

Child Protective Services: Intake

2103 INTAKE

2103.1 Introduction

Intake refers to all of the activities necessary to receive referrals alleging child maltreatment, assess whether a referral will be accepted as a report of child abuse or neglect, and determine the agency's response, as well as the urgency of that response. Child safety assessment begins at intake.

Intake Responsibilities:

- Listen and respond to the reporter in a respectful manner;
- Explain what child maltreatment is to the reporter;
- Determine if the referral is a report of child abuse or neglect as defined by state law and policy;
- Identify and weigh the importance of family issues, social relationships, and other environmental factors;
- Thoroughly gather and examine relevant information to decide whether to assign the report for (assessment (investigation));
- Determine the urgency of the response: (immediate, 24-hour, 5-day);
- Check for any and all previous CPS history;
- Review intake information and decisions with the supervisor; and
- Assist the caller through the difficult job of reporting.