



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

DCYF Standard Operating Procedure

2770.2 RESTRICTING INFORMATION – CPS ASSESSMENT

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 a CPS Assessment after it has been assigned to a District Office (DO).

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. If an Assessment is received at the DO which has not been restricted, but which is known by the assigning Supervisor (or designee) to involve a DCYF employee, the Supervisor (or designee) immediately contacts Intake to ask that they transfer the referral to Special Investigations.
- II. When a Supervisor (or designee) becomes aware of an Assessment that may be a high profile situation, they immediately notify the DO Supervisor, or the Field Administrator if the DO Supervisor is not available.
 - A. All available information is provided to the Field Administrator, who will determine the best course of action. This may include a decision that:
 1. The Assessment does not need to be restricted;
 2. More information is needed; or
 3. The Assessment will be restricted.
- III. CPSWs are expected to notify their Supervisor (or designee) immediately if they become aware that an Assessment:
 - A. Directly involves a DCYF employee;
 - B. Could be a conflict of interest (including situations where it could be perceived there is a conflict of interest). This may include:
 1. Assessments involving local law enforcement officers, service providers, or others with whom DCYF commonly interacts over the course of their involvement with a family; or

2. Assessments involving persons with whom a CPSW has personal ties which could influence (or be perceived as influencing) the disposition of the Assessment; or
- C. Is or may be a high profile situation.
- IV. If the potential conflict of interest involves their Supervisor, the CPSW reports to the next level of authority, which could be the District Officer Supervisor or Field Administrator.
- V. When a Supervisor becomes aware that an assigned Assessment involves a DCYF employee or high profile situation, they will:
 - A. Immediately restrict the Assessment;
 - B. Secure any paper files already generated;
 - C. Advise the assigned CPSW (and JJS Supervisor, as applicable) 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:
 1. Requesting assistance from Special Investigations for Assessments involving a DCYF employee; or
 2. Restricting any current or previous referrals, CPS Assessments, JJS Needs Assessments, cases (CPS or JJS), and CANS assessments in the CANS database.
- VI. Once a Supervisor has been advised of a possible conflict regarding an Assessment where the DCYF employee is not directly involved, they consult with the District Office Supervisor as to the appropriateness of restricting the Assessment, taking into consideration:
 - A. The nature of the potential conflict; and
 - B. How the potential conflict might impact (or be perceived to impact) the Assessment, the office's ability to work collaboratively with the community, and the employee's ability to perform their duties.
 1. If restricting the Assessment may not be enough to ensure confidentiality or the integrity of the Assessment (perceived or otherwise), the immediate Supervisor should consult with the District Office Supervisor as to the appropriateness of asking another District Office to complete the Assessment.
- VII. When the decision is made to restrict an Assessment, the Supervisor:

- A. Selects the “restrict” option in the DCYF electronic information system;
 - B. Assigns the Assessment and advises the assigned CPSW of the restriction; and
 - C. Restricts any other CPS Assessments, JJS Needs Assessments, cases (CPS or JJS), and CANS assessments in the CANS database identified with the Field Administrator as instructed.
- VIII. Supervisors may grant access to secondary workers (e.g. support staff) as appropriate, so long as access does not impact the integrity of the Assessment.
- IX. When closing a restricted Assessment, the Assessment and any other referrals, assessments (CPS or JJS Needs), or cases (CPS or JJS) restricted in the DCYF electronic information system remain restricted unless otherwise approved by an Administrator.
- A. CANS assessments maintained in the CANS database also remain restricted (as applicable) unless 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