

DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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POLICY GUIDE 2006.02

CREATING AND OPENING CASES IN SACWIS

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TO: Rules and Procedures Bookholders, DCFS Child Protection Staff, DCFS Child Welfare Staff, and DCFS Clerical Support/CYCIS Data Entry Staff

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EFFECTIVE: Immediately

I. PURPOSE

The purpose of this policy guide is to issue instructions to staff who perform the functions of creating and opening cases in SACWIS and CYCIS.

II. PRIMARY USERS

Primary users of this policy guide are DCFS child welfare and child protection workers, supervisors, and clerical support/CYCIS data entry staff.

III. BACKGROUND

In July 2004, SACWIS Phase II implementation reached its one-year mark. While this has been a time of much transition, we continue to grow technologically as an agency.

Many daily work functions are now being done in the SACWIS system. Two important and critical functions are creating and opening service cases (intact family and family/placement). These functions require initial completion of work in SACWIS and additional work in CYCIS in order to fully complete the case open process.

IV. PROCEDURES

Child Protective Services Workers



Child Protective Services workers must follow these procedures when it is determined that a service case (intact family or family/placement) will be opened as a result of an investigation (CA/N intake).

- Case openings generated as a result of an investigation (CA/N intake) MUST first be created in SACWIS prior to opening the case in CYCIS.
- From the SACWIS Create Case window, the user must determine if a family or child, or both family and child cases are to be created. (Ex. If only an intact family case is needed, the user will create a family case only. If the case is a placement case, the user will create the family case and corresponding child cases.)
- Users MUST make sure the “CYCIS Family Member” indicator is marked YES for cases that will be opened in CYCIS.
- Creating the case(s) in SACWIS generates the **SACWIS 1410**. The SACWIS 1410 must be sent immediately to the appropriate CYCIS data entry staff to complete the case open process.
- The steps outlined above should also be followed when a case is re-opened.

Child Welfare Staff (including supervisors)

Child Welfare Staff (including supervisors) should follow these procedures when it is determined that a service case (intact family or family/placement) will be opened as a result of an intake evaluation (non-CA/N intake).

- Case openings generated as a result of an intake evaluation (non-CA/N intake) MUST first be created in SACWIS prior to opening the case in CYCIS.
- From the intake evaluation decision tab, the Child Welfare worker will disposition the intake evaluation by choosing **open case** as the disposition, and submit to his or her supervisor for approval.
- Once approved, from the Create Case window, the supervisor must determine if a family or child, or both family and child cases are to be created. (Ex. If only an intact family case is needed, the user will create a family case only. If the case is a placement case, the user will create the family case and corresponding child cases.)
- Users MUST make sure the “CYCIS Family Member” indicator is marked YES for cases that will be opened in CYCIS.
- Creating the case in SACWIS generates the **SACWIS 1410**. The SACWIS 1410 must be sent to the appropriate CYCIS data entry staff to complete the case open process immediately.

- Child Welfare staff may create child cases from an open family case. If a child case(s) must be created as a result of a child(ren) in an intact family being taken into protective custody, SACWIS users should create the child case(s) from within the open family case.
- The steps outlined above should also be followed when a case is re-opened.

Clerical Support/CYCIS Data Entry Staff

Clerical Support/CYCIS Data Entry Staff must follow these procedures to complete the case open process in CYCIS for family and child service cases.

- Clerical Support/CYCIS Data Entry staff must receive a **SACWIS generated 1410** from the worker that created the case in SACWIS.
- Clerical Support/CYCIS Data Entry staff should **NEVER** open cases in CYCIS that are not displayed in the **Case Opening section** of the SACWIS 1410.
- The SACWIS 1410 contains three key ID numbers that are required for opening the case(s) in CYCIS. They are as follows:
 1. **SACWIS Person ID #**--keyed into CR03 Client Basic Registration
(Note: Entry is required on one screen per person.)
 2. **SACWIS Family Group ID#**--keyed into CR03 Client Basic Registration and CR08 Family Composition
 3. **SACWIS Case ID#**--keyed into CM02 Case Open/Reopen screen
(Note: There will be a SACWIS case ID for the family case and a different one for each child case. Users MUST ensure the individual SACWIS Case ID numbers are entered in CYCIS for the family case and for each individual child case.)
- When performing CYCIS data entry to complete the case open process, Clerical Support/CYCIS Data Entry staff **MUST** soundex each person to determine if the family or children already exist in CYCIS
- If the family and all or some of the persons already exist in CYCIS, verify the SACWIS Family Group ID and SACWIS Person ID on the 1410 match CYCIS.
 1. If the SACWIS Person ID and SACWIS Family Group ID are the same, open the family and/or child case, using the SACWIS Case ID on the 1410. **NEVER open or reopen a CYCIS case without a SACWIS Case ID.**

2. If the SACWIS Person ID and SACWIS Family Group ID are NOT the same, **do not** create new CYCIS person IDs. Open the family and/or child case, using the SACWIS Person ID, SACWIS Family Group ID and SACWIS Case ID on the 1410.

(Note: When step 2 occurs, the Getronics Help Desk must be notified immediately.)

V. QUESTIONS

If users experience problems in creating and opening cases in SACWIS, they are instructed to contact the Getronics Help Desk at 1-800-791-9958.

VII. FILING INSTRUCTIONS

File this Policy Guide immediately after page 2 of Appendix D of Administrative Procedure # 5.