


**Department of Human Resources
Social Services Administration
311 West Saratoga Street
Baltimore, Maryland 21201**

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POLICY: SSA# 09-02

TO: Directors, Local Departments of Social Services, Assistant Directors for Services, Family Service Administrators, Supervisors, and Caseworkers

FROM: Cathy F. Mols, Executive Director
Social Services Administration 

RE: The Official Child Welfare Case and Resource Home Record Transferring, Sharing, Closing, and Retiring- Investigation, Service Records and Resource Homes Cases

PROGRAMS AFFECTED: In-Home Services: Child Protective Services and Family Preservation
Out of Home Services: Kinship, Foster Care, and Adoption
Public Resource Home: Kinship, Subsidized Guardianship, Foster Care and Adoption

ORIGINATING OFFICE: Research, Evaluation, and Systems Development (RESD)

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PURPOSE: Maryland Child Electronic System Information Exchange (MD CHESSIE) maintains the official records for Child Welfare. MD CHESSIE will not be the official record for Provider records until the new SAFE instrument is included in MD CHESSIE, but it is

expected that all local departments enter the necessary information into MD CHESSIE so that workers can complete placements. At times staff will have to maintain physical documents outside of the MD CHESSIE application. This circular letter will describe what the electronic record, MD CHESSIE, consists of and what is maintained in a hardcopy of a physical record. This circular letter will also describe how local departments can transfer and share records between departments and how to close or retire a record. Child Welfare records must comply with COMAR regulations including but not limited to 07.01.07.04- Program Records and 07.01.07.07 Discretionary Denial of Request for Disclosure of Records. Finally this circular letter will describe allowing DHR/LDSS staff members to view information in open and closed investigation and service cases in which their assigned clients have involvement across the State of Maryland.

BACKGROUND:

In order for each local jurisdiction and the State of Maryland to have accurate Child Welfare records and to be able to reproduce records for court, subpoena, any other legal reason or Administrative reviews, audits or to share between local departments, clear guidelines must be created. MD CHESSIE contains all the necessary components to meet AFCARS and NCANDS requirements. The federal government mandated that each state create an electronic system that can report information for all Child Welfare service activities. Federal reporting is done in two ways AFCARS and NCANDS. The AFCARS data is highlighted in blue fields in MD CHESSIE and as a Child Welfare worker goes through the system those elements must be completed and updated for the federal reporting to be correct. This information is very important to the state's funding.

MD CHESSIE is the official record for Child Welfare Referrals, Investigations and Services Cases. The definition of a service case is any Child Welfare case open and active in MD CHESSIE where one or more persons is involved with the Child Welfare agency, receives services and has an active program assignment. Service cases must have at least one active child involved with Child Welfare Services.

A Case in MD CHESSIE refers to a family composed of a Head of Household or Case head, at least one child, and other individuals who may be associated to the case. Each individual is known as a "client" in MD CHESSIE. Each client receiving services must be given a Program Assignment.

"Family" means:

1. One or more parents and children related by blood, marriage, or adoption, and residing in the same household; or
2. A parent substitute, such as a related or unrelated caregiver or legal guardian, who has responsibility for the 24-hour care and supervision of a child.
3. Interstate Compact – Child coming to Maryland- (Maryland is not responsible for placement and paying maintenance for the child's care). When parental rights have been terminated then the case head should be one of the providers that the child will be living with in Maryland.

These are the key differences between the old ways of creating Child Welfare cases versus the new ways in MD CHESSIE.

1. In MD CHESSIE, a Child Protective Services investigation (CPS) is not service case, although a service case may stem from a CPS Investigation (more detail in the Tip Sheet). The CPS investigation should be created to represent the head of the household (case head), who in most cases is the mother of the child, except when the child had no involvement with the mother and was legally living with another relative, or an adoption case has been created. In CPS investigations that occur outside of the home, i.e. day care, school, foster care, camp the case head should be the parent or legal guardian of the child.
2. The case head for Out-of-Home Family service cases was changed from being the child to the adult caregiver, except in adoption planning cases (case 2) and adoption cases (case 3). See [Client Program Assignment Circular Letter 08-10](#) for more details.

