

Child Protection Services Case Flow Diagram – Part 1: Standards 1 – 5

#1 – Receiving a Referral and Determining the Appropriate Response

- collect thorough information from referral source and screen for domestic violence
- advise referral source of ongoing duty to report
- search other sources of information including CAS records, provincial database and Child Abuse Register
- assessment of the information using the Eligibility Spectrum
- choose the appropriate referral disposition
- for investigations, choose the appropriate response time (within 12 hours, 48 hours, or 7 days)
- for investigations, document the referral rating, disposition and response time decision and the supporting reasons within 24 hours
- if a community link or no direct client contact/information only referral disposition is chosen, document the rationale, and any details within 14 days.

#2 Planning and Conducting a Child Protection Investigation

- after a thorough review of child welfare history, develop an investigative plan and choose an appropriate investigative approach: traditional or customized
- conduct required investigative steps and document them in case notes
- review the case with a supervisor at least once during the investigation

#3 Conducting a Safety Assessment and Developing a Safety Plan

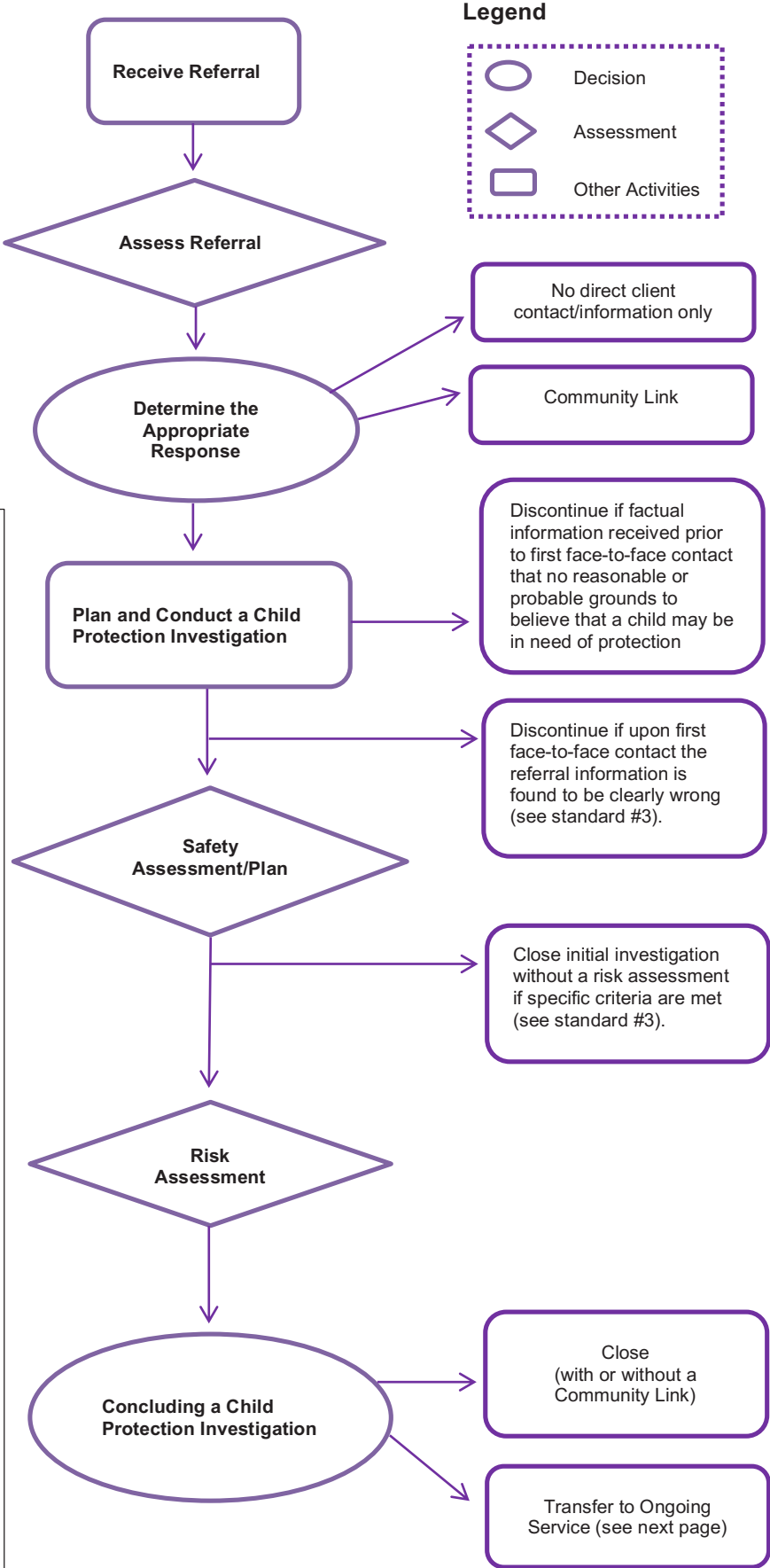
- conduct a safety assessment at the first face-to-face contact within the response time
- if safety threats are identified, develop a safety plan
- adequacy of a safety plan is assessed by a supervisor and approved prior to its implementation
- when no safety threats are present, review the safety assessment with a supervisor on next working day
- complete formal documentation of safety assessment and plan within 5 days of the first face-to-face contact
- monitor the safety plan

#4 Conducting a Risk Assessment

- conduct a risk assessment and document it within the timeframe for completing the investigation (e.g. within 45 days or within 60 days in the case of an extension)
- share results of the risk assessment with relevant parties
- risk assessment results inform decision making regarding the need for further service based on the likelihood that maltreatment will reoccur

