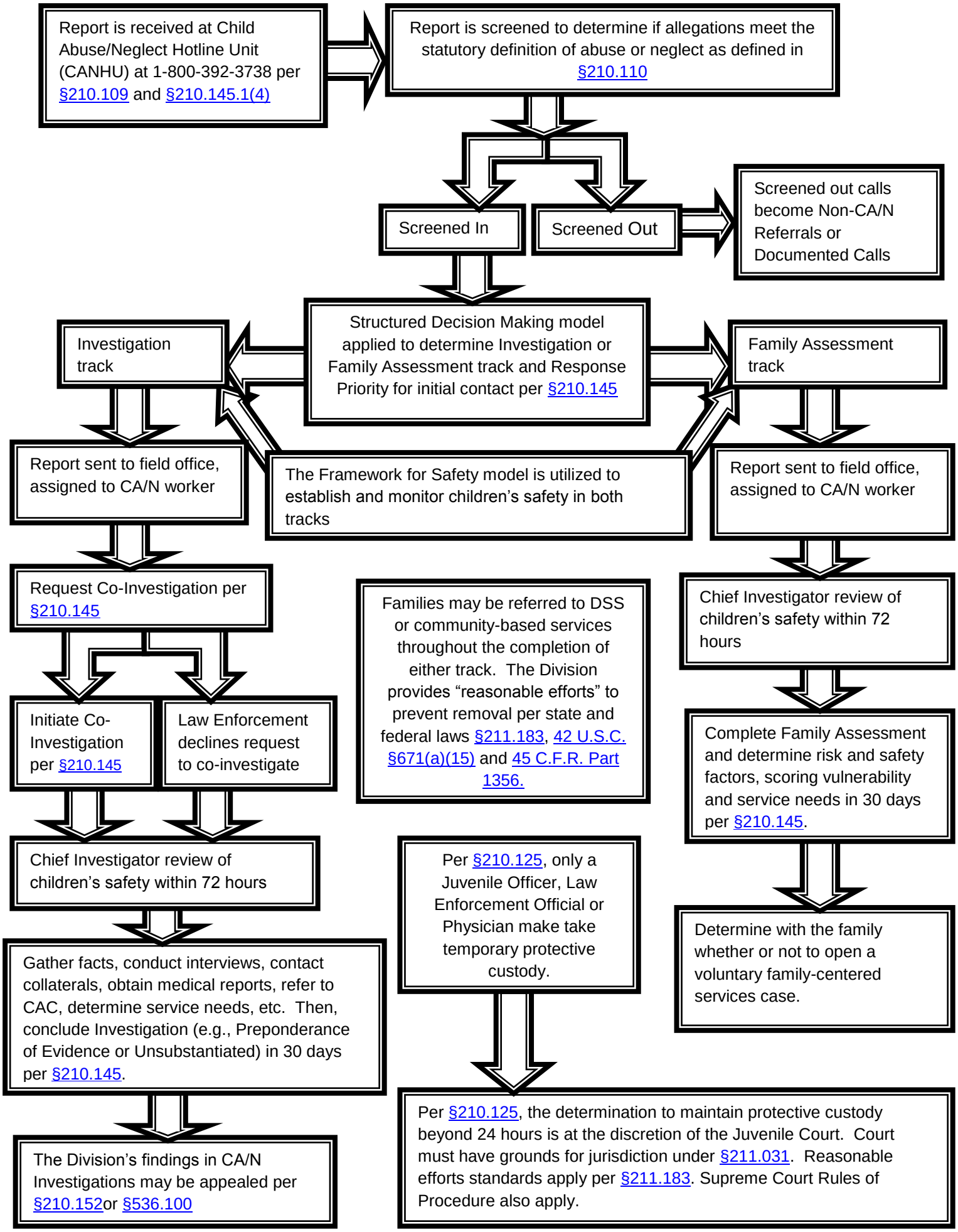
Report is received at Child Abuse/Neglect Hotline Unit (CANHU) at 1-800-392-3738 per §210.109 and §210.145.1(4)
Report is screened to determine if allegations meet the statutory definition of abuse or neglect as defined in §210.110
Screened In
Screened Out
Screened out calls become Non-CA/N Referrals or Documented Calls
Structured Decision Making model applied to determine Investigation or Family Assessment track and Response Priority for initial contact per §210.145
Investigation track
Family Assessment track
Report sent to field office, assigned to CA/N worker
The Framework for Safety model is utilized to establish and monitor children's safety in both tracks
Report sent to field office, assigned to CA/N worker
Request Co-Investigation per §210.145
Families may be referred to DSS or community-based services throughout the completion of either track. The Division provides "reasonable efforts" to prevent removal per state and federal laws §211.183, 42 U.S.C. §671(a)(15) and 45 C.F.R. Part 1356.
Chief Investigator review of children's safety within 72 hours
Initiate Co-Investigation per §210.145
Law Enforcement declines request to co-investigate
Complete Family Assessment and determine risk and safety factors, scoring vulnerability and service needs in 30 days per §210.145.
Chief Investigator review of children's safety within 72 hours
Per §210.125, only a Juvenile Officer, Law Enforcement Official or Physician make take temporary protective custody.
Determine with the family whether or not to open a voluntary family-centered services case.
Gather facts, conduct interviews, contact collaterals, obtain medical reports, refer to CAC, determine service needs, etc. Then, conclude Investigation (e.g., Preponderance of Evidence or Unsubstantiated) in 30 days per §210.145.
Per §210.125, the determination to maintain protective custody beyond 24 hours is at the discretion of the Juvenile Court. Court must have grounds for jurisdiction under §211.031. Reasonable efforts standards apply per §211.183. Supreme Court Rules of Procedure also apply.
The Division's findings in CA/N Investigations may be appealed per §210.152or §536.100