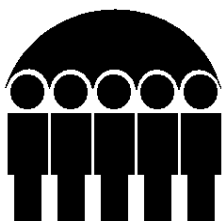


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Employees' Manual  
Title 17  
Chapter A(1)

CHILD WELFARE  
**CPS INTAKE PROCEDURES**



Iowa  
Department  
of  
Human Services

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## **Life of the Case Phase: Intake**

Children in Iowa need protection from abuse. Child protection and strong families are the responsibility not only of the family itself, but also of the larger community, including formal and informal service networks.

It is the purpose and policy of this state to provide the greatest possible protection to children who may have been abused or are at risk for abuse and those children in need of assistance. Practice carrying out these policies shall be guided by the principle: **child safety comes first.**

The purpose of the Department's child welfare intake process is to obtain information to ensure requests for child protective services (CPS) or a child in need of assistance (CINA) that meet the criteria for assessment are accepted and that reports that do not meet the legal requirements are appropriately rejected.

Link to [Legal Basis](#)

Link to [Definitions](#)

### **Intake Outcomes**

- Child safety
- Appropriate reports accepted for assessment

### **Intake Decisions**

- Accept or reject reports for assessment
- Establish response time frame
- Determine transfer

### **Criteria for CPS Assessment**

- Victim is a child under age 18
- Person responsible is a caretaker
- Incident or allegation falls within Iowa's definition of abuse

### **Scope of Chapter**

This chapter describes state procedures for carrying out the intake process for child protective services. The organization of the Policy and Procedures chapters are aligned. For some topics in the procedures, there are no associated laws, rules, or Department-required policies.

Links to "Policy" in this chapter refer to Chapter 17-A, which summarizes the essence of the associated laws, rules, and Department-required practice for the intake phase of a child welfare case. Links to "Practice Guidance" refer to Chapter 17-A(3), which provides background information to supports the procedures or policy and the clinical or programmatic rationale for the actions that are required.

### **Receiving the Child Abuse Report**

Link to [Policy](#)

Link to [Practice Guidance](#)

Link to [How-Do-I? Guide](#)

Link to [Centralized Intake Protocol](#)

Department local offices, the Central Abuse Registry, and the Child Abuse Hotline may receive reports of child abuse. The Child Abuse Hotline accepts calls at any time and then immediately forwards them to the service area's centralized intake unit. NOTE: Also begin an intake when any situation appears in the newspaper or other media that raises concerns about child abuse. Name DHS as the reporter.

When responding to a caller who is reporting child abuse, requesting CINA services, or calling for another reason:

1. Engage with the caller by providing a thorough and courteous interview. To ensure thoroughness, refer to form [470-4131, Intake Guidance Tool](#).
2. Explain the following to any reporter of child abuse:
  - ◆ The reporter has immunity from liability when making a child abuse report in good faith.
  - ◆ The reporter's identity will be safeguarded during the assessment process. It is Iowa law and Department policy not to identify the reporter, but the Department cannot guarantee that the reporter's identity will not be released if the case results in juvenile court, civil court, or criminal court action. The reporter may be named in the report as a collateral source of information. The family may deduce who made the report.

- ◆ The decision to accept or reject is made by supervisor.
- ◆ The reporter will be notified orally within 24 hours and (except for permissive reporters who elect to remain anonymous) will be sent a written notice within five business days.
- ◆ When intake information is accepted for assessment, the Department's child protective worker will usually contact the child and family within 24 hours or sooner. The reporter can expect to be contacted by the assigned child protective worker.
- ◆ If immediate concerns regarding the safety of the child arise after making this report, the reporter should call law enforcement and recontact the Intake unit.

3. Assist the reporter in determining if the reporter is a mandatory or permissive reporter.
  - ◆ [Mandatory reporters](#): Health practitioners and other professionals who examine, attend, counsel or treat a child in the scope of their professional practice and have reason to believe the child has been abused.
  - ◆ Permissive reporters: Any person who suspects child abuse but is not required by law to report.
  - ◆ Others required to report: Income maintenance workers and certified adoption investigators who in the course of their duties have reason to believe that child abuse has occurred are mandated to report.
  - ◆ Anonymous reporters: Anonymous reports of child abuse are handled in the same manner as any reports of child abuse. NOTE: Mandatory reporters are not to report anonymously.
  
