
**ORANGE COUNTY SOCIAL SERVICES AGENCY
CFS OPERATIONS MANUAL**

Effective Date: June 22, 2011

Number: F-0107

Sensitive/Highly Sensitive Referrals and Cases

Purpose	To provide guidelines to identify, process, handle, and maintain Sensitive and Highly Sensitive referrals/cases.
Approved	This policy was approved by Gary Taylor, Director of CFS, on June 22, 2011. <i>Signature on file.</i>
Most Recent Revision	<p>This revision of the Policy and Procedure (P&P):</p> <ul style="list-style-type: none">• Clarifies circumstances necessitating designation of a referral/case as Sensitive or Highly Sensitive• Provides that counties seeking information regarding a Sensitive or Highly Sensitive referral/case be directed to contact a Senior Social Services Supervisor (SSSS) in the Child Abuse Registry (CAR)• Modifies procedures to transport Sensitive and Highly Sensitive case files to Court for hearing purposes
Background	<p>All Children and Family Services (CFS) referrals/cases contain confidential information. Pursuant to CFS P&P Confidentiality—CFS Client Records (F-0105), access to referral/case record information is generally only given to employees of the agency for the purposes of carrying out their assigned duties and responsibilities.</p> <p>Additionally, in compliance with Social Services Agency (SSA) Administrative P&P Rules of Conduct (C 32), staff must avoid any conflict of interest and ensure the protection of individual's rights to privacy, including SSA employees and their relatives.</p>

A component integral to these principals is the “confidential” or Z-referral/case. CFS uses referral/case designations of **Sensitive** and **Highly Sensitive**, which impact the processing, handling, and maintenance of these confidential referrals/cases.

Note: For information regarding confidential financial case files associated with a Sensitive or Highly Sensitive case, refer to Family Self Sufficiency/ASAP Division Operations Manual [Confidential Caseload Guidelines \(BVIII.25\)](#).

Legal Mandates [California Department of Social Services \(CDSS\) Manual of Policies and Procedures \(MPP\) Division 19, Chapter 19](#) details regulations regarding the confidentiality of records pertaining to applicants and recipients of public social services and the circumstances under which these records may be released.

[CDSS MPP, Division 31, Section 31-005.15](#) directs counties to maintain the confidentiality of client records when providing this information to the Juvenile Court.

[Welfare and Institutions Code section \(§\) 827.1\(b\)](#) provides that counties develop security procedures to secure data maintained on a computerized data base system, regarding Juvenile Court information and records.

[Welfare and Institutions Code § 10850](#) mandates confidentiality of records pertaining to recipients of public social services, and provides that examination of these records may be permitted in the administration of public social services.

CDSS [All County Information Notice \(ACIN\) I-13-09](#) recommends restricted access of certain referrals/cases and that counties regularly review who has authority/permission to access sensitive referrals/cases.

Memorandum of Understanding—For Access to Child Welfare System/Case Management System Between Health Care Agency and Social Services Agency (December 9, 1998).

Memorandum of Understanding—Delineation of Responsibilities for County of Orange Health Care Agency CHDP Foster Care Public Health Nurses and Social Services Agency Children and Family Services Agency Social Workers and Probation Department Probation Officers in the Health Care Program for Children in Foster Care (June 15, 2000).

Definitions

Confidentiality: The controlled dissemination of case record information to protect the rights of clients/families against identification, exploitation, and embarrassment, as guaranteed by state and federal laws and regulations.

Referral/Case Record Information: Includes all information (written and electronic) and data compiled as a result of CFS receiving a referral, opening a case, and/or providing services to a child and/or his/her family.

Z-Referrals/Cases: Refers to referrals/cases that are designated with a Sensitive or Highly Sensitive classification.

POLICY

Sensitive/ Highly Sensitive Criteria

Sensitive and Highly Sensitive designations:

- Distinguish confidential or Z-referrals/cases from other referrals/cases
- Limit access of referral/case record information to authorized staff only
- Are intended to be used sparingly, and only when more restrictive access to a referral/case is warranted

Note: A green round-dot label located on the outside cover of a legal file indicates a Sensitive designation. A red round-dot label located on the outside cover of a legal file indicates a Highly Sensitive designation.