Workload Assignment identifies the worker(s) with responsibility for a given investigation, service case, or provider. The Child Welfare worker may have one of three assignments: "Family", "Child", or "Administrative". For referrals and resource homes, the assignment is called "Primary" or "Secondary". When a worker has "Family", "Child" or "Administrative" assignment, they are able to have access to a case and the capability to read and edit the record based on their security profile, which varies.

- The "Family" assignment should be assigned to the worker that has the parent as the case head. This worker will be responsible for the services offered to adults, children remaining in the home, and will have the ability to validate a placement of a child in care. The Family worker is the lead worker for the case.

- The worker who will be working with the child that has been removed from the home should have a “Child” assignment. This worker will be responsible for validating the placement for children monthly.
- The worker with the “Administrative” assignment will be responsible for entering contacts only in the case.

The resource worker that originally approved the home should be the “Primary” worker, unless the local departments agree that the primary responsibility will be transferred because of where the resource home is located. The primary worker is responsible for completing the yearly reconsideration, adding additional service structures. Workers with secondary assignment to a resource home can have access to the record to enter contacts.

Physical records created before the implementation of MD CHESIE will continue to be stored in hard file format. After the “Go-Live MD CHESIE” date and local department clean-up it is expected that this protocol outlined in this circular letter, which is MD CHESIE is the official record for Child Welfare be followed.

When transferring or sharing records the sending and receiving jurisdiction must agree. The sending jurisdiction supervisor and administrator will check the case to make sure all the basic information is completed for Child Welfare records, e.g. the demographics for all the active clients, AFCARS and NCANDS. If the basic information, also know as data elements are missing the case will not be sent until all data elements are completed. For more details on what must be completed before a transfer can occur see *section I. Electronic Record*. The case will remain the sending jurisdictions responsibility for services until the data elements are completed. That jurisdiction will maintain the case and clients until all data elements are completed. If there is a discrepancy in data filling of data elements the receiving jurisdiction that finds missing data elements from the above mandatory list will contact the sending local within 7 days, advise of what is missing and send the case back to be updated.

When workers have clients that are shared, workers may request read only access to the investigation or service case. The “Approved Read-Only Access” for Investigation and Service Cases allows DHR/LDSS staff members to view information in open and closed investigation and service cases in which their assigned clients have involvement across the State of Maryland. This “Approved Read-Only Access” will:

1. Allow specific staff members who have current responsibility to an Investigation/Service Case/Adoption Case to be alerted of other MD CHESIE Client activity in Investigation and Service Cases.

2. Allow specific staff members the ability to view information related to the family they are serving while complying with the legal restriction regarding general access to the information.

ACTION REQUIRED OF:

Child Welfare staff, caseworkers, and supervisors who assess the safety of children in an open service case. Resource Home Workers who conduct home studies and can approve public homes for placements. In an effort to be more environmentally conscious the following recommendations will be operationalized for MD CHESSIE. Workers need not automatically printout documents from MD CHESSIE unless they are requested or required for legal actions. Persons needing to view documents pertaining to a specific family, client or provider can do so with the appropriate security within MD CHESSIE.

REQUIRED ACTION:

The following pages describes the definitions of a Child Welfare Case in MD CHESSIE; the Electronic and Physical Record and how they are to be completed, stored, shared, transferred, retired and closed.

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I. Definitions of a Child Welfare Case in MD CHESSIE

A Case in MD CHESSIE refers to a family composed of a Head of Household or Case head, at least one child, and other individuals who may be associated to the case. Each individual is known as a client in MD CHESSIE. Each client receiving services must have a Program Assignment.

A. Child Protective Services Investigations

1. In MD CHESSIE, Child Protective Services Investigations are not service cases, although a service case may stem from a CPS Investigation (more detail in the Tip Sheet).
2. The CPS investigation should be created to represent the head of the household (case head), who in most cases is the mother of the child, except when the child had no involvement with the mother and was legally living with another relative, or an adoption case has been created.