4. Advise mandatory reporters that they:
  - ◆ Should submit a written report of the child abuse allegation within 48 hours to document the oral report.
  - ◆ Will be provided a notice of the outcome of the assessment and may request a copy of the assessment report if the report is founded. (A provider of care to the child may request a copy of the assessment report upon completion regardless of finding.)

NOTE: Mandatory reporters have specific duties to report allegations of child abuse. Mandatory reporters must make a written report to the Department within 48 hours of the oral report and must contact law enforcement if there is reason to believe that the child needs immediate protection. People who are not mandatory reporters are not required to submit a written report.

### **Gathering Intake Information**

Link to [Policy](#)

Link to [Practice Guidance](#)

Link to [CPS and CINA Intake Decision Tree](#)

### **Interviewing the Reporter**

Carefully ask questions to determine if the report meets criteria to become accepted for child abuse assessment. You must determine if there is reasonable belief that the following three elements are present:

- ◆ The alleged abuse occurred to a child (child is under the age of 18, child's age is unknown).
- ◆ The alleged abuse falls within Iowa's definition of [child abuse](#).
- ◆ The alleged abuse was caused by acts or omissions of the child's [caretaker](#).

NOTE: Your task is to determine whether the allegations made in the report of child abuse meet the criteria to be accepted for assessment, not to determine if the allegations are true or false. **You must accept a report when there is insufficient information to reject it.** The assessment will determine whether the allegations are true or false.

When conducting an intake, the critical information needed includes:

- ◆ The allegation of child abuse,
- ◆ The identity and location of the child, parents, or caretaker,
- ◆ The safety of and risk to the child, and
- ◆ The identity and location of the person allegedly responsible for the abuse and that person's access to the child.

Obtain as much of the following information as possible from the reporter:

- ◆ Child: Name, home address, phone number, current location, date of birth, age, physical condition, injuries, previous injuries, school or child care attending
- ◆ Parents: Name, home address, phone number, and current location
- ◆ Caretaker (if other than parent): Name, address, phone number, and current location
- ◆ Person allegedly responsible for the abuse: Name, address, phone number, and current location
- ◆ Other children: Name, age, and condition of other children in the same household

- ◆ Others in the household: Name and age of other adults in the home
- ◆ Incident description: Condition of child, other children in household, and other household members; conduct and condition of parent, caretaker, or person allegedly responsible for the abuse; and the cause of the child's condition, and details of the alleged incident
- ◆ Other sources: Names, phone numbers, and addresses of people knowledgeable about the child's circumstances
- ◆ Reporter: Name, phone number, address, and relationship to the child and incident being reported

Gather information about domestic violence:

- ◆ The threats or the use of physical force against intimate partner
- ◆ The pattern of coercive behaviors
- ◆ Who is the domestic violence victim and who is the domestic violence perpetrator
- ◆ When possible, ask the referring agency or individual about presence of domestic violence:
  - Has anyone else (beside the children being reported) in the family been hurt or assaulted? If so, describe the assault (what and when)?
  - Has anyone in the family made threats to hurt or kill another family member or himself?
  - Do you know if weapons have been used to threaten or to injure a family member?
  - Have the police ever been called to the house to stop assaults against adults or children? Have arrests ever been made?
  - Has anyone threatened to take the children?
  - Has any family member stalked another family member?
  - Do you know who is protecting the children right now?

NOTE: Given the prevalence of domestic violence and its impact on children, routinely inquire directly about domestic violence with all families during the initial reports whether or not there are allegations of domestic violence, and whether or not an adult male lives in the household. When asking about domestic violence, convey that these are routine questions asked in every case.

### **Conducting Record Checks**

Check Department records on the ACAN, IABC, FACS, and STAR systems. Access other state information systems (i.e., DLIC) to verify identifying data as necessary. At a minimum, conduct criminal records checks on all adult subjects. You may use on-line criminal record checks or contact local law enforcement.

Conduct criminal records checks on line at <http://www.iowacourts.state.ia.us/>. Click here to access [case type codes](#).

