

 Children's Services

MEMORANDUM

To: Regional Administrators  
Regional Investigations Directors

From: Scott J. Modell, Deputy  
Sherri Hale, Deputy  
Commissioner



Commissioner

Date: December 18, 2015

Re: Policy and Practice Changes

The CPS work group continues to explore opportunities to eliminate redundancies and streamline processes in order to reduce unnecessary tasks and paperwork. Although policy changes to support these practices will not be finalized until early 2016, we want you to be aware of the following now.

Effective immediately the following tasks will no longer be necessary:

1. Copying CPS case files when transferring cases to Family Support Services (FSS) and/or Social Services (SS).
  - The FSS and SS FSW have the ability to access and review CPS case recordings in TFACTS when needed; therefore, case recordings/case file does not need to be printed out when transferring the case. CPS must ensure TFACTS is updated within five days of transferring a case to FSS or foster care. It is also important to attend transition CFTMs and/or verbally communicate all pertinent information relevant to the case to the FSW assigned the case.
2. Combining historical case files with current CPS case files.
  - It will no longer be required to combine a new case file with all previous existing case files for the same family. However, case history must be reviewed in TFACTS upon receipt of referral for all new cases. Case managers may access and review historical case information in TFACTS.
3. Contacting two (2) collaterals for the sole reason of closing an investigation or an assessment.
  - Making two collateral contacts for closing a case is no longer required. However, best practice dictates that information should be gathered from all relevant sources or witnesses to assist in making critical decisions and

assessing risk and safety. The Special Investigations Unit is required to complete two (2) collateral contacts per policy 14.25.

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4. Documents that can be accessed through TFACTS including case recordings no longer need to be printed and placed in the hard file.

Policy and training are currently being updated to reflect these changes and provide a more consistent practice statewide.

cc: Amy Coble, State Director of Investigations  
Pierce Beckham, Deputy Director of Investigations  
Marjahna Hart, Director of Assessments

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