

Child Protective Services: Investigation

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2104.41 Family Moves to Unknown Location - Loss of Contact

Requirement

Immediately take all possible steps to find the family when the location of a family active with CPS becomes unknown.

Procedures/Practice Issues

Prior to case closure, complete the following steps to locate the lost family:

- If the family has school age children, contact area schools to determine if the family has withdrawn the children from school and has informed the school of the new address for school record transfer purposes;
- If the family lived in an apartment, trailer or other rented location, contact the landlord/rental office to determine if the family has given a change of address notification;
- Contact area health departments to determine if the family has advised the medical community of its new address;
- Contact the U.S. Postal Service to determine if the family has submitted a change of address;
- Contact all known relatives to determine if they are aware of the family's new address;
- Make unannounced visits to the original location for purposes of verifying that the family has, in fact, vacated this location. Area neighbors may be interviewed to determine if they are aware of where the family moved;
- Screen SUCCINQ to determine if the family has notified the eligibility worker of its new address;
- Contact the Child Support Enforcement office to determine whether the family has given notification of a new address;
- Complete CPS Alert (See [2104.40](#)); and,
- Advise these outside sources to notify DFCS at any time they become aware of the family's location. Document in the case record all steps taken to locate the family, including recommendations to and responses from each source contacted.