- ◆ To begin an Iowa Courts Online Search, select ENTER on the "Start a Case Search Here."
- ◆ Under Trial Court, select "Case Search."
- ◆ Enter the last and first name and select ENTER.

If you receive information to suspect that the family has moved to Iowa from another state or another Iowa county, check STAR (CABA screen) for protective service alerts.

### **Recording the Intake Information**

Complete form [470-0607, \*Child Protective Services Intake\*](#), for every intake call, walk-in, or written allegation received by the Department, when a report of child abuse or a CINA assessment request is made, regardless of whether the report contains all necessary information to become a case.

NOTE: When completing form 470-0607, *Child Protective Services Intake*, it is important to document the allegation as reported (as opposed to a synopsis) and to write in complete sentences. Additional information should be recorded in the "Additional Information" section of the form.

## **Evaluating the Intake Information**

Link to [Practice Guidance](#)

1. Assess the reporter's basis for making the report to help determine the quality of the information:
  - ◆ Guess
  - ◆ Suspicion
  - ◆ Belief
  - ◆ Knowledge
2. Determine if you need to re-contact the original reporter. Contact the original reporter again when:
  - ◆ Any of the information in the initial report is unclear or incomplete.
  - ◆ The initial report is made through a written report of child abuse.
  - ◆ The written report submitted by a mandatory reporter contains new or different information from the information provided in the oral report of child abuse.
  - ◆ Any of the information in the initial report is called into question once the assessment has been initiated.
  - ◆ Other circumstances indicate the need to re-contact the reporter.
3. When more than one reporter separately makes a report of suspected child abuse on the same incident and the first report is currently being assessed, advise the subsequent reporters that the report of child abuse they are making has already been accepted as a case. Issue an intake notice to the second reporter stating the allegation is already being assessed.

### **Reports From Multiple Mandatory Reporters**

When **multiple mandatory reporters** make a report of suspected child abuse that results in an assessment:

1. When you receive a report of child abuse from a mandatory reporter regarding allegations that have been previously investigated or assessed, and the reporter has **no new information**, advise the reporter that no action will be taken because the report was previously assessed or investigated.

“No new information” means that the report of child abuse is **exactly the same** as the one contained in a previous assessment or investigation, including the same child, caretaker, alleged abuse, and incident dates.

2. Advise the mandatory reporter to submit a written report of the child abuse allegation within 48 hours to document the oral report.
3. Obtain supervisory approval to mark the Intake as a “previously assessed or investigated allegation.”
4. Within 24 hours of receiving the report, orally notify each mandatory reporter whether or not the report has been accepted or rejected. Within five working days, also send each reporter form [470-3789, Notice of Intake Decision](#), indicating whether the report of child abuse was accepted or rejected.
5. Place the intake information and the mandatory reporter’s written report of child abuse in the corresponding assessment case file, and do not enter information into STAR.

### **Making the CPS Intake Decision**

Link to [Policy](#)

Link to [Practice Guidance](#)

The intake supervisor for the service area will make the decision to accept or reject the report of child abuse as a CPS assessment case unless an immediate response is needed. In the interest of child safety, it may be necessary for the acceptance of a CPS intake to occur without supervisory approval.

1. Determine the supervisory [time frame](#) for making a CPS intake decision:
  - ◆ 1 hour: High risk injury or there is an immediate safety threat
  - ◆ 12 hours: No high risk injury and there is no immediate threat to the child
  
2. Specify the category and subcategory of abuse allegations:
  - ◆ [Physical abuse](#)
  - ◆ [Mental injury](#)
  - ◆ [Sexual abuse](#)
  - ◆ [Denial of critical care](#)
  - ◆ [Child prostitution](#)
  - ◆ [Presence of illegal drugs](#)
  - ◆ [Manufacturing or possession of dangerous substances](#)
  - ◆ [Bestiality in the presence of a minor](#)
  - ◆ [Allows access by a registered sex offender](#)

Some allegations can be easily classified into specific categories and subcategories, while others are more difficult. For more information about each category and subcategory of child abuse, see [CPS Assessment Procedures](#).

