	0	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Item
C	0	0	2	2	1	1	Item
C	0	0	1	1	1	1	Item
2	2	2	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Item
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Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Item
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2	1	1	1	1	1	1	Item
1	1	1	1	1	1	1	Item
2	2	2	1	1	2	2	Item
3	3	2	1	1	2	2	Item

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3	1	2	1	1	1	1	Item
2	1	2	1	1	2	2	Item
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2	1	1	1	1	1	1	Item
3	1	1	1	1	1	1	Item
1	1	1	1	1	2	2	Item
Not Applicable	Not Applicable	Not Applicable	1	1	1	1	Item
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2	1	1	1	1	1	1	Item
2	1	1	1	1	1	1	Item
2	1	2	1	1	2	2	Item
1	1	1	1	1	1	1	Item
Not Applicable	1	1	1	1	1	1	Item
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3	1	1	1	1	1	1	Item
2	1	1	1	1	1	1	Item
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1	1	1	1	1	1	1	Item
2	1	1	1	1	1	1	Item
Not Applicable	1	1	1	1	1	1	Item
Not Applicable	1	1	1	1	1	1	Item
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Not Applicable	2	1	1	1	1	1	Item

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2	1	1	1	1	1	1	Item
Not Applicable	2	2	1	1	1	1	Item
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Not Applicable	1	1	1	1	1	1	Item
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Not Applicable	1	1	1	1	1	1	Item
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Not Applicable	2	2	2	2	2	2	Item
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Not Applicable	1	1	2	2	1	1	Item
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Not Applicable	2	2	2	2	2	2	Item
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Not Applicable	1	1	2	2	1	1	Item
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Not Applicable	1	2	2	2	1	1	Item
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Not Applicable	1	1	2	2	1	1	Item
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Not Applicable	Item						
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Not Applicable	Not Applicable	2	2	2	2	2	Item
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Not Applicable	Item						
Not Applicable	1	Not Applicable	Item				
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Not Applicable	3	3	3	3	3	3	Item

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Not Applicable	3	1	3	3	1	1	Item
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ds/raes/Lists/ICM Self Assessment Survey	2	1	3	#REF!	#REF!	#REF!	#REF!
ds/raes/Lists/ICM Self Assessment Survey	3	3	3	#REF!	#REF!	#REF!	#REF!
ds/raes/Lists/ICM Self Assessment Survey	1	1	1	#REF!	#REF!	#REF!	#REF!
ds/raes/Lists/ICM Self Assessment Survey	2	3	3	#REF!	#REF!	#REF!	#REF!
ds/raes/Lists/ICM Self Assessment Survey	2	1	3	#REF!	#REF!	#REF!	#REF!
ds/raes/Lists/ICM Self Assessment Survey	3	2	3	#REF!	#REF!	#REF!	#REF!
ds/raes/Lists/ICM Self Assessment Survey	3	3	3	#REF!	#REF!	#REF!	#REF!
ds/raes/Lists/ICM Self Assessment Survey	2	2	3	#REF!	#REF!	#REF!	#REF!
ds/raes/Lists/ICM Self Assessment Survey	2	2	2	#REF!	#REF!	#REF!	#REF!
ds/raes/Lists/ICM Self Assessment Survey	1	3	Not Applicable	#REF!	#REF!	#REF!	#REF!
ds/raes/Lists/ICM Self Assessment Survey	1	1	2	#REF!	#REF!	#REF!	#REF!
ds/raes/Lists/ICM Self Assessment Survey	3	1	3	#REF!	#REF!	#REF!	#REF!
ds/raes/Lists/ICM Self Assessment Survey	1	1	3	#REF!	#REF!	#REF!	#REF!
ds/raes/Lists/ICM Self Assessment Survey	1	1	1	#REF!	#REF!	#REF!	#REF!

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ds/raes/Lists/ICM Self Assessment Survey	3	1	3	#REF!	#REF!	#REF!	#REF!
ds/raes/Lists/ICM Self Assessment Survey	2	3	3	#REF!	#REF!	#REF!	#REF!
ds/raes/Lists/ICM Self Assessment Survey	2	2	3	#REF!	#REF!	#REF!	#REF!
ds/raes/Lists/ICM Self Assessment Survey	3	1	1	#REF!	#REF!	#REF!	#REF!
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ds/raes/Lists/ICM Self Assessment Survey	2	1	Not Applicable	#REF!	#REF!	#REF!	#REF!
ds/raes/Lists/ICM Self Assessment Survey	2	1	3	#REF!	#REF!	#REF!	#REF!
ds/raes/Lists/ICM Self Assessment Survey	2	1	1	#REF!	#REF!	#REF!	#REF!
ds/raes/Lists/ICM Self Assessment Survey	2	2	3	#REF!	#REF!	#REF!	#REF!
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ds/raes/Lists/ICM Self Assessment Survey	3	3	3	#REF!	#REF!	#REF!	#REF!
ds/raes/Lists/ICM Self Assessment Survey	1	1	1	#REF!	#REF!	#REF!	#REF!
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ds/raes/Lists/ICM Self Assessment Survey	2	1	Not Applicable	#REF!	#REF!	#REF!	#REF!
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ds/raes/Lists/ICM Self Assessment Survey	2	3	3	#REF!	#REF!	#REF!	#REF!
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ds/raes/Lists/ICM Self Assessment Survey	2	1	Not Applicable	#REF!	#REF!	#REF!	#REF!
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ds/raes/Lists/ICM Self Assessment Survey	Not Applicable	Not Applicable	Not Applicable	#REF!	#REF!	#REF!	#REF!