	Agency Name	Office of Community Services (OCS)		
	Chapter No./Name	1. Administrative Manual		
	Part No./Name	11. Agency Resources		
	Section No./Name	1-1140 Consolidated Lead Evaluation and Reporting (CLEAR)		
	Dates	Issue/Reissued	July 2010	Replacing

1-1140 CONSOLIDATED LEAD EVALUATION AND REPORTING (CLEAR)

CLEAR is a protected online computer search system for collecting information on individuals related to identity, location and a multitude of other data elements. Department access to this system is contracted through West Government Services/Thomson Reuters to provide staff in each child welfare office a comprehensive search tool for locating absent parents, family members and other connections of children/youth involved in abuse/neglect investigations or receiving family preservation or foster care services. This tool may also be used in efforts to locate children/youth in runaway situations.

A. AVAILABILITY OF TOOL


The search system may be used in all program areas and accesses information from multiple data systems. Some of those systems are: utility companies, motor vehicle departments, public records, property records, social networks, computer blogs, newspapers, official listings of sexual offenders, credit card companies, banks, internet sites, department stores, restaurants, service providers, etc. This information is very personal, thus it is critical access be limited to those situations where it is not possible to obtain information from other sources and only to obtain the minimal necessary identifying and contact information in order to achieve case goals for location and notification of individuals to support case activities. Refer to [6-903](#) for other methods of search and discovery, including discussion with children and known family members, mining other case information and utilization of free informational tools.

B. USE OF TOOL

Utilize the CLEAR Search Request Form to provide information to initiate a CLEAR search. The request must be authorized by the District Manager or other supervising regional level administrative staff prior to being forwarded to the designated CLEAR user in each office. A CLEAR user may not receive access to the CLEAR system until a CLEAR User Confidentiality Form has been reviewed with the user's assigned supervisor along with OCS Policy [1-500](#) and DSS [Policy 6-1](#). Also, the form must be signed, indicating the user's agreement with the terms of usage. When a user has completed the review and signed the form, the form is sent to the State Office Foster Care Program for the user to be activated to use the CLEAR system.

The CLEAR user must maintain the security of the CLEAR userid and password for the assigned office, only allowing access to the designated backup user. The CLEAR user or backup user only completes CLEAR searches authorized on the CLEAR Search Request Form by the District Manager (DM) or other supervising regional level administrative staff for the requesting worker and only in relation to active agency cases.

When completing a CLEAR search the user only retrieves stores or prints information on the names, addresses, phone numbers, and email addresses of potential connections to the child/youth or family. Other sensitive and personal information such as purchase history, banking information, social

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security numbers, credit card numbers, etc. shall not be retrieved, stored or printed. The only exception would be for collecting information such as social security numbers, financial information, birth or health information on an absent parent to provide family history information or seek financial or other types of benefits for the child/youth.

C. DOCUMENTATION OF CLEAR USAGE

Information collected from a CLEAR search is documented by the user on the CLEAR Search Request Form and returned to the DM or other supervising regional level administrator of the requesting worker. The DM can then forward the info to the case worker to use in contacting individuals. The worker stores the information in the child's case record. The DM or other supervising regional level administrator must notify the office CLEAR user when the information is obtained and if any additional information is needed. As soon as the CLEAR user is notified that no additional information is needed, any information the user retains in the computer files or hard copy format is to be immediately destroyed, not filed or maintained. The only copies maintained are those by the child's case worker. The CLEAR report log should then be updated to show destruction of the information that was maintained by the CLEAR user.

CLEAR users are responsible for maintaining a log of searches completed each month. The logs are submitted monthly to the DM or other supervising regional level administrative staff for the CLEAR user so the administrator can verify the authenticity of the searches completed. The logs are signed by the regional level supervisor of the user and then provided to the State Office Foster Care Program Section for administrative reporting and reconciliation with the contract provider records on completed searches.