A. **Sensitive Referrals/Cases (Green):**

A referral/case will be designated as Sensitive under any of the following conditions:

- A client (or their relative) associated with the referral/case is an employee of another Orange County Agency or Department (e.g., Community Services, District Attorney's Office, Health Care Agency, any law enforcement agency, etc.)
- A client (or their relative) associated with the referral/case, is known to be an employee of another County, who has access to Child Welfare Services/Case Management System (CWS/CMS)
- A Sensitive case has been transferred to Orange County

- from another County, and the need for continued confidentiality is mutually agreed to by both counties
- A prior referral in another County was designated as Sensitive due to clearly indicated reasons and CFS determines the need for continued confidentiality remains
- The referral/case involves individuals and/or sensational facts that may generate media interest (e.g., child fatality resulting from child abuse and/or neglect, etc.)
- Request of the assigned Program Manager (PM)

B. Highly Sensitive Referrals/Cases (Red):

A referral/case will be designated as Highly Sensitive under any of the following conditions:

- A client associated with the referral/case is a current employee of SSA
- A client associated with the referral/case is related to a current SSA employee as a:
 - Parent/stepparent
 - Child/stepchild
 - Sibling/stepsibling
 - Spouse/ex-spouse
 - In-law
 - Grandparent or Grandchild
- A client associated with the referral/case lives in the home and/or has a close personal relationship with a current SSA employee
- A client (or their relative) associated with the referral/case holds a politically sensitive or highly visible position (e.g., elected official, County department head, community leader, etc.)
- Request of the assigned PM

When a referral/case meets the requirement for designation as Sensitive or Highly Sensitive, the assigned PM will retain authority to determine whether the designation is warranted and/or less restrictive access (e.g., Sensitive instead of Highly Sensitive) is sufficient.

Designating a Referral/Case as Sensitive or Highly Sensitive

A. Identification of Referrals/Cases:

The need for Sensitive or Highly Sensitive designation of a referral/case may be identified by staff at any point during their involvement in the referral/case.

Additionally, staff who learn that they themselves or another CFS employee (or their relative) may be associated with a referral/case, will immediately and discretely notify their direct supervisor, PM, or Deputy Director (DD), as available. If the supervisor, PM, or DD is associated with the referral/case, notification will be made to the next appropriate level of management.

B. **Requesting Sensitive or Highly Sensitive Status:**

When a referral/case requires a Sensitive or Highly Sensitive designation, staff will complete the *CFS CWS/CMS Sensitive Case Privilege/Case Request (F063-28-390)*. This form must receive approval by the PM responsible for the referral/case.

Note: Once a referral/case is designated as Sensitive or Highly Sensitive, any prior/subsequent referral or case regarding the family will be identified as Sensitive or Highly Sensitive until the designation is removed.

If a CFS employee (or their relative) is associated with the referral/case, the *CFS CWS/CMS Sensitive Case Privilege/Case Request (F063-28-390)* will include:

- Employee's name and association to the referral/case
- Employee's current assignment/program
- Allegations of the referral/case
- CFS support services involvement
- Additional clarifying information, as appropriate

**Staff
Assignment**

CFS programs have their own protocol for primary and secondary assignment of Sensitive and Highly Sensitive referrals/cases. Any staff given secondary assignment to a referral/case will immediately end their assignment in CWS/CMS when no longer necessary. The following also apply:

A. **Sensitive Referrals/Cases:**

- Secondary assignment privileges will be given to the assigned Unit Clerk, unless directed otherwise by the PM
- Office/Clerical Supervisors may designate one of their staff to complete processing activity, unless directed otherwise by the PM
- Secondary assignment to process and maintain financial case files will be given to Foster Care Eligibility Technicians (ETs) designated as confidential caseworkers

B. **Highly Sensitive Referrals/Cases:**

- If a CFS employee is associated with the referral/case, the PM and/or DD where the referral/case is assigned will review all relevant information to determine:
 - The appropriate assignment
- OR–
- Whether reassignment to another social worker, unit, program, or county is necessary
- Office/Clerical Supervisors may only designate one of their staff to complete processing activity following authorization by the PM
- If a CFS employee (or their relative) is associated with the referral/case, Office/Clerical Supervisors will complete processing activity
- Secondary assignment to process and maintain financial case files will be given to Foster Care ETs designated as confidential caseworkers

Z-Access

Z-Access, also known as “Sensitive Case Privilege,” refers to staff permission to view and/or input Sensitive or Highly Sensitive referral/case record information into CWS/CMS.