B. Out-of-Home Family Service

1. The case head for Out-of-Home Family service cases was changed from being the child to the adult caregiver, except in adoption planning cases (case 2) and adoption cases (case 3).
2. When a child is also a parent in an active service case, that child shall remain identified as a child in household. The worker should update the relation folder to identify the minor parent already identified with an active service case as the caregiver for their child. NOTE: When the minor parent ages out of service and Child Welfare services are required after 18 or 21 a new service case should be started.

3. As a family grows historically, the worker shall update the case to identify the head of household (case head). (NOTE: MD CHESSIE allows for the worker to change the head of household as deemed appropriate.)
4. When a child leaves care as a young adult and services are offered to that young adult's family, the worker should end the program assignment for that young adult and began a new case identifying the young adult as the case head. The worker can associate this young adult to the previous case.

C. Adoption Service

1. The case head for Out-of-Home Family service cases was changed from being the child to the adult caregiver, except in adoption planning cases (case 2).
2. After the link is broken the child will become the case head automatically in MD CHESSIE.

D. Subsidized Guardianship Service

The case head for Subsidized Guardianship service cases was changed from being the child to the adult caregiver.

E. Independent Living Service

1. The case head for children that have removal episodes from Maryland should be the child's adult caregiver.
2. The case head for children that are coming into Maryland for assistance and there is no previous agency provided services in Maryland for any clients in this family should be the child. Otherwise, the case head should be the adult client that is known to Maryland.

II. Electronic Record

A. Completing the Electronic Record

1. Child Protective Services Investigation
 - a. Complete NCANDS data elements (RE956R – run NCANDS missing data elements report and use Ctrl-F to search for case head name or investigation referral ID—if not found in the report, then all NCANDS data elements are completed for that case head or investigation)
 - b. Folders under the Client tab that must include the date of birth, and social security number
 - c. General Information
 - d. Detailed Information, be sure to enter the citizenship information this is required for IV-E
 - e. Roles
 - f. Relationship
 - g. Living Arrangement for all children
 - h. Contact folder
 - i. Assessment folder
 - I. Safety Assessments
 - ii. Risk Assessments
 - iii. Alcohol and Other Drug Assessment
 - j. If the investigation is going to result in a service case the following must be completed to transfer the case
 - I. The employment/education folder
 - ii. Legal custody
 - iii. Health
 - iv. Function folder- Disability Tab if there is a removal
 - k. Open each individual client folder

- l. Investigation level folder
 - m. Collateral if applicable
 - n. Other- contains the file cabinet
 - o. Investigation finding folder
 - p. Maltreatment and Finding Folder
2. In-Home
- a. Client Demographics (date of birth, and social security number)
 - b. Address
 - c. Living Arrangements
 - d. Roles
 - e. Relationships to Case head and other member of the family that have an active program assignment must be completed
 - f. Program Assignment
 - g. Sub-Program Assignment
 - h. Case Review-Date and Type
 - i. Safe-C
 - j. Risk Assessments
 - k. NCFAS-family functioning assessment (where applicable – to include Intensive Family Services, Consolidated Services, Continuing Child Protective Services, Families Now –Level I, Families Now –Level II, Families Now –Level III, Interagency Family Preservation Services, SFC (Intake) (Services to Families with Children), SFC (Continuing) (Services to Families with Children)
 - l. Detailed Client Information (Citizenship, Medical, Educational, Employment, etc.)
 - m. In-Home Service Agreement must be completed with supervisory approval
 - n. In-Home Service Plan- If case is opened for more than 30 days, a service plan must be completed with supervisory approval prior to transfer
 - o. In Home Services Progress Review for every 3 months the case has been opened with supervisory approval, if applicable
 - p. Court Information (if required)
 - q. Case Review Information (if required)
 - r. Contact(s)
 - s. Service Log (if applicable must be **end dated** for all services prior to transfer)
3. Out –of-Home
- a. OOH/Adoptions: In both foster care and adoption planning, and adoptions: complete AFCARS data elements (RE949R – run AFCARS missing data elements report and use Ctrl-F to search for name of child in OOH or client ID—if not found in the report, then all AFCARS data elements are completed for that child)
 - b. Client Demographics
 - i. Date of birth
 - ii. Social security number
 - iii. Citizenship
 - iv. Medical
 - v. Educational, and
 - vi. Employment, etc.
 - c. Roles and Relationship to case head
 - d. Removal Episode
 - e. Program Assignment: Out of Home (OOH) Placement

