

# Notification & Review Process for Substantiated Maltreaters

## Introduction

The following guide outlines the notification and review process for an alleged maltreater upon supervisory approval of a substantiated Initial Assessment.

## **CAPTA (Child Abuse Prevention & Treatment Act) Maltreater Review Coordinator:**

At approval, supervisors are presented with a list of their county's CAPTA Maltreater Review Coordinator(s) in order to assign maltreater related tasks/ticklers for the review process. It is up to each county as to who and how many workers are designated with this role. Workers are identified as a CAPTA Maltreater Review Coordinator on their Worker Management record.

The guide addresses:

- Sending a Notification of Initial Determination of Child Abuse and/or Neglect and Right to Request a Review
- Sending a Notice of Final Determination of Child Abuse and/or Neglect and Right to Request an Appeal - (No Response)
- Overriding the Notice of Right to Review Timeline
- Creating a Review & Final Determination Letter
- Voiding a Review entered in Error
- Viewing the Review/Appeals Record page
- Maltreater Review/Appeal Imaging

## **Related User Guides:**

[Documenting a Maltreater Appeal](#)

[Imaging Case](#)

[Initial Assessment – Primary \(Clinical\)](#)

[Initial Assessment – Narrative \(Actuarial\)](#)

[Initial Assessment – Secondary \(Clinical\)](#)

[Serious Incident \(Act 78\) Guide](#)

[Tickler Creation and Removal Information](#)

## **Death of a Maltreater**

Should a maltreater die at any time during the review process, entering a date of death on the maltreater Person Management Record will:

- a. Add an indicator on the Assessment, Reviews tab. [Amy B. Aardvark \(Deceased\)](#)
- b. Allow for the Maltreater Review tasks to be deleted should the county decide not to continue with the maltreater due process.

## Sending a Notification of Initial Determination of Child Abuse and/or Neglect and Right to Request a Review

**Note:** Case assignment is required to enter information on the Reviews tab, with the exception of the supervisor who approved the substantiated IA and the assigned CAPTA Maltreater Review Coordinator.

1. Upon supervisory approval, two things occur:
  - a. A pop-up page appears to designate a CAPTA Maltreater Review Coordinator who will be assigned the maltreater tasks.

Tickler Assignment	
Please select the responsible CAPTA Maltreater Review Coordinator.	
Tickler Assignment	
<input type="radio"/>	Name
<input checked="" type="radio"/>	Julie Clark

- b. The Reviews tab appears. Names of any substantiated maltreaters appear in the Review History group box. The date for the Notice to Be Mailed By is automatically calculated and prefills.

2. Click the [Text](#) hyperlink to launch the Notification of Initial Determination of Child Abuse and/or Neglect and Right to Request a Review. Information from the assessment prefills to the Notification of Initial Determination letter including the narrative text for each of 'The basis for the determination is as follows:'

Substantiated Maltreater	Assessment Approved	Notice To Be Mailed By	Sent	Date Sent	Response Due	Response Received	Review Status
Mom Wiley	06/07/2023	06/08/2023	<input type="checkbox"/>	00/00/0000	<a href="#">Text</a>	00/00/0000	

The 'Additional information' narrative box is for Agency use. (See the [Details](#) flare for information).

**Note:** This text can be reviewed and modified by a designated CAPTA Maltreater Review Coordinator, worker with case assignment, or the supervisor that approved the IA at any time prior to marking the letter as 'Sent'. To modify the text, go to the Maltreater(s) group box on the Allegations tab and locate the narrative to update, modify the desired text, and Save.

3. Print the template and click Close to return to the Reviews tab.
4. On the Reviews tab, click the Sent checkbox and Save to mark the letter as 'Sent'. The Date Sent will be set to the current date. Upon Save, the template is frozen and the [Text](#) hyperlink changes to [View](#). The date for the Response Due (from the maltreater) is automatically calculated and prefills.

Review History								
Substantiated Maltreater	Assessment Approved	Notice To Be Mailed By	Sent	Date Sent		Response Due	Response Received	Review Status
<a href="#">Mom Wiley</a>	06/07/2023	06/08/2023	<input checked="" type="checkbox"/>	06/07/2023	<a href="#">View</a>	06/22/2023	00/00/0000	Awaiting Response

**Note:** The Create Notice of Right to Review task is deleted once the letter is marked as 'Sent'.

5. Repeat these steps for each Maltreater listed.

**Note:** A substantiated maltreater with a first and/or last name of any or both of the following values will be listed on the Reviews tab, but no notification is required to be sent: 'Unknown', 'Maltreater', Maltreater', 'Unnamed', or 'Not Named'.

## Sending a Final Determination of Child Abuse and/or Neglect and Right to Request an Appeal – (No Response)

If a maltreater does not request a review and the Response Due date passes, overnight eWiSACWIS processing will:

- Insert the No Response Received group box with the maltreater(s) on the Reviews tab.
  - Create a No Response Letter Due Tickler/Task for the assigned CAPTA Maltreater Review Coordinator.
1. Open the substantiated assessment and select the Reviews tab. The date for the Determination to Be Mailed By is automatically calculated and prefills. Click the [Text](#) hyperlink in the No Response Received group box to launch the Notice of Final Determination of Child Abuse and/or Neglect and Right to Request an Appeal - (No Response).

**Assessment**  
Name: Wiley, Mom      Assessment ID: 9222919      Status: Open

**Report**  
Response Time: Within 5 business days      Date: 09/17/2019

Participants    Basic    Allegations    Contacts    Results    **Reviews**

**Review History**

Substantiated Maltreater	Assessment Approved	Notice To Be Mailed By	Sent	Date Sent		Response Due	Response Received	Review Status
<a href="#">Mom Wiley</a>	02/08/2023	02/09/2023	<input checked="" type="checkbox"/>	02/09/2023	<a href="#">View</a>	02/21/2023	00/00/0000	Awaiting Response

Additional information: [Details](#)

**No Response Received**

The maltreater did not request a review of the initial determination within the designated timeframe per DCF Chapter 40.