Z-Access is regulated by the CWS/CMS Security Administrator using the *CFS CWS/CMS Sensitive Case Privilege/Case Request (F063-28-390)*. The necessity for Z-Access privileges must be:

- Job specific and/or time limited
- Removed upon an employee’s position reassignment (when no longer applicable) or transfer to another program

The CWS/CMS Security Administrator will conduct semi-annual reassessments of CFS staff granted Z-Access to evaluate the continued need for Sensitive Case Privileges.

Note: Each CAR hotline SSSS will be given Z-Access.

**CWS/CMS
Data Entry**

Sensitive and Highly Sensitive referrals/cases are indicated as having “Limited Access” in the CWS/CMS database. Reasons for the “Limited Access” are entered into the Screener Alerts field (referral) or the Case Alerts field (case) on the ID Page.

“Limited Access” referral/case record information is restricted to viewing and data entry by CFS staff with:

- Primary/Secondary assignment
- Z-Access

The following staff must request secondary assignment from the assigned social worker, Office Supervisor, SSSS, and/or PM prior to accessing a Sensitive or Highly Sensitive referral/case in CWS/CMS:

- Unit Clerk
- Foster Care ET
- Court Typist
- Case Aides (e.g., Adoptions staff, ICWA worker, etc.)
- Public Health Nurse (PHN)
- OCFC Medical Staff/Comprehensive Care Nurse (CCN)

Handling and Maintenance

Referrals/cases designated as Sensitive or Highly Sensitive require extraordinary processing, handling, and maintenance.

A. **Orangewood Children and Family Center (OCFC):**

When a child enters OCFC, the assigned social worker will notify the OCFC Intake worker when the case is Sensitive or Highly Sensitive. The OCFC Intake worker will follow the guidelines in the OCFC Intake Manual regarding case sensitive status, which impact:

- Processing of a child's entry information sheet
- Completion of the Dependency Log
- Handling of the *Application for Petition (F063-28-43/F063-28-43b)* (if applicable)

B. **Storage:**

Sensitive referrals/cases will be kept in a closed file cabinet in the assigned social worker's workspace when not in use, unless program-specific protocol requires alternative storage measures.

Highly Sensitive referrals/cases will be kept in a locked file cabinet in the assigned social worker's workspace or in the office of the assigned supervisor when not in use.

C. **Court:**

For Court hearing purposes, all documentation related to a Sensitive and Highly Sensitive cases will be transported in a sealed vinyl envelope. The sealed envelope will be transported via pony mail or personal hand delivery (by a

program designee) to and from Court. The name and building number of the assigned program will be clearly indicated on the envelope. Sensitive and Highly Sensitive cases transported to and from Court for hearing purposes will be logged, pursuant to program protocol.

Note: Program specific-protocol will determine when hand delivery of Sensitive and Highly Sensitive cases is required and any additional handling restrictions.

D. **Case Transfers:**

Prior to a case transfer, the assigned social worker will document the Sensitive or Highly Sensitive status of a case on the *Case Transfer Summary (F063-28-319)*.

Note: The reason for the sensitive status can be reviewed by the newly assigned social worker in the Case Alerts field on the ID Page in CWS/CMS.

For further information related to the transfer of a Sensitive or Highly Sensitive case, refer to the Procedure section entitled "Transferring a Case."

E. **Closed Referrals/Cases:**

All closed Sensitive and Highly Sensitive referrals/cases will be stored as specified below, and retained indefinitely, pursuant to CFS P&P [Record Retention \(E-0111\)](#).

1. **Child Abuse Referrals:**

Sensitive and Highly Sensitive referrals that are closed or evaluated-out will be handled as follows:

- **Sensitive**—Filed by Data Entry Technician (DET) in Sensitive Referral Storage Area of CAR/ER Program
- **Highly Sensitive**—Hand delivered to the CAR Office Supervisor and stored in locked filing cabinet of CAR Office Supervisor

Closed referrals will only be accessible to staff upon email request to the CAR Office Supervisor, and his/her approval.

2. **Closed Cases:**

Sensitive and Highly Sensitive cases that are closed will be hand delivered to the Index Clerical Supervisor and stored as follows:

- **Sensitive**—Sensitive Case Storage Area within Closed Files Index
- **Highly Sensitive**—Locked Highly Sensitive Case Storage Area

Closed cases will only be accessible to staff upon email request to the Index Clerical Supervisor, and his/her approval.

Note: The Operational Support Services Program Manager and the Facilities Manager maintain access to Sensitive and Highly Sensitive cases stored in the Closed Files Index.