NOTE—Removal Episode Start and End dates and OOH Program Assignment Start and End dates should be the same for a child placed in OOH care

- f. Placement Structure
 - Provider for child (this includes kinship provider)
 - g. Living Arrangements

Note: The Living Arrangement in MD CHESSIE automatically mirrors the placement structure, unless, the child goes on runaway, psychiatric hospital, or detention/incarcerated, then you need to add a Living Arrangement that details these whereabouts. Living Arrangement is also used when the child goes home on a “trial home visit” (formerly known as aftercare) and when the child is in independent living arrangement such as living in their own apartment, college, or job corps. For more details on living arrangement, go to the [Living Arrangement Circular Letter #08-9](#)
 - h. Child Worker Assignment (every OOH placed child should have one child worker)
 - i. Placement Validation (monthly)
 - j. Case Review- Date and Type
 - k. Assessments (Safe-C, Maryland Family Risk Assessments)
 - l. Case Plans (if Out-Of-Home program assignment need to have Case Plans 1, 2, and 3 completed and approved by supervisor)
 - m. Court Information (if applicable)
 - Court Folder needs the following information:
 - CINA petition completed by removing jurisdiction with hyperlink with allegations completed and approved by supervisor and finalized after supervisory approval.
 - Court hearings folder needs to be completed showing all court dates and hearing outcome.
 - Legal custody folder completed
 - Parental Rights folder if TPR is completed
 - All other court information needs updated with all finding for all children and all tabs need completed for both children.
 - n. Case Review Information
 - o. Contact(s)
 - p. Service Log (if Services completed)
 - q. Ensure all IV-E information has been entered if the Child is IV-E eligible
 - r. Ensure “ Exit Reason” is documented when removal ends
4. Independent Living
 - a. Client Demographics
 - Detailed Client Information (Citizenship, Medical, Educational, Employment, etc.)
 - b. Roles and Relationship to case head
 - c. Removal Episode
 - d. Program Assignment: Independent Living
 5. Adoption Planning

(OOH/Adoptions: In both foster care and adoption planning, and adoptions: complete AFCARS data elements (RE949R – run AFCARS missing data elements report and use Ctrl-F to search for name of child in OOH or client ID—if not found in the report, then all AFCARS data elements are completed for that child)

 - a. Prior to establishing TPR for child - (Case 1) update the following:
 - i. Client Demographics

- ii. Address
- iii. Living Arrangements
- iv. Roles
- v. Relationships to Case head
- vi. Program Assignment
- vii. Assessments (Safe-C, Risk Assessments)
- viii. Home Removal
- ix. Child Placement
- x. Case Review- Date and Type
- xi. Assessments (Safe-C, Risk Assessments)
- xii. Detailed Client Information (Citizenship, Medical, Educational, Employment, etc.)
- xiii. Case Plans (if Out-Of-Home)
- xiv. Permanency Plan with a goal of Adoption
- xv. Court Information
- xvi. Contact(s)
- xvii. Service Log (if Services completed)
- xviii. TPR

- b. For the Adoption Planning Case (Case 2), which is established when TPR is completed and approved, enter or update the following information appropriately in MD CHESSIE:

The Adoption Planning screen

- i. The child is in a pre-adoptive placement
- ii. Break the Link

- c. For the Adoption Case (Case 3), which is established when the Break-the-Link is completed, entered or update the following information appropriately in MD CHESSIE:

Child's demographics

- i. A new CIS registration
- ii. Adoption Subsidy information

B. Electronic file cabinet

When the user is using the electronic file cabinet in MD CHESSIE there must be identification there is a document in the file cabinet.

1. The File cabinet is not to be used to store case information that should be updated in the appropriate MD CHESSIE screens.
2. All documents entered into the file cabinet must be saved to the network, with a name that includes the Case head, the type of document and the date e.g. John Doe, comprehensive assessment, and 10-4-07.
3. MD CHESSIE contains file cabinets in two places. There is a file cabinet found under the client level folder and there is a case level file cabinet found under the service case or investigation level. The client level file cabinet should be used for specific information about the client only. Information in that file cabinet will stay with that client no matter what service case that client is involved. The investigation level file cabinet will contain information specific to that investigation that information will not go from service case to service case if clients move from one case to another. All specific client information medical, psychological, school reports,

photos and police reports specifically about that client should go under the client file cabinet. More generic case level documents should be under the case level.