Substantiated Maltreater	Determination To Be Mailed By	Sent	Date Sent	
Mom Wiley	02/21/2023	<input type="checkbox"/>	00/00/0000	<a href="#">Text</a>

Options:

2. Enter information for the Reason for the Determination for each allegation. When complete, Save and Generate the PDF, print the document and click Close to return to the Reviews tab.
3. On the Reviews tab, click the Sent checkbox and Save to mark the letter as 'Sent'. The Date Sent will be set to the current date. Upon Save, the template is frozen and the [Text](#) hyperlink changes to [View](#).

### No Response Received

The maltreater did not request a review of the initial determination within the designated timeframe per DCF Chapter 40.

Substantiated Maltreater	Determination To Be Mailed By	Sent	Date Sent	
Mom Wiley	02/21/2023	<input checked="" type="checkbox"/>	00/00/0000	<a href="#">View</a>

**Note:** The No Response Letter Due task is deleted and task marked as complete once the letter is marked as 'Sent'.

4. Repeat these steps for each Maltreater listed.

## Overriding the Notification of Right to Review timeline

The Override Notice of Right to Review page is used to:

- Mark a previously mailed letter to a maltreater as returned as 'Undeliverable' from the Post Office
  - Restart the Review timeline and Resend the Notice of Right to Review
1. To access the page, go to the substantiated initial assessment. Select 'Override Notification of Right to Review' from the Options drop-down and click Go.

The screenshot displays the eWiSACWIS interface. At the top, there is a navigation bar with the logo and utility icons for Resource, TM, Print, and Help. Below this, the 'Assessment' and 'Report' sections are visible. The 'Assessment' section shows 'Name: Wiley, Mom', 'Assessment ID: 9222919', and 'Status: Open'. The 'Report' section shows 'Response Time: Within 5 business days' and 'Date: 09/17/2019'. A series of tabs includes 'Participants', 'Basic', 'Allegations', 'Contacts', 'Results', and 'Reviews'. The 'Review History' section contains a table with the following data:

Substantiated Maltreater	Assessment Approved	Notice To Be Mailed By	Sent	Date Sent		Response Due	Response Received	Review Status
<a href="#">Mom Wiley</a>	02/08/2023	02/09/2023	<input checked="" type="checkbox"/>	02/09/2023	<a href="#">View</a>	02/21/2023	00/00/0000	Awaiting Response

Below the table is a text area for 'Additional information: Details'. At the bottom, an 'Options:' dropdown menu is open, showing a list of actions. The option 'Override Notification of Right to Review' is highlighted with a red box. Other options include 'Actions', 'Approval', 'Serious Incident Notification', 'Assessment', 'Actuarial', 'Clinical', 'IA Primary', 'Checklist', 'IA Checklist', 'SS Checklist', 'Ongoing Checklist', 'Text', and 'Mandated/Relative Reporter Notice'. 'Go', 'Save', and 'Close' buttons are also visible.

**Note:** If a new address is available for a maltreater, click the name hyperlink to update the maltreater's address on their Person Management record.

- When opened, the page displays any previously mailed Notice of Right to Review and Final Determination of No Response Received letters. To mark a letter undeliverable by the Post Office, select the Returned as Undeliverable checkbox. This enables the date field. Enter the Date Returned. Click Save when finished. The row is now frozen and disabled. Click Close to return to the Reviews tab.

Substantiated Maltreater	Assessment Approved	Notice To Be Mailed By	Date Sent	Response Due	Returned as Undeliverable	Date Returned
<a href="#">Mother Test</a>	03/01/2022	03/02/2022	03/02/2022	<a href="#">View</a>	<input checked="" type="checkbox"/>	00/00/0000

Substantiated Maltreater	Date Resent	Reason(s)	Approval

**Note:** If a Review has been started for the maltreater, the checkbox will be disabled.

- The Review Status is updated as 'Undeliverable'.

Substantiated Maltreater	Assessment Approved	Notice To Be Mailed By	Sent	Date Sent	Response Due	Response Received	Review Status	
<a href="#">Mom Wiley</a>	02/08/2023	02/09/2023	<input checked="" type="checkbox"/>	02/09/2023	<a href="#">View</a>	02/23/2023	00/00/0000	Undeliverable

- To resend the notice and restart the review timeline from the Override Notice of Right to Review page, click Insert in the Resend Notice of Right to Review group box and select the maltreater in the drop-down list. Enter a reason for resending the notice, and click the [Text](#) hyperlink to launch the Notice of Initial Determination of Child Abuse and/or Neglect and Right to Request a Review.

Override Notice of Right to Review TM Print Help

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**Previously Mailed Notice of Right to Review**

Substantiated Maltreater	Assessment Approved	Notice To Be Mailed By	Date Sent		Response Due	Returned as Undeliverable	Date Returned
<a href="#">Mom Wiley</a>	02/08/2023	02/09/2023	02/09/2023	<a href="#">View</a>	02/23/2023	<input checked="" type="checkbox"/>	03/20/2023

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**Resend Notice of Right to Review**

Resending this notice will restart the Review timeline.

Substantiated Maltreater	Date Resent		Reason(s)	Approval
Mom Wiley <input type="button" value="v"/>	00/00/0000	<a href="#">Text</a>	Returned by Post Office with forwarding address.	

Options:

**Note:** If a new address is available for a maltreater, click the name hyperlink to update the maltreater’s address on their Person Management record.

5. Enter information into the user entered fields on the template. When complete, print the template and click Close to return to the Reviews tab.
6. Next, send the Resend Notice of Right to Review for approval.