3. Accept the report for assessment when:
  - ◆ The factors required for an allegation of the specific type of abuse are present; or
  - ◆ The child is receiving less than adequate care that endangers the child's life or health; or
  - ◆ There is insufficient information to determine whether this standard is met; or
  - ◆ [Compelling circumstances](#) are sufficient to infer that there is danger of the child suffering injury or death.

Accept a report of child abuse for assessment even if the alleged victim or the person allegedly responsible for the abuse is deceased.

NOTE: You cannot ask law enforcement to perform a "child welfare check" on a child reported as an alleged victim of abuse before accepting the case for assessment.

Asking for a "child welfare check" automatically means the report shall be accepted as a case.

You also cannot ask a mandatory reporter to observe, interview, or perform other duties in evaluating the child reported as an alleged victim of abuse before accepting the case for assessment. Asking for observation, interviews, or other evaluations of the child automatically means the report has been accepted as a case.

### **Rejecting the Report**

Link to [Policy](#)

Link to [Practice Guidance](#)

1. Obtain supervisory review and approval of the report to obtain a final determination about rejecting the report for CPS assessment within the required time frame (1 hour or 12 hours).

Inform the reporter that the supervisor will make the final determination about acceptance or rejection of the report.

2. Refer a case to law enforcement within one hour if the report does not meet the criteria for CPS assessment but a child's safety appears to be in jeopardy, there is a high-risk injury or immediate threat.
3. Document the date, time, and reason for the rejection, and the name of the supervisor approving the rejection on form [470-0607, Child Protective Services Intake](#).
4. When a report does not rise to the level of abuse or meet the CINA definition, provide information or information and referral if necessary. Document information or information and referral on form 470-0607, *Child Protective Services Intake*.

NOTE: Do not confuse a referral to community resources with a referral to community care.

### **False Reports**

Accept a report of child abuse that meets the criteria to be accepted unless the report is determined to be false or without merit due to its spurious or frivolous nature.

The supervisor, in consultation with the service area manager or designee, may determine that a report is false or without merit when:

- ◆ The same person has made three earlier reports that resulted in child abuse assessments, **and**
- ◆ The reporter named the same person responsible for the care of the child as the alleged abuser of the same child in those three earlier reports, **and**
- ◆ The three earlier child abuse assessments found that the allegations were entirely false or without merit (zero evidence to support the allegations).

If this situation occurs, provide information concerning the reports to the county attorney for the consideration of criminal charges.

### **Accepting the Report for Assessment**

Link to [Policy](#)

Link to [Practice Guidance](#)

1. Determine [CPS observation timeframe](#) for the child:
  - ◆ One hour: High risk injury or an immediate safety threat
  - ◆ 24 hours: No high risk injury and no immediate safety threat but the person responsible has access to the child
  - ◆ 96 hours: No high risk injury and no immediate safety threat and the person responsible does not have access to the child
2. Document the assigned observation time on form [470-0607, Child Protective Services Intake](#).
3. The intake supervisor will:
  - ◆ Make the decision whether to accept the report,
  - ◆ Assign the observation time frame,
  - ◆ Assign the case to an assessment supervisor, who will assign the case to a child protection worker. NOTE: When a child protection worker makes a report of child abuse, make every effort to have another child protective worker assigned to the case.

- The initial handoff from intake supervisor to assessment supervisor shall be by face-to-face contact or by phone conversation.
  - This initial handoff shall be followed up by an e-mail that contains links to the *Child Protective Services Intake*, form 470-0607, Life of the Case, and Case History, and the result of the system look-ups.
4. Enter information from the CPS intake into the STAR database.

When the report of child abuse involves multiple unrelated people allegedly responsible for the abuse of the same child victim, create a separate case for each unrelated person responsible for the abuse.

When allegations involve multiple nonsibling victims, create a separate case for each child subject.

**Jurisdiction of Child Abuse Assessment**

The assessment unit serving the county where the child subject’s home is has primary responsibility for completing the child abuse assessment. The child’s home household address and composition is listed when abuse occurred in an out-of-home setting.

**Exception:** If the child is abused in a relative placement or other facility placement, and the child continues to reside with that relative or in that facility, the cluster of the facility or relative has jurisdiction. The table below provides information regarding jurisdiction of child abuse assessment.

