

Practice Guide

Non-Accepted reports received on open cases

Reports not accepted for new investigation are automatically generated from the Careline and emailed to the Area office Intake and/or Ongoing service PM, SWS and SW assigned to the case in LINK.

Upon Receipt of a Non-Accepted report notification, the assigned Social Work Supervisor will meet with the assigned social worker to review the Non-Accepted report and develop a plan of action to address the issues outlined in the Non-Accepted report.

- SWS will designate a response time for the home visit.
- SWS and SW will identify any additional concerns/information presented in the report that needs to be addressed at the home visit and this will be documented in the SWS conf. note.
- A determination will be made necessitating the need for consult with the PM, AAG, ARG, or staff attorney.
- The report and Plan of Action will be documented in LINK as a supervisory conference note. The Report will also be documented in the Investigation protocol.
- SW will call the reporter, per policy of Intake.
- The SW will meet with and talk to all of the household members and address the issues outlined in the Non-Accepted report.
- SW will complete the SDM safety assessment if it is determined the new information poses safety concerns and the need for protective interventions.
- Follow-up supervision will review and discuss the findings of the Non-Accepted report and case planning with the SW.
- If this is a duplicate report or if the concerns in the report have already been addressed; the SWS will document such and qualify the reason a home visit will not be conducted.