

The Intake and Investigation Process

Competencies:

204-1 The Child Welfare Professional knows the personal, interpersonal, family, and environmental factors which increase the risk of maltreatment in children.

204-2 The Child Welfare Professional knows investigation and interviewing strategies to assess and determine the degree of risk to a child remaining at home.

204-5 The Child Welfare Professional can use casework methods during the investigation to begin to establish a supportive casework relationship, to involve families in a joint assessment of the need for services, and to motivate families to work with the agency toward elimination of maltreatment.

204-6 The Child Welfare Professional is able to gather pertinent information about the complaint from the family, the child, and from collateral sources and can make an initial assessment of risk to the child and of the family's problems, needs, and strengths, and can make the appropriate case disposition.

204-11 The Child Welfare Professional can document the process and findings of the investigation in the case record in a thorough, concise, and timely manner.

Learning Objectives:

- Identify the steps in the intake and investigation process.
- Identify the legal, regulatory, and *Pennsylvania Standards for Child Welfare Practice* requirements for each step in the intake and investigation process.
- Recognize the phenomenon of unreliable and knowingly false reporting of child abuse.
- Recognize the indicators of knowingly false reports and conduct further exploration of these indicators in the context of overall assessment of risk.