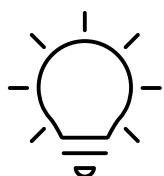


Hotline Screening in CWS-CARES

A guide to changes in the hotline screening process & mandatory fields in
CWS-CARES Version 1 (CARES V1)

The process for submitting a hotline screening is changing in CARES

V1. This guide provides an overview of the updated screening process and the list of mandatory data fields to be completed before an abuse and neglect screening can be submitted for approval.



This guide includes:

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Key Terms

State & Federal Reporting Requirements:

- **AFCARS:** Adoption and Foster Care Analysis and Reporting System
- **NCANDS:** National Child Abuse and Neglect Data System
- **NYTD:** National Youth in Transition Database
- **ICWA:** Indian Child Welfare Act

Screening Documents:

- **ERNRD:** Emergency Response Notice of Referral Disposition (Mandated Reporter Letter)
- **ERRD:** Emergency Response Referral Document

Other:

- **Mandated Reporter:** A professional legally required to report suspected abuse, neglect, or exploitation of children and vulnerable individuals.
- **SDM:** Structured Decision Making

New Features to Abuse & Neglect Screenings in CARES V1:

2-Step Referral Process



Unlike CWS/CMS, screenings and referrals are completed separately in CWS-CARES. If an investigation is required, the Hotline Supervisor will promote this Screening to an Investigation, and a new Referral record will be created. The assigned Emergency Response Worker will then document the details from the Investigation in the Referral record. Referrals do not need to be completed for screenings that are evaluated out by the county's final determination.

Accessible Screener Narrative



Screener Narrative and Provisional Harm and Provisional Danger Statements are available to view or edit on every page of the screening. Expanded formatting options, a character counter, and the ability to copy and paste templates has been added to the Screener Narrative.

Hotline Screening in CWS-CARES: A Guide

New Features & Updates to Abuse & Neglect Screenings in CARES V1 (Continued):

Adaptable Fields for Child Abuse & Neglect Calls, & Other Pathways



Hotline workers will be able to indicate the reason for calls not related to abuse and neglect, including prevention services requests, social worker information requests, and prospective young adult re-entry requests. Now, not all screenings must result in a referral.

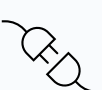
In CWS-CARES, a hotline worker can choose from an expanded list of Call Reasons to better capture the types of calls received. CWS-CARES will prompt the worker to collect only the information needed and generate reports on the different types of calls. The addition of other pathways provides visibility to the additional work done at hotline besides child abuse and neglect calls.

Electronic Communications



A Mandated Reporter may now choose to receive the Emergency Response Notice of Referral Disposition (Mandated Reporter Letter) by email. CWS-CARES will automatically send this document to the email address provided to the Hotline worker and evaluate at the disposition of a screening or an investigation. This allows the mandated reporter to securely retrieve the ERNRD letter by combining a 4-digit security code and the last 4 digits of the phone number provided.

SDM Data Integration



Workers conducting SDM Hotline Tool assessments can easily access SDM by clicking a link within CWS-CARES. After they've completed an assessment in SDM, that data will populate back into CWS-CARES to reduce data entry.

Workflow Guidance



In CWS-CARES, guidance is available on how hotline screeners navigate Safely Surrendered Baby and Fatality/Near Fatality workflows.

Abuse & Neglect Screening Required Fields in CARES V1

CARES V1 requires select data fields to be completed before an abuse/neglect screening can be submitted for approval, many of which are mandated by federal and state reporting requirements. The table on pages 3 and 4 is a quick reference sheet listing all fields that must be completed before submitting to an approver.

Hotline Screening in CWS-CARES: A Guide

List of Abuse & Neglect Screening Required Fields in CARES V1

CWS-CARES Page	Required Fields
Intake Details	- Screening Narrative - Caller Date & Time - Reason for the Call - Screening Name* - Caller Type* - Caseload (defaults to the worker's caseload) *These fields must be completed before submitting a screening to referral. However, they can be entered later after the screening has been opened and all other information has been entered.
Persons Involved	- First & Last Name of the Alleged Victim - First & Last Name of the Alleged Perpetrator - Role
Caller Details	Select Caller Type: Anonymous, Self-Reporter, Non-Mandated Reporter, or Mandated Reporter
Mandated Reporters:	- Reporter First & Last Name - Mandated Reporter Email - Phone Type & Number - Mandated Reporter Type - Employer/Organization Name - Employer Address - Method of Report - Call Back Required - Preferred Method to Receive ERNRD
Self-Reporters & Non-Mandated Reporters:	- Method of Report - Call Back Required
Allegations	- Allegation Type - Alleged Victim - Alleged Perpetrator
Promote to Referral	- County Final Determination* - Pathway* *These fields auto-populate with the results of the SDM Hotline Assessment.
Approvals	- Approval Supervisor (defaults to the worker's supervisor) - ERRD Document - ERNRD Method Sent & Date Sent* *Only required if a screening is evaluated out and the caller is a Mandated Reporter

Hotline Screening in CWS-CARES: A Guide

Required ICWA Fields for Abuse & Neglect Screening Fields in CARES V1

Completion of the Initial ICWA Inquiry is required from the reporting party for each alleged victim to submit a screening in CARES V1.

