

Child Protective Services: Investigation

[←←BACK](#)

[CONTENTS](#)

[FORWARD⇒⇒](#)

2104.19 Unsuccessful Attempted Contact

Requirement

Determine with the supervisor what steps to take (See [2104.20](#)) when completion of the required contacts is unsuccessful. Clearly explain in case documentation any decision that all required contacts could not be made. Document supervisory approval of this decision.

Procedures/Practice Issues

An unsuccessful face-to-face contact with the parent does not diminish the expectation to continue seeking the parent or other responsible caretaker. Collateral contacts with an individual (not the reporter) who has first hand knowledge of the described situation, prior to contact with the parent, is permissible only when the situation described is one of non-life threatening neglect. Follow this collateral contact by in-person contact with the parent and the child as soon as possible.