4. Documents that can be scanned should be scanned and put into the MD CHESSIE file cabinet either in the client level or case level file cabinet. NOTE: If the scanned document is in good quality and retrievable for printing the original document does not have to be in the original record.

C. Assigning the Electronic Record

1. State policy for the assignment of the Family Worker is:
 - a. The worker that has the In-Home Family Service case with the case head will be the Family worker. Note: this can be determined by the active court jurisdiction of the eldest child in the family or the worker where the case head lives permanently
 - b. When other family members become involved in the case and the court jurisdiction changes or the eldest child ages out or a child is adopted, the worker wishing to end their Family assignment involvement must have their supervisor transfer the family assignment to another worker. Go to Section III for more details for transferring a case.
 - c. When a case is shared between local departments and a service log is created, the transaction will go to the local department that has the Family Worker until MD CHESSIE changes this functionality.
2. State policy for the assignment of the Primary Worker for Resource Home is:
 - a. The resource worker that originally approved the home should be the "Primary" worker, unless the local departments agree that the primary responsibility will be transferred because of where the resource home is located.
 - b. The local department that has primary responsibility for a resource home should not automatically close the case when they no longer have any local department children in the home, they must contact the local department that does have children in the home and obtain an agreement that the case primary worker responsibility can be transferred.
 - c. The local department that has primary responsibility for a resource home must contact all local departments that have children in the home before revoking the approval of the home. Since revoking the home will stop all payments to the provider.
3. State policy for sharing clients is:
 - a. The user, who has received a tickler indicating a client from their investigation or case is involved in another investigation or service case, can do an association in the system to make certain that information is grouped together for related investigation and service cases. (Vice versa, the user who has the investigation can do an association to the service case after conducting a search.)
 - b. The "Approval Request Screen" will appear allowing the user to send the request for the read-only access to the other user's supervisor for approval. Note: (1) The read-only access request is only granted for the user who requested the access. A separate request for read-only access will need to be done for each user requesting read-only access. (2) The user requesting read-only access should contact the family worker first before sending the request to the family worker's supervisor outside of the MD CHESSIE application using the contact information provided in the tickler.
 - c. After the request is sent, the other user's family supervisor will then need to approve the requested read-only access. The approval request will be in the "Supervisor's

Approval Screen” on the supervisor’s homepage. A message will display that the transaction is completed and the user has been granted access.

- d. If the transaction was approved, the completed transaction is noted for both associated item as well as the approved read-only access in the new “Read-Only Access Users” field.
- e. If a referral, investigation, or service case is restricted, when the user selects the “Approve for Read-Only Access” hyperlink, a message will display to the user stating, “You can not request read-only access as this referral, investigation, or service case is currently restricted.”
- f. The Assign/Transfer screen of the Read-Only investigation or service case will also be updated to reflect the users with the new “Responsibility” radio button option of “Read-Only Access”. Users will not be able to grant read-only access from the Assign/Transfer screen. To end the read-only access of another user, a supervisor can use the end-date field. If the investigation or service case closes, the user’s read-only access will terminate.
- g. All user’s supervisors and administrators who receive read-only access to the investigation or service case will be able to view all the information.

D. Printing the Electronic Record

It is not necessary for workers to print out the documents from MD CHESSIE upon completion. The documents only need to be printed out upon request or for legal matters. To see a list of all the documents generated by MD CHESSIE go to Forms Inventory.

E. Transferring and Sharing the Electronic Record

The following procedure will be followed by all local Department of Social Services as well as Central Office Staff when transferring the physical record for a referral or service case from one local to another; one unit to another; one worker to another within a local jurisdiction or changing Family Assignment.