<b>If child resides:</b>	<b>and abuse took place:</b>	<b>then jurisdiction is with:</b>
At home	In the custodial parent’s home	Home county (court)
At home	In the noncustodial parent’s home	Home county (court)
At home	In a former placement	Home county (court)
At home	In an out-of-home setting	Home county (court)
With relatives	At home	Home county (court)
With relatives	At relatives’ home	Relatives’ county
In placement	At home	Home county (court)
In placement	In that placement Placement	county
In placement	In a former placement	Home county (court)

- ◆ If the abuse took place in the child's home, assign primary responsibility for completing the child abuse assessment to the unit serving the county where the child subject's home is located.
- ◆ If the child is abused in a relative placement or other facility placement, and the child continues to reside with that relative or in that facility, the county of the facility or relative has jurisdiction. See [Child Abuse Assessment in Out-of-Home Settings](#) for information on who has responsibility for the assessment of child abuse allegations in specific types of facilities.
- ◆ If the child's county of residence is unknown, the assessment unit receiving the report has primary responsibility for conducting the assessment until the actual county of residence can be determined.

When the county of residence is determined, transfer the responsibility for completing the assessment to that county.

- ◆ The assessment unit whose jurisdiction encompasses the location of a facility or placement where the child is living has primary responsibility for completing the assessment when:
  - The child is placed in a residential facility and the abuse occurs in the facility, or
  - The child resides or is placed away from the parental home, and the abuse occurs in the current placement or residence. Refer to the jurisdiction [table](#) above.

#### **Report Involves Another State**

When the child subject physically resides in Iowa but has allegedly been abused in another state:

1. Obtain the information from the reporter needed to complete form [470-0607, Child Protective Services Intake](#).
2. Make an oral report to the office of the other state's public protective service agency for the area in which the abuse allegedly occurred. Request assistance from that state in completing the assessment.
3. Send a copy of the form [470-0607, Child Protective Services Intake](#), to the agency from the other state that is assisting in the assessment.

The assessment will be completed with the assistance of the other state, unless it can be confirmed that the incident has been assessed previously.

When the child who is the subject of an allegation of abuse is a legal resident of another state, but is present within Iowa, the child protective worker will:

- ◆ Address the safety of the child.
- ◆ Contact the child's state of legal residency to coordinate the assessment of the report, and to offer assistance to the state of legal residency in its completion of the assessment.
- ◆ Commence an assessment if the state of legal residency refuses to or declines to conduct an assessment, unless it can be confirmed that the incident has been assessed previously.

### **Report Involves a Department Facility**

The Department of Inspections and Appeals (DIA) investigates reports of abuse in Department-operated facilities. Department-operated facilities caring for children include:

- ◆ The Iowa Juvenile Home
- ◆ The State Training School
- ◆ Woodward Resource Center
- ◆ Glenwood Resource Center
- ◆ Cherokee Mental Health Institute
- ◆ Independence Mental Health Institute

The chart below identifies the jurisdiction of assessments.

<b>If the alleged abuse of child residing in a state-operated facility...</b>	<b>Jurisdiction of the assessment is with...</b>
Took place in a state-operated facility	Inspections and Appeals
Took place in a former placement	Human Services (home county)
Took place at home	Human Services (home county)

When DIA has jurisdiction of the assessment:

1. Refer the report to the DIA complaint and abuse hotline at 1-877-686-0027. DIA will make an intake decision and respond accordingly.

2. Fax the intake information received to DIA at (515) 281-7106. Include in the fax cover letter the information that this is a child abuse referral. Do not enter the intake into STAR/Caseflow.
3. If DIA is not available, immediately contact the facility administrator or designee to ensure safety of the child. The administrator or designee must ensure that:
  - ◆ The safety needs of all children in the facility are addressed, and
  - ◆ Any information necessary for a complete assessment is gathered and remains intact.
4. If there is an immediate threat to the physical safety of the child, make reasonable efforts to make personal contact with the child when DIA staff are not able to respond within one hour of the receipt of the report. Take any lawful action necessary and advisable for the protection of the child. See 17-B(1), [Child Safety](#).

