



Documenting Identity Theft Protection Efforts in CWS/CMS for Probation Wards



CDSS will extract information from CWS/CMS on all youth in foster care ages 16 & 17, and transmit the data to each credit reporting agency to generate a credit report or a notice that none exist. If CDSS finds a credit report exists then the County must follow up with a request of their own and that is when the 'County Request Date' field would be used.

Reference:
All County Letter 14-23
P.L. 112-34

Counties have the option of manually requesting a credit report on behalf on an affected foster youth.

Non-Minor Dependents (NMD's) may request and receive the credit reports themselves. The case record should document the reports have been requested/received or the NMD refuses to obtain reports.

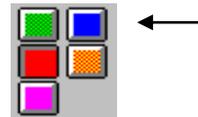
Step 1: Click on **Client Services**.



Step 2: Click on **Open existing Case Folder**.
Select the correct case and click **OK**.



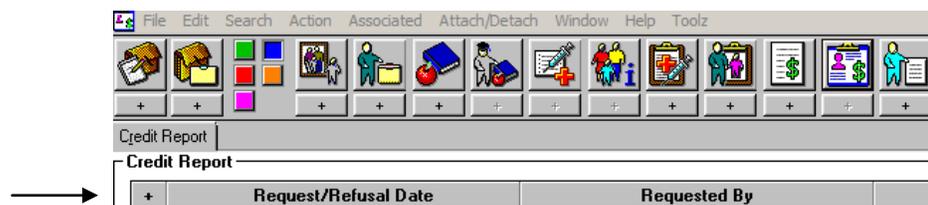
Step 3: Click on **Client Services** tab.



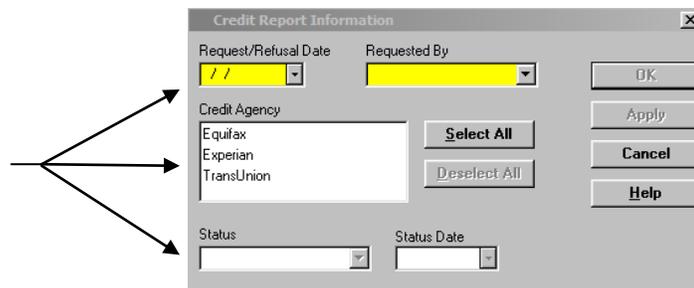
Step 4: Click on the **Credit Report Notebook**.



Step 5: Click on the **+**.



Step 6: Select the Credit Agencies for which you are entering information (individually or select all) and complete all required data fields. Click **OK**.



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File Edit Search Action Associated Attach/Detach Window Help Tools

Credit Report

	Request/Refusal Date	Requested By	Credit Agency	Status Date	Status
1	01/06/2015	County	Equifax	01/07/2015	Report
2	01/06/2015	County	Experian	01/07/2015	Report
3	01/06/2015	County	TransUnion	01/07/2015	Report

Request/Refusal Date: 01/06/2015
Requested By: County
Credit Agency: TransUnion
Status Date: 01/07/2015
Status: Report

County Request Date: []

Comments: []

Results

Date Provided to Youth: 01/07/2015

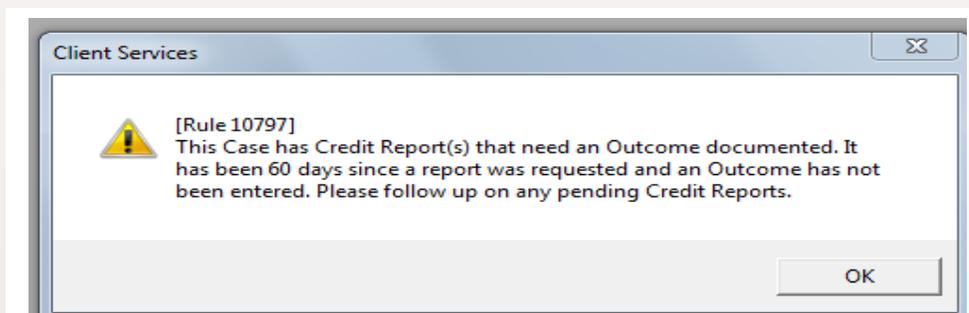
Outcome: Clear
Date Cleared: 01/07/2015

This page will need to be updated annually on behalf of each minor in foster care upon reaching his/her 16th birthday, and for each NMD until case closure.

Use this page to document:

- Credit Report requests made by CDSS, County or NMDs for each credit reporting agency.
- Refusal of NMD to request report
- Status of request – report rec'd / no report / or request rejected if requested by County or NMD.
- Results of report provided to youth – cleared or not cleared.

This message will appear when opening a case that credit reports were requested, and 60 days have passed with no outcome indicating the report was clear or not clear.



To clear the error, the Probation Officer must enter when the information was provided to the youth, whether it was cleared or not, and date cleared.



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This page can be accessed for closed cases to record credit reports.
 Note: A user must have the proper privileges to enter information on closed cases.

	Request/Refusal Date	Requested By	Credit Agency	Status Date	Status
1	05/01/2014	County	Equifax	05/05/2014	Report
2	05/01/2014	CDSS	Experian	05/12/2014	Report
3	05/01/2014	CDSS	TransUnion	05/05/2014	Report

Request/Refusal Date: 05/01/2014
 Requested By: CDSS
 Credit Agency: TransUnion
 Status Date: 05/05/2014
 Status: Report

County Request Date: 06/02/2014

Comments:

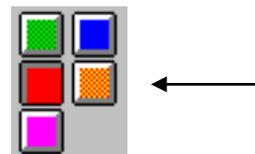
Results:
 Date Provided to Youth: 06/02/2014
 Outcome: Clear
 Date Cleared: 06/02/2014

This page can be accessed for closed cases to record credit reports.

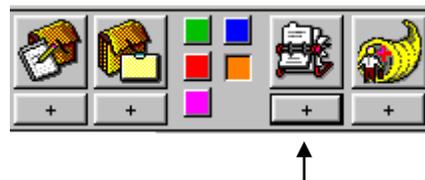
Record the results of the credit reports here.

To document efforts taken by the Probation Officer, to review and discuss credit reports received with a Ward or NMD, follow these steps.

Step 1: Click on the **Contact Notebook** tab.



Step 2: Click on “+” to create a new contact. Select the juvenile’s name and click “OK”.

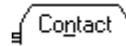




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Step 3: Click on the **Contact** tab. Complete the following fields: **contact purpose, date, method, and status.**



Step 4: Click on the **Associated Services** tab



Within the Associated Services Page – New Values in Independent Living Program category in Contact Notebook

- ILP – Credit Results Reviewed with Youth
- ILP – Discuss Credit Counseling

New Values available under Case Management/Referrals section in Contact Notebook:

- Credit Results Reviewed with Youth
- Discuss Credit Counseling/Participation
- Referred for ID Theft Services