

Child Protective Services: Investigation

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2104.37 Substantiated Cases and Community Resources

Requirement

Refer both unsubstantiated and low risk cases, prior to closure, to available community resources for early intervention and other preventive services. Document the referral in the case record. For low risk cases, confirm with resources that the family has followed up with the referral.

Low risk substantiated cases remain open when there is court ordered CPS involvement (See [2104.6](#)).

Procedures/Practice Issues

A **substantiated** case that rates low risk may be held open for up to an additional thirty days, as necessary, to confirm that the family pursued contact with referral resources. Document this on Form 452 (Contact Form).

Document and close an **unsubstantiated** case at the time the referral is made.

The county department is encouraged to develop a local community resource list of agencies that provide support services to families. Make this list available to low-risk families.

County offices may contract, through a MOU (Memorandum of Understanding) for Early Intervention/Preventive Services, to provide limited services to low-risk cases for follow-up and/or referral purposes. Define in the initial MOU the expectations for the referral (See [2107.7](#)). Establish a local method of tracking referred substantiated low-risk cases for meeting accounting and statistical needs. Also consider referrals to programs funded by Safe and Stable Families.

Advise the vendor to refer any situation back to the department if the initially identified risk level escalates and/or if the situation seriously deteriorates.

Early Intervention providers are expected to adhere to professional standards of conduct and ethics, consistent with DHR personnel practices, regarding client contact and confidentiality. **Early Intervention providers are mandated reporters of suspected child maltreatment** (See [2107.7](#)).