Missing File Checklist

- ☐ Sort narratives by TN001 narrative code to determine where the file was last sent/received. Check ICSES position, (i.e., 01/E) to verify the regional assignment or to determine if the case has been transferred to PECU (P, Z, U) or ISCU (I or R).

- ☐ All files should be narrated under a TN001 narrative code when it is sent or received from one regional office to another. In the past, FAMU/FARU file transfers were narrated under the FA001 narrative code. Sort narratives again by the FA001 narrative code.

- ☐ Check HIAL. Key “MP” (Management Position) in the Acty Type field to determine if/when the case has been or was transferred from one region to another. Request the missing file from the other region using the File Request mailbox.

- ☐ Check to see if the case is open or closed, or if it had ever been closed. Verify closed/end services date on PROG. The file may not have been pulled from the closed file storage when the case reopened, or may have been sent back to another region or unit. Region 8 cases are usually in the closed file storage.

- ☐ Check to see if the case file had ever been created. If not, create a case file.

- ☐ Make sure you are looking for the correct NCP name and that the name is spelled correctly.

- ☐ Look for the file under the CP name.

- ☐ Check for all variations of a name. If it is a hyphenated name, e.g. Victor Garcia-Chavez, file may be filed under Garcia or under Chavez.

- ☐ Look for reversals of first and last name on file labels.

- ☐ Check for any “Alias” name(s).

- ☐ Check with other staff in the region.

- ☐ If the case file is located in another region or consolidated unit, request the case file using the appropriate File Request Mailbox.

File Request Mailboxes	
SRCU-R1 CCM File Requests	SRCU-R1CCMfr@dhw.state.id.us
SRCU-R2 CCM File Requests	SRCU-R2CCMfr@dhw.state.id.us
SRCU-R3 CCM File Requests	SRCU-R3CCMfr@dhw.state.id.us
SRCU-R4 CCM File Requests	SRCU-R4CCMfr@dhw.state.id.us
SRCU-R5 CCM File Requests	SRCU-R5CCMfr@dhw.state.id.us
SRCU-R6 CCM File Requests	SRCU-R6CCMfr@dhw.state.id.us
SRCU-R7 CCM File Requests	SRCU-R7CCMfr@dhw.state.id.us
SRCU-R1 PECU File Requests	SRCU-R1PECUfr@dhw.state.id.us
SRCU-R4 PECU File Requests	SRCU-R4PECUfr@dhw.state.id.us
SRCU-R2 ISCU File Requests	SRCU-R2ISCUfr@dhw.state.id.us
SRCU-R3 ISCU File Requests	SRCU-R3ISCUfr@dhw.state.id.us