

SWI Supervisor Assessment Reference Guide

You are encouraged to review the resources referenced below to prepare for the assessment. Where SWI Handbook headings are referenced (for example: *3100 Entering Information into IMPACT* and *4400 Specialized CPS reports*), all applicable sub-headings should also be reviewed. There is a great deal of information, so allow yourself plenty of time to read and retain the information.

SWI Handbook Organization

[SWI Handbook Table of Contents](#)

SWI Handbook 1000: The Statewide Intake (SWI) Contact Center

[1100 Legal Basis](#)

[1200 SWI Contact Information](#)

[1400 Communication Assistance Services](#)

[1600 Maintaining Records of Calls](#)

[1700 SWI Program Organization](#)

[1800 Workload Management](#)

SWI Handbook 2000: Assessing Information Provided to SWI

[2100 Methods of Reporting and Assessing Reports Made to SWI](#)

[2200 Determining the Type of Report: Intake, Special Request, or Information and Referral](#)

[2400 Sensitive Reports](#)

[2700 Reports of Abuse, Neglect, or Exploitation for Another State's Protective Services Agency](#)

SWI Handbook 3000: Processing Reports

[3100 Entering Information into IMPACT](#)

[3300 Reports Received through the Internet, by Mail, or by Fax](#)

[3900 Assigning, Submitting, or Closing Reports](#)

SWI Handbook 4000: Child Protective Services CPS

[4100 Definitions](#)

[4200 CPS Intake Assessment Guidelines](#)

[4300 CPS Assessment of Priority and Risk](#)

[4400 Specialized CPS Reports](#)

SWI Handbook 5000: Child Care Licensing Division (CCL)

[5100 Definitions](#)

[5200 CCL Intake Assessment Guidelines](#)

[5300 Day Care Licensing \(DCL\)](#)

[5400 Residential Child Care Licensing \(RCCL\)](#)

SWI Handbook 6000: In-Home Adult Protective Services (APS)

[6100 APS In-Home Eligibility Criteria](#)

[6200 APS In-Home Perpetrators](#)

[6300 Allegations That APS In-Home Investigates](#)

[6400 APS In-Home Priorities](#)

[6500 Victims Located in Facilities Licensed or Regulated by Other DFPS Programs or Other State Agencies](#)

[6600 APS In-Home Involvement in Other Situations](#)

[6800 Case-Related Special Requests \(CRSR\)](#)

[6900 Documentation and Processing of APS In-Home CRSRs](#)

SWI Handbook 7000: Adult Protective Services Provider Investigations Division (APS PI)

[7200 Entities Investigated by APS Provider Investigations](#)

[7300 APS Provider Investigations Intake Assessment Guidelines](#)

[7400 APS Provider Assessment of Priority](#)

[7500 Special Situations Regarding APS Provider](#)

[7700 IMPACT Procedures Specific to APS Provider Investigations](#)

DFPS Human Resources Manual

Alcohol and Controlled Substance Testing

Benefits

Employee Conduct

Employment Records

Equal Employment Opportunity

General Employment

Performance Evaluation

Resignations

Working Overtime

Work Leave

HHS Ethics Policy

[HHS Ethics Policy](#)