

# Suspense Clerk General Responsibilities

C300-061 | Revision Date: 08/22/2019

## Overview

This policy guide outlines the general tasks for clerical staff assigned to Suspense.

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## Version Summary

This Policy Guide was updated from the 12/16/98 version. New instructions to address current practice were added regarding: Sending Office Records to Storage; Requesting Closed Cases or Administrative Documents from Storage; Filing Additional Documents in Closed Cases That Are Already in Storage and; Requesting or Sending an Open Case From/To Historical Case Records. Reference to WCMIS was replaced with LRS. Reference to No Carbon Required (NCR) forms and instructions were replaced with standard photocopying of black and white forms. Forms no longer in use were deleted. Instructions for use of the new electronic [DCFS 6111](#), Suspense/Historical Log in a Shared Drive were added. Additional minor changes were made to bring the procedures in-line with current practice. The title was changed from: "Suspense Actions" to: "Suspense Clerk General Responsibilities".

# POLICY

## General Responsibilities

It is the Suspense Clerk's responsibility to maintain accurate records of all cases in Suspense, to process requests for cases, to send cases to storage and file miscellaneous mail in cases stored in Suspense.

Case retrieval instructions are applicable to child protective case files, not Adoptions or Revenue Enhancement case files. If Adoptions or Revenue Enhancement case files are needed by regional offices, the CSW or SCSW must contact the Division Chief for Resource Family Support and Permanency Division at: 626-229-3777, and for Revenue Enhancement: 626-691-1473.

## Closed Case Storage

Department's permanent case and document storage is a contracted service currently provided by GRM Inc. Prior to making storage related requests, the Clerical Administrator or designee must add or delete staff to/from the DCFS Authorization list (the list) of staff approved to access confidential records in storage. It is the responsibility of the Suspense Clerk Supervisor to train staff on the protocols of sending and requesting cases and documents to/from storage.

Information regarding DCFS Closed Case and Document Storage Service may be found on the [LAKids Closed Case Storage](#) page.

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# PROCEDURE

## Placing a Closed Case in Suspense

### Suspense Clerk Responsibilities

1. Receive case from a requestor with the following attached:
  - [DCFS 261](#), Inactive Record Transmittal and Control
  - Leader Replacement System (LRS) Case Summary document
  - LRS Child Protective Services Detail page
  - a. Confirm documentation of the case on the [DCFS 6111](#), Suspense/Historical Log.
2. Enter the date in the "Date Received at Suspense" box of the [DCFS 261](#), make a copy and take the following steps:

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- a. File a copy in a Suspense Alphabetical file. Pull and shred after three (3) years.
3. File the case in the suspense area in alphabetical order. Retain for a maximum of 60-days, before sending to storage.

## **Sending a Closed Case to Storage**

### Suspense Clerk Responsibilities

Follow the [DCFS Closed Case and Document Storage Service](#) Procedures

1. Place the boxed cases in the DCFS Messenger pick-up area.
2. Retrieve the [DCFS 6-1](#), with the DCFS Messenger's signature, from the office DCFS Messenger receipt basket.
  - a. Pull and shred the Control and DCFS Messenger Copies.
  - b. File and retain the copy signed by the storage contractor for three (3) years, then shred.

## **Sending Administrative Documents to Storage**

### Suspense Clerk Responsibilities

Follow the [DCFS Closed Case and Document Storage Service](#) Procedures.

1. Place the boxed cases in the DCFS Messenger pick-up area.
2. Retrieve the [DCFS 6-1](#), with the DCFS Messenger's signature, from the office DCFS Messenger receipt basket.
  - a. Pull and shred the Control and DCFS Messenger Copies.
  - b. File and retain the copy signed by the storage contractor for three (3) years, then shred.

## **Requesting Closed Cases, or Administrative Documents from Storage**

### Suspense Clerk Responsibilities

Follow the [DCFS Closed Case and Document Storage Service](#) Procedures.

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1. Upon receipt of the closed case from storage, notify the requestor by phone and email.
  - a. On the [DCFS 6110](#), Request for Closed or Historical Case Retrieval form, indicate the date received.
  - b. When the Requestor retrieves the case, obtain his/her signature on the [DCFS 6110](#).

## **Processing Requests for Cases in Suspense**

### Suspense Clerk Responsibilities

1. Receive request with the following attached documents:
  - [DCFS 6110](#), Request for Closed or Historical Case Retrieval
  - Leader Replacement System (LRS) Case Summary document
  - LRS Child Protective Services Detail page
- a. Confirm documentation of the case on the [DCFS 6111](#), Suspense/Historical Log.

## **Requesting or Sending an Open Case From/To Historical Case Records**

### Suspense Clerk Responsibilities

1. Follow office specific protocol to request or send an open case from/to Historical Case Records.

## **Inter/Intra Office Closed Case Requests**

### Suspense Clerk Responsibilities

1. Upon receipt of a scanned and e-mailed [DCFS 6110](#), Request for Closed or Historical Case Retrieval.
  - a. Retrieve the case from Suspense or if in storage, request it from storage per [DCFS Closed Case and Document Storage Service](#).
  - b. For internal office requests – send an email to the Requestor notifying him/her that the case is ready for pick-up.
    - i. Attach a signed copy of the [DCFS 6110](#), with Part II completed.
  - c. For office-to-office delivery - place the case in the designated LA County Messenger pick-up area for delivery to the requesting office per existing office specific protocols.

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- i. Attach a signed copy of the [DCFS 6110](#), with Part II completed.
- ii. Attach a completed [DCFS 6-1](#), Miscellaneous Transmittal to the case.

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## APPROVALS

None

## HELPFUL LINKS

### Attachments

[DCFS Closed Case and Document Storage Service](#)

### Forms

#### LRS

[Case Summary](#)

[Child Protective Services Detail](#)

#### LA Kids

[DCFS 6-1](#), Miscellaneous Transmittal

[DCFS 6110](#), Request for Closed or Historical Case Retrieval

[DCFS 261](#), Inactive Record Transmittal and Control

[DCFS 6111](#), Suspense/Historical Log

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