**Note:** A Resend Notice of Right to Review must be approved before another Resend Notice of Right to Review can be inserted for another maltreater.



- Once approved, the timeline for the maltreater review will be reset and Review Status changed to 'Awaiting Response'. **Overridden** will display in the Column header to indicate a maltreater timeline has been Overridden. To view the details, reopen the Override Notice of Right to Review page.

**eWiSACWIS** Resource TM Print Help

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**Assessment**

Name: Wiley, Mom      Assessment ID: 9222919      Status: Open

**Report**

Response Time: Within 5 business days      Date: 09/17/2019

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Participants
Basic
Allegations
Contacts
Results
Reviews

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**Review History**

Substantiated Maltreater	Assessment Approved	Notice To Be Mailed By	Sent	Date Sent (Overridden)		Response Due	Response Received	Review Status
<a href="#">Mom Wiley</a>	02/08/2023	02/09/2023	<input checked="" type="checkbox"/>	06/07/2023	<a href="#">View</a>	06/22/2023	00/00/0000	Awaiting Response

Additional information: [Details](#)

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Options: Override Notification of Right to Review

- The page retains the history of previously sent letters and the Resend Notice of Right to Review with approval history.

**Previously Mailed Final Determination - No Response Received**

Substantiated Maltreater	Determination To Be Mailed By	Date Sent		Returned as Undeliverable	Date Returned
<a href="#">Mom Wiley</a>	02/06/2023	02/06/2023	<a href="#">View</a>	<input checked="" type="checkbox"/>	03/01/2023

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**Resend Notice of Right to Review**

Resending this notice will restart the Review timeline.

Substantiated Maltreater	Date Resent		Reason(s)	Approval
<a href="#">Mom Wiley</a>	03/03/2023	<a href="#">View</a>	Mail returned as incorrect address	<a href="#">Approval History</a>

## Creating a Review & Final Determination

In order to create a Review, the Response Received date must first be documented on the Reviews tab of the associated substantiated Initial Assessment.

1. Go to the Reviews tab of the substantiated assessment. Enter the date the Response Received was received from the maltreater and click Save.

The screenshot shows the eWiSACWIS interface. At the top, there's a header with the logo and navigation links. Below that, there are two tabs: 'Assessment' and 'Report'. The 'Assessment' tab shows 'Name: Wiley, Mom', 'Assessment ID: 9222919', and 'Status: Open'. The 'Report' tab shows 'Response Time: Within 5 business days' and 'Date: 09/17/2019'. Below these are several tabs: 'Participants', 'Basic', 'Allegations', 'Contacts', 'Results', and 'Reviews'. The 'Reviews' tab is selected. Underneath, there's a 'Review History' section with a table. The table has columns: 'Substantiated Maltreater', 'Assessment Approved', 'Notice To Be Mailed By', 'Sent', 'Date Sent', 'Response Due', 'Response Received', and 'Review Status'. The first row shows 'Mom Wiley' as the maltreater, with 'Assessment Approved' on 02/08/2023, 'Notice To Be Mailed By' on 02/09/2023, 'Sent' checked, 'Date Sent' on 02/09/2023, 'Response Due' on 02/23/2023, 'Response Received' on 00/00/0000 (highlighted in red), and 'Review Status' as 'Awaiting Response'. Below the table is a text area for 'Additional information: Details' and a 'Go' button. At the bottom right, there are 'Save' and 'Close' buttons.

2. If the date is on or before the Response Due date and a No Response Final Determination letter has not been marked as Sent, a [Create Review](#) hyperlink displays. Click the hyperlink to create the Review.

This screenshot is similar to the previous one, but the 'Response Received' field now contains the date '02/21/2023' and a 'Create Review' hyperlink is visible in the 'Review Status' column. The 'Response Received' field is highlighted in red.

3. The Appeals Record page opens first for the maltreater. Click [Create Review](#) next to the Assessment to open the Review Details page.

**Appeals Record** Print Help

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**Person Information**

Name: Wiley, Mom (9230156) DOB: 04/01/1995 SSN: [Search](#)

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**Review/Appeal Record**

Assessment ID: [9222919](#) Approved On: 10/03/2022 AM Response By: 04/14/2023 County: Dodge [Create Review](#) [Create Appeal](#)

**Allegation:** Neglect **Victim:** Wiley, Bo

No reviews or appeals have been created for this allegation.

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**Imaging Records**

Type	Date	Updated By	File Name
No records found.			

[Insert](#)

[Close](#)

**Note:** Once the Response Received date has been entered and saved, a worker without case assignment can create the review via the [Create Review](#) hyperlink from the page.

- The Review Details Page is divided into five group boxes: General Information, Comments, Review Tracking, Rescheduled Review, and Review Outcome. Dates on the page are automatically calculated and prefill according to the policy timeline.

Enter the Date, Time, and Location/Call Information for the Review.

**Review Details** TM Print Help

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**General Information**

Name: [Wiley, Mom \(9230156\)](#)      DOB: 04/01/1995      SSN: \_\_\_\_\_  
 Assessment Completed: 10/03/2022      Review Status: Pending

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**Comments**

[Details](#)

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**Review Tracking**

Right to Review Letter Mailed on: 03/30/2023	Response from SM Due by: 04/14/2023	Response Received from SM on: 03/30/2023	Reply Due to SM No Later Than: 04/14/2023
Date of Letter: _____	<input type="checkbox"/> Sent	Date & Time Scheduled: 00/00/0000 00:00	<input checked="" type="radio"/> AM <input type="radio"/> PM <a href="#">Text</a>

Location/Call-In Information: \_\_\_\_\_

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Options: ▼ Go

Save Close

If a Date Scheduled is entered for a Review that falls outside of this timeline, the following message appears and provides dates when the review should occur.

**Confirmation**

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According to the statutorily required timeframes under DCF Chapter 40, the review must have occurred no later than 05/14/2023. Do you want to continue?