3. Life Retention:
Closed Sensitive/Highly Sensitive cases identified as “Life Retention” will be hand delivered to the Custodian of Records for alternative storage.

F. Release of Referral/Case Record Information:

When Sensitive and Highly Sensitive referral/case record information is requested by outside agencies, staff will follow the guidelines to access and/or disseminate referral/case record information detailed in CFS P&P [Confidentiality—CFS Client Records \(F-0105\)](#).

All requests for information regarding a Sensitive or Highly Sensitive referral/case, made by a child protective agency outside of Orange County, will be directed to a SSSS at the CAR hotline.

Sensitive and Highly Sensitive referral/case record information may be cross-reported to the Director/Department Head of certain outside agencies (e.g., law enforcement, District Attorney’s Office, etc.) when it relates to that agency’s own employees. See SSA Administration P&P [Sensitive Referrals/Cases \(D 6\)](#).

Removing a Sensitive or Highly Sensitive Designation

The assigned social worker or program designee (e.g., DET/Information Processing Technician [IPT]) will complete the *CFS CWS/CMS Sensitive Case Privilege/Case Request (F063-28-390)* if information is obtained indicating the Sensitive or Highly Sensitive designation of an assigned referral/case is no longer appropriate. This form must receive approval by the DD overseeing the program where the referral/case is assigned.

For open Sensitive and Highly Sensitive cases, the assigned social worker and the assigned supervisor will, on an annual basis, review the circumstances warranting designation of the case as Sensitive or Highly Sensitive.

REFERENCES

Attachments and CWS/CMS Data Entry Standards

Hyperlinks are provided below to access attachments to this P&P and any CWS/CMS Data Entry Standards that are referenced.

- [CWS/CMS Data Entry Standards—Sensitive or Highly Sensitive Referral or Case Data Entry](#)
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Hyperlinks

Users accessing this document by computer may create a direct connection to the following references by clicking on them.

- CFS P&P [Abuse Investigations—Practice Guidelines \(A-0412\)](#)
 - CFS P&P [Case Closure \(E-0106\)](#)
 - CFS P&P [Case Transfers \(D-0302\)](#)
 - CFS P&P [Confidentiality—CFS Client Records \(F-0105\)](#)
 - CFS P&P [Record Retention \(E-0111\)](#)
 - SSA Administrative P&P [Rules of Conduct \(C 32\)](#)
 - SSA Administrative P&P [Sensitive Referrals/Cases \(D-6\)](#)
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Other Sources

Other printed references include the following:

- County Counsel Opinion dated March 1, 2000, Subject: County Employees Found to be Perpetrators in Child Abuse Cases
 - Orangewood Children and Family Center Intake Manual
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REQUIRED FORMS

Online Forms

Required forms listed below may be printed out and completed, or completed online, and may be accessed by clicking on the link provided.

Form Name	Form Number
CFS CWS/CMS Sensitive Case Privilege/Case Request	F063-28-390

Hard Copy Forms

Forms listed below must be completed in hard copy (including multi-copy NCR forms). ***For reference purposes only***, links are provided to view these hard copy forms, where available.

Form Name	Form Number
Application for Petition	F063-28-43
Application for Petition Attachment	F063-28-43b

CWS/CMS Forms

The following required forms may **only** be obtained in CWS/CMS. ***For reference purposes only***, links are provided to view these CWS/CMS forms, where available.

Form Name	Form Number
Case Transfer Summary	F063-28-319

Brochures

Brochures to distribute in conjunction with this procedure include:

Brochure Name	Brochure Number
None.	

PROCEDURE

Required Actions— Sensitive/Highly Sensitive Designation Staff Responsible The following steps will be completed to designate a referral or case as **Sensitive** or **Highly Sensitive**.

