DEPARTMENT OF CHILDREN AND FAMILY SERVICES

Distribution: X and Z

POLICY GUIDE 2013.02

CREATING AND OPENING INTACT FAMILY AND PAYMENT ONLY CASES

RELEASE DATE: June 13, 2013

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

FROM: Richard H. Calica, Director

EFFECTIVE: Immediately

I.   PURPOSE

The purpose of this policy guide is to issue instructions to Field Office Clerical Support staff who perform the functions of creating and opening Intact Family Services and Payment Only cases in SACWIS and CYCIS. Comprehensive revisions to Procedures 302, Appendix R, Case Opening Protocol will be issued in the near future.

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 order to streamline and more effectively manage case opening functions the Department is returning some case opening data entry responsibilities back to the field. Specifically, effective May 15, DCFS field clerical statewide are responsible for opening Intact Family cases (DCFS "high risk" and POS) and "payment only" cases (e.g. Norman). On June 1st, CAPU will no longer accept documents to open intact family and payment only cases and any received at CAPU will be returned to the sender. Placement cases will continue to be opened at CAPU.

Each local field office has identified clerical staff who will perform case opening data entry functions.   Identified clerical staff have been given access to add/delete/update/change data entry capability for some CYCIS screens, and SACWIS "read only" access in order to complete the case opening process. Please refer to Policy Guide 2006.02, Creating and Opening Cases in SACWIS for specific case opening instructions.

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IV. PROCEDURES

a) Creating New Intact Family Service (IFS) Cases in SACWIS

The following steps must be completed to open a new IFS case:

- A data check must be completed;
- A new family case must be created in SACWIS from the CA/N investigation or CWS intake;
- A **SACWIS 1410**, Case registration/Opening Form must be generated in SACWIS;
- A **CFS 1425**, Change of Status Form, must be completed; including completion of both sides of the "Transfer" section (i.e. the sending and receiving agency and worker must be entered);
- An email to which is attached the **SACWIS 1410** and the **CFS 1425** must be addressed and sent to the appropriate regional clerical person who will open the case in CYCIS.

Note: The IFS case opening date in SACWIS must be the date of when the Transitional Visit occurs.

If a new intact family case is opened as the result of an investigation of a report of abuse or neglect so the family may receive "Norman services", the assigned child protection specialist is responsible for completing the required procedures listed above.

If the new intact family service case is being opened due to a lapsed protective custody, the assigned child protection specialist is responsible for completing the procedures list above. The child protection specialist must ALSO complete a **CFS 1425**, Change of Status Form, to close the child's placement case.

If a new intact family case is opened as the result of a child welfare service intake evaluation by Department staff, the assigned intact family service/high risk specialist is responsible for completing the procedures listed above.

If a court orders a family to cooperate with services provided by the Department, the intact family service/high risk specialist assigned to the family is responsible for completing the procedures listed above.

b) Opening Intact Family Cases in CYCIS

Designated Department clerical staff in each region will, upon receipt of correct, complete information, open all intact family cases in CYCIS. Regional clerical staff will enter all required information into CYCIS. Regional clerical staff will also notify by e-mail all of the following staff of the case opening information and, as applicable, case assignment information: the staff who submitted the information; each person listed as a "Cc" (carbon copy) on the original e-mail submitting the information; and the DCFS or POS agency caseworker to which a case has been assigned.

c) **Submittal of Intact Family and Payment Only Case Opening Forms**

All forms required for opening new intact family cases, payment only cases, including but not limited to Norman cases, or other payment only intact family cases, must be submitted as attachments to an e-mail addressed to clerical staff authorized to open cases in CYCIS in each Department region. The subject line of the e-mail must always include the type of case being opened (i.e., New Family Case) the last name of the case being opened and the CYCIS number of the case as listed on the **SACWIS 1410**, Registration/Opening form. Further, the supervisor of the staff submitting the e-mail should always be included as "Cc" (carbon copy) recipient of the e-mail.

For the purpose of these procedures, the following situations are considered to be a new intact family case, for which all required case opening forms must be submitted to authorized regional clerical staff:

- A new intact family service case resulting from an investigation of a report of abuse or neglect and no child subject in the report was taken into protective custody and placed in substitute care; or
- A new intact family service case resulting from an order by a court that a family cooperate with services, but the court does not award custody or guardianship of a child member of the family to the Department; or
- A new intact family service case resulting from a child welfare services intake evaluation; or
- A new intact family service case is required to make a payment to or on behalf of a family (e.g. a Norman program cash assistance payment.)

Conversely, the following are **NOT** considered to be new intact family service cases because each involves the establishment of a legal relationship between a child and the Department.

- An intact family service case that results from a lapsed protective custody; or
- A court awards the Department custody or guardianship of a child, but orders the child(ren) to remain at home.

Forms and other information required to open a new case(s) in either of these situations must be submitted to the Case Assignment Placement Unit (CAPU).

d) **Resolving Problems Related to Creating Cases in SACWIS or Opening Cases in CYCIS**

1) **Resolving Problems Related to Creating Cases in SACWIS**

To report and receive assistance in resolving *computer related* problems with creating cases in SACWIS and/or Opening Cases in CYCIS staff should contact the **OITS Help Desk** via email or call (800) 610-2089.

To receive assistance with investigation merges and person merges, staff should go to the D-Net, OITS, Request Services, SACWIS/SCR Request Forms and/or contact the SCR Mailbox.

2)   Procedures for Regional Clerical Staff Resolving Problems with Intact Family Service Case Openings

If regional clerical staff identifies a problem with information submitted for a new intact family service case opening, clerical staff will immediately e-mail the staff who submitted the information and all staff included as a "Cc" on the original e-mail submitting the information. Clerical staff will explain in the e-mail what problem must be corrected before the case may be opened.

Within 1 working day of being notified by regional clerical staff of a problem with a requested intact family service case opening, the supervisor of the staff who originally submitted the forms will direct the staff to create a corrected version of the problematic form and re-submit the corrected form(s) to regional clerical staff.

V.   QUESTIONS

Questions about the new case opening process may be directed to the following individuals who have been identified as the regional clerical liaisons:

- Cook: Katherine Bonner   (Maywood FO: 708-338-6727)
- Northern: Sandra Rodebeck   (Elgin FO: 847-888-7651)
- Central: Faith Stutsman   (Champaign FO: 309-828-0022)
- Southern: Theresa Ile   (Mount Vernon FO: 618-244-8400)

Questions regarding this Policy Guide may also be directed to the Office of Child and Family Policy at 217-524-1983 or via Outlook at OCFP – Mailbox. Non Outlook users may e-mail questions to cfpolicy@idcfs.state.il.us.

VI.   FILING INSTRUCTIONS

File this Policy Guide immediately following Procedures 302, Appendix R, Case Opening Protocol.