

# Child Protective Services: Investigation

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## 2104.13 Initial Contact Made with Child in the Home

### Requirement

Proceed unannounced to the home setting to see the child when it has not been possible to see the child away from the parent. Be prepared to make an immediate assessment of the child's situation upon arrival at the home.

### Procedures/Practice Issues

Observe and document all home and environmental conditions that might affect the health and safety of a child. These documented observations become important evidence for use in court when it is necessary to file a deprivation complaint. Photographs provide excellent documentation of substandard living conditions.

For abuse cases where initial contact with the child is in the home:

- Gain entry to the home or other setting where the child receives care. If a child is discovered to be at home alone, do not enter the home or encourage the child to open the door. Consult with the supervisor and notify law enforcement as necessary (See [2104.20](#));
- Interview the child (if still at home) and attempt to assess alleged maltreatment and determine safety;
- Determine whether the child is in imminent danger (safety status);
- Determine the need for medical examination or treatment;
- Determine the need for emergency placement (situation is unsafe);
- Determine the need for law enforcement or court involvement; and,
- Ensure the case managers own physical safety.

In **neglect cases** with allegations of home and/or environmental substandard conditions, go unannounced to the home setting and observe home conditions that might be altered if prior notice of this contact is given.