

Screening Intake Calls



Process of Receiving a Call:

1. Gather sufficient information from the reporter and agency records to be able to:

- Identify and locate the child, parents, or primary caregiver;
- Determine if the referral meets the statutory guidelines for child maltreatment and should be accepted by the agency or referred for appropriate services;
- Assess the seriousness of the child's situation; and assign a "risk tag" and
- Understand the relationship of the reporter to the family and the motives of the reporter.
- Determine a response time based on safety factors (immediate, 24 hours, other)

* If a referral has a ChildLine number, the child must be seen within 24 hours or immediately if safety cannot be established. If a child abuse report is received by the screener and it has not yet been registered with Childline, the screener must call Childline (1-800-932-0313) and register the report

2. Providing support and encouragement to reporters whether they are third party, anonymous, or self-referrals by:

- Explaining the goal of child welfare services (to protect the child and to strengthen the family);
- Explaining the importance of reporting;
- Dealing with the fears and concerns of the reporter;
- Discussing confidentiality and being honest as to how a reporter's identity might be revealed.

3. Handling a crisis situation which may require you to:

- Calm the caller;
- Assess the precipitating factors;
- Determine an appropriate response based on the needs of the child and family being reported.