Staff Responsible	Step	Required Action
All Staff	1.	Identify circumstances which warrant a referral or case to be designated as Sensitive or Highly Sensitive, as stated in the Policy section above. Complete the following, as appropriate: <ul style="list-style-type: none"><u>Referral</u>—Notify Child Abuse Registry (CAR) SSSS/Designee<u>Case</u>—Notify assigned social worker

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| CAR Data Entry Technician (DET) or Assigned Social Worker | <p>2. Complete <i>CFS CWS/CMS Sensitive Case Privilege/Case Request (F063-28-390)</i> to request a referral/case to be designated as Sensitive or Highly Sensitive. Complete the following, as appropriate:</p> <ul style="list-style-type: none"> • <u>Referral</u>—Forward electronic copy for email approval, to CAR SSSS and CAR PM • <u>Case</u>—Forward electronic copy for email approval, to SSSS and PM responsible for Case <ul style="list-style-type: none"> ➤ If already a case, print and file form on left-hand side of service file |
| CAR SSSS or Assigned SSSS | <p>3. If Sensitive or Highly Sensitive designation of the referral/case is appropriate, indicate approval and forward email of the form to PM.</p> |
| PM | <p>4. If Sensitive or Highly Sensitive designation of the referral/case is appropriate, indicate approval and forward email of the form to the CWS/CMS Security Administrator at CFS Security Admin.</p> |
| CWS/CMS Security Administrator | <p>5. Upon receipt of approved <i>CFS CWS/CMS Sensitive Case Privilege/Case Request (F063-28-390)</i>, designate the referral/case with “Limited Access” in CWS/CMS. Specify Sensitive or Highly Sensitive status using CWS/CMS Data Entry Standards— Sensitive or Highly Sensitive Referral or Case Data Entry.</p> <p>6. Print and file approved <i>CFS CWS/CMS Sensitive Case Privilege/Case Request (F063-28-390)</i>. Forward approved form via email to the designated CAR Office Supervisor.</p> |
| CAR Office Supervisor | <p>7. Print and file approved copy of form on left hand side of CAR file and complete the following:</p> <ol style="list-style-type: none"> a. Place CAR file in a “Z” folder. b. Note reason for sensitive status on folder. c. Verify referral is indicated as having “Limited Access” in CWS/CMS. |

Assigned Social Worker or Program Designee

- d. Verify all associated referrals/cases are indicated as having “Limited Access” in CWS/CMS.
- 8. Complete the following (as applicable):
 - a. Verify referral/case is indicated as having “Limited Access” in CWS/CMS.
 - b. Verify Screener Alerts or Case Alerts field has been completed.

Required Actions— Child Abuse Referral	The following steps will be completed to process and assign a Sensitive or Highly Sensitive child abuse referral, and promote the referral to a case, as necessary.	
<u>Staff Responsible</u>	<u>Step</u>	<u>Required Action</u>
CAR SSW	1.	When a referral has been identified as Sensitive or Highly Sensitive (or red flagged as requiring sensitive designation), use pre-printed face sheet and hand-write referral information and Determine Response information.
	2.	Type the Screener Narrative into a WORD document.
	3.	Forward hand-written referral packet to CAR Office Supervisor or designated CAR DET with Z-Access.
		Note: When a CFS employee (or their relative) is associated with the referral/case, the Office Supervisor will complete processing activity.
CAR Office Supervisor or CAR DET	4.	Using documents provided by CAR SSW, generate a referral face sheet and referral in CWS/CMS.
	5.	Complete <i>CFS CWS/CMS Sensitive Case Privilege/Case Request (F063-28-390)</i> . Forward for approval as described in the Procedure section entitled “Designation of a Sensitive/Highly Sensitive Status.”
CAR Officer of the Day (OD) (SSSS)	6.	Complete the following regarding Sensitive or Highly Sensitive referral, as appropriate: <ul style="list-style-type: none"> • <u>Approve referral</u> and forward to ER OD for assignment in sealed envelope marked “Sensitive”

- or “Highly Sensitive”
 - Evaluate-Out referral and forward to CAR DET for filing
- ER OD**
7. Enter Sensitive or Highly Sensitive referral in ER Assignment Log with a “Z” preceding the referral State Number, and assign ER SSW to investigate referral.
 8. Forward referral to designated ER DET in sealed envelope marked “Sensitive” or “Highly Sensitive.”
- Note:** ER Office Supervisors will provide the ER OD with names of those DETs authorized to handle/process Sensitive or Highly Sensitive referrals.
- ER DET**
9. Electronically transfer referral in CWS/CMS to newly assigned ER SSW and forward worker the referral in a sealed envelope marked “Sensitive” or “Highly Sensitive.”
- ER SSW**
10. Follow all procedural guidelines relating to investigation of child abuse, as indicated in CFS P&P [Abuse Investigations—Practice Guidelines \(A-0412\)](#).
 11. Complete ER investigation for Highly Sensitive referrals, as directed by ER PM.
- ER SSSS or Designee**
12. Promote referral to a case as necessary, and complete the following:
 - In CWS/CMS, copy and paste narrative description from Screener Alert field on referral ID Page into Case Alert field on case ID page
- Investigations Office Supervisor**
13. Upon receipt of a Sensitive or Highly Sensitive case, “Limit Access” in CWS/CMS using [CWS/CMS Data Entry Standards—Sensitive or Highly Sensitive Referral or Case Data Entry](#).
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Required Actions— Removal of a Sensitive/Highly Sensitive Status Staff The following steps will be completed to request removal of a **Sensitive** or **Highly Sensitive** designation on a referral/case.