NOTE: This observation may be delegated to Department staff who work within the facility.

5. Consult the Service Help Desk and central office program staff to determine if a situation involves caretaker status.
6. Contact Central Office program staff if:
  - ◆ There are concerns about the safety of the children residing in the facility; or
  - ◆ A report naming a person employed at a Department-operated facility as responsible for abuse is placed on the Central Abuse Registry.

### **Report Involves a Department Employee**

When the report involves a Department employee, take the following steps:

1. The worker receiving the report determines the county where the child subject resides.
2. The worker's supervisor or designee notifies the service area manager of the report.

3. The service area manager or designee:
  - ◆ Determines which office will be asked to conduct the assessment,
  - ◆ Informs the Field Operations Support Unit of the report,
  - ◆ Assigns the assessment to a local office within the service area or requests that an office outside of the service area conduct the assessment, and
  - ◆ May request assistance from outside agencies, such as the Department of Inspections and Appeals.

### **Involving Law Enforcement**

Involvement with law enforcement may occur multiple times during the life of the case.

#### **When the Report Is Accepted for Assessment**

Make a referral to law enforcement in the following circumstances:

- ◆ If you believe that the child is in a circumstance or condition that presents an **imminent danger** to the child's life or health unless removed from the parental home, immediately contact a peace officer and request assistance. The peace officer has the authority to remove the child from the parental home and it is the peace officer's decision to conduct an [emergency removal](#).
- ◆ When a report indicates that the child has suffered a "**high risk**" injury or there is an **immediate threat** to the child, contact law enforcement to take action necessary to safeguard the child named in the report and any other children in the same home as the parents or people allegedly responsible for the child's care. The Department must act immediately to address the child's safety, and contacting law enforcement for an immediate response is the first step.
- ◆ Refer the report allegation to law enforcement when a criminal act is alleged. If child abuse by a caretaker is alleged, DHS assesses the abuse allegation and law enforcement investigates the criminal act. Refer to your locally established protocols for joint assessment of child abuse and criminal investigation.

### **When the Report Is Not Accepted for Assessment**

When the report alleges the child is at high risk and the child's safety appears to be in jeopardy, but the report does meet the criteria to be accepted (such as the person allegedly responsible is not a caretaker), respond immediately by contacting law enforcement.

### **Whether or Not the Report Is Accepted for Assessment**

Always refer the following allegations to law enforcement:

- ◆ Allegations of criminal acts of harm to a child, whether the report has been accepted for assessment or rejected
- ◆ Allegations of sexual abuse (\*)
- ◆ Allegations of child prostitution, bestiality in the presence of a minor by a caretaker or noncaretaker, or incest
- ◆ All fatalities, near fatalities, and serious injuries
- ◆ Methamphetamine lab allegations
- ◆ Allegations of reckless motor vehicle operation
- ◆ Allegations of cohabitation with a registered sex offender

\* When the report alleges **noncaretaker sexual abuse** allegations:

1. Document the information on form [470-0607, Child Protective Services Intake](#).
2. Reject the intake.
3. Make a referral to the law enforcement agency having jurisdiction to investigate the allegations.
  - ◆ Make the report orally as soon as possible (within 24 hours) and in writing within 72 hours.
  - ◆ Respond immediately when the report alleges the child is at **high risk**.
  - ◆ You may use form 470-0607, *Child Protective Services Intake*, to make the referral.

When the report alleges **reckless or drunken driving** by a cab driver or school bus driver, refer the report to law enforcement and to the business or school that employs the driver.

NOTE: These people are not considered caretakers except in the most unusual circumstances. Iowa Code 726.6, subparagraph 3, defines a person having control over a child or a minor to include a person who is operating a vehicle with a child under age 14, or under age 18 if the child has a mental or physical disability.

### **Providing Notice of Intake Decision**

1. Within 24 hours of intake, orally notify the reporter, if known, that the report has been accepted or rejected. NOTE: The intake worker or the supervisor may provide this notification.

When a report is rejected, advise the reporter that the report must meet all criteria and that the report is being rejected for one of the following reasons:

- ◆ The reported victim is not a child.
- ◆ The person alleged to have abused the child is not a caretaker.
- ◆ The reported abuse does not fall within the definition of child abuse.
- ◆ The allegation already has been or is being assessed.

