

Activity Analysis at Intake/Referral

- Establish positive contact and engender cooperation with the reporter.
- Provide de-escalation if the reporter needs calming.
- Explain your function as an intake worker.
- Structure the interview to gather all available pertinent information from the reporter.
- Determine the reporter's reason for calling.
- Assess if the reason fits with the mandate/purpose of the county agency.
- Obtain the reporter's name, address, telephone number, relationship to the family, and any actions taken or about to be taken pursuant to a case of suspected child abuse if the reporter is mandated or willing to offer the information.
- Collect identifying information on the child(ren) and family.
- Assess safety of county agency staff.
- Explore any risk elements, knowingly false report indicators, and aggravated circumstances in more depth.
- Summarize key information with the reporter for accuracy and understanding.
- Determine the type of referral, i.e. child protective services, general protective services, other agency services, other community services.
- Tell the reporter the next steps in the county agency response to the referral, balancing the information with confidentiality concerns. (I.e. accept for further assessment as child protective services, accept for assessment as general protective services, not accept for assessment with referral to other services, not accept for assessment with no referral.) If the caller is a mandated reporter of suspected child abuse, explain the responsibilities and rights of mandated reporters.
- Record intake information in writing, including preliminary risk level and knowingly false report status, if applicable.
- Research agency history with family.
- Make collateral contacts to gather additional information.
- Review information and recommended disposition with supervisor.
- Revise information/disposition as per supervisor's instruction.
- Assign risk tag and response time.
- Make referral to law enforcement officials if certain types of suspected child abuse are alleged.
- Make referrals to other services as indicated.
- Dispose of referral by closing or referring for investigation. Contact ChildLine if necessary.