

## Child Protective Services (CPS) Appeals FAQ

### Documentation

1. [Who should be responsible for sending, receiving, scheduling and documenting steps in the Appeals process?](#)
2. [Sending documents](#)
3. [Receiving documents](#)
4. [Documentation of the 'basis for the determination' on the Allegation tab](#)
5. [Review Tab in eWiSACWIS](#)
6. [Allegation Tab in eWiSACWIS](#)

**1. Who should be responsible for sending, receiving, scheduling and documenting steps in the Appeals process?**

The agency can decide who is responsible for these steps. As of the November 2015 eWiSACWIS release, agencies can designate a CAPTA Maltreater Review Coordinator for each case. That person will then receive all ticklers related to the steps involved, allowing for more effective communication and coordination of the process. To designate a CAPTA Maltreater Review Coordinator, they must be identified as such on their worker record, and then chosen as the designee for that case at the time of IA approval.

The screenshot shows a worker record for Ratkey Rick (8820481). The 'Worker Security' tab is selected. Under 'Current Position Information', the 'CAPTA Maltreater Review Coordinator?' field is highlighted with a red box, with the 'Yes' radio button selected. Other fields include Start Date (09/17/2007), End Date (00/00/0000), Status (Active), Supervisor Name (Amy Johnson), and Worker Type (Vendor).

The June 2017 eWiSACWIS Release provides historical tracking at both the agency and DHA’s levels. The CPS Appeals Outcome Report, SM06A114, has been created to track requests, reviews and hearings and can be found in eWReports.

Also in June 2017, Agencies are no longer required to enter in the DHA orders/findings. This has been centralized and DCF will be entering that data into the eWiSACWIS system.

**2. Sending documents**

At a minimum notices must be sent by first class mail. If agencies send certified, they may also want to send by first class mail so that even if the maltreater doesn’t sign to receive the Notice, it is still considered received. Agencies may also choose to deliver the notices and describe in the case record that the maltreater received the notice.

**3. Receiving documents**

Each template notice allows the agency to change the name and contact information of the agency personnel who is to receive the notice. Once a request for agency review is received, the agency must scan the request into the eWiSACWIS case record.

\*Note: if the agency contact information, which pre-fills into each of the templates, is incorrect, an agency can change what information prefills by making the request to the eWiSACWIS Help Desk.

**4. Documentation of the ‘basis for the determination’ on the Allegation tab**

The basis for the initial determination will be documented in a field on the Allegations tab of the IA and must be completed for each substantiated allegation prior to being sent for approval. The information in this field will prefill into the template AND will remain editable even after approval, until the “sent” box is checked on the Review tab indicating the Notice of Initial Determination has been sent. The same applies for Notice of Final Determination.

Once the Notice of Initial Determination is sent and the field freezes, this section will also prefill into the Notice of Final Determination. An agency will not need to cut and paste this information from template to template.

5. **Review Tab in eWiSACWIS**

Maltreater(s)

Alleged Maltreater	Relationship to Victim	Determination
Dad Apple	Biological Parent(s)	Substantiated

The basis for this determination is as follows: Last Updated By: Catlin C. Cake on 07/15/2015 at 4:32 PM

This narrative field remains editable after approval

[More...](#) [Less...](#) [Default](#) Insert

Independent Investigation    County of Origination:      Is the alleged victim(s) in Agency legal and/or physical custody

6. **Allegation Tab in eWiSACWIS**

Review Outcome

Date & Time of Review: 06/24/2015 11:11  AM  PM     SM Appeared     SM Did Not Appear

Report ID	Victim	Relationship to Victim	A/N Code	Description	Review Status
9006115	Apple, Green	Relative Primary Care Provider (s)	Physical Abuse	Bruising	Upheld
The reason for the final determination is as follows:					
<a href="#">More...</a> <a href="#">Less...</a> <a href="#">Default</a>					
9006115	Apple, Red	Relative Primary Care Provider (s)	Neglect	Malnutrition	Upheld
The reason for the final determination is as follows:					
<a href="#">More...</a> <a href="#">Less...</a> <a href="#">Default</a>					

Determination Must Be Mailed By: 07/09/2015    Date of Letter:     Sent    [Text](#)