<u>Responsible</u>	<u>Step</u>	<u>Required Action</u>
Assigned Social Worker or Program Designee	1.	Complete <i>CFS CWS/CMS Sensitive Case Privilege/Case Request (F063-28-390)</i> and request that Sensitive or Highly Sensitive status be removed.
	2.	Email form to obtain electronic approval from the following staff: <ul style="list-style-type: none"> • Supervisor • PM • DD
SSSS, PM, DD	3.	Determine whether the need for continued Sensitive or Highly Sensitive status remains. If removal is: <ol style="list-style-type: none"> a. <u>Not Appropriate</u>—Deny request and notify assigned social worker. b. <u>Appropriate</u>—Indicate approval and forward email for all necessary approvals.
	4.	Upon obtaining all required approvals on <i>CFS CWS/CMS Sensitive Case Privilege/Case Request (F063-28-390)</i> , forward via email to the CWS/CMS Security Administrator at CFS Security Admin.
CWS/CMS Security Administrator	5.	Upon receipt of approved <i>CFS CWS/CMS Sensitive Case Privilege/Case Request (F063-28-390)</i> , access the referral/case in CWS/CMS. Remove the “Limited Access” from the referral/case using CWS/CMS Data Entry Standards—Sensitive or Highly Sensitive Referral or Case Data Entry .
	6.	Print and file approved <i>CFS CWS/CMS Sensitive Case Privilege/Case Request (F063-28-390)</i> . Forward approved form via email to the designated CAR Office Supervisor and assigned social worker, as applicable.

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| CAR Office Supervisor or Assigned Social Worker | 7. Print and file approved copy of <i>CFS CWS/CMS Sensitive Case Privilege/Case Request (F063-28-390)</i> on the left hand side of the CAR/service file, as applicable. |
| CAR Office Supervisor | 8. Remove “Limited Access” from any associated referrals/cases in CWS/CMS using CWS/CMS Data Entry Standards—Sensitive or Highly Sensitive Referral or Case Data Entry . |

Required Actions— Court Hearing Procedures Staff Responsible	The following steps are to be completed when a Sensitive or Highly Sensitive case is scheduled for an upcoming Court hearing.	
	<u>Step</u>	<u>Required Action</u>
Designated Unit Clerk/IPT	1.	Verify <u>Case Alerts</u> field on Case ID Page in CWS/CMS indicates Sensitive or Highly Sensitive status and reason.
	2.	Place round label (dot) on outside cover of legal folder to denote Sensitive or Highly Sensitive status, as applicable: <ul style="list-style-type: none"> • Sensitive—Green • Highly Sensitive—Red
Assigned Social Worker	3.	Provide court report draft, legal file, and Notice of Hearing Worksheet to Clerical Office Supervisor or designee by clerical deadline.
PHN/CCN	4.	Request secondary assignment to enter data into CWS/CMS HEP Notebooks.
Clerical Office Supervisor or Designee	5.	Complete and log the following processing activities: <ol style="list-style-type: none"> a. Prepare Notice of Hearing and mail to attorney/caregiver/parents within 15 to 30 days prior to Court hearing date. b. Process court report and place in sealed envelope marked “Sensitive” or “Highly Sensitive” along with legal file.

c. Hand deliver court report and legal file to assigned social worker/SSSS for review and signature.

Assigned Social Worker and SSSS

6. Review (and revise as necessary) and sign court report. Return to Clerical Office Supervisor or designee, upon signing.

Clerical Office Supervisor or Designee

7. Complete processing and forward the following in a sealed vinyl envelope to Court Officer, Bldg. 44A (JJC), no later than filing deadline:

- All required copies of court report
- Legal file
- Stipulation sheet

Note: Ensure case identifying information is not visible through the sealed vinyl envelope and clearly indicate the name and building number of the assigned program on the envelope.

