

**11 - SWSS - Case Listing,
CPS History &
Exception Requests**

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Suggestions to Instructor	Reference	Content
<p>**This LP should be used directly after the SWSS Complaint Intake LP.</p> <p align="center"><u>Objectives</u></p> <p>Students will be able to access and utilize their Case Listing in SWSS.</p> <p>Students will be able to acknowledge a complaint for investigation.</p> <p>Students will be able to access and review CPS History in SWSS.</p> <p>Students will be able to perform an exception request in SWSS.</p> <p align="center"><u>Activities</u></p> <p>Students will follow along while trainer shows them how to access and utilize Case Listings.</p> <p>Students will follow along while trainer shows them how to acknowledge a complaint for</p>		<p align="center">SWSS -CASE LISTING, CPS HISTORY and EXCEPTION REQUESTS (FIRST GENERICK CONTACTS)</p>

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<p>investigation.</p> <p>Students will review preparation steps to take before heading out into the field to start their Generick investigation.</p> <p>Students will follow along while trainer shows them how to access and review CPS history.</p> <p style="text-align: center;"><u>Performance Measures</u></p> <p>Students will have to access Case Listing and correctly acknowledge a complaint for investigation to complete their practice cases, which the trainer will review and evaluate.</p>		
<p>Trainer should assign Generick complaint, and pass out the body map, and 3200</p>		<p><u>Case Listing</u></p> <p>Everyone should log into SWSS, remember to use the log in ID and password we provided you.</p> <p>Go to the main menu.</p>

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- When your commencement, face to face contacts and 30-day disposition are due
- Primary, Secondary and Courtesy worker load numbers

If you request a Courtesy interview of a person, who is out of your county, or you leave on annual leave and someone else makes contacts on your case, **they can go right into SWSS and add their own Social Work Contacts** to the case as long as they are assigned as a Secondary or Courtesy worker on your case!

This is a big time saver for you!

You are able to **sort your case listing**. Click the **drop down box** next to the “**sort**” button. If you were wanting to see all the cases that still had the 24 hour commencement due, you could choose that and it would sort your cases for you!

You can also print your case listing, by clicking the “**print case listing**” button.

Highlight your Generick case and click “summary.”

We’re going to pretend you didn’t just put this case on SWSS yourself☺ In the field, it will not be likely that you are taking all the calls that you are investigating, this is your opportunity to

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<p>Give them a few minutes to become familiar with these buttons.</p>		<p>familiarize yourself with your newly assigned case.</p> <p>From here please review the case members, complaint source, allegations and safety alerts.</p> <p>Click “Cancel”</p>
		<p><u>Acknowledge Complaint for Investigation</u></p> <p>For every case that gets assigned to you, you will have to acknowledge the complaint for investigation. That is as simple as clicking the button on the Case Listing screen.</p> <p>If you forget and try to go directly into Social Work Contacts, the system will just ask if you want to acknowledge the complaint for investigation and you can answer yes – it serves the same purpose.</p> <p>Click the “acknowledge complaint for investigation” button now.</p> <p>You have the option of printing the complaint information now. Find out in your counties who is responsible for registering the</p>

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		<p>case, and whether you will use/keep paper copies of the complaint.</p> <p>For training purposes, choose “no” to both questions.</p> <p>Notice that after you acknowledge the case for investigation, the case status changes to “Active Investigation.”</p> <p>Now if you click “select case” in the bottom right hand corner (or double click the case), it will take you to the main menu...your case will be listed at the top.</p>
		<p><u>First Generick Contacts</u></p> <p>Now you know this case is assigned to you, you have acknowledged it for investigation and you have reviewed case members and allegations.</p> <p>During Approaching the Family, you made a list of activities you wanted to do to prepare yourself before going out into the field.</p> <p>We’re going to be gathering some of that information now.</p> <p>You should take out a piece of paper and begin documenting the dates, times, contacts you make, and information you</p>

