

☆ Intake ☆

Intake to services including the following:

- (i) Provision of 24-hour, 7-day-per-week telephone access and the capacity to respond to emergency requests for service.
- (ii) The direct investigation and assessment, by county agency staff, of complaints, requests and referrals for service to determine their appropriateness for the following:
 - (A) Child Abuse Protective Service.
 - (B) General Child Protective Service.
- (iii) Referral to other service providers and agencies.
- (iv) Cooperation with other providers and agencies to ensure the appropriateness and follow-up of referrals to and from the county agency.