

Practice Alert



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Audio and Video Uploads to OnBase

The purpose of this Practice Alert is to clarify for staff the policy for uploading audio files, video files, and disposition letters into the OnBase (Document Imaging) system. There has been a slight change in the Child Welfare Manual as linked below.

Audio and Video files acquired by the Division shall be uploaded to OnBase with the exception of recorded forensic interviews, which are not allowed to be uploaded or maintained in any format by the Children's Division. For all audio and video files obtained, document in FACES the content and how the information contained within the audio or video file affected the Division's decision making on the case.

As a reminder when uploading files to OnBase, the links in FACES have a 10MB limit to the size of the file. If a file larger than this is uploaded, an error will occur. Files uploaded through Outlook do not have this limitation.

In addition, the Child Welfare Manual has been updated to clarify that signed copies of CA/N report disposition letters shall also be uploaded.

Child Welfare Manual updates: [Section 5 \(Case Record Maintenance and Access\)](#), [Chapter 1 \(Case Records and Filing\)](#), [Subsection 1 \(Hotline Record Reports\)](#)