Intake Process - New Cases Resulting from Completed or Pending Child Abuse/Neglect Investigations

Policy: 600.0005

Effective Date: July 9, 1984 Revised Date: April 6, 1990 Version: 2

All reports of suspected child abuse and/or neglect are investigated by Child Protective Investigators (CPIs).

To ensure consistency in decision making around service delivery, all new cases which are not closed by the CPI, as well as cases in need of immediate service prior to the completion of the investigation, are assigned to Intake. The Intake workers determine, in a timely manner, the immediate service needs of the child(ren) and family and how these services can be effectively provided.

Related Procedures…

Partial Packet

Intake Process for New Cases Resulting from Completed Child Abuse/Neglect Investigation - Indicated Case

Intake Process for Unfounded Case - Request for Services

Intake Process: New Cases Resulting from Completed Child Abuse/Neglect Investigation - Unfounded Case (Other Sibling(s) Active with DCYF)

Partial Packet

Procedure From Policy 600.0005: Intake Process - New Cases Resulting from Completed or Pending Child Abuse/Neglect Investigations

A. When, during the course of an investigation, a child(ren) is removed from home via a Protective Custody hold, a partial packet must be completed by the CPI:

1. The Documentation of Temporary Protective Custody will be entered in the Court Activity window.
2. Placement information will be entered in the Placement window.
3. Whether there is an active worker or not, the partial packet information which can be put on-line will be entered in Narrative by the CPI. This information includes demographics, a referral source, reason for referral, and current situation. The Field supervisor reviews for completeness. If there is not an active worker, the Field supervisor assigns the case to the Intake Office Supervisor.
4. Any hardcopy form(s) (i.e., Report of Examination, Medical Consent) or information will be placed in the Partial Packet box in Building 9. The Intake Office Supervisor reviews the packet and assigns the case to the Case Control worker for immediate assignment to an Intake unit.
5. The Intake Unit supervisor assigns the case to an Intake worker. Once the case is assigned, the worker has responsibility for casework pertaining to the case.
6. If there is an active worker, the Field supervisor reviews the information documented in Narrative by the CPI and assigns to the active worker. Any hardcopy information is forwarded to the worker via interdepartmental mail.
7. If the child has to be removed from the current placement, the worker must contact the Placement Unit, using the Placement Request window, to make other placement arrangements.
8. The Placement Unit sends placement information to the worker via E-mail. The worker then brings the child to the designated placement:
    a. If the child has been removed from the home via a protective hold, the investigator must file an Ex-parte petition if the child is not returned home by the end of the protective hold. In limited situations, the Department may accept a voluntary placement after the worker consults with legal counsel.
    b. If an Order of Detention is obtained, the Intake worker is able to find the arraignment date in the Court Activity window. Either the Intake worker or FSU worker must attend the arraignment.
    c. If an Order of Detention is not obtained, the Intake worker holds the case until receipt of the completed investigation and makes a decision about the disposition of the case.

d. ~~If services are not required, the Intake worker sends the case to his or her supervisor for approval and closing. If a petition will be filed, the worker completes the required work for case assignment and sends the case to his or her supervisor for approval. The Unit supervisor then assigns the case to the Case Control worker for assignment to FSU. Upon completion of~~

the investigation, all investigative material is accessible to Intake and to the FSU worker on line.

9. The worker accesses the Legal Consult Window to ascertain if an Order of Detention, ex parte will be sought.

B. When the investigation is incomplete, it is imperative that the CPI and primary service worker maintain contact during the course of the investigation. Upon completion of the investigation, all investigative material is forwarded on line to Intake/Screening and subsequently to the primary service worker. Any hardcopy information is sent to the worker via interdepartmental mail for incorporation into the case record.

C. The case is either closed by Intake/Screening or assigned to a Family Services Unit . If assigned to a Family Services Unit, that unit services the case and secures medical, mental health, school, and other relevant reports, for use in the assessment process, using the authorization to obtain/release information when required.

Intake Process for New Cases Resulting from Completed Child Abuse/Neglect Investigation – Indicated Case

Procedure From Policy 600.0005: Intake Process – New Cases Resulting from Completed or Pending Child Abuse/Neglect Investigations

A. A case is assigned to the Case Control worker by the Field supervisor, immediately upon completion of an investigation, for assignment to an Intake unit. The Intake unit supervisor reviews the completed investigation and assigns the case to an Intake worker:

1. If the case involves a child who is to be serviced in a Family Services Unit and there is a sibling active with DCYF in a Family Services Unit, the Intake/Screening worker sets up a temporary record. The case is then assigned to the Family Services Unit which is servicing the sibling.
2. If the case involves a child who is placed out of the home and there is a sibling active with DCYF (who is either in the home or out of the home), then a temporary record is set up with sibling information and transferred to the Family Service Worker:
    a. The primary service worker for the other siblings/family members will be notified of the report and may access the report on line.
    b. The primary service worker for other siblings/family members will be consulted for pertinent client/family information throughout the intake process.
    c. Whenever possible and appropriate, considering caseload limitations and expected length of placement, the case will be assigned to the primary service worker for other siblings/family members.