1. Referrals

- a. Referral’s that have not been approved by a supervisor can be transferred from local to local. NOTE: To assign/transfer referrals you will need to access the assign/transfer hyperlink on the manage workload screen, that can be accessed on the homepage.
- b. Once the referral is approved then the approving jurisdiction must complete the investigation, the exception is when there is a conflict of interest or the CPS investigation must be restricted or the investigating worker learns that the investigation actually belongs to another local department. (See section III. B. Investigations for details)
- c. Referrals can be transferred upon the following conditions:
 - i. The alleged maltreatment was reported to one jurisdiction but occurred in another. (Regulations require no matter where the CPS referral is received, that local must accept the information) Once it is determined that the alleged maltreatment incident occurred at a different jurisdiction within Maryland, the receiving local will transfer the CPS referral to the appropriate local where the alleged maltreatment incident occurred for investigation before the referral is approved.
 - ii. Allegations of maltreatment or services requested to a client of a sensitive nature. If the information in the referral is of a sensitive nature (employee, local politician, conflict of interest, media attention, etc.) The local department may request the referral be moved to a neighboring jurisdiction for investigation, follow-up or to conduct interviews.

- iii. Restricting a referral or investigation. The Assistant Director of the local department that will be responsible for making decisions regarding the report or investigation must do the restriction. To restrict in MD CHESSIE the Assistant Director must go to Manage Workload and the Restrict/UnRestrict hyperlink is found on the bottom right hand corner of the screen.
 - iv. Courtesy interviews. These interviews can be requested from one local to another. When these requests are made the sending local department will complete the referral and open the investigation. The sending local department will be the primary and the receiving local department will be assigned secondary assignment to the investigation. The sending local department will make the CPS investigation finding.
 - d. Referrals must be sent timely to the receiving local department and must meet COMAR time frames regarding making initial contact to access the safety of a child.
 - e. Referrals will be sent the same working day for abuse and neglect investigation.
2. Investigations
- a. Courtesy interviews can be requested from one local to another. When these requests are made the sending local department will open the investigation.
 - b. The sending local department will be the primary and the receiving local department will be assigned secondary assignment to the investigation.
 - c. The sending local department will make the CPS investigation disposition finding in MD CHESSIE.
 - d. Restricting a CPS investigation. The Assistant Director of the local department that will be responsible for making decisions regarding the investigation must do the restriction. To restrict in MD CHESSIE the Assistant Director must go to Manage Workload and the Restrict/UnRestrict hyperlink is found on the bottom right hand corner of the screen.
3. Service Cases
- a. Service cases can be transferred or shared when the family moved from one local area to another, within the State of Maryland; or
 - b. Child is in out of home care with one local but family has moved to another local jurisdiction and that family needs services.
4. Transfer or share the record between local departments
- a. The sending jurisdiction will call and e-mail the receiving local designee and advise them of the request for a case transfer and share information about the details of the case.
 - b. The sending jurisdiction can share information by either asking the Assistant Director to view the case record in MD CHESSIE or creating a FACT Sheet that will briefly provide a summary of services rendered for this family. The communication between the local jurisdictions must identify which local department will have family responsibility, child, or administrative responsibility, prior to electronically transferring the case in MD CHESSIE.
 - c. The sending local department should receive written permission by either an e-mail reply or document authorizing the transaction. NOTE: The sending local department must specify what type of responsibility rights they are giving to the receiving local department because if they give the family rights the entire case will be removed from the sending jurisdiction tree. Once the electronic case is removed from the sending local tree they will no longer have access.
 - d. All agency-to-agency case transfers will be completed on MD CHESSIE via Assistant Director or designated staff.
 - e. Once the transfer is completed the receiving jurisdiction will go to the in-box of MD CHESSIE and retrieve the transferred referral or case. The designee of the receiving

local department will send the referral or service case to the correct worker for action. The newly transferred referral or service case will then be displayed in the workers In-box. NOTE: The supervisor who currently has assignment for that referral or service case can do all unit-to-unit transfers.

