 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	4-2010 CPS Case Record
	Effective Date	November 16, 2020

I. STATEMENT OF POLICY

It is the policy of the Department of Children and Family Services that Centralized Intake and Child Protective Services (CPS) cases are electronic and stored in ACESS. The ACESS cases and the accompanying paper case record are the official case records of the department for Child Protective Services investigations.

II. PROCEDURES

A. THE CPS ELECTRONIC AND PAPER CASE RECORD

ACESS serves as the electronic case record for CPS investigations. It includes the CPS ACESS Intake Case, ******* and the Investigation Case. All investigation contents, interviews, attachments, etc. shall be stored in ACESS. Original documents and photographs are stored in the paper case record.

A paper record shall be maintained for the lifetime of the case as per the DCFS Records Retention Schedule.

Each record must include a label with the following:


- Program (CPS);
- Primary Client's name as listed in ACESS;
- ACESS Investigation ID Number; and,
- Earliest year the case record may be destroyed.

B. ACESS INTAKE CASE

The creation of the ACESS Intake Case is the responsibility of the Centralized Intake Unit. It is created in the name of the primary client. Refer to Section [4-410 D](#), Primary Client, for family investigations and Section [4-415 D](#), Primary Client, for out of home investigations. Also refer to the [ACESS User Guide, B-100](#) Glossary for the ACESS definition of the primary client.

Enter the following in the ACESS intake case when creating an intake:

- Out of home page for out of home investigations;
- Information from reporter;
- Results of DCFS data clearances;
- Report acceptance decision;
- Intake decision making;
- All documents associated with the Intake Case; and,
- [CW Form CPI-2](#), Written Report Form for Mandated Reporters of Child Abuse/Neglect, is attached to the Intake Case, including those received in the local office after the associated Intake Case is closed.

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When it is known at intake that it is a confidential case, centralized intake staff is responsible for contacting the appropriate Area Director to determine which local office will conduct the investigation.

The CPS ACESS Intake Case shall be created, the intake decision making completed, the Intake Case closed and transmitted to the appropriate local office by the end of the Intake supervisor's shift.

The local office is responsible for completing the task of assigning a worker to the investigation. When it is determined to be a confidential case after the intake has been transmitted to the local office, the local office is responsible for the change in the investigation case. Modifications cannot be made to an intake case, except as outlined in Section [4-2040](#), Closed CPS Record. Refer to CPS Part 4, [CPS Intake](#), for information on the contents of an intake case.

c. INVESTIGATION CASE

A new investigation case is created in ACESS for each report accepted for investigation. They are created with the name of the primary client for family investigations. The name of the perpetrator is used as the primary client for all out of home investigations. Refer to CW Policy Section [4-410](#) and [4-415](#) for the procedures for determining the primary client.

The investigation case is the case record for the specific investigation. It documents the investigation contacts, activities, assessments and case decisions.


An Out of Home Page is created with the name of the facility for the following types of investigations:

- Day Care Center;
- Family Child Day Care Homes; and
- Restrictive Care Facility.

Creation of the following is the responsibility of local office staff:

- Household Case;
- Investigation Case; and,
- Out of Home Page, as applicable.

They shall be created within 48 hours from the assignment of the investigation to the worker. In cases where the caretaker and/or victim are unknown at intake disposition, the case shall be created as soon as known but no later than 24 hours from the response priority time limit.

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III. FORMS AND INSTRUCTIONS

[CW Form CR 10](#) Child Protection Investigation Case Record Guide

[CW Form CPI-2](#) Written Report Form for Mandated Reporters of Child Abuse/Neglect

IV. REFERENCES

There are no references associated with this policy.