



## Intake: Assignment and Related Records

### Report and Action Request Assignment

#### Hierarchy of Assignment

Guardian will assign a Report or Action Request using a hierarchy of rules that starts with the *Primary Caretaker's zip code*. Other factors including criminal conduct, DCS employment status, open Assessment and/or Case, and Provider Licensing can impact assignment. For more information on identifying the Primary Caretaker reference the [Field Guide - Intake Persons](#).

#### Criminal Conduct

When a DCS Report contains an allegation with a Criminal Conduct Tracking Characteristic, Guardian assigns the Report based on the matrix below:

Assessment/Case Status	OCWI Unit Assigned to Zip Code	Assigned Unit
No open Assessment or Case	Yes	OCWI Unit
	No	Field Unit
Open Assessment with open or closed Case	Yes	Unit with open Assessment
	No	
Open Case only	Yes	OCWI Unit
	No	Unit with open Case

#### Duplicate Assessments/Cases

When there is more than one open assessment/case, relate the original Assessment/case and submit a correction request.

#### Foster Homes and Group Homes

Guardian assigns Foster Home and Group Home Reports based on the Arizona county and the Provider Record. For the assignment guidelines, see below:

County	Assign Investigation Assignment To
Gila, La Paz, Maricopa, Yuma Counties	FH/GH Investigations-PHX
Apache, Coconino, Cochise, Greenlee, Graham, Mohave, Navajo, Pima, Pinal, Santa Cruz, Yavapai	FH/GH Investigations-TUC

To ensure correct assignment, an Intake Specialist needs to verify the following prior to running rules:

- Verify that the correct zip code is identified in zip code field in the Primary Caretaker's Details section on the General tab of the Intake.
- Open Assessment/Case is related, if applicable
- Provider tab contains accurate Provider Record information, if applicable

## Assignment Exceptions

When there are exceptions to the hierarchy of assignment, the zip code field on the Intake's General tab may need to be manually changed. If an assignment override needs to be entered, an Intake Specialist will use the list of assignment exceptions below to determine the correct zip code to use

General	Persons	Narrative	Allegation
Primary Caretaker Details			
Primary Caretaker		Victoria Wills1	
Zip Code		85012	
Assignment Override Reason		Child's Residence	

### Primary Caretaker Address Is Unclear

Use the guidance below to help determine which address to use:

- If arrested or in jail *and expected to be released in one week or less*, use the address before the arrest.
- If the Primary Caretaker is without housing, use the address where the Primary Caretaker is currently staying. If the current address is unknown, use the last known address where they stayed.
- If the current address is unknown, but a prior address is identified, use the last known address.

### Non-Custodial Parent

Use the non-custodial parent's address when:

- The whereabouts of the Primary Caretaker is unknown and the non-custodial parent is involved with the child.

### Child's Residence

Use the address where the child resides when:

- The primary caretaker's location is unknown and the child lives with someone else.
- Primary caretaker is incarcerated, hospitalized in a long-term medical or psychiatric facility, and/or lives outside of Arizona and the child lives with another person.
- The child is legally free for adoption.

### Unable To Locate

Change assignment to the Regional Program Administrator if there is no means to locate and the identity of the family can reasonably be ascertained

- Assignment to the Program Administrator needs to be done by an Intake Supervisor/ Program Specialist. The Intake Specialist will notify the Help Queue so the assignment can be changed. An Intake Supervisor/Program Specialist will also send out a *PA Notification: Unknown Location Reports* email located on the Hotline Internal SharePoint.

### Domestic Violence Shelters

When the family resides at a domestic violence shelter, the Report is assigned to the shelter zip code; however, the address will not be included in the Intake Narrative, Additional Information tab, or in Intake Review Notes. The Intake Specialist will request the zip code and name of the shelter for assignment.

### Address Confidentiality Program (ACP)

When the Primary Caretaker is enrolled in the ACP, their residential address is protected and will not be included in the Intake Narrative, Additional Information tab, or in Intake Review Notes. If the Primary Caretaker has verified enrollment in ACP, always use zip code 85009 for assignment. If the Primary Caretaker's address is unknown but there is an indication that they may be enrolled in ACP, also use zip code 85009 for assignment.

### Successor Permanent Guardian Court Orders

- DCS may receive an order from the Court which appoints a successor permanent guardian when the original permanent guardian (filed through DCS) is no longer willing or able to care for a child. Assign the Report or Action Request based on the original permanent guardian's zip code.
- Note: If one assignment override reason conflicts with another and it is unclear what zip code to use, please contact the Help Queue.

### Location of the Child

Use the zip code for the location of the child at the time of the report when none of the above apply (i.e., Primary Caretaker Address Is Unclear, Non-Custodial Parent, Child's Residence). The following are examples of these circumstances:

- The primary caretaker is detained by law enforcement, and there is no identified caretaker.
- The child is abandoned, lost, or refuses to provide identifying information.
- Location of a runaway at time of report if the primary caretaker is out of state.
- The child is detained or hospitalized and the location of the primary caretaker cannot be determined, or they are out of state.
- The child is currently present in Arizona and does not reside in the state.
- The primary caretaker refuses to provide a current address and one cannot be determined.

