

Child Protective Services: Investigation

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2104.28 Failure to Meet 30-Day Time Frame for Completing an Investigation

Requirement

An investigation is limited to one waiver. Document on the waiver request that the investigation is continuing and why it is not yet completed.

Procedures/Practice Issues

Document the justification for not meeting the 30-day time frame for completing an investigation on [Form 454 \(Investigative Conclusion\)](#). Support this documentation with an approved waiver request.

A waiver request for exception to completing the investigation within 30 calendar days may be made for a **specific case** where extenuating circumstances prevent the completion of the investigation within 30 days. Submit the waiver request to the immediate supervisor. **The waiver request is authorized by the county director, social services program director or social services administrator** (depending on individual county staffing patterns). The supervisor determines case contact needs during the waiver period.

The approving authority authorizes a waiver for a time span of from one to thirty days. A thirty day time extension is not automatic, and any waiver approval is limited to the time deemed necessary to acquire missing information.

Reasons that an investigation might not be concluded within 30 days are:

- Awaiting the receipt of requested and necessary documentation such as a medical report, psychological evaluation, mental health history, police report, criminal history check, etc. However, do not request a waiver if a verbal report has been received. Document this information and proceed with the case determination. Add any requested documentation to the case when it is received.
- The family has moved and efforts are still in process to locate the family.

Document that the investigation has proceeded without any undue delay and that the request for a waiver is necessary for making a sound case determination. Lack of case documentation is not a valid reason to request or grant a waiver.

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When a waiver request is denied by the authorizing party, immediately proceed with the completion of the investigation and document the waiver denial in the case file.