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Review Date: 8/23

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Review Responsibility: Director of Information Technology, Director of PID, and Director of Data Management

FCCS PROCEDURE

NO.: 12E.03b

SUBJECT: Procedures for Un-restricting an Intake/Case in SACWIS

Approved by: Executive Council

Effective Date: 09/19/08

Date(s) of Revision: Jul 12, 2010; Apr 1, 2013; May 24, 2016

Responsible for Implementation: All Staff

For the purpose of this policy, a 'worker' is defined as an employee, temporary worker, contract worker, UPP student, or any other person doing work on behalf of the agency.

Professionalism in SACWIS

The agency expects that dealings between workers, management and clients will be characterized by mutual respect for personal dignity, honesty and integrity. In an effort to promote and contribute to the effective conduct of public business and effective social service delivery, and to promote cooperation and harmony in worker relations, workers are expected to conduct themselves with professionalism commensurate with a public agency. Therefore, workers shall refrain from researching information in the SACWIS system for personal knowledge or to research case information if they are not currently, directly involved in providing services on those intakes/cases.

Procedures for Un-restricting an Intake/Case in SACWIS

- 1) When a worker wants an intake/case to be returned to an indefinite un-restricted status, they should follow these rules and procedure.
- 2) Rules

- a) Only an Associate Director (AD) or Director may authorize unrestricting an intake/case for the long term.

3) Procedure

- a) If the request is for a new referral to our agency, the Screening Decision Maker shall inform their AD or Director and shall document this consultation in the screening decision comments section in SACWIS.
- b) Otherwise, the worker/supervisor shall ask the AD or Director over the case to authorize un-restricting it. If the case is closed, they should ask an AD or Director from the region most recently responsible for managing the case.
- c) AD or Director may un-restrict the case themselves, or they may authorize the Screening Decision Maker, the case supervisor, or the SACWIS Administration team to do so.
- d) The person who un-restricts the case shall document their work by creating an AL on the case as described in Section 12E.03 Procedures and Guidelines for Restricting Cases/Intakes in SACWIS.