



# Practice Points

## Duplicating CA/N Reports and Referrals

Duplicate CA/N reports and referrals contain allegations involving a specific incident or concern that has been previously reported in a CA/N report or referral made by a different reporter, or possibly the same reporter. These types of calls most commonly arise when a specific incident or concern is observed or made known to multiple mandated or permissive reporters. Due to the individual reporting requirement for mandated reporters with changes in statute in 2013, there has been an increase in the number of duplicate reports and referrals.

To eliminate unnecessary work and to be as least intrusive to families as possible, staff **must** duplicate reports when the following criteria are met:

- The allegations involve the same specific incident or event;
- The CA/N report or referral contains the same allegations (**but not necessarily the same reporter description codes**), and;
- The CA/N report or referral includes the same participants (e.g., victims, parents, and alleged perpetrators).

Children's Service Supervisors should give consideration to the classification and track assignment of each report and referral, and may duplicate the following combination of reports by track assignment:

- Reports with the same track assignment (e.g., Investigation to Investigation or Family Assessment to Family Assessment)
- Family Assessments may be duplicated to pre-existing Investigations
- Referrals may be duplicated to pre-existing referrals. However, discretion should be given to the specific nature in each referral to ensure that all concerns presented in each referral has been addressed in the pre-existing referral(s)

Staff should use caution when considering duplicating a report to a previously investigated report. Staff should first screen these reports and possibly make cursory contacts to determine

if the new report warrants investigation based on new, specific, and credible evidence that was not contained within the original report(s).

Each county shall designate at least one Children's Service Supervisor to duplicate reports/referrals. Only supervisors, or above level administrators, may duplicate reports/referrals in FACES. Supervisors should ensure that reporters of duplicated reports/referrals are contacted and made aware their concern has been received by the Local Office.

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