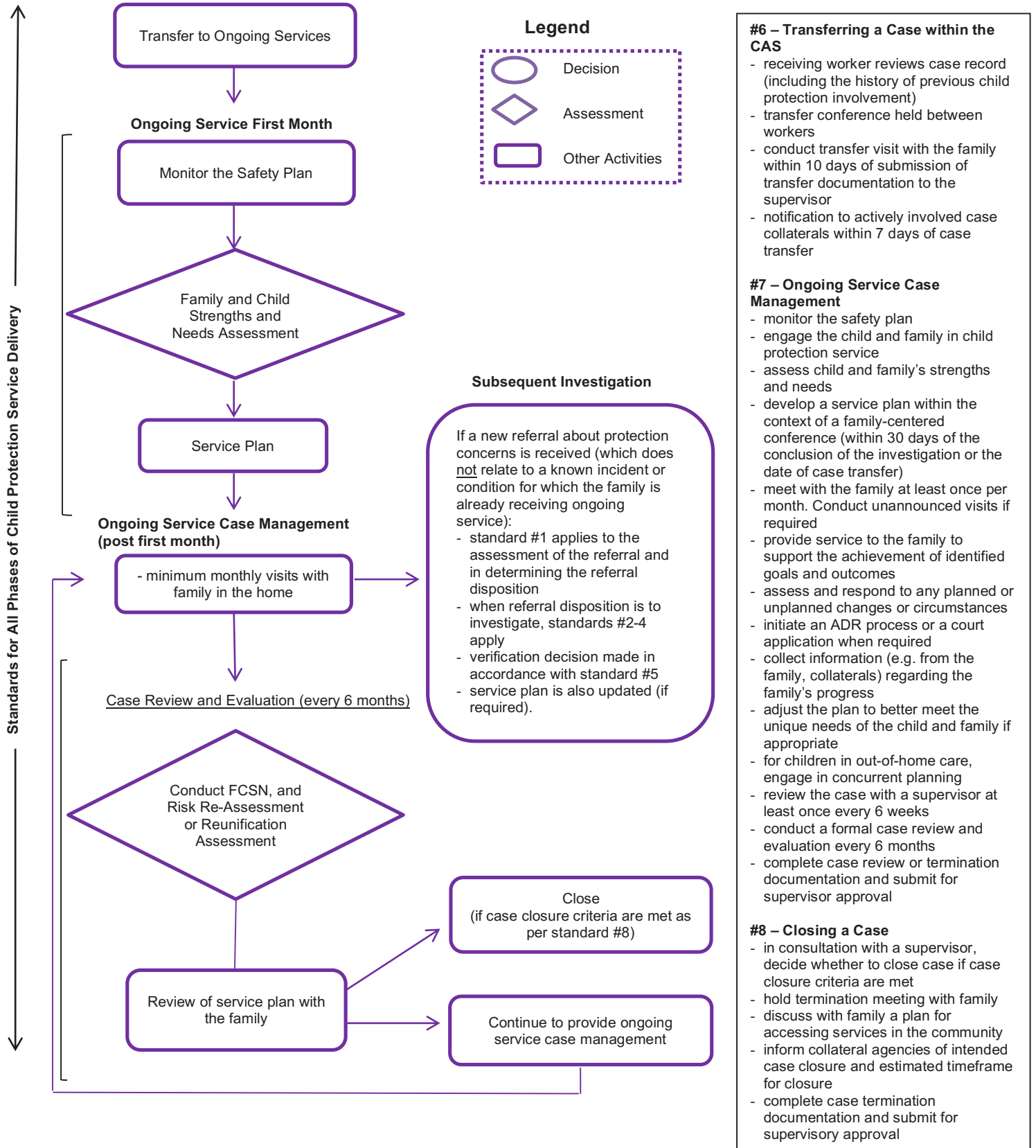
#5 Concluding a Child Protection Investigation

- make decision to conclude investigation with a supervisor when criteria for concluding are met
- investigation is completed within 45 days (or 60 days if extended) of the receipt of the referral
- make decisions regarding: verification of child protection concerns, determination about whether a child is in need of protection and investigation disposition after thorough review of case history
- provide notification of outcome of investigation to relevant parties
- complete investigation conclusion documentation and submit for supervisor approval within timeframe for concluding the investigation



Standards for All Phases of Child Protection Service Delivery

Child Protection Services Case Flow Diagram – Part 2: Standards 6 – 8



- #6 – Transferring a Case within the CAS**
- receiving worker reviews case record (including the history of previous child protection involvement)
 - transfer conference held between workers
 - conduct transfer visit with the family within 10 days of submission of transfer documentation to the supervisor
 - notification to actively involved case collaterals within 7 days of case transfer
- #7 – Ongoing Service Case Management**
- monitor the safety plan
 - engage the child and family in child protection service
 - assess child and family's strengths and needs
 - develop a service plan within the context of a family-centered conference (within 30 days of the conclusion of the investigation or the date of case transfer)
 - meet with the family at least once per month. Conduct unannounced visits if required
 - provide service to the family to support the achievement of identified goals and outcomes
 - assess and respond to any planned or unplanned changes or circumstances
 - initiate an ADR process or a court application when required
 - collect information (e.g. from the family, collaterals) regarding the family's progress
 - adjust the plan to better meet the unique needs of the child and family if appropriate
 - for children in out-of-home care, engage in concurrent planning
 - review the case with a supervisor at least once every 6 weeks
 - conduct a formal case review and evaluation every 6 months
 - complete case review or termination documentation and submit for supervisor approval
- #8 – Closing a Case**
- in consultation with a supervisor, decide whether to close case if case closure criteria are met
 - hold termination meeting with family
 - discuss with family a plan for accessing services in the community
 - inform collateral agencies of intended case closure and estimated timeframe for closure
 - complete case termination documentation and submit for supervisory approval