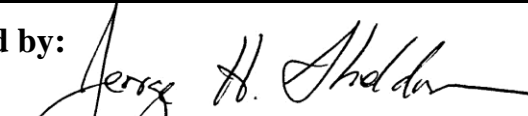


OCFP Office of Child and Family Policy	Policy Interpretation	
	Index No: 2015.02	Issuance Date: October 14, 2015
	Origin of Request: Bureau of Operations	
	Distribution: Department and POS Staff	
	Key Words: 89 IAC 412, Licensure of Direct Child Welfare Service Employees and Supervisors	
	Approved by: 	

Question: Do the direct service licensure requirements in Section 412.40 apply to call floor staff at the State Central Register?

Applicable To: Department and POS staff

Policy Citations: Rule 412 Licensure of Direct Child Welfare Service Employees and Supervisors

Section 412.20 Definitions

"Direct Child Welfare Service Employee" means a contractual employee or person employed by the Department or a purchase of service agency (i.e., child welfare agency, group home, child care institution, maternity center, and child care facility) who carries assigned cases, conducts child protective investigations, makes recommendations or approves placement decisions, recommends or approves family reunification decisions, provides casework to intact/family preservation cases, or makes licensing decisions, or anyone who provides direct supervision to any of these employees or makes case-related decisions. Individuals responsible for making licensing decisions for domestic and foreign adoption only agencies and who do not make placement decisions are not required to be licensed under this Part.

Section 412.40 Licensing Requirements

- a) Direct Child Welfare Service Employees Requiring Licensure

Direct service casework managers, supervisors and caseworkers who carry assigned cases and/or provide case management services for the purpose of investigation, casework, intact/family preservation, permanency or licensing decisions shall obtain a license to practice as a direct child welfare service employee. Individuals responsible for making licensing decisions for domestic and foreign adoption only agencies and who do not make placement decisions are not required to be licensed under this Part.



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- e) Licensing Examination
 - 1) The licensing examination shall be administered by the Department or designated testing service. It shall cover knowledge and skills including, but not limited to, understanding of child welfare laws and regulations applicable in Illinois, methods of protecting the safety and well-being of children, and the importance of, and techniques for, coordination of services.
- f) License Restrictions and Limitations
 - 1) All direct child welfare service employees and supervisors must obtain a license under this Part to be employed as a direct child welfare service employee.

Discussion: The cited standards require investigation, casework, intact/family preservation, permanency or licensing staff who carry cases, and/or manage case management services, be licensed as a direct child welfare service employees.

State Central Register (SCR) call floor staff field calls to the Child Abuse Hotline and determine whether to open a case by taking a report of child abuse or neglect based on the criteria outlined in the Abused and Neglected Child Reporting Act [325 ILCS 5/]. SCR call floor staff further manage the cases by writing narrative descriptions of the alleged child abuse or neglect reported to them, which becomes the basis for a child protection investigation. The intent of the rule is to require direct service licensure for SCR call floor staff, who must have foundational and ongoing knowledge of child welfare laws and regulations applicable in Illinois, as well as an understanding of methods of protecting the safety and well-being of children.

Response: **The direct service licensure requirements in Section 412.40 apply to call floor staff at the State Central Register.**

This policy interpretation is made under the provisions of the cited standards in 89 Illinois Administrative Code in effect on its issuance date. This policy interpretation, in whole or in part, is invalid if it conflicts with statutory or code changes that are made subsequent to its issuance date.