

**Date:** September 3, 2025

**To:** DMCPs Management Team, OLC

**CC:** DSP

**From:** Bridget Chybowski, Division Administrator, Mika Makarovich, Deputy Administrator, Mark Ramion, Quality Operations Bureau Director, Mark Sarvela, Quality Improvement Section Manager

**Re:** Notice of Final Determination (NOFD) Letters, DMCPs Action Plan

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## **BACKGROUND**

In July 2024, DSP was made aware by DMCPs of an issue in eWiSACWIS that affected NOFD letters. This is the second letter sent to a substantiated maltreater and is essentially the end of the child protective service (CPS) agency's requirements related to the [appeals process](#). NOFD provides the next step in the appeals process for the individual. (If the substantiated maltreater requests an appeal through DHA the CPS agency would still be involved, but DHA takes on the responsibility of providing notifications, etc.)

## **DATA**

CY	Unique Maltreaters	Letters
2024	Completed	
2023	92	125
2022	97	140
2021	72	99
2020	69	92
2019	55	70
2018	47	56
2017	26	33
2016	33	53

### Data Summary

- 668 letters – the actual number of NOFD letters being mailed out will be fewer than the expected number indicated. For example, the current list may include maltreaters whose whereabouts are unknown, deceased, a minor (not named) or one maltreater may have multiple children/allegations in one letter.
- This list includes 489 maltreaters (this number is lower than the original because all the 2024 letters were sent)
- 104 matters for review and additional clarification in the parking lot (Further review needed to correct possible errors)

This data and summary have been confirmed by a review of eWiSACWIS case record to confirm the needs of NOFD by the DCF Bureau of Performance Monitoring.

DMCPS will begin the notification process with 2023 cases and work its way back to 2017. We shall begin with sending out 10 NOFD letters, await responses (the maltreater has 10 days to respond to DHA) or returned as undeliverable in accord with DCF policy and then determine the appropriate pace at which to continue sending out the backlog of NOFD letters.

If there are no or limited requests for a hearing with DHA, the NOFDs will be increased to 15/week, with a maximum of 30/week being sent, provided there is minimal to no requests for a DHA hearing. In the event there are requests for a hearing, the number of letters sent may be reduced or suspended for a short time period to allow current matters and requests to be processed by DHA and OLC.

It is expected this would take little under a year to complete if sending all 676 letters (start August 2025, ending by August 2026). It is anticipated the number will be lower as described above. We will need to address the 104 parking lot incidents regarding errors in eWiSACWIS related to documentation.

#### **PROCEDURE FOR VERIFICATION OF ADDRESS**

1. DMCPS shall utilize CLEAR (see below) to identify the most probable address for alleged maltreaters who did not receive their NOFD letter.
2. DMCPS shall send NOFD via USPS to the address identified using CLEAR with the highest likelihood of accuracy.
3. If DMCPS receives a returned letter as undeliverable, DMCPS will search CLEAR to determine if a new highly probable address is identified.
4. If an updated address is identified, DMCPS will send the NOFD letter via USPS to the updated address identified with CLEAR providing the highest likelihood of accuracy.
5. If an updated address is not identified with CLEAR, DMCPS will document this lack of finding in the narrative section attached to the scanned document in eWiSACWIS. (see below for template of what shall be documented)
6. If DMCPS receives another returned letter as undeliverable, DMCPS will search CLEAR to determine if a new highly probable address is identified.
7. If an updated address is identified, DMCPS will send a NOFD letter via USPS to the updated address identified by CLEAR with the highest likelihood of accuracy.
8. If an updated address is not identified with CLEAR, DMCPS will document this lack of finding in the narrative section attached to the scanned document in eWiSACWIS.
9. If DMCPS receives another returned letter as undeliverable, DMCPS will document the inability to deliver in the narrative section attached to the scanned document in eWiSACWIS.
10. A separate spreadsheet will be used to document/track for this project.

#### ***Location of NOFD project documents (including spreadsheet)***

We will create a folder in one of the two locations below (OLC's choice) that includes two spreadsheets: (1) the master list of the reviewed NOFD's /comments and (2) a list identifying which letters were mailed and the dates they were mailed. This spreadsheet will also track any returned letters and the dates if the letters were remailed.