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Yes No

5. Once all Review information is entered, launch the template by clicking the [Text](#) hyperlink.

**Review Details** TM Print Help

**General Information**

Name: [Wiley, Mom \(9230156\)](#) DOB: 04/01/1995 SSN:  
Assessment Completed: 10/03/2022 Review Status: Pending

**Comments**

Details

**Review Tracking**

Right to Review Letter Mailed on: 03/30/2023	Response from SM Due by: 04/14/2023	Response Received from SM on: 03/30/2023	Reply Due to SM No Later Than: 04/14/2023
Date of Letter:	<input type="checkbox"/> Sent	Date & Time Scheduled	06/08/2023 10:00 <input checked="" type="radio"/> AM <input type="radio"/> PM <a href="#">Text</a>

Location/Call-In Information:  
Verona Coffee/call in=888-777-5555

Options:

**Note:** The 'Comments' narrative box is for Agency use. (See the [Details](#) flare for information).

5. All information prefills to the template, except for the Agency phone number which can be entered directly on the template. When complete, print the template and click Close to return to the Reviews Details page.
6. On the Reviews Details page, check the Sent checkbox and then Save.
7. Upon Save, the template is frozen and the [Text](#) hyperlink will change to [View](#).

8. A maltreater may request one rescheduling of the Review if it is within the timeline established by policy. To enter a Rescheduled Review, go to the Review Details page and select the checkbox in the Reschedule Requested group box to enable the fields. Enter the required information and click the [Text](#) hyperlink to launch the template.

The screenshot shows the 'Rescheduled Review' form. It has a light blue header with the title 'Rescheduled Review'. Below the header, there are several fields: a checked checkbox for 'Reschedule Requested', a 'Date Request Received' field with the value '00/00/0000', a 'Date of Letter' field with the value '06/07/2023' and an unchecked 'Sent' checkbox, and a 'Date & Time Scheduled' field with the value '00/00/0000' and a time selection of '00:00' with radio buttons for 'AM' (selected) and 'PM'. A red box highlights a blue 'Text' hyperlink. Below these fields is a large text area labeled 'Location/Call-In Information:' which is currently empty.

9. All information prefills to the template, except for the Agency phone number which can be entered directly on the template. When complete, print the template and click Close to return to the Reviews Details page.

10. On the Reviews Details page, check the Sent checkbox and click the Save button.

The screenshot shows the 'Rescheduled Review' form after being saved. The 'Reschedule Requested' checkbox remains checked. The 'Date Request Received' field now contains '06/07/2023'. The 'Date of Letter' field is '06/07/2023' and the 'Sent' checkbox is now checked and highlighted with a red box. The 'Date & Time Scheduled' field is '06/09/2023' with a time of '09:00' and radio buttons for 'AM' (selected) and 'PM'. A blue 'View' hyperlink is visible. The 'Location/Call-In Information:' text area now contains the text 'Meet at McDonald's'.

11. Upon Save, the template is frozen and the [Text](#) hyperlink changes to [View](#).

12. Once a Review is held, return to the Review Details page to enter the Review Outcome.

First, select the appropriate radio button- 'SM Appeared' or 'SM Did Not Appear' in the Review Outcome group box.

**Review Details** TM 🌐 Print 🖨️ Help ⓘ

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**General Information**

Name: [Wiley, Mom \(9230156\)](#)      DOB: 04/01/1995      SSN: \_\_\_\_\_  
Assessment Completed: 10/03/2022      Review Status: Pending

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**Review Outcome**

Date & Time of Review: 00/00/0000    00:00     AM     PM     **SM Appeared**     **SM Did Not Appear**

Report ID	Victim	Relationship to Victim	A/N Code	Description	Review Status
9242686	Wiley, Bo	Biological Parent(s)	Neglect	Lack of Supervision	Pending ▼

The reason for the final determination is as follows:

Determination Must Be Mailed By: \_\_\_\_\_      Date of Letter: \_\_\_\_\_       Sent

Options:  ▼

Once a radio button is selected, the most recently entered Scheduled/Reschedule review Date & Time will automatically prefill.

13. Select the appropriate allegation outcome and enter the narrative for the 'The reason for the final determination is as follows:' for each allegation. When completed, click the [Text](#) hyperlink to launch the Notice of Final Determination of Child Abuse and/or Neglect and Right to Request an Appeal.

Review Details TM Print Help

**General Information**

Name: <a href="#">Wiley, Mom (9230156)</a>	DOB: 04/01/1995	SSN:
Assessment Completed: 10/03/2022		Review Status: Pending

**Review Outcome**

Date & Time of Review: 06/09/2023 09:00  AM  PM  SM Appeared  SM Did Not Appear

Report ID	Victim	Relationship to Victim	A/N Code	Description	Review Status
9242686	Wiley, Bo	Biological Parent(s)	Neglect	Lack of Supervision	<div style="border: 1px solid gray; padding: 2px; display: inline-block;">                     Overturned                      Pending                      Upheld                 </div>

The reason for the final determination is as follows:

Determination Must Be Mailed By: 06/24/2023 Date of Letter:  Sent [Text](#)

Options: ▼ Go

Save Close

14. If the Review Status for any allegation row is still 'Pending' the following message will display.

**Confirmation**

A Review Status for an allegation is still Pending. Please select the appropriate Review Status of Upheld or Overturned to continue.

Close

15. Select the Review Status, then launch and print the template. Click Close to return to the Review Details page.

16. On the Reviews Details page, check the Sent checkbox and then Save.



**Review Outcome**

Date & Time of Review: 06/08/2023 09:00  AM  PM  SM Appeared  SM Did Not Appear

Report ID	Victim	Relationship to Victim	A/N Code	Description	Review Status
9242686	Wiley, Bo	Biological Parent(s)	Neglect	Lack of Supervision	Upheld <input type="button" value="v"/>

The reason for the final determination is as follows:

Reason for the final determination is...

