

# 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 service 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 service 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 case plan goal. Ongoing communication shall occur between the investigator and the service worker to ensure that a high level of service is provided by both the investigator and the service worker.

Upon completion of the investigation the active worker resumes full responsibility for the child and family. If other siblings in the family appear to be in need of services from the Department as a result of the investigation, the case will be assigned to Intake for screening purposes. If the Intake Worker determines that services are necessary, the case is then assigned to the primary service worker of the active child.

## **Related Procedure**

[Flow of Active Case During CPS Investigation of Child Abuse/Neglect](#)

## 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 abuse/neglect or the active service worker receives a report and informs the Call Floor;
  - 1. The Call Floor worker determines that the call is in regard to a CA/N allegation.
  - 2. The Call Floor worker screens for prior and/or current agency involvement.
- B. The Call Floor worker completes a CPS report and forwards it to the Call Floor Supervisor:
  - 1. All assigned workers receive an automated message that a CPS reports 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, a copy of the CPS report is sent via interdepartmental mail to the Office of the Child Advocate;
- C. Investigation is initiated within twenty-four (24) hours. Calls are prioritized according to seriousness of situation:
  - 1. Emergency - Investigation begins within ten (10) minutes;
  - 2. Immediate - Investigation begins within investigative shift (eight (8) hours); and
  - 3. Routine - Investigation begins within twenty-four (24) hours.
- D. Investigator accesses case information on-line, and if necessary, confers with primary service worker/Casework Supervisor as soon as possible after case assignment. Primary service worker continues to provide service to the child and family during the course of the investigation.
- E. The investigator is responsible for the removal of the child from the home if it becomes necessary because of abuse/neglect during the course of the investigation. (Refer to Policy 500.0075, Removal of Child from Home.) (Placement of the child is the responsibility of the primary service worker during normal working hours. After hours placement is the responsibility of the investigator.):
  - 1. The investigator/supervisor shall immediately make verbal notification to the active 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 active worker with a to the supervisor, which can be found in the placement window.
- F. The investigator is responsible for the initiation of any of the following legal actions that are undertaken as a result of indicating and/or investigating an allegation of abuse or neglect:
  - 1. DCYF protective hold;

2. Filing of ex parte petition; and
  3. Filing of straight petition if investigator feels that court interaction is warranted (this shall be done in consultation with DCYF legal staff and the primary service worker).
- G. The investigation is completed within ten (10) days:
1. The Child Protective Investigative Supervisor may approve a ten-day (10) extension;
  2. The primary service worker must be notified of the extension; and
  3. Any further extension must be approved by the Chief, Child Protective Investigator.
- H. If the allegation of abuse/neglect is unfounded:
1. The active worker is notified of the outcome by an E-mail message;
  2. Primary service worker resumes full responsibility for case; and
  3. If institutional abuse or neglect is unfounded, procedures for Processing and Notifications for an Alleged Institutional Abuse/Neglect Case, must be followed.
- I. If the allegation of abuse/neglect is indicated:
1. The active worker is notified of the outcome by an e-mail Message with a cc to the Regional Director, Assistant Administrator and worker supervisor:
    - a. Administrator reviews case on-line;
    - b. Primary service worker resumes full responsibility for case. Investigator will follow 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, procedures for Processing and Notifications for an Alleged Institutional Abuse/Neglect Case, must be followed.