



Tennessee Department of Children's Services

Work Aid 8- Child Protective Services Intake Reader Responsibilities, Tasks and Activities

Applicable to Policy [14.3, Screening, Priority Response and Assignment of Child Protective Services Cases](#)

Reader Tasks	Responsibilities, Tasks, and Activities
A. Intake Assessment	<ol style="list-style-type: none">1. The Reader reviews intakes submitted by the Child Abuse Hotline (CAH) and assesses whether to assign the intake or to request a reconsideration.2. The Reader assesses this decision based on screening criteria found in the Structured Decision Making Tool (SDM) along with the designated screening DCS Policies:<ul style="list-style-type: none">♦ 14.1, Child Abuse Hotline and Work Aid 1-CPS Categories and Definitions of Abuse-Neglect♦ 14.3, Screening, Priority Response and Assignment of Child Protective Services Cases♦ 14.21, DCS Response to Allegations Involving Drug Exposed Children♦ 14.25, Special Investigations Unit Child Protective Services Investigations♦ 14.28, Resource Linkage
B. History Searches	<ol style="list-style-type: none">1. The Reader conducts a historical search in both the Intake and Person Search tabs in TFACTS to find any open cases, duplicate intakes, and previously investigated cases to ensure that a comprehensive decision can be made regarding child safety and priority response. This is for the purpose of quality case assignment determinations. Research activities include querying TFACTS for the following:<ul style="list-style-type: none">♦ All alleged child victims (ACV);♦ All siblings identified in the report;

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	<ul style="list-style-type: none"> ◆ All parents/caregivers identified in the report; ◆ All alleged perpetrators (AP); and ◆ All other relevant participants listed in the report that can provide historical information pertaining to quality case assignment. <ol style="list-style-type: none"> 2. Based on the results of the history search, the Reader can assign the intake or request a reconsideration. 3. The Reader provides email notifications to case managers and their supervisors regarding new intakes relevant to their open cases. This includes Child Protective Services (CPS), Special Investigations Unit (SIU), Custodial, and Non-Custodial open cases. 4. It is the responsibility of the Reader to facilitate discussions between Field Leadership within CPS, Family Support Services (FSS), and/or Family Crisis Intervention Program (FCIP) in an effort to reduce recidivism, provide continuity of care to families and to ensure that there are not multiple case managers in one home/case unless mandated by policy.
C. Reconsiderations	<ol style="list-style-type: none"> 1. If the Reader is to reconsider a new intake screening decision based on DCS screening policies, work aids or tools, the Reader is responsible for thoroughly documenting the specific policies or criteria used to make the determination. These reconsiderations are based on the following criteria: <ol style="list-style-type: none"> a) The information provided does not meet criteria per DCS Policy 14.1, Child Abuse Hotline for case assignment. This is based on the age of ACV, relationship of AP, location, and/or an allegation of harm per Work Aid 1, Categories and Definitions of Abuse-Neglect. This can be based on the original concerns in the intake, or through additional information obtained by the Reader/Field Staff. b) The information provided meets criteria for case assignment, but the assigned track is incorrect per the Structured Decision Making (SDM) tool. c) The information provided can be screened out and referred to the current open CPS, Custodial, or Non-Custodial case for follow up per DCS Policy 14.3, Screening, Priority and Assignment of Child Protective Services Cases. d) The information provided meets criteria for case assignment, but the jurisdiction is incorrect per DCS Policy 14.3, Screening, Priority and Assignment of Child Protective Services Cases. This can be based on the original county