Determination Must Be Mailed By: 06/23/2023 Date of Letter: 06/08/2023  Sent [Text](#)

Options:

17. Upon Save, the fields and template are frozen and the [Text](#) hyperlink changes to [View](#). To complete the Review, send for supervisory approval.

**Review Outcome**

Date & Time of Review: 06/08/2023 09:00  AM  PM  SM Appeared  SM Did Not Appear

Report ID	Victim	Relationship to Victim	A/N Code	Description	Review Status
9242686	Wiley, Bo	Biological Parent(s)	Neglect	Lack of Supervision	Upheld

The reason for the final determination is as follows:

Reason for the final determination is...

Determination Must Be Mailed By: 06/23/2023 Date of Letter: 06/08/2023  Sent [View](#)

Options:

18. Upon approval, the overall Review Status is updated accordingly and the page is frozen.

**Note:** If any of the allegations are 'Upheld' the overall Review Status is 'Upheld'.

19. On the maltreater's Review/Appeal Record page then:

- The Review Status for each allegation is reflected on the Review/Appeal Record page.
- Clicking the [View](#) hyperlink opens the associated Review Details page.

Assessment ID	Approved On	AM Response By	County	Create Review	Create Appeal
9222919	10/03/2022	04/14/2023	Dodge	<a href="#">Create Review</a>	<a href="#">Create Appeal</a>
Allegation: Neglect Victim: Wiley, Bo					
	Review of Initial Determination	Decision: 06/08/2023	Upheld	Substantiated	<a href="#">View</a>

20. On the associated substantiated Initial Assessment:
- Any 'Overturned' allegations are changed to 'Unsubstantiated' for the maltreater.
  - 'Upheld' allegations remain as 'Substantiated'.
  - Each allegation for the maltreater is marked as 'Review', and a [Review](#) hyperlink appears next to the maltreater & determination that opens the associated Review Details page.

The screenshot shows the 'Allegations' tab in the eWiSACWIS system. The 'Allegations' table contains the following data:

Report ID	Alleged Victim	A/N Code	Determination	Dt or Approx Dt of Alleged Mal	Resided in OHC	Medical	Fatality	
9242686	Bo Wiley	Neglect <a href="#">Describe</a>	Substantiated	09/17/2019	N	N	N	<a href="#">Review View</a>

Below the table, the 'Maltreater(s)' section shows:

Alleged Maltreater	Relationship to Victim	Determination	
Mom Wiley	Biological Parent(s)	Substantiated	<a href="#">Review</a>

The basis for this determination is as follows:  
Substantiated

The Review Status for the maltreater on the Reviews tab is updated to the final overall determination as a hyperlink to the Review Details page.

The screenshot shows the 'Reviews' tab in the eWiSACWIS system. The 'Review History' table contains the following data:

Substantiated Maltreater	Assessment Approved	Notice To Be Mailed By	Sent	Date Sent	Response Due	Response Received	Review Status
<a href="#">Mom Wiley</a>	10/03/2022	10/04/2022	<input checked="" type="checkbox"/>	03/30/2023 <a href="#">View</a>	04/14/2023	03/30/2023	<a href="#">Review - Upheld</a>

Additional information: [Details](#)

21. On the Desktop Outliner:

- (Review) text is added to the associated Assessment status on the outliner to indicate a Review is present.

**Wiley, Mom (9224316)**

**Case details:**  
CPS Family - Ongoing  
Dodge - Juneau

**Case address:**  
123 Main Street  
Fairwater, WI 53931

**Primary worker:**  
Dodge, Worker  
dodge@yahoo.com

**Actions:**  
Please select an action ▾

**View case information**

Access Reports   Assessments   Assets and Income   Assignments

ICWA   Placements   Related People   Safety

**Assessments**

Assessment	09/18/2019	Substantiated (Review)
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**Note:** The (Review) indicator text only changes if a subsequent Appeal is entered, or the Review is voided.

22. In a situation where all allegations are overturned for the maltreater(s), the following message(s) appear on supervisor’s final approval. A message appears for each child, and each allegation per child.

**Confirmation**

You are choosing to unsubsantiate the only substantiated maltreater for this allegation (Report ID: 9222919; Victim: **Wiley, Bo** Relationship to Victim: Biological Parent(s); **A/N Code: Neglect**).  
Should the maltreatment also be updated to be unsubstantiated?

Yes No

**Selecting 'Yes'**- indicates that abuse/neglect never occurred.

**Confirmation**

You are choosing to unsubsantiate the only substantiated maltreater for this allegation (Report ID: 9222919; Victim: **Wiley, Walter** Relationship to Victim: Biological Parent(s); **A/N Code: Neglect**).  
Should the maltreatment also be updated to be unsubstantiated?

Yes No

**Selecting 'No'**- indicates that the abuse/neglect occurred and that it is unknown who did it.

23. On the associated Assessment-

On the Reviews Tab for this example a [Review - Overturned](#) hyperlink displays in the Review Status for the maltreater and opens the Review Details Page.

The screenshot shows the eWiSACWIS interface for an Assessment. The top navigation bar includes the eWiSACWIS logo and utility icons. Below the header, there are two main sections: 'Assessment' and 'Report'. The 'Assessment' section displays 'Name: Wiley, Mom', 'Assessment ID: 9222919', and 'Status: Open'. The 'Report' section shows 'Response Time: Within 5 business days' and 'Date: 09/17/2019'. A series of tabs are visible: 'Participants', 'Basic', 'Allegations', 'Contacts', 'Results', and 'Reviews' (which is currently selected). Below the tabs is the 'Review History' section, which contains a table with the following data:

Substantiated Maltreater	Assessment Approved	Notice To Be Mailed By	Sent	Date Sent		Response Due	Response Received	Review Status
<a href="#">Mom Wiley</a>	04/20/2023	04/21/2023	<input checked="" type="checkbox"/>	04/20/2023	<a href="#">View</a>	05/05/2023	05/09/2023	<a href="#">Review - Overturned</a>

Below the table, there is a section for 'Additional information: Details' with a text area. At the bottom of the page, there are 'Options:' with a dropdown menu and a 'Go' button, and 'Save' and 'Close' buttons.