S:\DMCPS\DMCPS Legal\\*\*\* New Folder 2024 NOFD Project\*\*\* (This folder is maintained by OLC)

OR

S:\DMCPS\ADMINISTRATIVE SEC\ALL USERS\INITIAL DETERMINATIONS ... \*\*\*\* NEW FOLDER 2024 NOFD PROJECT\*\*\* (This folder is maintained by DMCPS)

*DMCPS will attempt to send NOFD to a maximum of 3 addresses with the best address identified by CLEAR.*

### **CADENCE**

DMCPS will begin with 2023 cases and work their way back to 2017. We shall begin with sending out 10 NOFD letters, and await responses or returned as undeliverable, to determine the appropriate pace at which to continue sending out the backlog of NOFD letters.

### **CLEAR**

The Thomson Reuters CLEAR system is an advanced investigative platform designed to provide comprehensive access to public and proprietary records. It consolidates essential data into a single, user-friendly environment, enhancing the efficiency of informational searches. CLEAR offers a wide array of data, including credit header information, DMV records, real property records, person records (such as addresses, professional licenses, and death records), as well as criminal, court, and business data.

The CLEAR system is already used by DCF staff for a variety of business reasons including, but not limited to -

- **Information Gathering:** CLEAR acts as a database compiling search information from various sources, including public records, proprietary databases, and social media platforms.
  - *Real-life example: Office of Legal Counsel (OLC) uses the system to locate contact information for witnesses in pending litigation.*
- **Investigation Support:** The system's primary function is to assist in investigations by providing a single platform for accessing and analyzing data.
  - *Real-life example: Division of Early Care and Education (DECE) uses the system to access information for making decisions for licensed childcare programs or to investigate possible violations that may result in the enforcement of licensed childcare.*
- **Report Generation:** The system allows users to generate customized reports based on the collected data, which can be used for documentation, analysis, and communication purposes. In addition to complaint investigation.
  - *Real-life example: The Public Assistance Collection Section (PACS) use the system to locate debtors for payments received lacking information and to assist with determining appropriate and effective collection actions.*

- **Risk Management:** CLEAR can also be used to assess risks associated with individuals or businesses, helping users to make informed decisions and mitigate potential dangers.
  - *Real-life example: The Bureau of Child Support (BCS) use the system to find information on unknown payer that sends money into our child support system.*
- *Limited DMCPs staff will have access to CLEAR and will follow the DCF and CLEAR confidentiality requirements to ensure only this is only used for DMCPs purposes. DMCPs will complete monthly monitoring of the transactions completed in CLEAR.*

### **eWiSACWIS Template(s)**

DMCPs will be sending the eWisacwis NOFD letter to all addresses where the recipient has been identified with the CLEAR software. A "Please Contact" letter will only be sent in the event that a most reliable address cannot be found using CLEAR.

The language which shall be consistent among all narrative/comment sections attached to scanned in NOFD letter/mail returned to DMCPs will be reviewed by OLC and approved by Bridget.

Recommended:

### **NOFD was sent out late due to eWiSACWIS error. Sent DATE as part of backlog correction. (Rebecca's initials)**

The sentence above is what would be written on the NOFD letters that are populated. For returned mail Rebecca writes "NOFD returned (date) No new address located. (Today's date) (her initials)"

If a new address is located, the note will read "NOFD returned (date) new address located (on CCAP) and resent on DATE. (Initials)" the new notice is directly below the note with the new address on the letter. Where the new address was found, and the address itself is logged on the spreadsheet as well.

Internal process used if we receive undeliverable mail (NOFD letters)

1. When a CAPTA letter is returned to the DMCPs office.
  - a. It is stamped as received on the outside addressed side of the envelope
  - b. The outside of the envelope is scanned and sent to the CAPTA Coordinator
2. Either the CAPTA Coordinator or an OA opens the "Combined Determination Letter" spreadsheet and enters the date the letter was returned.
3. If a new address is located for a Final Determination letter the letter is re-opened in eWiSACWIS and a copy is downloaded using Adobe Pro. The letter is altered in Adobe updating the address and the date the letter is being mailed.
  - a. This copy is saved. S:\DMCPs\Administrative Sec\All Users\Initial Determination Letter-2016-2017\Final Determination Returned Mail
  - b. This updated copy is printed and mailed.
  - c. The copy is also uploaded into the case in eWiSACWIS under the legal tab.

4. The new address is logged in the combined Determination Spreadsheet and the date the letter was mailed is also logged.
5. If the NOFD is returned steps 9-11 are repeated.