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	PSM 713-1, p. 1	<p>receive.</p> <p>BECAUSE THIS COMPLAINT CAME IN FROM A MANDATED REPORTER, WHAT DO WE KNOW WE <u>MUST</u> DO?</p> <ul style="list-style-type: none">• Contact the complaint source (Nurse Becky Smith) <p>** When a complaint is received from a mandated reporter, the assigned worker must make contact with the reporter for additional information or for clarification/verification of information received prior to disposition. ****</p> <p>WHAT ARE WE LOOKING FOR?</p> <ul style="list-style-type: none">• Name of doctor who treated Eric Jr.• Any further information? <p>DOES THAT CALL COMMENCE OUR INVESTIGATION?</p> <ul style="list-style-type: none">• No – can't commence with complaint source <p>WHAT COULD WE DO TO COMMENCE OUR INVESTIGATION?</p> <ul style="list-style-type: none">• Go see child at school!• That would meet our face to face and commencement standards in one step.
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		<p>In this case, the child is not at school right now.</p> <p>WHO ELSE COULD WE CONTACT TO COMMENCE?</p> <ul style="list-style-type: none">• Call the ER doctor to get information about <u>child safety</u> and his impressions of Eric Jr.'s visit to the hospital and injuries <p>WHAT IF THE ER DOCTOR HAD INFORMATION REGARDING ERIC JR'S PEDIATRICIAN? MIGHT WE WANT TO CALL HIM?</p> <ul style="list-style-type: none">• Yes <p>TO LEARN WHAT?</p> <ul style="list-style-type: none">• Gain historical medical information• Learn about any past abuse/neglect <p>BECAUSE CHILD SAFETY IS OUR #1 CONCERN, WHAT MIGHT YOU WANT TO DO NEXT?</p> <ul style="list-style-type: none">• See Eric Jr. <p>HOW DO YOU KNOW WHERE ERIC JR. IS?</p> <ul style="list-style-type: none">• The 3200 said that Lisa brought him to ER – Eric Jr is with his mom.
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<p>PASS OUT PAGE 1 OF GENERIC INVESTIGATION. Give trainees time to review. Either hand out contact logs or have trainees keep track on their notes.</p> <p>Students should use current date to document contacts.</p>	<p>PSM 713-8 p.9</p>	<p>HOW MIGHT YOU DETERMINE WHEN MOM'S VISITATION ENDS?</p> <ul style="list-style-type: none">• Call Friend of the Court. <p>Remember, policy mandates we coordinate services with Friend of the Court if we determine a preponderance of evidence of abuse/neglect exists. This would be a great time to get as much information that we can and build a strong working relationship.</p> <p>WHY MIGHT YOU WANT TO AVOID CALLING MOM AT THIS POINT?</p> <ul style="list-style-type: none">• Would tip her off to CPS involvement, she could be the perp• Do not want child coached, want clean interview <p>EXCELLENT! Here is the information you gathered from your first few contacts. Remember to keep track of all the information you receive, including dates and times of contacts.</p> <p>While we're on the subject of keeping a good record of contacts, please note that you should use today's date and time to document this contact. We are telling you that Eric Jr. is in school and staying with his mom for his overnight visitation. SWSS will allow you to go backwards in time however; you will not be allowed to move forward.</p>
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<p>May need to adjust for summer trainings</p>		<p>DOES ANYTHING “JUMP OUT” AT YOU WITH WHAT YOU’VE LEARNED SO FAR IN YOUR INVESTIGATION?</p> <ul style="list-style-type: none">• Mom visibly upset• Eric Jr. cried when asked about injuries• Injuries don’t appear consistent with fall, but not conclusive• Eric Jr. behind on immunizations• Previous bruise – plausible explanation• Potential custody battle• Eric Jr. likely with mother for overnight visitation. <p>So we know Eric Jr. should be with his Mom until he goes to school tomorrow.</p> <p>WHAT DO YOU WANT TO DO NEXT?</p> <ul style="list-style-type: none">• See the child victim! <p>DO YOU WANT TO SEE ERIC JR TONIGHT AT HIS MOTHER’S, OR WAIT TO INTERVIEW HIM AT SCHOOL TOMORROW?</p> <p><i>**Lead discussion on pros and cons**</i></p> <ul style="list-style-type: none">• Talk with supervisor• Face to face Thursday morning would still meet 24-hour time frame.• Better interview with victim at school?• Interview child away from presence of perpetrator?
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		<ul style="list-style-type: none">• Do we know who the perpetrator is at this point? <p>We've decided to wait to interview Eric Jr. at school tomorrow.</p>
<p>If SWSS shows a history for the Generick family, have them delete it. It is a training database issue; there should be no history on this family!</p>		<p><u>CPS History</u></p> <p>WHAT OTHER THINGS MIGHT YOU DO BEFORE HEADING OUT THE DOOR FOR THAT FIRST FACE TO FACE CONTACT?</p> <ul style="list-style-type: none">• LEIN check (but not required per policy, and we're not giving you any results for this investigation)• CPS History check! <p>Click the Investigation icon and go to the CPS History tab.</p> <p>In the CPS history tab, information will be pre-filled from SWSS. But, you will see a red notice that says "More history may exist in the SWSS Child system, please do a thorough search." You should review any information on history that shows up here.</p> <p>WHAT OTHER TOOLS DO WE HAVE THAT HELPS US</p>