Log transport of legal file to Court, pursuant to program protocol, in unit case log and in Juvenile Court Case Transmittal log.

Court Officer

8. Following the Court hearing, return legal file to the Court Officer SSSS or Court Services designee in sealed envelope marked "Sensitive" or "Highly Sensitive."

Designated Court Services Program Staff

9. Enter hearing results/findings in the Hearing notebook in CWS/CMS.

10. Via pony mail, return legal file of Sensitive or Highly Sensitive case to assigned program's designee, in a sealed vinyl envelope.

Note: Ensure case identifying information is not visible through the sealed vinyl envelope and clearly indicate the name and building number of the assigned program on the envelope.

Log return of legal file to assigned program, pursuant to program protocol, in unit case log and in Juvenile Court Case Transmittal log.

**Required Actions—
Transferring Cases** The following steps will be completed when a **Sensitive** or **Highly Sensitive** case is transferred from one program to another.

<u>Staff Responsible</u>	<u>Step</u>	<u>Required Action</u>
Assigned Social Worker	1.	Follow all guidelines, procedures, and timeframes regarding case transfers, as indicated in CFS P&Ps Case Transfers (D-0302) .
Sending Program Designated Staff	2. 3. 4. 5.	<p>Verify Case is indicated in CWS/CMS as having “Limited Access” and that <u>Case Alerts</u> field on ID Page includes reason for Sensitive or Highly Sensitive status.</p> <p>Complete <i>Case Transfer Summary (F063-28-319)</i> and document Sensitive or Highly Sensitive status on form.</p> <p>Note: The <i>Case Transfer Summary (F063-28-319)</i> is not required when cases are transferred to or from the Emergency Response/Intake Program.</p> <p>Electronically transfer (or assign) case in CWS/CMS to the following, as appropriate, unless otherwise noted:</p> <ul style="list-style-type: none"> • <u>Emergency Response/Intake</u>—Assign directly to newly assigned Intake social worker • <u>Family Maintenance Collaborative Services (FMCS)</u>—Send to FMCS PM In-Box for assignment • <u>Investigations (including Specialized Family Services)</u>—Assign directly to newly assigned Investigations social worker • <u>ICS I or ICS II</u>—Complete one of the following: <ul style="list-style-type: none"> ➢ Send Sensitive cases to ICS I Assignment In-Box for assignment ➢ Send Highly Sensitive cases to ICS I PM’s In-Box for assignment • <u>To Adoptions</u>—Send to Adoptions PM In-Box for assignment <p>Deliver hard file of case to receiving PM or program assignment designee (per receiving program’s protocol), as indicated:</p>

- **Sensitive**—Via pony mail in sealed envelope marked “Sensitive”
- **Highly Sensitive**—Via hand delivery in sealed envelope marked “Highly Sensitive”

Receiving PM or Designated Assignment Staff

6. Follow all guidelines, procedures, and timeframes regarding receipt of case transfers, as indicated in CFS P&P [Case Transfers \(D-0302\)](#).
7. Electronically assign case (if needed) in CWS/CMS per program specific protocol. Hand deliver case to newly assigned social worker or their SSSS (per program specific protocol) in sealed envelope marked “Sensitive” or “Highly Sensitive.”

Required Actions— Referral Closure Staff Responsible	The following steps are to be completed once a Sensitive or Highly Sensitive referral is closed or evaluated-out.	
	Step	Required Action
CAR/ER DET	1.	For Highly Sensitive referrals, hand deliver hard file of referral to CAR Office Supervisor in a sealed envelope marked “Highly Sensitive.”
CAR Office Supervisor or CAR/ER DET	2.	File closed/evaluated-out referral as indicated: <ul style="list-style-type: none"> • Sensitive—Sensitive Referral Storage Area of CAR/ER Program • Highly Sensitive—<u>Locked</u> filing cabinet of CAR Office Supervisor

Required Actions— Case Closure Staff Responsible	The following steps are to be completed once a Sensitive or Highly Sensitive case is closed.	
	Step	Required Action
Assigned Social Worker	1.	Verify that all guidelines, procedures, and timeframes regarding case closures have been followed, as indicated in CFS P&P Case Closure (E-0106) .
Program Designated Staff	2.	Hand deliver hard/legal file of case to Index Clerical Supervisor in a sealed envelope marked “Sensitive” or “Highly Sensitive,” as applicable.