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	<p>assignment, or through additional information obtained by the Reader/Field Staff.</p> <p>e) The information provided meets criteria for case assignment, but the priority response needs to be changed due to the current safety or risk of harm to the child. This can be based on the original priority response assignment, or through additional information obtained by the Reader/Field Staff.</p> <p>2. If the Reader is to reconsider an intake based on the results of the designated history search, the Reader is responsible for thoroughly documenting the historical information used to make the determination to support a request for change in the screening decision for the intake. Historical information used for reconsideration purposes includes the following:</p> <ul style="list-style-type: none"> ◆ Case ID numbers and the date of assignment and/or closure; and ◆ Specifics on how the open, duplicate, or prior case is the reason for the screening decision change. <p>3. A request for reconsideration can be made based on an agreement by supervisory staff from CPS, Custodial, and Non-Custodial programs. The Reader initiates the discussions between programs, if necessary, to make a quality case assignment decision for the new intake. The Reader documents in the reconsideration tab within the intake the names and positions of the supervisory staff involved in the agreement, along with the agreement decision for the new intake. These reconsiderations are based on the following criteria:</p> <ul style="list-style-type: none"> a) Request for Track Changes - When the CAH screens a referral as an Investigation or Assessment and the Reader or Field Supervisors disagree with the track assignment per the SDM tool. b) Request for Screen-Out and Refer to Open CPS – When a CPS case has been opened for less than thirty (30) calendar days and does not have an approved classification and new allegations assigned to a different track are received, the Reader can refer to the CPS Field Supervisors to discuss the allegations and jointly decide if two (2) separate cases should remain open or if the open case can absorb the new allegations. c) Request for Screen out and Refer to Open Custodial/Non-Custodial Case – When there is an open Custodial/Non-Custodial Case and additional allegations are reported to the CAH, the Reader can refer to the CPS and Custodial/Non-Custodial Case Field Supervisors to discuss the allegations and jointly decide if two (2) separate cases (CPS and Custodial/Non-Custodial) can remain open or if the open Custodial/Non-Custodial case can absorb the new allegations. This process is only for non-severe allegations. Severe abuse allegations will not be combined with any open Custodial/Non-Custodial Case.

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	<p>d) Request for Jurisdiction Change – When the CAH assigns to a specific county of jurisdiction and the Reader and/or Field Supervisors do not agree with the assignment per DCS screening policy 14.3 for jurisdiction and requests a change in jurisdiction.</p> <p>4. If an agreement cannot be reached among Field Supervisors involved in any of the designated reasons for reconsideration of an intake, the Reader can reconsider the intake back to CAH for reconsideration with the notation of a disagreement from Field Supervisors on the intake decision. CAH Supervisors then make a decision based on the reconsideration reason provided by the Reader and based on DCS screening policies.</p> <p>a) CAH makes a decision for the reconsidered intake that could include a screen out or return back to the Reader for assignment.</p> <p>b) If the Reader or Field Supervisors disagree again with the returned decision made by the CAH, the Reader or Field Supervisor can reconsider the intake to CAH via a Second Tier Review process. The Second Tier Review process is an escalation to CAH Core Leadership for review and final decision on the intake. These review requests are sent via email to the CAH Director, CAH Team Coordinators, and CAH Reader Program Coordinator.</p> <p>5. Request for reconsideration for Child Death or Preliminary Near Death (PND) intakes can only be initiated by Regional Investigation Directors (RID) and/or Office of Child Safety Executive Leadership. These requests are made via email or phone call to the CAH Director. The CAH Director then discusses the reconsideration change requests with the Office of Child Safety Deputy Commissioner. The CAH Director notifies the appropriate Reader/Field Staff/RID regarding the approved reconsideration.</p>
D. Assignment	<p>1. When assigning cases, the Reader must use the history search to determine appropriate assignments based on previous case manager and track. Readers foster communication between track supervision to support best practice in assigning referrals on open cases or whether the assigned track needs to be changed. These assignment guidelines include:</p> <ul style="list-style-type: none"> ◆ CPS Referrals ◆ Resource Linkage

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	<ul style="list-style-type: none"> ◆ Transfer Cases ◆ Courtesy Requests ◆ Investigative Orders & Orders of Reference <p>2. Readers maintain communication with field leadership and field staff regarding case assignment rotations based on staff leave and attendance availability. The Reader works with field leadership to ensure assignments are rotated in an equitable manner.</p>
E. Additional Reader Tasks and Responsibilities	Readers may be assigned additional tasks or responsibilities as necessary for the needs of the region as approved by the CAH Director or CAH Reader Program Coordinator. Additional tasks are secondary to Reader intake and case assignment responsibilities.