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		<p>DETERMINE IF THERE IS CPS HISTORY?</p> <ul style="list-style-type: none"> • Bridges • SWSS Soundex <p>As you can see, it does not appear that we have any CPS history for the Generick family.</p> <p>COULD THERE BE HISTORY THAT IS NOT LISTED HERE?</p> <ul style="list-style-type: none"> • Yes! <p>The things that could make that happen are:</p> <ul style="list-style-type: none"> • SWSS history that did not convert correctly • SWSS history that did not get entered correctly, so it's not attached to this case • CPS/FC History in other states • Tribal CPS/FC history <p>When you go out to do your investigation, you'll be asking about history.</p> <p>We'll talk later about how to correct the history that prefills (if needed), document any further history you find, as well as how to document all of your contacts in SWSS.</p>
<p>Exception Requests</p>	<p>PSM 713-9 p.1</p>	<p>There is one other thing that you need to know how to complete.</p> <p>We talked about "exception requests," now we are going to</p>

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	<p>PSM 714-4 p.1</p>	<p>show you <u>how</u> to complete one in SWSS. Depending on your specific request, you could be requesting the exception as soon as the complaint is assigned to you, or any time throughout your investigation.</p> <p>With the Generick case log number up top, Choose “Utility Menu” from the Main Menu. Now choose the “Exception Requests” icon.</p> <p>You will only complete the left side of this screen. Your supervisor will respond to your request on the right side of the screen.</p> <p>Take a look at your five choices now.</p> <p><u>Reports Standards</u></p> <p>HOW LONG DO WE HAVE TO UPDATE AN OPEN CASE? (USP)</p> <ul style="list-style-type: none">• 90 Days <p>If you are going to go over the 90 days to complete your USP in SWSS, check the appropriate box you would check to provide an explanation as to why your USP is going to be late.</p>
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	<p>PSM 713-3 p.1</p>	<p>Your supervisor will then indicate it was “reviewed” or “not approved.”</p> <p><u>Face to Face Missed Notification</u></p> <p>WHAT IS THE LONGEST AMOUNT OF TIME WE HAVE TO MAKE FACE TO FACE CONTACT WITH THE CHILD VICTIM(S) IN ANY INVESTIGATION?</p> <ul style="list-style-type: none">• 72 hours <p>Your supervisor can override a 24 hour face to face requirement, but the longest they can ever give you is 72 hours. They would do this from the Supervisor Action tab in Intake.</p> <p>If you miss your face to face contact time, your supervisor does not actually “approve” this, they only review your explanation as to why you missed it. If your explanation is reasonable, they will say they “reviewed” it. If your explanation is not reasonable, they will say that it was “not approved.” Either way, this exception request DOES NOT ever “allow” for more than 72 hours to make face to face contact.</p> <p>If you missed your face to face contact time frame, you would come to this screen, check the “Face to Face Missed Notification” then choose the “Update/View Comment” box to</p>
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	<p>PSM 713-1 p. 15-16</p>	<p>provide your narrative explaining why you missed. Then you would choose "Submit Request."</p> <p>An email will be sent to your supervisor alerting them that you have submitted a request. They can then take action on your request.</p> <p><u>Abbreviated Investigation Request</u></p> <p>TELL ME SOME FACTS ABOUT AN ABBREVIATED INVESTIGATION?</p> <ul style="list-style-type: none">• A field contact is required• Any abuse allegations require a face-to-face contact with the alleged victim• CPS determines there is no basis in fact to support the allegations, Category V-No Evidence• Must have supervisory approval• Prior CPS history must be considered when determining the appropriateness of an abbreviated investigation.• A follow-up contact with the reporting person may be appropriate, to clarify or gain more information regarding the allegations. <p>The supervisor may waive all further investigative requirements, such as:</p>
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- Interviews with alleged victims or siblings.
- Interviews with alleged perpetrator and other adults.
- Determination of Native American heritage.

