



State of South Carolina

Department of Social Services

Work Aid 2.7: Reconsiderations and File Fix Requests Supplemental to DSS Policy: Chapter 2: Intake

A. File Fix Requests Non-Intake Decision Changes	1. All requests for Intake file fixes must be submitted via email to an Intake team coordinator by emailing IntakeTeamCoordinators@dss.sc.gov. Intake case managers and team leaders shall not be included in these requests. 2. An Intake team coordinator will review the requests for approval. Once approved, the Intake team coordinator will communicate with CAPSS support and document in CAPSS dictation. 3. The Intake team coordinator will submit File Fix Requests (FFR) to CAPSS Support no later than 12 hours after receipt and approval by the Intake team coordinator. 4. FFR will be completed no later than 24 hours after the intake has been reopened by CAPSS Support. 5. Intake team coordinators will use FFR reviews to identify any errors made by Intake staff and will utilize this information to identify coaching and training opportunities.
B. Reconsideration Requests	1. All requests for intake reconsiderations must be submitted via email to an Intake team coordinator by emailing DSS Form 37121: Intake Reconsideration to IntakeTeamCoordinators@dss.sc.gov. Intake case managers and team leaders shall not be included in these requests. 2. Reasons for reconsiderations include: • Preliminary Screening (Step 1) criteria has not been met • Maltreatment Allegations (Step 2) do not meet CWS threshold (SDM Tool) • Response Priority (Step 3) selection is not appropriate • Duplicate Referral • County of Jurisdiction selection was not appropriate Note: All initial response times remain in place until the time a reconsideration is granted. No decision time nor response time will be changed based on the remaining time to initiate contact with a family. 3. If the intake was assigned a 0 - 2-hour response time, the initial county of jurisdiction is responsible for making contact and transferring the case. 4. Reconsiderations must be submitted by a county or Out of Home Abuse and Neglect (OHAN) team leader or other management-level staff member no more than 18 hours after the intake decision time. Request outside of the 18-hour window will be denied Note: Reconsideration requests that are submitted outside of the response time will not be considered for reconsideration, and the county or OHAN will need to respond as indicated in the original decision. These requests will be

	reviewed by the Intake program manager for quality assurance purposes only. 5. Intake team coordinators will review reconsideration requests and make a determination to grant or deny the reconsideration request no later than four hours after the request is submitted. The Intake team coordinator will document the decision in CAPSS and communicate with CAPSS to make the necessary changes within 12 hours after granting the reconsideration. 6. If the county or OHAN management is not in agreement with the intake team coordinator's decision, a second level review can be requested by the county or division director. The county or division director must request the second level review via email and include the State Intake manager. Note: county and OHAN team leaders must consult with their county or division director to complete a second level review. The county or division director will request the second level review. 7. Once the reconsideration is reviewed and a decision is made by the Intake team coordinator, the decision is final, and the county office or OHAN should respond accordingly unless a second level review is requested. For second level reviews the State Intake manager makes the final decision.
--	--