

The Intake Investigator

Responsibility of the Intake Investigator

- Collect information to determine the need for protection, and initiating interventions to afford that protection;
- Establish the agency's relationship with the family in a manner that will promote an ongoing joint effort to identify the causes of maltreatment, and to eliminate them.

Activities of the Intake Investigator

- Establish contact with all identified persons who might have information regarding the complaint, including family members, collateral sources, and the child;
- Approach the family in a manner that communicates that the agency's interests and responsibilities are to protect children and strengthen families, not to establish guilt or innocence;
- Establish trust and rapport with family members to encourage them to disclose pertinent information;
- Conduct a fact-finding process using interviewing of family members and collateral contacts, observations of the family's interactions, and other types of data collection to validate or refute the complaint;
- Complete a safety assessment and develop a safety plan (if needed) for all children in the home;
- Weigh the interacting effects of risk and safety factors to establish the risk to the child(ren);
- Identify strategies and initiate intervention to provide immediate protection to children who are at high risk;
- Complete appropriate documentation of all information to substantiate or refute the complaint;
- Present appropriate testimony in situations when juvenile court action is required to protect the child;
- Prepare the family for ongoing service intervention and case transfer to the ongoing worker.