



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

DCYF Standard Operating Procedure

2770.3 RESTRICTING INFORMATION - CPS CASE

Policy Directive: **22-31**

Approved:

Effective Date: **October 2022**

Implements Policy: [2770](#)

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This SOP defines the procedures for restricting a Child Protective Services Case.

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. All Child Protective Services (CPS) cases opened as the result of a CPS Assessment that was restricted at the time of transfer are also restricted. All other cases are restricted as appropriate.
- II. Supervisors may grant access to secondary workers (Adolescent CPSWs, Permanency CPSWs, etc.) or support staff as appropriate, so long as access does not impact the integrity of the case or confidentiality of any DCYF employee directly involved.
- III. If there is a shared case between Child Protective Services and Juvenile Justice Services (JJS) and one case is restricted, the other case is restricted as well and the other Supervisor and CPSW/JPPO are advised of the reason for the restriction.
 - A. Prior CPS Assessments, JJS Needs Assessments, CPS and JJS cases, and CANS assessments maintained in the CANS database are restricted accordingly.
- IV. CPSWs are expected to notify their Supervisor immediately if they become aware that a case:
 - A. Directly involves a DCYF employee not previously identified;
 - B. Could be a conflict of interest (including situations where it could be perceived there is a conflict of interest). This may include:
 1. Cases involving service providers or others with whom DCYF commonly interacts over the course of their involvement with a family; or
 2. Cases involving persons with whom a CPSW has personal ties that could influence (or be perceived as influencing) case management; or
 - C. May be a high profile situation.

- V. If the potential conflict of interest or high profile situation involves their Supervisor, the CPSW reports to the next level of authority, which could be the District Office Supervisor or Field Administrator.
- VI. When a Supervisor becomes aware that an assigned case involves a DCYF employee or may be a high profile situation, they will:
 - A. Immediately restrict the case;
 - B. Secure any paper files already generated;
 - C. Advise the assigned CPSW of the need to restrict information;
 - D. Advise the District Office Supervisor; and
 - E. Consult with the Field Administrator to determine the best course of action, which may include restricting other cases (JJS or CPS), assessments (JJS Needs or CPS), referrals, or CANS assessments in the CANS database.
- VII. Once a Supervisor has been advised of a possible conflict regarding a case where the DCYF employee is not directly involved, they consult with the Field Administrator as to the appropriateness of restricting the case, taking into consideration:
 - A. The nature of the potential conflict;
 - B. How the potential conflict (real or perceived) might impact case management, the office's ability to work collaboratively with the community, and the employee's ability to perform their duties; and
 - C. The appropriateness of restricting the case and transferring it to another CPSW or asking another District Office to manage the case.
- VIII. When the decision is made to restrict a case after it has been assigned, the Supervisor:
 - A. Selects the "restrict" option in the DCYF electronic information system;
 - B. Advises the assigned CPSW of the restriction; and
 - C. Restricts any other assessments (CPS or JJS Needs), cases (CPS or JJS), and CANS assessments maintained in the CANS database as instructed.
- IX. Permanency Planning Team (PPT) meetings are held for all restricted placement cases in accordance with policy [1626 Permanency Planning Supports](#).
 - A. PPT members who have a conflict with a case do not participate in the PPT meeting.

- B. If a case is transferred to another District Office due to a conflict, PPT meetings are conducted by the PPT at that DO.
- X. Restricted cases, as well as any other restricted assessments (JJS Needs or CPS), cases (JJS or CPS), referrals, and CANS assessments maintained in the CANS database remain restricted upon closure, as applicable, unless otherwise approved by an Administrator.

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