Flow of Active Case during CPS Investigation of Child Abuse/Neglect

Rhode Island Department of Children, Youth and Families
Policy: 700.0055
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All reports of child abuse and/or neglect (CA/N) and all reports of suspected abuse and/or neglect must be made to the Call Floor at 1-800-RI-CHILD. The primary worker must notify the Call Floor immediately if he or she becomes aware of suspected abuse or neglect.

The investigative process is a specialized and time restricted one which is performed by the Child Protective Investigator (CPI). Rhode Island General Law (RIGL) 40-11-5 and Department policy authorize the CPI to perform necessary tasks to protect the child.

During the Child Protective Investigation the primary worker continues to meet the needs of the child and family by providing uninterrupted casework services. These services are essential to the child and family in order to enable them to continue to make progress toward the Service Plan goal. Ongoing communication between the CPI and the primary worker ensures that a high level of service is provided by both the investigator and the primary worker.

If other siblings in the family appear to be in need of services from the Department as a result of the investigation, the primary worker activates the siblings and ensures appropriate intervention(s).

Related Procedure

Flow of Active Case during CPS Investigation of Child Abuse/Neglect

Related Policy

Processing and Notifications of Alleged Institutional Abuse/Neglect
Response Priorities – Emergency, Immediate and Routine
Removal of Child from Home

Flow of Active Case during CPS Investigation of Child Abuse/ Neglect

Procedure from Policy 700.0055: Flow of Active Case during CPS Investigation of Child Abuse/Neglect

A. The Call Floor receives a call alleging child abuse/neglect (CA/N) or the primary worker receives a report and informs the Call Floor.
   1. The Call Floor Child Protective Investigator (CPI) determines that the call is in regard to a CA/N allegation.
   2. The Call Floor CPI screens for prior and/or current agency involvement.

B. The Call Floor CPI completes a Child Protective Services (CPS) report and forwards it to the Call Floor Supervisor:
   1. All assigned workers receive an automated message that a CPS report has been accepted;
   2. The Call Floor Supervisor assigns the case to an investigator supervisor who, in turn, assigns the case to a CPI; and
   3. If the allegation is institutional abuse/neglect, the Office of the Child Advocate (OCA) is assigned to the case in RICHIST in conformance with DCYF Policy 500.0060, Processing and Notifications of Alleged Institutional Abuse/Neglect.

C. Investigation is initiated within twenty four hours. Calls are prioritized in conformance with DCYF Policy 500.0015, Response Priorities – Emergency, Immediate and Routine:
   1. Emergency - Investigation begins within ten minutes;
   2. Immediate - Investigation begins within investigative shift (eight hours); and
   3. Routine - Investigation begins within twenty-four hours.

D. CPI accesses case information in RICHIST, and if necessary, confers with primary worker/supervisor as soon as possible after case assignment. The primary worker continues to provide service to the child and family during the course of the investigation.

E. The CPI is responsible for the removal of the child from the home if it becomes necessary because of CA/N during the course of the investigation (in conformance with DCYF Policy 500.0075, Removal of Child from Home.) Placement of the child is the responsibility of the primary worker during normal working hours. After hours placement is the responsibility of the CPI.)
   1. The CPI/supervisor immediately makes verbal notification to the primary worker/supervisor when the child has been removed during standard working hours (8:30 A.M. to 4:00 P.M.); and
   2. If the child has been removed after hours, an E-mail message is sent to the primary worker/supervisor.

F. The CPI initiates any of the following legal actions undertaken as a result of indicating and/or investigating an allegation of CA/N:
   1. DCYF protective hold;
   2. Filing of Ex Parte Petition; and
   3. Filing of Straight Petition if investigator feels that court interaction is warranted and in consultation with Department legal staff and the primary worker.

G. The investigation is completed within ten days:
   1. The Child Protective Investigative Supervisor may approve a ten-day extension;

2. The primary worker is notified of the extension; and
3. Any further extension is approved by the Chief, Child Protective Investigator.

H. If the allegation of CA/N is unfounded:
1. The primary worker is notified of the outcome by an E-mail message;
2. Primary worker maintains full responsibility for case; and
3. If institutional abuse or neglect is unfounded, the CPI provides notification in conformance with DCYF Policy 500.0060, Processing and Notifications of Alleged Institutional Abuse/Neglect.

I. If the allegation of CA/N is indicated:
1. The primary worker is notified of the outcome by an e-mail Message with a copy to the Regional Director, Assistant Administrator and supervisor:
   a. Administrator reviews case in RICHIST;
   b. Primary worker maintains full responsibility for case.
   c. CPI follows through with any court action he/she may have initiated as a result of an allegation of abuse or neglect (i.e. filing of Ex-Parte or Straight Petition).
2. If institutional abuse or neglect is indicated, the CPI provides notification in conformance with DCYF Policy 500.0060, Processing and Notifications of Alleged Institutional Abuse/Neglect.