Contacts mandated by the CPL may not be waived. These contacts include the following:

- Referral to law enforcement within 24 hours
- Notification of the results of an investigation to the reporting person
- Contact with school personnel if a child is interviewed at school
- Notification of the person responsible for a child's health or welfare about the CPS contact with the child at school or other institution

GIVE ME AN EXAMPLE OF A CASE THAT MAY BE APPROPRIATE FOR AN ABBREVIATED INVESTIGATION?

- Dirty house complaint and when you get out there, the house is immaculate.

For these types of cases, you would just come to this screen, check the "**Abbreviated Investigation Request**" box and choose "**Update/View comments.**" You would explain the **contacts** you have made that led you to believe this complaint is based on false or erroneous allegations.

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	<p>PSM 714-1 P. 2</p>	<p>Click “submit request” and your supervisor will receive an email and respond to your request saying they “reviewed” it or that it is “not approved.”</p> <p>If they do not approve it, you must go out and complete all investigation requirements and make an appropriate POE decision based on the facts and evidence of the case.</p> <p><u>Extend Category III additional 90 days</u></p> <p>HOW LONG DO WE TYPICALLY KEEP A CATEGORY 3 CASE OPEN?</p> <ul style="list-style-type: none">• 90 days <p>The 90 day monitoring period may be extended up to 90 additional days in limited circumstances.</p> <p>WHAT IS AN EXAMPLE OF SUCH A CIRCUMSTANCE?</p> <ul style="list-style-type: none">• The service provider was unable to begin services during the first 90 days. <p>The supervisor must approve this extension prior to the</p>
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	<p>expiration of the first 90 day monitoring period.</p> <p>This exception applies only if factors that would cause elevation to a Category II are <u>not present</u>.</p> <p>You would come to this screen, click the “Extend Category III additional 90 days” box and choose the “Update/View Comment” box. Here you would explain why you need an extension, how the child is being kept safe and what you plan to do for the next 90 days. Then choose “Submit Request.”</p> <p>Your supervisor will receive an email, and then respond to your request by either checking “approved” or “not approved.”</p> <p>If not approved, you must decide whether the child is safe and the case should be closed, or whether the child is NOT safe and the case should be elevated to a Category II.</p> <p>WHAT IS THE CONSEQUENCE FOR THE PERP IF THIS HAPPENS?</p> <ul style="list-style-type: none">• Placement on the Central Registry <p><u>30-day exception</u></p> <p>HOW LONG DO WE HAVE TO INVESTIGATE A COMPLAINT AND MAKE A DISPOSITION ON SWSS?</p>
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	<p>PSM 713-9 P. 1</p>	<ul style="list-style-type: none">• 30 days <p>There may be times that you simply cannot gather all the necessary facts and evidence to make a POE decision in 30 days.</p> <p>WHAT ARE SOME EXAMPLES OF EXTENUATING CIRCUMSTANCES WHEN THIS MIGHT OCCUR?</p> <ul style="list-style-type: none">• Arranging travel and coordinating interviews with the alleged victims who do not reside in the county or are not available for immediate interviews.• Obtaining a second medical opinion to verify an injury was not accidental or related to an existing medical condition.• Coordinating your investigation with law enforcement. <p>Note: Extensions are not to be approved solely for the purpose of meeting the SOP.</p> <p>You must submit a request for an extension prior to the end of the initial 30 day period.</p> <p>You would come to this screen, check the “30 day exception” box and indicate how many “days requested.” The system will automatically show you what your new due date would be.</p>
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		<p>Choose “Update/View Comment” button. You must explain the circumstances leading to the need for an extension and choose “submit request.”</p> <p>Your supervisor will receive an email and decide whether your exception is “approved” or “not approved.”</p> <p>If an extension is approved, the time frame for the completion of the investigation will be indicated by your supervisor.</p> <p>No matter how long after the initial 30 days you are given, the exception must be reviewed and/or reauthorized at least every 30 days until the investigation is complete.</p> <p>If it is “not approved,” you should attempt to get the disposition done within 30 days. If you go over, that will be recorded as an “overdue” on your case reports.</p>
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<p>Go to Generick Role Play LP</p>		<p><u>Submitting multiple requests</u></p> <p>If you are going to need more than one exception in any given investigation. You would complete this screen for one request, choose “submit request,” then click “reset checkboxes” and submit your next request.</p> <p>Any questions about Exception Requests?</p> <p>Well, so we don’t go over our time frames, let’s begin making more contacts on the Generick case!</p>
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