

## **Model Notification Protocol for Use of Information From eWiSACWIS**

To assure the appropriate interpretation of information in eWiSACWIS, any agency accessing a record in the system to which the agency does not have an assignment shall notify the agency that created or is currently maintaining the record as specified in this protocol. Records include a family case record, person record, provider record, or worker record. Notification that a record has been accessed shall be provided by the accessing agency to the maintaining agency for all records that are currently open in the system and for closed records if information is used in actions affecting the family, person, provider, or worker.

Notification for Access to Open Records: Notification of access to open records shall be provided within 24 hours by the accessing agency to the case worker assigned to the case or the supervisor of the agency currently maintaining the record. The notification may be done via e-mail and shall include the following information:

- The name of the family/person/provider/worker whose record was accessed.
- The name, job title/classification, and contact information for the accessing agency staff person who viewed the record.
- The nature of the information which was sought in accessing the record.
- The intended use of any information obtained from the record.

Notification of access is not necessary in situations where the record was accessed solely to verify the record name, number, or participants. For example, staff may view several records in the course of doing an intake before selecting the correct record to use for a child protective service report. It is not necessary to notify the maintaining agencies of all records accessed during the intake.

Direct Communication for Actions Involving Information from Records: If the information obtained from an open record or closed record (see below) will be used in taking an action that will affect any of the individuals included in the record, the accessing agency shall have direct communication with the maintaining agency to assure that information obtained from the record is being interpreted in the appropriate manner. The contact by the accessing agency shall be with a supervisor or other person from the maintaining agency who is knowledgeable about the information obtained from the record.

Examples of actions affecting individuals:

- Licensing or certification as a service provider.
- Employment in a position working with children.
- Recommendations to the court regarding the need for supervision, criminal prosecution, placement, visitation, conditions of return, or similar matters.

- Recommendations to a county or tribal human/social service agency regarding the eligibility of individuals for service or the level of service to be provided.

For information that will be used in making a decision on actions affecting individuals, no final decision shall be made prior to direct communication between the accessing agency and the maintaining agency. In general, the maintaining agency shall be given two (2) working days to respond to contacts regarding the use of information from eWiSACWIS for actions affecting individuals. In situations requiring immediate action to protect the safety of children or the community, the accessing agency may use the information without direct contact but must notify the maintaining agency within 24 hours to discuss further use of the information. If information obtained from eWiSACWIS is not used in making such a decision, direct contact is not required.

The direct communication should include discussion of the following:

- The type of action that may affect the individual.
- How information from eWiSACWIS will be used in making a decision on the action.
- What document (assessment, court report, etc.) the information will be used in.
- What other agencies will receive documents including the information.
- Relevant aspects of the actions taken or services provided by the maintaining agency.

Closed Records: Notification of access is not required for access to closed records, i.e. cases that have been closed and individuals who are not currently active as a participant in a case, a provider, or a worker. However, direct communication with the agency that last maintained the record is required if information from a closed record will be used in making a decision on actions affecting individuals. The contact by the accessing agency shall be with a supervisor or other person from the agency that last maintained the case who is knowledgeable about the information obtained from the record. In general, the maintaining agency shall be given two (2) working days to respond to contacts regarding the use of information from eWiSACWIS for actions affecting individuals unless the safety of children or the community is involved.

Records Maintained by Multiple Agencies: Some records will be maintained by multiple agencies over time. Notification of access to open cases shall always be to the current maintaining agency. Direct communication regarding use of information shall be with the agency responsible for maintenance of the record during the time that the information was entered into the system. The appropriate agency can be determined by the assignment in effect during the time period that the information was entered.