Note: Any cases identified as “Life Retention” will be hand delivered to the Custodian of Records for alternative storage.

Index Clerical Supervisor

3. Log closed case in the password protected Sensitive Case Log in the Index Shared Drive.
4. File closed case in one of the following, as appropriate:
 - **Sensitive**—Sensitive Case Storage Area within Closed Files Index
 - **Highly Sensitive**—Locked Highly Sensitive Case Storage Area

Required Actions— Z-Access/Sensitive Case Privilege Staff Responsible	The following steps will be completed to request or remove Z- Access/Sensitive Case Privilege for staff.	
Responsible	Step	Required Action
Program Designee	1.	<p>Identify staff persons requiring Z-Access, or removal of Z-Access, as it relates to:</p> <ul style="list-style-type: none"> • Job/caseload assignment • Special projects (e.g., audit) • Request of CFS Management <p>Note: Removal of Z-Access is required upon an employee’s job reassignment (when Z-Access is no longer applicable) or transfer to another program.</p>
	2.	<p>Complete <i>CFS CWS/CMS Sensitive Case Privilege/Case Request (F063-28-390)</i> and specify as appropriate:</p> <ul style="list-style-type: none"> • Request for Z-Access/Sensitive Case Privilege • Request for <u>removal</u> of Z-Access/Sensitive Case Privilege <p>Note: Multiple staff persons may be identified on a single <i>CFS CWS/CMS Sensitive Case Privilege/Case Request (F063-28-390)</i>.</p>

3. Email form to obtain electronic approval from the following staff:
- Supervisor
 - PM
 - DD
- SSSS, PM, DD**
4. Determine appropriateness of request for Z-Access/Sensitive Case Privilege, or its removal. If the request is:
- a. Not Appropriate—Deny request.
 - b. Appropriate—Indicate approval and forward email for all necessary approvals.
- DD or Program Designee**
5. Once all required approvals have been obtained on *CFS CWS/CMS Sensitive Case Privilege/Case Request (F063-28-390)*, forward via email to the CWS/CMS Security Administrator at CFS Security Admin.
- CWS/CMS Security Administrator**
6. Upon receipt of approved *CFS CWS/CMS Sensitive Case Privilege/Case Request (F063-28-390)*, complete the following, as appropriate:
- Designate identified staff person(s) with Sensitive Persons Privilege in CWS/CMS
 - Note any time-limited Z-Access
 - Remove Sensitive Persons Privilege in CWS/CMS from identified staff person(s)
7. Print and file approved *CFS CWS/CMS Sensitive Case Privilege/Case Request (F063-28-390)*.
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Required Actions— Reassessment of Z-Access/Sensitive Case Privilege		The following steps will be completed semi-annually to evaluate the continuing need for Z-Access/Sensitive Case Privileges of CFS staff.	
Staff Responsible	Step	Required Action	
CWS/CMS Management and Reports Team	1.	On a semi-annual basis, distribute to all programs the CWS/CMS Management Report detailing CFS staff with Sensitive Case Privileges.	
	2.	Review CWS/CMS Management Report, and complete the following: <ul style="list-style-type: none"> a. Identify program staff included in report no longer requiring Z-Access/Sensitive Case Privilege. b. Complete <u>one</u> <i>CFS CWS/CMS Sensitive Case Privilege/Case Request (F063-28-390)</i>, and indicate all program staff persons for whom removal of Z-Access is requested. c. Email form to obtain electronic approval from the following staff: <ul style="list-style-type: none"> • Supervisor • PM • DD 	
Supervisor, PM, DD	3.	Determine appropriateness of request for removal of Z-Access/Sensitive Case Privilege. If the request is: <ul style="list-style-type: none"> a. <u>Not appropriate</u>—Deny request. b. <u>Appropriate</u>—Indicate approval and forward email for all necessary approvals. 	
DD or Program Designee	4.	Once all required approvals have been obtained on <i>CFS CWS/CMS Sensitive Case Privilege/Case Request (F063-28-390)</i> , forward via email to the CWS/CMS Security Administrator at <u>CFS Security Admin</u> .	

**CWS/CMS
Security
Administrator**

5. Upon receipt of approved *CFS CWS/CMS Sensitive Case Privilege/Case Request (F063-28-390)*, remove Sensitive Persons Privilege in CWS/CMS from identified staff person(s).
6. Print and file approved *CFS CWS/CMS Sensitive Case Privilege/Case Request (F063-28-390)*.