

CPS – UNACCEPTED

As per DCFS policy the CPS intake worker shall utilize the information obtained during the receiving and researching activities to determine if the contact is an information only contact, an unaccepted referral or an accepted referral.

CPS.UA.1 Was the nature of the referral documented?

DCFS Practice Guideline 201.2 (2025)

Major objectives: Each call received by DCFS regarding concerns of possible abuse, neglect, or dependency involving a child will be considered a potential referral and will be documented by Intake in SAFE. The Intake worker will research all available additional sources to gather more pertinent complete information to help establish the validity, credibility, necessity, and priority of the referral information.

Review the Activity Logs in SAFE for documentation of the referral.

Y	The nature of the referral was documented.
N	There is no evidence that the nature of the referral was documented.

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CPS.UA.2 Test Question: If the intake worker receives a referral involving a family with an open, ongoing DCFS case, did the intake worker send an email to the worker AND supervisor of the open, ongoing case AND document it in SAFE?

Y	The intake worker emailed the worker and supervisor of the open, ongoing case and documented it in SAFE. This documentation may be found in an activity log or staffing note.
N	There is no evidence that the intake worker emailed the worker and supervisor of the open, ongoing case. The intake worker emailed the worker of the open, ongoing case but not the supervisor.
N/A	There is no open, ongoing DCFS case at the time referral is received.

CPS.UA.3 Does the documentation adequately support the decision not to accept the referral?

DCFS Practice Guideline 201.4B (2025)

- B. Unaccepted referral: A referral is unaccepted in situations including, but not limited to, any of the following:
1. The child is not yet born.
 2. The minimum required information for accepting a referral is not available.
 - a. A narrative description of a specific occurrence or allegation of abuse, neglect, or dependency.
 - b. A means of identifying an alleged victim under the age of 18 years for each allegation, or to the age of 21 years if DCFS has been assigned custody by a court.
 - c. A means of locating the alleged victim.
 3. The allegations do not amount to abuse or neglect.
 4. As a result of research, the information is found not credible or reliable.
 5. The specific incidence or allegation has been previously investigated and no new information is gathered.
 6. The specific incidence occurred out of the geographic jurisdiction, and the

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referent was referred to the proper child welfare jurisdiction.

Review the Activity Logs in SAFE for documentation of the staffing and reason for non-acceptance. The date of the staffing and the personnel who participated should be entered into the database. Include the explanation as to why the allegation was not accepted.

Y	The documentation adequately supports the decision not to accept the referral.
N	The documentation does not adequately support the decision not to accept the referral.