**Intake Addendum:  
Auto-Populate  
Related Assessment**

- When a Report is related to an Intake Addendum and there is an open Assessment, the open Assessment will auto-populate into the Related Assessment field in Guardian.

**Related Records**

It is important to correctly relate records to maintain continuity of Assessment and/or Case information and prevent multiple Assessments and/or Cases on the same family. There are two ways to connect other records to an Intake.

- Relate a record when an Intake’s Primary Caretaker has an open Assessment, Open Case, and/or an Intake regarding the same incident.
- Cross reference an Intake to connect two Intakes when multiple Primary Caretakers are involved in the same incident and the Intakes originate from the same call or online/ mail submission.

Related Records	
Cross Referenced Intake	---
Related Assessment	---
Related Intake	---
Related Case	---

**Verification Of Guardian History**

Perform the steps below to accurately relate records:

- Verify an Intake, Assessment, and/or Case has the same Primary Caretaker prior to relating the record.
- If the Primary Caretaker is different, do not relate the record to the Intake
- If a record is related in error or there is a question regarding relating records, contact the Help Queue for assistance

**Relating Open Assessments And Cases**

Refer to this matrix to determine if the Primary Caretaker’s open Assessment/Case needs to be related to an Intake. Please see the additional guidance below:

Intake Category Being Processed	Relate Open Assessment/Case
Action Request	Yes
Intake Addendum	
Report	
Status Communication	
Alert	No
Error	
Unborn Concern	

If the Primary Caretaker has more than one open Assessment/Case, relate to the original Assessment/Case. Also submit a correction request regarding the duplicate assessments/cases.

For additional information regarding corrections requests, please refer to the [Guardian Desk Aid: Correction Requests](#).

**Open Assessment and Case Related Exceptions**

Keep the following in mind when determining whether or not to relate one parent’s open assessment/case when the other parent currently has custody of the victim child(ren).

- We want to avoid simultaneous investigations on the same child(ren) by different DCS field units. It may cause problems if a dependency is filed.
- If father obtains custody of his children while mother’s assessment/case is open due to an allegation on any of those children, in the new report, relate the mother’s assessment/case to prevent duplicates.
- If mother’s assessment/case is open due to an allegation on a child(ren) for one father, and another father has custody of his child(ren), he should be identified as the primary caretaker in the new report.

**Relating Prior Intakes**

Follow the guidance below when determining if a prior Intake in Guardian needs to be related to the Intake being processed:

Category of Intake Being Processed	Category of Prior Intake to Relate
Intake Addendum	Report Action Request
Employee Report	Unborn Concern
Report	Unborn Concern
Screened Out Intake	Screened Out Intake
Status Communication	Report Action Request
Unborn Concern	Unborn Concern

Please keep the following in mind when relating prior Intakes:

- A prior Report is only related to a Status Communication when the Report is pending disposition.
- For Screened Out Intakes and Unborn Concerns, only relate to an Intake regarding the same incident. If there are multiple Intakes regarding the same incident, relate it to the initial Intake.
- Never relate one Report to another Report
- When there are multiple families involved in the same incident, do not use the Related Intake field in Guardian. Instead, use the Cross Referenced field to relate the Intakes.

**Related Records Considerations**

Follow the guidance below when determining if a prior Intake in Guardian needs to be related to the Intake being processed:

**Adoption Units**

- If a new Report comes in on a child who was recently born, it is taken as a Report but is not related to the Adoption Case.
- Never relate an Adoption Case to a Report.
- Relate an open Adoption Case to a Status Communication or Action Request when the information provided pertains only to court wards with the Child Role in the Adoption Case.

**Foster Homes**

- Relate an open Assessment/Case to an Intake if the foster parent is the Primary Caretaker for both the Intake and Assessment/Case.

**Group Homes**

- Never relate an open Assessment/Case to a Report or Licensing Issue involving a Group Home.
- For an Intake Addendum, relate a Group Home Report and the Assessment regarding the same incident, if open
- For a Status Communication, follow the guidance below:
  - ▶ If the Group Home Report is pending disposition, then relate the Report to the Status Communication.
  - ▶ If the Group Home Report has been dispositioned, then relate the open Assessment regarding the same incident to the Status Communication.

**Interstate Compact on the Placement of Children (ICPC)**

- Do not relate an ICPC Inbound Case to an Intake.

**Young Adult Program (YAP)**

- Relate an open YAP Case to a Status Communication when the information provided pertains only to the YAP youth and does not contain concerns of abuse or neglect.

Please refer to the Related Records section of the [Guardian Intake User Manual](#) for steps on how to relate records in Guardian.

**Cross Referenced Intakes**

When an incident involves multiple Primary Caretakers, use the Cross-Referenced Intake field to relate the Intakes. Below is a Cross Referenced matrix based on the selected Intake Category:

If there are questions regarding cross-referencing Intakes, contact the Help Queue for assistance.

Related Records	
Cross Referenced Intake	---
Related Assessment	---
Related Intake	---
Related Case	---

Cross-Referenced Intakes	
Selected Intake Category	Cross Reference Another Intake
Action Request	Yes
Alert	No
Community Inquiry	No
DCS History Request	No
Error	No
Intake Addendum	Yes
Licensing Issue	Yes
Report/Employee Report	Yes
Screened Out Intake	Yes
Status Communication	Yes
Unborn Concern	Yes