On the Allegations tab- **Review** text appears on the allegation row(s). A [Review](#) hyperlink displays next to the maltreater and opens the Review Details page.

- When **'Yes'** has been selected to the Unsubstantiated message on final approval, both the Allegation(s) and Maltreater(s) Determinations for the allegation(s) are changed to 'Unsubstantiated'.

eWiSACWIS Assessment

**eWiSACWIS** Resource TM Print Help

**Assessment** Name: Wiley, Mom Assessment ID: 9222919 Status: Open

**Report** Response Time: Within 5 business days Date: 02/24/2023

Participants Basic **Allegations** Contacts Results Reviews

**Allegations**

Report ID	Alleged Victim	A/N Code	Determination	Dt or Approx Dt of Alleged Mal	Resided in OHC	Medical	Fatality	
9242686	Bo Wiley	Neglect <a href="#">Describe</a>	Unsubstantiated	02/24/2023	N	N	N	<a href="#">Review View</a>
9930148	Walter Wiley	Neglect <a href="#">Describe</a>	Unsubstantiated	02/24/2023	N	N	N	<a href="#">Review View</a>

Insert

**Maltreater(s)**

Alleged Maltreater	Relationship to Victim	Determination	
Mom Wiley	Biological Parent(s)	Unsubstantiated	<a href="#">Review</a>

The basis for this determination is as follows:  
The allegations of neglect to

Options:  Go

Save Close

- When 'No' has been selected to the Unsubstantiated message on final approval, the allegation(s) on the associated Assessment for the maltreater are changed to 'Unsubstantiated' and a Maltreater of 'Unknown Unknown' is inserted with a determination of 'Substantiated'.

<b>Assessment</b> Name: Wiley, Mom      Assessment ID: 9222919      Status: Open			<b>Report</b> Response Time: Within 5 business days      Date: 02/24/2023		
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[Participants](#)    [Basic](#)    **[Allegations](#)**    [Contacts](#)    [Results](#)    [Reviews](#)

**Allegations**

Report ID	Alleged Victim	A/N Code	Determination	Dt or Approx Dt of Alleged Mal	Resided in OHC	Medical	Fatality	
<input checked="" type="radio"/> 9242686	Bo Wiley	Neglect <a href="#">Describe</a>	Unsubstantiated	02/24/2023	N	N	N	<a href="#">Review</a> <a href="#">View</a>
<input type="radio"/> 9930148	Walter Wiley	Neglect <a href="#">Describe</a>	Unsubstantiated	02/24/2023	N	N	N	<a href="#">Review</a> <a href="#">View</a>

[Insert](#)

**Maltreater(s)**

Alleged Maltreater	Relationship to Victim	Determination	
Mom Wiley	Biological Parent(s)	Unsubstantiated	<a href="#">Review</a>
Unknown Unknown	Unknown	Substantiated	

The basis for this determination is as follows:  
The allegations of neglect to

The basis for this determination is as follows:

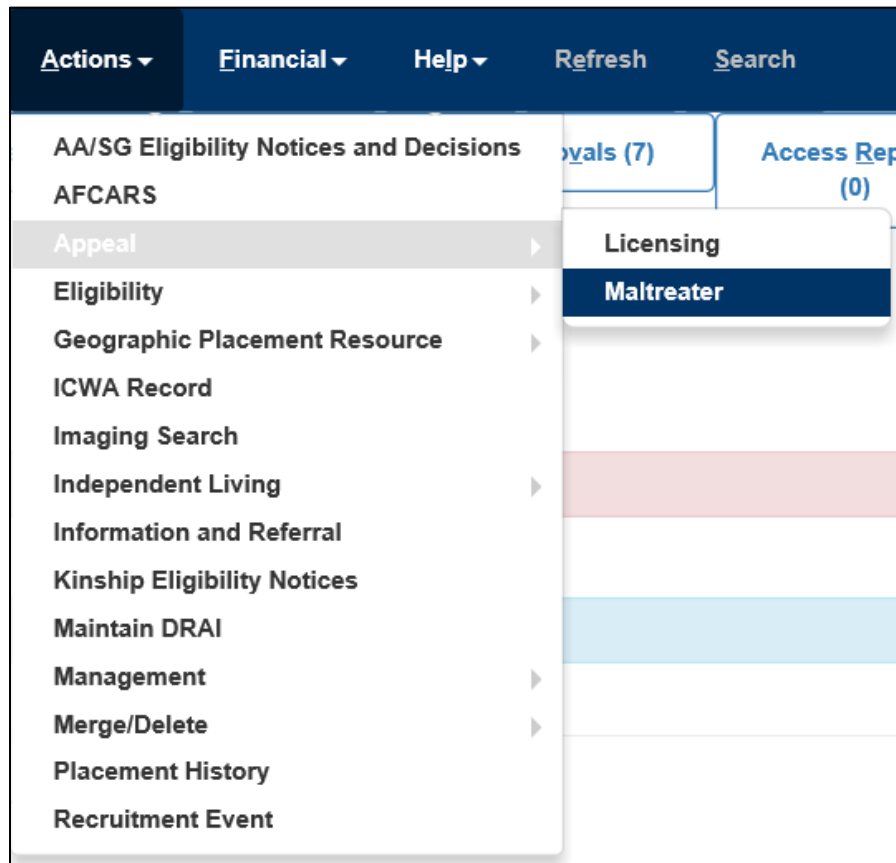
[Insert](#)

