

LCCS POLICY 310

Receipt, Recording, and Assignment of Child Abuse/Neglect Reports

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| Original Issue Date: | 7/11/1984 |
| Revision Dates: | 8/20/1992, 2/1/1994, 1/8/1999, 3/14/2008, 1/9/2013, 9/1/2020 |
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| Current Effective Date: | 9/1/2020 |
| Obsolete/Combined Date: | |
| Reason for Obsoleting/Combining: | |
| See new Policy #: | |

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|------------------------|---|
| Scope: | This policy applies to all casework staff |
| Responsibility: | Assistant Manager of Assessments, Assessments Department Manager, Director of Services |
| Purpose: | To assure the ability to: receive & log CA/N Reports, at all times; and, to initiate within a timeframe consistent with the Safety Concerns apparent at the Intake Level. |
| Legal Cite: | O.R.C. §§ 2151.421, 5153.16; O.A.C. 5101:2-36-01, 5101:2-36-09, 5101:2-36-20 |

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POLICY STATEMENT

LCCS will accept reports from any source, including persons wishing to remain anonymous, alleging the actual or potential child abuse/neglect (CA/N) of children less than eighteen years of age, or a physically/mentally challenged person under twenty-one years of age.

LCCS will accept reports twenty-four hours a day, seven days a week and will log them into the Statewide Automated Child Welfare Information System (SACWIS).

PROCEDURE

Receipt and Recording of Reports

Responsibility for the receipt & recording of reports alleging known/suspected child abuse, neglect, dependency, or indicating a family is in need of the agency's services (via Phone, E-mail, Fax, Drop-Off, or Walk-In) is delegated as follows.

- **Normal Hours** (Intake Specialists)
- **2nd Shift Hours** (Emergency Services Specialists)
- **3rd Shift Hours** (Emergency Services Specialists)

All information reported to a PCSA alleging known or suspected child abuse, neglect, or dependency, or indicating a family is in need of PCSA services shall be recorded in the statewide automated child welfare information system and a screening decision shall be made within **four hours** from receipt of the information.

If the intake information indicates an immediate threat of serious harm or is insufficient to determine whether or not the child is safe at the time of the referral, the agency shall make a screening decision within **one hour** of receipt of the information and record the decision in the statewide automated child welfare database within that hour.

Within **twenty-four (24) hours** from receipt of the information, the PCSA shall make a determination as to what category the information received applies, and assign the information to one of the following four (4) intake categories and record it in the statewide automated child welfare information system:

- **Child Abuse and/or Neglect Report**
- **Dependency Report**
- **Family in Need of Services Report**
- **Information and/or Referral**, pursuant to 5101:2-1-01.

When a report is received by an Intake Specialist where an LCCS employee is identified as a principal on the Intake, the Intake Specialist must immediately notify the covering Supervisor, who will inform the Assistant Assessments Manager or Assessments Manager. The covering Supervisor and the Assistant Assessments Manager or Assessments Manager will then make the decision as to how to proceed.

LCCS will follow OAC 5101:2-36-08 for any report of abuse or neglect where a potential conflict of interest exists.

Initiation Timeframes

Upon acceptance of a child abuse and/or neglect report, the PCSA shall initiate the report in accordance with the following:

For an emergency report, attempt a face-to-face contact with the alleged child victim within **one hour** from the time the referral was screened in, to assess child safety and interview the alleged child victim.

For all other reports, attempt a face-to-face or telephone contact within **twenty-four hours** from the time the referral was screened in, with a principal of the report or collateral source, excluding the referent, who has knowledge of the alleged child victim's current condition, and can provide information about the child's safety.

If the twenty-four hour attempt was not an attempted face-to-face contact with the alleged child victim, a face-to-face contact with the alleged child victim shall be made within **seventy-two**

hours from the time the referral was screened in to assess child safety and interview the alleged child victim.

Where jurisdiction does not lie with Lucas County, reports must be immediately conveyed, at least verbally, by the LCCS employee performing the intake function at the time, to the appropriate county's Child Protective Service or Sheriff's Department.

CASE PRACTICE GUIDES

LCCS should take measures, in addition to a listing in the telephone directory, to ensure that the community is aware of the means to access LCCS' intake and emergency services.

LCCS utilizes a variety of traditional, electronic, and social media tools to ensure that the community knows how to access LCCS' intake and emergency services, such as: radio spots, newspapers and other printed publications, information cards distributed throughout the community, online advertising, social media and outdoor advertising.

RELATED POLICIES and FORMS

LCCS Policy 130 (Identification & Maintenance of Required Case Record Information that is not Maintained in the Case File)

LCCS Policy 141 (Non-Discriminatory Service Delivery)

LCCS Policy 320 (Investigative and Administrative Procedures where an LCCS employee is a Principal of a Report of Child Abuse/ Neglect)

LCCS Policy 350 (Initial Notification of an Investigation of Child Abuse/Neglect in Licensed Out-of Home Care Setting)

LCCS Policy 630 (Placement Services For Infants of Incarcerated Mothers)