

Child Protective Services: Investigation

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2104.29 Client Notification

Requirement

At the completion of the investigation, notify in writing a legal parent/legal custodian, who is party to the investigation, of the case determination.

Procedures/Practice Issues

Mail the case determination letter (See [Section X](#)) at the completion of the investigation. For substantiated cases, the letter explains how to request a review of the decision. Foster parents and pre-adoptive parents of children in DFCS custody do not receive a notification letter. They may request a review by the county director if their home is to be closed.

Mail one of the following letters to the legal parent / legal custodian who has caretaking responsibility for the child:

- Case determination is **substantiated**, case remains **open** for services: **Send [letter #1](#)**. This includes information to the parent about options for requesting a review of the decision, if in disagreement;*
- Case determination is **substantiated**, case is **closed**: **Send [letter # 2](#)**. This includes information to the parent about options for requesting a review of the decision, if in disagreement;*
- Case determination is **unsubstantiated**: **Send [letter #3](#)**; or,
- Case determination is substantiated and a decision has been made or is pending in either the Juvenile Court or the Superior Court on the same investigated allegations: **Send [letter #4](#)**.
- Case determination is either substantiated or unsubstantiated on a report of maltreatment at a location outside the home of the parent; e.g., school, day care center, foster home or other placement location. **Send [letter # 5 \(substantiated\)](#) or [letter # 5 \(unsubstantiated\)](#)**. Mail the letter to the child's parent. However, neither a non-custodial parent or a parent whose parental rights have been terminated receive a letter.

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Inform individuals that they will receive a letter and discuss with them the reason for the particular determination. Knowing why a case determination is made, prior to receipt of the notification letter, may prevent requests for reviews that are more likely to be made when there is a lack of understanding of the decision.

*See [2104.30](#) for requirements of responding to a case determination review request.