Independent Investigation      County of Origination:        Is the alleged victim(s) in Agency legal and/or physical custody

Options:  [Go](#) [Save](#) [Close](#)

## Voiding a Maltreater Review

1. Select Actions > Appeal > Maltreater. This opens Person Search for the Review/Appeal Record.



2. Search out the maltreater, select the radio button next to the name, and click Continue.

A screenshot of the 'Person Search' form. The form has a dark blue header with 'Person Search', 'Print', and 'Help' icons. Below the header is a 'Search Criteria' section with input fields for 'Last Name' (filled with 'Wiley'), 'First Name', 'Person ID', 'SSN', 'DOB' (filled with '00/00/0000'), 'Gender', 'Street', 'City', and 'ZIP Code'. There is an 'Incl. AKA' checkbox, a 'Search Precision' slider (set to 'Med'), and a 'Sort By' dropdown (set to 'Alpha'). A 'Search' button is on the right. Below the search criteria is a 'Persons Returned' section showing two results. The first result is selected with a radio button. The results are:

Radio	Name	Address	Gender	DOB	Ethnicity
<input type="radio"/>	Wiley, Bo (9230155)	123 Main Street, Fairwater	Male	05/05/2012	Filipino
<input checked="" type="radio"/>	Wiley, Mom (9230156)	123 Main Street, Fairwater	Female	04/01/1995	Filipino

At the bottom right of the form are 'Create', 'Continue', and 'Close' buttons.



- On the Review/Appeal Record, click the [View](#) hyperlink next to the appropriate Review of Initial Determination to open the Review Details page.

**Person Information**

Name: Wiley, Mom (9230156)      DOB: 04/01/1995      SSN:      [Search](#)

---

**Review/Appeal Record**

Assessment ID: [9222919](#)    Approved On: 10/03/2022    AM Response By: 04/14/2023    County: Dodge    [Create Review](#)    [Create Appeal](#)

Allegation: Neglect    Victim: Wiley, Bo

	Review of Initial Determination	Decision: 06/08/2023	Upheld	Substantiated	<a href="#">View</a>
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**Imaging Records**

Type	Date	Updated By	File Name
No records found.			

[Insert](#)

[Close](#)

4. On the Review Details page, select 'Void Review' from the Options drop-down and click Go.

**Review Details** TM Print Help

**General Information**

Name: [Wiley, Mom \(9230156\)](#)      DOB: 04/01/1995      SSN:      Review Status: Upheld  
Assessment Completed: 10/03/2022

Date of Letter: 06/07/2023       Sent      Date & Time Scheduled: 06/09/2023      09:00       AM       PM      [View](#)

Location/Call-In Information:  
Meet at McDonald's

**Review Outcome**

Date & Time of Review: 06/08/2023      09:00       AM       PM       SM Appeared       SM Did Not Appear

Report ID	Victim	Relationship to Victim	A/N Code	Description	Review Status
9242686	Wiley, Bo	Biological Parent(s)	Neglect	Lack of Supervision	Upheld

The reason for the final determination is as follows:

Reason for the final determination is...

Determination Must Be Mailed By: 06/23/2023      Date of Letter: 06/08/2023       Sent      [View](#)

Options: [Actions](#) [Approval](#) [Void Review](#) [Go](#) [Save](#) [Close](#)

5. The following message will appear. Select 'Yes' to void the Review. On the Review Details page, select Close to return to the Appeal Record page.

**Confirmation**

This will void out this Review Details page. Are you sure you want to continue?

[Yes](#) [No](#)

- On the Appeal Record page, in the Review/Appeal Record group box 'Voided' displays for each allegation on the associated Assessment.

**Person Information**

Name: Wiley, Mom (9230156)      DOB: 04/01/1995      SSN:      [Search](#)

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**Review/Appeal Record**

Assessment ID: 9222919    Approved On: 10/03/2022    AM Response By: 04/14/2023    County: Dodge    [Create Review](#)    [Create Appeal](#)

Allegation: Neglect    Victim: Wiley, Bo	
Review of Initial Determination	Decision: 06/08/2023 <b>Voided</b> Substantiated <a href="#">View</a>

- On the Review tab of the Assessment, the Review Status will be changed to [Create Review](#).

**Assessment**      **Report**

Name: Wiley, Mom      Assessment ID: 9222919      Status: Open      Response Time: Within 5 business days      Date: 09/17/2019

[Participants](#)    [Basic](#)    [Allegations](#)    [Contacts](#)    [Results](#)    **[Reviews](#)**

**Review History**

Substantiated Maltreater	Assessment Approved	Notice To Be Mailed By	Sent	Date Sent		Response Due	Response Received	Review Status
<a href="#">Mom Wiley</a>	10/03/2022	10/04/2022	<input checked="" type="checkbox"/>	03/30/2023	<a href="#">View</a>	04/14/2023	03/30/2023	<b>Create Review</b>

Additional information: [Details](#)

Options:  [Go](#)      [Save](#)    [Close](#)

## Viewing the Appeal Record Page

A maltreater review status displays during different stages of the maltreater due process and review timeline on the Appeal Record page. The message can be found under each allegation line of the associated Assessment as follows:

1. **Awaiting response from maltreater.**- Displays when the Notice of Initial Determination of Child Abuse and/or Neglect and Right to Request a Review has been marked as sent, but the AM Response By date has not passed, a No Response Final Determination is not marked as 'Sent', or a Review has not been started.