- f. When sending service cases from one local to another the sending local department must not close the service case, until the court jurisdiction is changed for Out of Home Cases or the Assistant Directors agree in writing that Family Assignment to the In-Home case can be changed to the receiving local department.
 - g. The sending local departments must not end date the Child Assignment to the case until the court jurisdiction is changed for Out of Home Cases or the Assistant Director/designated staff agrees in writing that Family Assignment to the In-Home case can be changed to the receiving local department.
 - h. If the case is to be shared by more than one local department or agency (i.e. Citizen Review Board (CRB), the sending worker's responsibility should not be end dated until all parties agree in writing.
 - i. All data elements listed in section I- Electronic Record must be entered into MD CHESSIE and up to date prior to transferring a service case from one jurisdiction to another, or from one unit to another for either Investigation or Service Cases.
5. Transfer or share the record between Units
 - a. The supervisor must contact the other supervisor prior to changing any assignments in MD CHESSIE
 - b. MD CHESSIE does not prevent supervisors from changing Family Assignment, Child or Administrative Assignment to cases. This being said it is very confusing to the worker when they see new clients in their workload that they were not informed of by their supervisor.
 6. Transferring Family Worker assignment to another worker
 - a. The supervisor of the worker must not end date the Family Assignment to the case until the next worker has been informed either by e-mail or in writing that a change is being made.
 - b. MD CHESSIE allows supervisors to assign and transfer assignments at any time. If the change in Family Assignment involves another unit or local department, the supervisor must follow the steps outlined in section III C1.

F. Closing the Electronic Record

1. Before attempting to close a record, the worker should conduct a search of every client found on the tree to ensure that none of these clients are active in another case in Maryland.
2. MD CHESSIE will not allow the electronic record to be closed if there is service log that has not been finalized or the IV-E process has not been completed.
 - a. If the service log has not been finalized or the IV-E determinations has not been completed the supervisor may end date the worker's assignment to the case, end the program assignment and place the case on their tree.
 - b. Once the service log has been finalized or the IV-E determination has been completed the supervisor may end date the assignment to the case.
 - i. If the service case is truly to be closed and there are no other family members (clients) receiving agency Child Welfare services in the state of Maryland, the local department can proceed with the process of closing the case in the application.
 - ii. The electronic record will be identified as closed when there are no active program assignments and the case has met all the checklist values.

III. Physical Record (hard copy of record)

A. Identifying the physical record

The physical record will be identified using a label that contains the case head name; the beginning date of the service activity; the end date for the service episode after the electronic case has been closed; the investigation number or the service case number; and the local department on the outside of the record

B. The physical documents in the hard record that need to be saved

1. Anything with an original signature
2. Documents that can be scanned should be scanned and put into the MD CHESSIE file cabinet either in the client level or case level file cabinet. If the scanned document is in good quality and retrievable for printing the original document does not have to be in the original record.
 - a. The following documents if not scannable must always be maintained in the hardcopy of the record
 - i. Police reports
 - ii. Psychological / psychiatric
 - iii. Court orders
 - iv. Correspondence
 - v. School reports
 - vi. Medical reports, including all medical documentation that meets the EPDST standards. NOTE: when there is medical documentation that meets the EPSDT standards is received from a physician workers must document this information on the Health Screens for the Medi- Alert for each child on the examination tab. This will replace the 631G form needing to be completed by the physician.
 - vii. Receipts
 - viii. Leases
 - ix. Notarized documents
 - x. Pictures
 - xi. Financial documents
 - xii.

C. Contact notes

Items that can be physically found in the hardcopy of the record must be identified in the contact notes in MD CHESSIE.

D. Transferring a Physical Record

The sending local department must notify the receiving local department that the physical record is being mailed. The receiving local department must notify the sending local department when the record is received.

E. Retiring the Physical Record

1. Whenever the worker has physical documents in the hard copy of the record that are over 3 years old for a single client or one of the clients service case is end dated and there is no other program assignment this record can be retired.
2. The retired physical record should be stored according to local department policy and identified as described above.

F. Closing the Physical Record

1. Before attempting to close a record, the worker should conduct a search of every client found on the tree to ensure that none of these clients are active in another case in Maryland.

2. If the service case is truly to be closed and there are no other family members (clients) receiving agency Child Welfare services in the state of Maryland, the worker can proceed with the process of closing the case in the application.
3. The closed physical record should be stored according to the general services record retention policy or the local department policy and identified as described above.