 Department of Children & Family Services <i>Building a Stronger Louisiana</i>	Division/Section	Child Welfare
	Chapter No./Name	4 – Child Protective Services (CPS)
	Part No./Name	20 – CPS Case Record Procedures and Documentation
	Section No./Name	CPS Case Record Procedures and Documentation
	Document No./Name	4-2040 Closed CPS Case Record
	Effective Date	August 1, 2018

I. STATEMENT OF POLICY

It is the policy of the Department of Children and Family Services that closed Protective Services cases shall be maintained in accordance with Federal and State statutes and the program policies and procedures. Changes to the closed case record are permitted only under limited circumstances.

II. PROCEDURES

A. CORRECTION OF A CLOSED ACESS INTAKE CASE

1. * Centralized ** Intake Correction

Centralized Intake has the primary responsibility for Intake Case modifications. The following modifications are the sole responsibility of Centralized Intake and are not allowed by a local office:

- Changes to the Intake Report Response Priority;
- Closure of an investigation case as Open in Error (OIE) when the corresponding Intake Case has a disposition of “Accepted for Investigation”;
- Changes to the Intake Report Disposition;
 - If the investigation case has been created by the local parish office when Centralized Intake closes the Intake OIE, the local parish office supervisor should request the Child Welfare Manager close the corresponding investigation OIE; and
 - The closure code, Open In Error * (OIE), ** is only used by Centralized Intake in the following circumstances:
 - To correct a clerical error, or
 - To correct a duplicate intake.


2. Local Office Correction

The local office is only allowed to modify the following in a closed intake case:

- Assigned Worker;
- Confidential Case identification; and,
- Attachments, including attachment of the Mandated Reporter Form.

3. Procedure for Correction/Modification of an Intake Case

- a. The Child Welfare Manager or the CPS supervisor assigned to the parish queue will make the request for modifications via an e-mail to Centralized

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*** Intake Unit **** Inquiry mail box (DCFS.CentralizedIntakeInquiries@la.gov) explaining the necessary change request. This should *** within 5 calendar days of the intake creation date. ****

- b. The Centralized Intake Manager will respond with an e-mail to the Child Welfare Manager or, the supervisor who requested the modification, with a copy to the Child Welfare Manager of the decision whether or not to modify the case.

B. CORRECTION OF * ENTRY ** ERRORS IN A CLOSED ACCESS INVESTIGATION CASE

In some cases, the CPS worker and supervisor will identify a closed ACCESS investigation case that needs correction of inaccurate information (*** entry **** errors) or modification.

Correction/modification may be made at the local level, within specified guidelines outlined below:

Examples include:

- Incorrect Birth Dates;
- Misspelled Names; and,
- Incorrect Addresses.

1. Correction/Modification by Child Welfare Manager

The Child Welfare Manager is authorized to re-open a closed investigation ACCESS case in order to update *** entry **** errors or modifications such as those listed above.

2. Correction/Modification by Supervisor/Worker


Informational *** entry **** errors may be changed by a supervisor/worker with the approval of the Child Welfare Manager. With the Child Welfare Manager's approval, worker/supervisors may make the changes on the informational *** entry **** errors.

The approval for the correction; correction/modification; and, the rationale for the change are documented with an entry on the ACCESS Case Activity Log.

C. MODIFICATION OF VALIDITY FINDING IN A CLOSED INVESTIGATION CASE

1. Approval and Documentation

Any modification or change to the validity finding shall be approved by the Regional Administrator. A validity decision should only be changed when strong new evidence is introduced that supports the change in the initial validity decision.

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When a modification/change is approved by the Regional Administrator, the Child Welfare Manager makes an entry on the ACCESS Case Activity Log to document the modification/correction of the validity outcome and rationale for the change. The Regional Administrator will document the approval of the modification/correction of the validity outcome on the ACCESS Case Activity Log.

The Manager of Child Protective Services in State Office may, in very limited circumstances, change the validity finding on a closed investigation. Approval by the Director of Preventative Services is required. Documentation of the rationale for the change and the approval by the Director of Preventative Services shall be entered in the ACCESS Investigative Case.

Corrections should be made and the case should be closed as soon as possible. The ACCESS record will reflect that the case was re-opened for repair and the reports on “repaired” cases will be available for review.

2. Notifications with Finding Modifications

A letter must be sent to the involved parties, perpetrator and family advising of the change in finding, unless previously notified of such and the finding was only entered into the computer erroneously. ACCESS will not automatically generate a finding letter.


If the investigation involves an out of home case (residential, daycare, registered family child day care home, certified or uncertified foster home), the appropriate licensing agency or unit shall be notified of the change in the validity finding. The Child Welfare Manager shall document the notification to the appropriate licensing agency on the ACCESS Case Activity Log. The Child Welfare Manager may consult with the [Bureau of General Counsel \(BGC\)](#) prior to sending notices regarding finding modifications, as each case may vary.

D. MODIFICATIONS OF A PREVIOUS FINDING BY COURT ORDER

In accordance with [Article 616.1](#), and CW Policy Section [4-218](#), there will be times when a court order will require modification of an investigation case. The department may be ordered to correct or expunge the finding on the State Central Registry and in the case record. Refer to DCFS Policy [06-02](#), Retention of Departmental Records, for the procedures with a correction or expungement court order.

III. FORMS AND INSTRUCTIONS

There are no forms and instructions associated with this policy.

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IV. REFERENCES

Children’s Code, [Article 615](#), Disposition of Reports

Children’s Code, [Article 616.1](#), Correction of Central Registry Entries, Procedure