The screenshot shows the eWiSACWIS interface. The top navigation bar includes the eWiSACWIS logo, a 'Print' icon, and a 'Help' icon. The main content area is divided into two sections: 'Person Information' and 'Review/Appeal Record'. The 'Person Information' section displays the name 'Wiley, Mom (9230156)', 'DOB: 04/01/1995', and 'SSN:'. The 'Review/Appeal Record' section shows an assessment with ID '9222919', approved on '10/03/2022', with an 'AM Response By' date of '04/14/2023', and 'County: Dodge'. Below this, the 'Allegation: Neglect' and 'Victim: Wiley, Bo' are listed. A table entry for this assessment shows the status 'Awaiting response from maltreater.', which is highlighted with a red rectangular border.

2. **The maltreater did not request a review of the initial determination within the designated timeframe per DCF Chapter 40.**- Displays if the maltreater did not request a review and the Response Due date (from the maltreater) has past, a No Response Final Determination is not marked as 'Sent', or a Review has not been started.

The screenshot shows the eWiSACWIS interface for a different user. The top navigation bar includes the eWiSACWIS logo, a 'Print' icon, and a 'Help' icon. The main content area is divided into two sections: 'Person Information' and 'Review/Appeal Record'. The 'Person Information' section displays the name 'Abby, Art J. (20998)', 'DOB: 11/11/1961', and 'SSN: 999-99-9999'. The 'Review/Appeal Record' section shows two assessments. The first assessment has ID '9221770', approved on '09/28/2007', with 'County: Milwaukee'. Below this, the 'Allegation: Neglect' and 'Victim: Abby, Amy' are listed. A table entry for this assessment shows 'Management Review', 'Decision: 05/03/2009', 'Upheld', and 'Substantiated'. The second assessment has ID '9221507', approved on '10/19/2018', with an 'AM Response By' date of '11/06/2018', and 'County: Milwaukee'. Below this, the 'Allegation: Neglect' and 'Victim: Abbye, Amber's A., Sr.' are listed. A table entry for this assessment shows the status 'The maltreater did not request a review of the initial determination with the designated timeframe per DCF Chapter 40.' A 'Close' button is visible at the bottom right of the page.

### 3. When a Review has been entered:

The screenshot shows the eWiSACWIS web application interface. At the top, there is a header with the logo and navigation links for 'Print' and 'Help'. Below the header, there is a 'Person Information' section with the following details: Name: Abby, Art J. (20998), DOB: 11/11/1961, and SSN: 999-99-9999. A 'Search' link is also present. The main section is titled 'Review/Appeal Record' and contains two tables of records.

Assessment ID: 9221770 Approved On: 09/28/2007 County: Milwaukee <a href="#">Create Appeal</a>						
Allegation: Neglect Victim: Abby, Amy						
	Management Review	Decision: 05/03/2009	Upheld	Substantiated		<a href="#">View</a>
	Management Review		Pending	Substantiated		<a href="#">Edit</a>
Assessment ID: 9221752 Approved On: 09/06/2007 County: Milwaukee <a href="#">Create Appeal</a>						
Allegation: Failure to Thrive Victim: Abby, Amy						
	Management Review	Decision: 09/06/2007	Voided	Substantiated		<a href="#">View</a>
	Management Review	Decision: 09/10/2007	Overtured	Unsubstantiated		<a href="#">View</a>
	Management Review	Decision: 09/11/2007	Voided	Substantiated		<a href="#">View</a>

**Pending** - When a Review has been started, but no Final Determination has been made.

**Upheld, Substantiated**- When the Allegation has been approved as 'Upheld'.

**Overtured, Unsubstantiated** - When the allegation has been approved as 'Overtured'.

**Voided** – When a Review has been voided.

## Creating Imaging Records for a Maltreater Review/Appeal

**Note:** The Imaging page can also be accessed via the desktop Actions>Imaging Search, which does not require an assignment to the case.

**Note:** Imaging for Maltreater Review/Appeal is not required.

1. From the desktop, go to the Cases tab and click the Create Case Work hyperlink [Create case work](#) or select Create Case Work from the Actions drop-down next to the specific case to open the Create Case Work page.
2. On the Create Case Work page, select 'Maltreater Review/Appeal' from the Imaging drop-down. Select the Case and Participant. Click Create to open the Imaging page.

The screenshot shows the 'Create Case Work' page in the eWiSACWIS system. On the left, under 'Create Case Items', the 'Imaging' dropdown menu is open, showing 'Maltreater Review/Appeal' selected. The 'Cases' section on the right displays a list of cases, with 'Abby, Art J. (20273)' and 'Abby, Art J. (9221155)' highlighted. Below that, the 'Case Participants' section shows a list of participants, including 'Abby, Alice N., Other Relative (700040)' and 'Abby, Annab, Biological Child (9218549)'. At the bottom right, there are 'Create' and 'Close' buttons. The browser window title is 'Create Case Work - Internet Explorer' and the page has a '100%' zoom level.

- On the Imaging page, select the Type, Participant, and click Browse to upload the image. Click Save when finished.

Imaging - Internet Explorer

**eWiSACWIS** Print Help

**Case Details**

Case: Abby, Art J. (20273) Worker: Caitlin M. Cake, IV

**Image Details**

Date of Document: 10/23/2018

Category: Maltreater Review/Appeal

Type:
 

- DHA Appeal Order/Finding
- Malreater Request for Appeal Hearing
- Malreater Request for Review
- Other

 Browse

Participants:
 

- Abby, Alice N. (Other Relative)
- Abby, Annab (Bio Child)
- Abby, Anne A. (TPR)
- Abby, Art J. (TPR)
- Abby, Carl (Adoptive Child)
- Abby, Simon (Bio Child)
- Abbyie, Amber's A., Sr. (TPR)
- Agustson, Angel A., III (TPR)
- Atest, Mom (Step Parent)

 Hold down the 'Ctrl' key for multi-selection

Comments:

Last Updated By: Delete Create

Save Close

100%

- Images are available from the outliner under the Assessment Icon, and via Imaging Search for the maltreater.