

## CWS/CMS Search Tips for Child Abuse Referrals

### Referrals with names and DOB

1. Search first and last names with DOB, ensure that phonetic search is checked. Phonetic search will allow for similar names to be displayed as well.
2. Open any matches with similar names and DOB's (the important word is similar and not exact, as DOB's and names can be incorrect by a letter or number)
  - When opening matches check the names and DOB's of children and parents. If this information does not appear to be the reported family, exit and continue to check other possible matches.
  - If it appears that the family information matches, open the newest associated referral. Review the referral investigation narrative and the history section within the narrative to gain an understanding of DCFS history and involvement, as well as outcome of investigation.
  - If the newest referral does not have a section with a COMPLETED history, continue opening each matched associated referral to review allegations and outcome.
  - When opening each match, also check to see if that person has an associated case. If there is an associated case, check the names and DOB's to see if the family information matches. If so, review case notes, court reports, and closure summary/contacts to gain a better understanding of DCFS involvement and family circumstances.
3. If there is a match that is not associated with the family, submit a SAAM's request to unmerge the client.
4. If unsure about whether it is the same family, do not submit a SAAM's request to merge the client until the information is confirmed by the family.

### Referrals with names and **NO** DOB's

1. Search first and last names; ensure that phonetic search is checked. By checking the phonetic box, the matches for all names phonetically similar to the search name will be displayed. (See number one above for search specifics)
2. Often times, a phonetic name search will have too many matches. If this occurs, complete the name search again and this time DO NOT use a phonetic search. By doing so, any names will appear that are the same as searched name. (See number one above)

### Doe referrals

1. Search address only in CWS/CMS both with and without apartment numbers.
2. Open any matches to that address and review family information to see if similar to reported family.
3. Do not submit SAAM's request until identifying information is confirmed.
4. After receiving identifying information, refer to above steps.

\*Be sure to complete a [DCFS 264](#) request to have any duplicate clients merged.