



South Carolina Department of Social Services

Work Aid 2.1: Using the Structured Decision Making (SDM)® Intake Screening and Response Tool

Supplemental to DSS Policy: Chapter 2: Intake

A. When to Complete the Tool	1. The Structured Decision Making Intake Screening and Response Tool shall be completed within 30 minutes after the intake case manager has ended the referral call. For online and mail referrals, the intake case managers have 30 minutes to complete the Structured Decision Making Intake Screening and Response tool once they have begun processing the report, in accordance with the following, if applicable: a. If the Intake case manager is unable to complete the Structured Decision Making Intake Screening and Response Tool within 30 minutes, they shall inform their team leader, and document in CAPSS dictation; and b. Additional time may be granted at the discretion of an Intake team leader in 10-minute increments. 2. For Out of Home Abuse and Neglect (OHAN) intakes, reports must be screened within two hours of the intake time by the Intake team leader. Note: Intake case managers must notify team leaders immediately after submitting an OHAN intake for supervisory review for team leaders to prioritize screening OHAN intakes. 3. For referrals received that are non-OHAN related, reports must be screened within two hours of the Structured Decision Making Intake Screening and Response Tool being completed by the Intake case manager. 4. For referrals that are received after hours through the Intake portal or are otherwise approved to be entered into the Child and Adult Protective Services System (CAPSS) retroactively, the SDM tool is completed at the same time the referral is entered in CAPSS, within 24 hours. Team leader approval must occur before the end of the case manager's shift. 5. Intake case managers and team leaders shall ensure all intakes assigned to them have been screened prior to their shift ending.
B. Initial Decision Guidelines	1. The tool guides whether a referral requires a child protective services investigation, prevention services referral, or no action (screen out – unfounded cat. IV). 2. Referrals not meeting any of the screening criteria or threshold for CWS investigation or prevention services referral should be screened out.

	3. The Intake case manager selects all typology criterion alleged for each maltreatment type, makes the screening decision, and determines the appropriate response priority. 4. The Structured Decision Making Intake Screening and Response tool is designed to guide practice. A case manager's use of critical thinking is imperative to enhance the use of the tool.
C. Final Screening Decision Process	1. The final screening decision will auto populate based on completion of the Structured Decision Making Screening and Response Tool. The date and time fields will auto populate to the current date and time. These fields may be edited to any time between the date and time the intake was received and the current date and time. Intake case managers completing the SDM tool must use this field to document the date and time of their screening decision. 2. Intake team leaders review, approve, and/or revise all referrals. The team leader reviewing the SDM Screening and Response Tool must use the final decision date and time fields to document the date and time of their screening decision. 3. The team leader's screening decision is used to start the investigation time clock for all in-home investigations. 4. The referral date and time is used to start the investigation time clock for all OHAN investigations.
D. Overrides	1. An Intake case manager can select to override initial screening decision that the Structured Decision Making Intake Screening and Response tool auto populates. 2. For all reports in which Override to screen out is selected by a team leader, a team coordinator must be consulted with. 3. For all reports in which Override to screen in by a team leader, the Structured Decision Making Intake Screening and Response Tool maltreatment section must be updated to align with the reasons for the intake being screened in. 4. The team coordinator must use the Structured Decision Making Intake Screening and Response Tool final decision date and time fields to document the date and time of the final screening decision.
E. OHAN Foster Home	1. Review child's Placement tab within Foster Care case in CAPSS 2. Confirm the foster home matches the placement in tab 3. Select Foster Home for Investigation Type 4. Select Foster Home for Incident Site 5. Add all children in foster care with no end date in Placement History on Provider screen 6. Add all household members with no end date in the Relationship tab on the Provider screen

	7. Add foster home address from Provider screen 8. Add foster child's current placement as a whereabouts address 9. Add phone numbers from Provider screen
F. OHAN Day Care	1. Search for the day care facility at https://www.scchildcare.org/ 2. If search does not limit results based on numerous providers in CAPSS: a. The Intake case manager conducts a partial name provider search of the day care in CAPSS; b. Conducts a provider address search in CAPSS assistance from Intake team leader; and c. The Intake team leader contacts OHAN Team Leader, when unable to identify. 3. Select Day Care for Investigation Type 4. Select Day Care for Incident Site 5. Add day care address from childcare licensing website 6. Add victim child(ren)'s home address as a whereabouts address 7. Add day care phone number form child licensing website
G. OHAN Group Home and PRTF	1. Review the child's Placement tab within Foster Care case 2. Confirm the group home matches the placement in tab 3. Select Group Home for Investigation Type 4. Select Group Home for Incident Site 5. Add group home address from Provider screen 6. Add victim child(ren)'s current location as a whereabouts address 7. Add group home phone number(s) from Provider screen
H. OHAN Unknown Individuals	Consult with your team leader or the team coordinator prior to creating an Unknown for a child in Foster Care or a foster parent.