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HANDLING OF REQUESTS FOR CASE
RECORD INFORMATION

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I. GENERAL

This Administrative Bulletin sets forth a plan for the division of labor for handling requests for information from case records under the authority of W&I §827. This section deals with inspection of juvenile court documents, dissemination of information, and exceptions to juvenile court record confidentiality. DM30-503 on Confidentiality contains information related to this specific issue. Sections IV "INQUIRIES" and V "RECORDS" are still applicable and augmented by information. In this Administrative Bulletin. In general, the distinguishing characteristic for handling requests for information from case records is the case status, i.e., open or closed.

II. REFERENCES

W & I code §,827
DM 30-503, Confidentiality

III. PROCEDURE

A. Active Cases

1. Field Units will be responsible. for receiving and responding to inquiries on active cases. Inquiries on these cases which are received by the Screening Unit will be forwarded to the appropriate field worker.
2. Such requests when received by the worker will be brought immediately to the unit supervisor. This is a sensitive area of law, and requests must be responded to carefully. Consultation with County Counsel or the Program Analyst may be, needed.
3. District staff will have consultation service available from the Program Analyst for Confidentiality, Jean Burger, ext. 3-7786, who will advise as to the appropriate response.
4. District staff will prepare the written response.
5. If it is necessary to bring records to the Juvenile Judge for determination of appropriate action under W&I §827, the Program Analyst will present the department's casework concerns to the

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Juvenile Judge. This would occur only--after information from district staff has been received regarding the issues that staff considers are sensitive.

6. The Program Analyst will return active cases to the field worker.

B. Closed Cases

1. The Screening Unit and the Program Analyst will be responsible for handling inquiries on closed cases.
2. The Screening Unit will receive requests for information on` closed records. When these re walk in requests in the district office, the district Child Welfare Intake staff takes the information (who is requesting information, address, hone number, and specifics regarding information sought) and sends it via memo or WIDSI to the Screening unit for processing. If staff takes a signed release of: information, the requesting party must provide identification.
3. The Screening Unit supervisor arranges ,for a) clearances on the request, b) obtaining closed files, and c) routing files with clearances along with other information such as facts gleaned from contact with requesting party. These will be directed to the Program Analyst.
4. The Program Analyst receives the request and material,. from the screening supervisor and prepares the response consulting as necessary with County Counsel.
5. If it is necessary to bring cases before the Juvenile Judge for determination of appropriate action, the Program Analyst will arrange to have the files sent or delivered to the Judge. The Program Analyst in conjunction, with attorney from County Counsel's office will present any Department casework concerns to the Judge.
6. The Program Analyst will return closed cases to Closed Files.

CONTACT PERSON: Supervisors and above may contact the Program Analyst for Confidentiality with questions.