If the reporter has concerns regarding the intake decision, advise the reporter to contact the intake supervisor and give contact information.

2. Document the date and time the oral notification was issued to the reporter on form [470-0607, Child Protective Services Intake](#), in the "Additional Information" section.
3. Prepare and send a written notice to the reporter within five working days, indicating the decision to accept or reject the report, using form [470-3789, Notice of Intake Decision](#).
4. Send a copy of the accepted or rejected intake information to the county attorney for the county where the child resides. This information should include:
  - ◆ Identifying information about the subjects of the report,
  - ◆ The whereabouts of the subjects, if known,
  - ◆ A description of the abuse allegations reported, and
  - ◆ The name and relationship of the reporter.

5. Notify the following staff as appropriate to the circumstances of the case:
  - ◆ The DHS social work case manager and the case manager's supervisor when a subject of the report is part of an on open child welfare service case.
  - ◆ DHS licensing or child care registration staff when assessments have been initiated on a licensed foster family home, child care center, or registered child care setting.

NOTE: The assessment worker is responsible for coordinating joint assessments and keeping licensing staff informed of progress and findings. The licensing worker will inform the child-placing agency or the Department's recruitment and retention contractor if allegations are received regarding a foster family home or approved adoptive home.

- ◆ DIA licensing staff, when assessments have been initiated on facilities.

See [Out-of-Home-Settings](#) for a chart summarizing jurisdiction and notification for assessments in facilities.

### **Additional Allegations**

Subjects rather than multiple reporters determines when a new assessment is required. When additional allegations of child abuse are reported or identified and accepted while a child protective assessment is being conducted:

1. Determine if the additional allegations identify exactly the same child victim and alleged person responsible:
2. If exactly the same child victim and alleged person responsible are identified, incorporate the additional allegations into the current assessment, unless there is not enough time to evaluate the additional allegations before completing the [Child Protective Assessment Summary, form 470-3240](#). Consult with the assessment worker's supervisor. In that case, treat the additional allegations as a new case.
3. If a sibling of the original victim is identified, you may document and incorporate the allegation regarding the sibling when:
  - ◆ The original victim and the sibling have the same parents, and
  - ◆ The alleged person responsible is the same as named in the original allegation or is the other parent.

4. In all other circumstances, treat the additional allegations as a new case.  
Example: The allegation involves a sibling, but a different nonparent person is named responsible.

NOTE: Additional allegations of child abuse that are reported or identified by someone other than the child protective worker assigned to the case still require:

- ◆ Observation and response within time frames, and
- ◆ Oral notification to the reporter within 24 hours about the Department's decision to accept or reject the report, and
- ◆ Written notification to the reporter within five working days about the Department's decision to accept or reject the report.



September 1, 2006

**GENERAL LETTER NO. 17-A(1)-3**

ISSUED BY: Bureau of Protective Services,  
Division of Behavioral, Developmental and Protective Services for  
Families, Adults and Children

SUBJECT: Employees' Manual, Title 17, Chapter A(1), **CPS INTAKE PROCEDURES**, Title page, new; Contents (page 1), new; and pages 1 through 18, new.

**Summary**

Employees' Manual Chapter 16-E, **CHILD PROTECTIVE ASSESSMENTS**, has been redesigned into policy, procedure, and practice guidance subchapters reflecting the phase in the life of the case (intake and assessment). The new intake chapters are:

- ◆ 17-A, **INTAKE POLICY**, which contains succinct, "high level" statements that summarize the essence of the associated laws, rules, and Department-required practice.
- ◆ 17-A(1), **CPS INTAKE PROCEDURES**, which tells what the child protective services intake worker should do in the logical order of when and how to do the work.
- ◆ 17-A(2), **CINA INTAKE PROCEDURES**, which tells what the child in need of assistance intake worker should do in the logical order of when and how to do the work.
- ◆ 17-A(3), **INTAKE PRACTICE GUIDANCE**, which provides background information to support the procedures or policy and the clinical or programmatic rationale for the actions that are required.
- ◆ 17-A(4), **ADDITIONAL INTAKE INFORMATION**, which contains information that is lengthy or used only in specific situations. These topics may be accessed through hypertext links in the policy, procedure, or guidance chapters.