B. The Intake Unit supervisor or designee reviews the case for completeness and quality control and assigns to an intake unit within one (1) hour of receipt:

1. The Intake worker completes the Initial Risk Assessment on line and decides if the case requires further intervention based on risk and the presence of severity and vulnerability factors.
2. The Intake Unit reviews the case to make one of the following determinations/ recommendations:
    a. In certain specific situations, when a case is Indicated, the CPI may refer the family to Project Family for intensive services. The completed investigation is assigned to the Case Control worker by the Field supervisor for assignment to an Intake worker. The Initial Risk Assessment is completed by the Intake worker. The case is then assigned to the Intake Unit supervisor responsible for holding cases involved with Project Family, for monitoring only. Project Family usually provides services for at least six months and sends periodic progress reports to DCYF. If the family successfully complies with the Project Family service plan, the case is closed to DCYF using RICHIST. If the family is not

~~cooperative or fails to comply with recommended services, the case is assigned FSU in the same manner as any other case.~~

b. ~~When the case is high or intense risk, the case may be immediately assigned to FSU or a referral may be made to CES and the case is kept open in Intake for 60 days; a report is received from CES after 30 and 60 days:~~

(1) ~~If the family is compliant, the case is closed to DCYF.~~

(2) ~~If the family is non-compliant, the case may be assigned to FSU at any time.~~

(3) ~~If DCYF services are warranted, the worker assigns the case to his or her supervisor for approval. The Unit supervisor then assigns the case to the Case Control worker for assignment to FSU:~~

(a) ~~Any hardcopy form(s) or prior DCYF history is placed in a green binder and sent to FSU via interdepartmental mail. FSU has 24 hours to assume case responsibility.~~

(b) ~~Intake retains responsibility for casework during this time period. If there is already an active worker for a sibling(s) of the victim in this investigation, the same unit which is providing service to the sibling(s) will receive the case, unless there is a Termination of Parental Rights (TPR) involved and then the case will be assigned within the same region.~~

(4) ~~In situations where the risk is high or intense but the Intake worker does not feel that DCYF services are warranted, the Administrator must give approval for closing. If the risk is high or intense but the family has moved out of state or the perpetrator is not in the home, the Intake supervisor may approve closing the case to DCYF.~~

(5) ~~The case does not require continued DCYF service but referral to an outside agency is needed - close to DCYF. If the case is referred to CES, Intake monitors the situation for thirty (30) days.~~

(6) ~~The case does not require any continued service - close to DCYF.~~

C. ~~If the Intake decision is one that requires continued DCYF service, Intake is responsible for the case opening and establishment of the case record.~~

D. ~~The Intake worker will complete this process and forward corresponding material to the Supervisor:~~

1. ~~If the Department is pursuing legal action through the dependent neglected/abused petition, the screening process is completed within two (2) working days.~~
2. ~~The intake process for all other "Indicated" cases (child in home) is completed within five (5) working days.~~

E. ~~The assigned personnel assigns or transfers the case record upon receipt. If the case is not to be opened to DCYF, case information will be filed by the worker for possible future use (i.e. subsequent referral).~~

Intake Process for Unfounded Case - Request for Services

Procedure From Policy 600.0005: Intake Process - New Cases Resulting from Completed or Pending Child Abuse/Neglect Investigations

A. When the investigation is Unfounded and the family is requesting services, the Field supervisor assigns the case to the Case Control worker for assignment to an Intake unit. The Intake supervisor reviews the case and determines if the request is appropriate. If not, the case is closed by the supervisor. If the family may need services, the Intake supervisor assigns the case to an Intake worker who decides whether to open the case to FSU or refer to an outside agency and close the case to DCYF.

B. The family is notified of the decision by mail. The Intake worker assigns the case to the Intake supervisor who approves the case and routes as appropriate. If the case is active, the worker has already been notified of the investigation outcome by the CPI supervisor. This notification is made via E-mail.

~~Intake Process: New Cases Resulting from Completed Child Abuse/Neglect Investigation – Unfounded Case (Other Sibling(s) Active with DCYF)~~

~~Procedure From Policy 600.0005: Intake Process - New Cases Resulting from Completed or Pending Child Abuse/Neglect Investigations~~

A. ~~If the case is Unfounded and the family is requesting services, the case is assigned to a Family Services unit.~~

B. ~~If the case is Unfounded and the family is not requesting services, the case will be closed following the investigation.~~

C. ~~The primary service supervisor/worker for the other siblings/family members will be notified of the report and finding via E-mail.~~

D. ~~If services are necessary, the case is assigned to the Family Services Unit involved with the sibling(s).~~