

# Information/Referral (I/R) Reports

Rhode Island Department of Children, Youth and Families

**Policy: 500.0040**

**Effective Date: July 7, 1984   Revised Date: May 29, 2015   Version: 4**

A report made to the Child Protective Services (CPS) Hotline that contains a concern about the well-being of a child but does not meet the criteria for an investigation (refer to [DCYF Policy 500.0010, Criteria for a Child Protective Services Investigation](#)) may be classified as an Information/Referral (I/R) Report. If there is a history of Department of Children, Youth and Family (hereinafter, the Department) involvement, the CPS Hotline Child Protective Investigator (CPI) reviews the report with the Hotline supervisor to determine whether or not to initiate a CPS investigation.

When an I/R Report is received relating to an active Department case, all staff involved with the case are notified. The primary service worker/supervisor must review the information upon receipt and respond accordingly.

When an I/R Report is received relating to case that is not active with the Department, and it appears that there is a service need, a referral for services may be made to CPS Intake.

## Related Procedure

[Information/Referral \(I/R\) Reports](#)

## Related Policy

[Criteria for a Child Protective Services Investigation](#)

## Information/Referral (I/R) Reports

### Procedure From Policy 500.0040: [Information/Referral Reports](#)

- A. A report made to the Department of Children, Youth and Families (hereinafter, the Department) Child Protective Services (CPS) Hotline that contains a concern about the well-being of a child but does not meet the criteria for an investigation may be classified as an Information/Referral (I/R) Report. Refer to [DCYF Policy 500.0010, Criteria for a Child Protective Services Investigation](#).
- B. Examples of I/R Reports are listed below:
1. Bruises with no suspicion of abuse/neglect and no history of abuse or neglect
  2. Children not using seat belts or car seats in moving vehicles in accordance with provisions of RIGL 31-22-22
  3. Children eleven (11) years of age or older left unsupervised during the daytime or early evening when there is no clear and present danger
  4. Custody issues related to domestic disputes
  5. Families or children that are reported as nuisances in the neighborhood when there is no clear and present danger
  6. Head lice and minor hygiene problems when there is no evidence of abuse/neglect
  7. Physical or sexual abuse of a person, who is now an adult, if there are no minor children in the home (refer to appropriate law enforcement agency)
  8. Overcrowded housing
  9. Parent/child conflict where there is no allegation of physical or sexual abuse
  10. Physical or sexual abuse reports that have already been investigated and there are no new allegations or evidence
  11. Truancy/lack of school attendance (refer caller to appropriate agency)
  12. Physical or sexual abuse of a child by an adult who is not considered a "person responsible for the child's welfare" when there is no evidence of parental negligence (refer caller to appropriate law enforcement agency)
  13. Vague or general information such as "the house is dirty", "the child has been molested" or "the child is abused" with no specific incident, no further explanation and with no credible reason to suspect abuse or neglect
  14. Teenager is beyond parental control (refer caller to a community program or appropriate law enforcement agency)
  15. Report of general neglect of a teenager who is not physically or developmentally disabled when report does not fit into one of the specific neglect allegation categories
  16. Unsupervised teens disturbing the neighborhood (refer caller to appropriate law enforcement agency)
- C. If there is a history of Department involvement, the Hotline Child Protective Investigator (CPI) reviews the report with the Hotline supervisor to determine whether or not to initiate a CPS investigation.
- D. An I/R Report is documented in RICHIST in a CPS Report by the Hotline CPI. Refer to [RICHIST Window Help, CPS Report: Information/Referral](#).
- E. When an I/R Report is received relating to an active Department case, an Information/Referral Report e-mail notification is automatically sent to the primary service

worker, supervisor and administrator, as well as to the licensing worker. Notification is also sent to any other line staff assigned to the case. Refer to [RICHIST Window Help, CPS Report: Information/Referral](#).

1. If the I/R Report appears to require immediate attention, telephone notification is made by the Hotline supervisor directly to the primary service worker/supervisor to ensure their awareness of the circumstances.
  2. Since an I/R Report is generally not investigated, the primary service worker/supervisor must review the information upon receipt and respond accordingly within three working days, except in instances requiring immediate attention.
  3. The primary service worker/supervisor acknowledges receipt of the I/R Report and documents the initial response by creating an Information/Referral Report Response Note within the CPS Report itself. Refer to [RICHIST Window Help, Create/Document Information/Referral Report Response Note](#).
  4. Any subsequent responses pertaining to the I/R Report are documented by creating a Case Activity Note and selecting "CPS Related Information" as the category. Refer to [RICHIST Window Help, Case Activity Notes](#).
- F. When an I/R report is received relating to a case that is not active with the Department, does not meet criteria for a CPS investigation and it appears that there is a service need, a referral for services may be made to CPS Intake. Information reported suggesting that a child, youth or family may benefit from a service referral due to vulnerability may include:
1. Age (including but not limited to infants and children between the ages of birth and six) and/or
  2. An emotional, physical or developmental condition; and/or
  3. Circumstances indicating that the caregiver's protective capacity may be compromised.
- G. All calls received by CPS and classified as Information/Referrals are reviewed by the Call Floor Supervisor, who approves or disapproves of the determination to classify the call as an Information/Referral. In addition, the protocol is printed out and placed in the marked box on the Call Floor for administrative review.
1. At the end of the first and second shifts, a CPS Administrator removes and reviews the protocols.
  2. The third and fourth shift's protocols are reviewed at the beginning of the day.
  3. Weekend protocols are reviewed Monday morning.
  4. In all cases, the CPS Administrator documents his/her review in the Information/Referral Report Log, which is maintained or destroyed in conformance with the Department's approved records retention policy.
  5. If the Administrator determines that an Information/Referral requires upgrade, it is documented and generated as such.