In future releases of CWS-CARES, completing the Initial ICWA Inquiry will be streamlined to avoid unnecessary data entry. However, denoting whether Tribal heritage applies will continue to be required in compliance with reporting requirements (AFCARS, NCANDS, and NYTD) and Federal and State policies. A Tribal Inquiry contact log has been added to CARES V1 to support workers in completing the ICWA inquiry at hotline. Below is the list of required fields in the Initial ICWA Inquiry in CARES V1.

The additional optional **Indian Child Inquiries** are **not required** to submit a screening. These fields are listed on the following page of this guide.

Required ICWA Fields in CARES V1 (Initial ICWA Inquiry)

- Contact Start Date/Time
- Contact Purpose
- Contact Status
- Documentation Status (defaults to final)
- Method
- On Behalf of Child
- Participant Type
- Staff Person(s) (defaults to worker)
- Initial ICWA Inquiry (status of inquiry)

Below is a screenshot of the Initial ICWA Inquiry. All fields highlighted in blue are required to complete an abuse and neglect screening in CARES V1. They are the same fields listed above.

▼ Tribal Inquiry & Collaboration

* Contact Start Date/Time (AFCARS; NYTD)
7/20/2026 8:31 AM

Contact End Date/Time

* Contact Purpose (NCANDS)
Tribal Inquiry

* Contact Status (NYTD)
Completed

* Method (NCANDS)
Telephone

* On Behalf of Child (NCANDS)
1 option selected
Bart Simpson (Alleged Victim, 17) X

* Participant Type
Reporting Party

Participant (NCANDS)
Select an option

* Staff Person(s)
1 option selected
ERSupervisor Andres X

Other Staff Present
Search User

Location (AFCARS)

* Initial ICWA Inquiry ⓘ
Continue to Inquire

* Documentation Status
Final

The Indian Child Inquiries (optional ICWA fields) are shown on the next page.

Hotline Screening in CWS-CARES: A Guide

Optional ICWA Fields for Abuse & Neglect Screening Fields in CARES V1

The list and screenshot below shows the **Indian Child Inquiries** in CARES V1; all fields are optional.

- Other Staff Present
- Location
- Narrative
- Member of Tribe/Alaska Native Village
- Is parent member of Tribe(s)
- Any Family Identified Ancestry/Heritage
- Resides on Reservation/Tribal Land
- Receives Service/Benefits from Tribe(s)
- Description of Tribal Services
- Receives Federal Service/Tribal Benefit

Indian Child Inquiries

Member of Tribe/Alaska Native Village? ⓘ
Yes

Is parent member of Tribe(s)? ⓘ
Yes

Receives service/benefit from Tribe(s)? ⓘ
Yes

* Description of Tribal services/benefits ⓘ
test description

Resides on Reservation/Tribal land? ⓘ
Yes

Any family identified ancestry/heritage? ⓘ
Yes

Receives Federal service/Tribal benefit? ⓘ
Yes

* If yes, then which Tribe(s)? ⓘ
1 option selected
Akiak Native Community X

* If yes, then which Tribe(s)? ⓘ
1 option selected
Akiak Native Community X

* If yes, which Tribe(s)? ⓘ
1 option selected
Akiak Native Community X

* If yes, which Tribe(s)? ⓘ
1 option selected
Akiak Native Community X

* If yes, which Tribe(s)? ⓘ
1 option selected
Akiak Native Community X

* If yes, which benefits? ⓘ
test description

CARES V1 Optional Pages in Abuse & Neglect Screenings

The left navigation bar in CARES V1 shows all pages for an abuse and neglect screening. Below is the list of pages that are **optional** to complete before submitting a screening.

- Safety Concerns
- Safely Surrendered Baby if Reason for the call is Abuse/Neglect Referral – Safely Surrendered Baby
- Plan of Safe Care
- Prevention Service Requests
- Call Back Attempts
- Cross Reports
- Documents
- Special Project Codes
- History

For more information about CWS-CARES...

Demonstrations of intake, screenings and other CARES V1 functionality are available on the CWDS website at: [CWS-CARES Product Demonstrations](#). For general information about CWS-CARES, visit the [User Resources](#) page.