



NH Department of Health & Human Services
Division for Children, Youth & Families

DCYF Standard Operating Procedure

2770.1 RESTRICTING INFORMATION - INTAKE

Policy Directive: **22-31**

Effective Date: **October 2022**

Implements Policy: [2770](#)

Approved:

Joseph E. Ribsam, Jr., DCYF Director

This SOP defines the procedures for restricting information at Central Intake.

Procedure

The following information is to support the implementation of the above referenced policy. This document shall not preclude staff from using their professional judgement based on individual circumstances, consistent with the requirements of the policy.

- I. When a Central Intake CPSW becomes aware that a referral (CPS Assessment or Voluntary CHINS) they are taking involves a DCYF employee (other than the Central Intake Supervisor) or is a high profile situation, they will immediately ask the referring party to hold and transfer the referral to the Supervisor for processing.
- II. If the referral involves a Central Intake Supervisor (or their extended family), the CPSW will:
 - A. Advise the caller of a potential conflict;
 - B. Ask for a call back number; and
 - C. Contact the Field Administrator to complete the referral.
- III. When a Central Intake CPSW becomes aware that there may be a conflict (or perceived conflict) of interest with a referral they are taking, they will ask the reporting party to hold and transfer the referral to the next level of authority where there is no conflict of interest as follows:
 - A. Another Central Intake CPSW (when the conflict involves the Central Intake CPSW taking the report);
 - B. A Central Intake Supervisor (when the Central Intake CPSW is the subject of the referral or the conflict involves another Central Intake CPSW); or
 - C. An Administrator (when the conflict involves a Central Intake Supervisor).
- IV. If a Central Intake CPSW becomes aware of a potential conflict or high profile situation after processing a referral, they will immediately notify their Supervisor.

- V. The Central Intake Supervisor will follow the policy [1150 Central Intake Screening](#) for any screened-in abuse/neglect referrals involving a DCYF employee or their immediate family.
 - A. This includes any additional referrals that qualify as additional information (add info).

- VI. The Central Intake Supervisor will take the following action for any Voluntary CHINS referral in which a DCYF employee is an involved participant:
 - A. Remove the involved parties' names and address from the demographic (demo) screen and the first page of the referral (known as the Face Sheet);
 - B. Enter the demographic information in the referral narrative box, noting the potential conflict of interest; and
 - C. Contact the Supervisor at the District Office and advise them of the need to restrict the Voluntary CHINS case.

- VII. Assessment or Voluntary CHINS referrals that involve a high profile situation or in which a potential conflict of interest is noted, but the employee is not directly involved as a participant, will be forwarded directly to the District Office and immediately followed up with a phone call to the Supervisor to advise of the conflict and potential need for restriction.
 - A. If the potential conflict involves local law enforcement or the local court, the Central Intake Supervisor will offer to ask another office to manage the Assessment/case.

Glossary and Document Specific Definitions

- [A - B](#) [C - D](#) [E - F](#) [G - I](#) [J - L](#) [M - N](#) [O - Q](#) [R - S](#) [T - V](#) [W - Z](#)

For the Purpose of this Document:

"High Profile Situation" means a situation that, based on the circumstances or individuals involved, may be elevated to the offices of the Commissioner or Governor, or which might attract media attention.

| Document Change Log | | | |
|----------------------------|--------------------------|-----------------|-------------|
| PD | Modification Made | Approved | Date |
| | | | |