

	INDIANA DEPARTMENT OF CHILD SERVICES CHILD WELFARE MANUAL	
	Chapter 2: Administration of Child Welfare Services	Effective Date: September 1, 2008
	Section 8: Accessing Records in ICWIS	Version: 1

POLICY	OLD POLICY: N/A
---------------	------------------------

The Indiana Department of Child Services (DCS) will limit access to records in the Indiana Child Welfare Information System (ICWIS) to the following:

1. Reports, assessments or cases that are assigned to the Family Case Manager (FCM);
2. Reports, assessments, or cases (excluding Adoption and Restricted Cases) that are assigned to any FCM within their work unit at the discretion of the Supervisor/Director; and
3. FCMs will be granted "Read Only" access to other reports, other assessments or other cases (excluding Adoption and Restricted Cases) that involve a child, or family member of a child, who is the subject of a report, assessment, or case that is currently assigned to the FCM. This includes reports, assessments, or cases that may exist in any county statewide.

Supervisors, DCS Local Office Directors and Regional Managers will be given access to ICWIS reports, assessments, or cases which are assigned to them or to any employee in their chain of command. This includes all of the following:

1. Reports, assessments, or cases to which they are assigned;
2. Reports, assessments, or cases that are assigned to any employee they directly or indirectly supervise;
3. "Read Only" access to reports, assessments or cases that involve a child, or family member of a child, who is the subject of a report, assessment or case that is currently assigned to the individual or that is currently assigned to an employee they directly or indirectly supervise; and
4. Reports, assessments, or cases that are not currently assigned within the individual's jurisdiction.

DCS will restrict access to ICWIS records pertaining to DCS employees or immediate family members of DCS employees. Access to these records will be granted on a case-by-case basis to an appropriate FCM or Supervisor by the DCS Local Office Director or his or her designee.

DCS employees who gain or give unauthorized access to ANY child welfare records, including ICWIS records, will be subject to disciplinary action, up to and including termination.

DCS reserves the right to restrict access to cases for other community partners where there would be a conflict of interest.

Code References

[IC 31-33-26-5: Levels of security for confidentiality; preservation of confidentiality ; access to records; security requirements](#)

PROCEDURE

To access reports, assessments or, cases from another county, the FCM will follow this procedure:

1. From the assigned report, assessment or case, go to the Profile window;
2. Highlight the child or family member, and choose Screening (or Dup Search in a closed Intake/Assessment);
3. Search for the person in the Central Client Index (CCI)/Child Protection Index (CPI) (you must search by name or Social Security number, and cannot change the search criteria);
4. Once you find the person, highlight the appropriate match, and click on the Participation icon;
5. Highlight the appropriate report, assessment or case, and click on Select; and
6. Open the appropriate module, and ICWIS will select the case and allow you to enter it. You will receive a warning: "*IC 31-33-26-5 requires a common child or a common family member of a child within the open report/assessment/case in order to view a report/assessment/case in another county. Do you wish to proceed?*"

Special Conditions

1. While viewing cases in this manner, the case will be "Read Only";
2. Ability to view cases that are in other counties, or in other units in another county; and
3. Adoption cases still may only be viewed by the FCM that owns the case, and people directly up the supervisory chain of that FCM.

To restrict an ICWIS record the FCM will mark the checkbox on the Decision Window in Intake or on the Conclusion Window in Assessment.

1. If an assessment is being created from a restricted report then the assessment will automatically be restricted upon its creation; and
2. When a report or an assessment is restricted, the system will only allow access to the assigned worker, the assigned worker's Supervisor, the DCS Local Office Director for that county, and the ICWIS Program Manager.

Once the report or assessment is restricted and saved, the assigned worker will not be able to uncheck the restricted checkbox. The worker's supervisor or director will have to uncheck the box if it was checked in error.

Restricted intakes or assessments will not result in a restricted case. Case management may not be restricted.

To grant access to Restricted Access ICWIS records as specified in Policy Statement 2 above, the DCS Local Office Director or his/her designee will:

1. Select the Admin Icon from the main tool bar;
2. Select the Demographic Icon from the main tool bar;
3. Select the Other Icon from the main tool bar; and
4. Select Restricted Case Assignment

PRACTICE GUIDANCE

N/A

FORMS AND TOOLS

N/A

RELATED INFORMATION

Obtaining a Username and Password

To obtain a username and password for a new worker, who has never been employed by DCS, the Supervisor must complete the New Computer Account Request Form, accessible from the Division of Technology Services Website at <http://servicecatalog/ServiceCatalog/Main.htm>.

The Supervisor must indicate on the form which applications the new worker needs to access and ICWIS should be selected. When IOT adds the new person to the network, they send the ICWIS security manager a notification to add the new worker to ICWIS. Until ICWIS training has been completed, new workers have clerical access to ICWIS.

To obtain a user name or password for a worker who is already part of the agency but now needs access to ICWIS or when a worker changes counties, sections, units, or positions (and still need access to ICWIS) a Supervisor or the DCS Local Office Director must complete an Application Administration Face Sheet. The form, instructions to complete the form, and where to send the form can be found in Microsoft Outlook's Public Folders under "All Public Folders" -> "ICWIS Bulletin Board" -> "FSSA ELECTRONIC FORMS".

Opening a Case Closed in A Different County

If County A needs to create an ICWIS case for a family, but finds through screening in ICWIS that there exists a closed ICWIS case in County B with the same case name, the practice should be for County A to telephone a Supervisor or Director in County B and request that the ICWIS closed case be reopened and transferred to a specified FCM or Supervisor in County A. The sending county should leave the case types as closed as the receiving county will establish the new case types. Telephone calls should be followed by a transfer request e-mail. Transfer requests should be promptly honored by the sending county. The original hard copy case file for the transferred case is to be retained by the sending county. The receiving county will request copies of all documents within the original case be sent to the receiving county for their hard copy file. Depending on how recent the previous case was closed, there may be significant benefit in staff from the two counties having a case transfer meeting to discuss the strengths and underlying needs of the family as assessed and addressed in the previous case, at which time copies of all documents in the original file must be made for the benefit of the receiving county. This meeting could also be held telephonically if the distance between the parties is too great.

Note: This replaces the previous practice of each county maintaining their own ICWIS case for a particular case name. Although that practice is now obsolete, there may be several cases found in the Child Protection Index (CPI) in different counties for the same case name. Each case can be viewed to determine which is the most appropriate one to request be transferred. It is recommended that the ICWIS case with the most recent history and which was not created in error be reopened, but there may be instances in which that would not apply.

Example: Earlier case has wardship and IA case type history. Most recent closed case only contained a case type of JD/JS probation place and pay for a child who is no longer in the current household. In this instance, the wardship and IA case would be reopened.