Hypertext links in all of the chapters connect to the other intake chapters, additional information on a topic, or a specific form or tool.

As much as possible, the procedures in this chapter are written as action statements. We have tried to organize the procedures into the logical order of work and to make the procedures succinct. Information that is critical for the worker to know, but not actions for the worker to do, is included as "notes."

Information that is lengthy or is used situationally has been placed in Chapter 17-A(4), so that workers can access the information quickly if they need it, without having to scroll through it if they don't.

### **Changes to CPS Intake Procedures**

Procedures have been added and amended for centralized intake as implemented in the eight service areas as of March 1, 2006, for child abuse and CINA intakes. Procedures have been added to specify that the hotline accepts calls at any time and forwards the caller to the service area centralized intake unit. Members of the public may call their local centralized intake unit directly.

Required procedures are added for:

- ◆ Records checks of:
  - STAR,
  - ACAN,
  - ABC,
  - FACS, and
  - Criminal records.
- ◆ Intake supervisors' duties to make the acceptance or rejection decision, assign the observation time frame, and route the accepted intake to the assessment supervisor who assigns the case to a child protection worker for assessment.
- ◆ Intake workers' duties to notify the social worker II and supervisor of an assessment on an active case; notify licensing or child care staff of an assessment on a provider who is registered, licensed or being paid by DHS; and notify DIA licensing staff if assessment in progress on a child residing in or formerly residing in a facility.
- ◆ Recontact of a reporter when it is determined there is a need to do so according to the circumstances specified.

Directions are added to document allegations as reported and to record additional information in the additional information section of form.

### **Effective Date**

Upon receipt.

### **Material Superseded**

None.

### **Additional Information**

Assessment chapters will be released in the near future.

Refer questions about this general letter to your service area manager.



# STATE OF IOWA

CHESTER J. CULVER, GOVERNOR  
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES  
KEVIN W. CONCANNON, DIRECTOR

August 31, 2007

## GENERAL LETTER NO. 17-A(1)-4

ISSUED BY: Bureau of Protective Services,  
Division of Child and Family Services

SUBJECT: Employees' Manual, Title 17, Chapter A(1), ***CPS INTAKE PROCEDURES***, Contents (page 1), revised; pages 2, 3, 9, and 14 through 18, revised; and pages 2a, 19, and 20, new.

### Summary

Intake procedures have been revised to:

- ◆ Clarify information that is to be provided to reporters,
- ◆ Add information on referring reports for assessment to DIA, and
- ◆ Add information on notifications of facility assessments.

### Effective Date

Immediately

### Material Superseded

Remove the following pages from Employees' Manual, Title 17, Chapter A(1), and destroy them:

<u>Page</u>	<u>Date</u>
Contents (page 1)	September 1, 2006
2, 3, 9, 14-18	September 1, 2006

### Additional Information

Refer questions about this general letter to your service area manager.



# STATE OF IOWA

CHESTER J. CULVER, GOVERNOR  
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES  
CHARLES J. KROGMEIER, DIRECTOR

July 3, 2009

## GENERAL LETTER NO. 17-A(1)-5

ISSUED BY: Bureau of Child Protective Services,  
Division of Child and Family Services

SUBJECT: Employees' Manual, Title 17, Chapter A(1), ***CPS INTAKE PROCEDURES***, pages 9 and 12, revised.

### Summary

This chapter is revised to clarify for the jurisdiction of child abuse assessments that the child's home household address and composition is listed on the assessment summary and in the STAR system when abuse is alleged to have occurred in an out-of-home setting.

The list of the nine types of child abuse is revised to reflect replacement of the category "cohabitation with a registered sex offender" with "allows access by a registered sex offender."

### Effective Date

July 1, 2009

### Material Superseded

Remove the following pages from Employees' Manual, Title 17, Chapter A(1), and destroy them:

<u>Page</u>	<u>Date</u>
9	August 31, 2007
12	September 1, 2006

### Additional Information

Refer questions about this general letter to your area social work administrator.