

Child Protective Services: Intake

2103.15 Response Time Calculation

Requirement

Begin response time calculation at the moment the report is received.

Procedures/Practice Issues

Determine response time by the severity of the reported allegations and/or present danger to a child. Reports of a severe nature and/or with present danger to a child require immediate to 24-hour response. See 2103.16 for situations that always require an immediate to 24-hour response. Reports of a less severe nature/ without present danger are to be responded to within 2-5 work days of the report. Determine response times with supervisory review, as needed.

When a report is received about a family residing in another county, immediately alert the county with assessment (investigation) responsibility of the report, how the report will be transmitted and of any information the county might need for beginning an assessment (investigation). Response time is based on the time the report was initially made by the reporter and **not** the time the county of jurisdiction learned of or received the report. The supervisor in the receiving county facilitates the transfer of information to the investigating county, as needed.

These response times represent minimal standards. **A response to a report may begin sooner than minimally required and should, when possible.**

Response times should guide the child abuse protocols required and developed in each county.