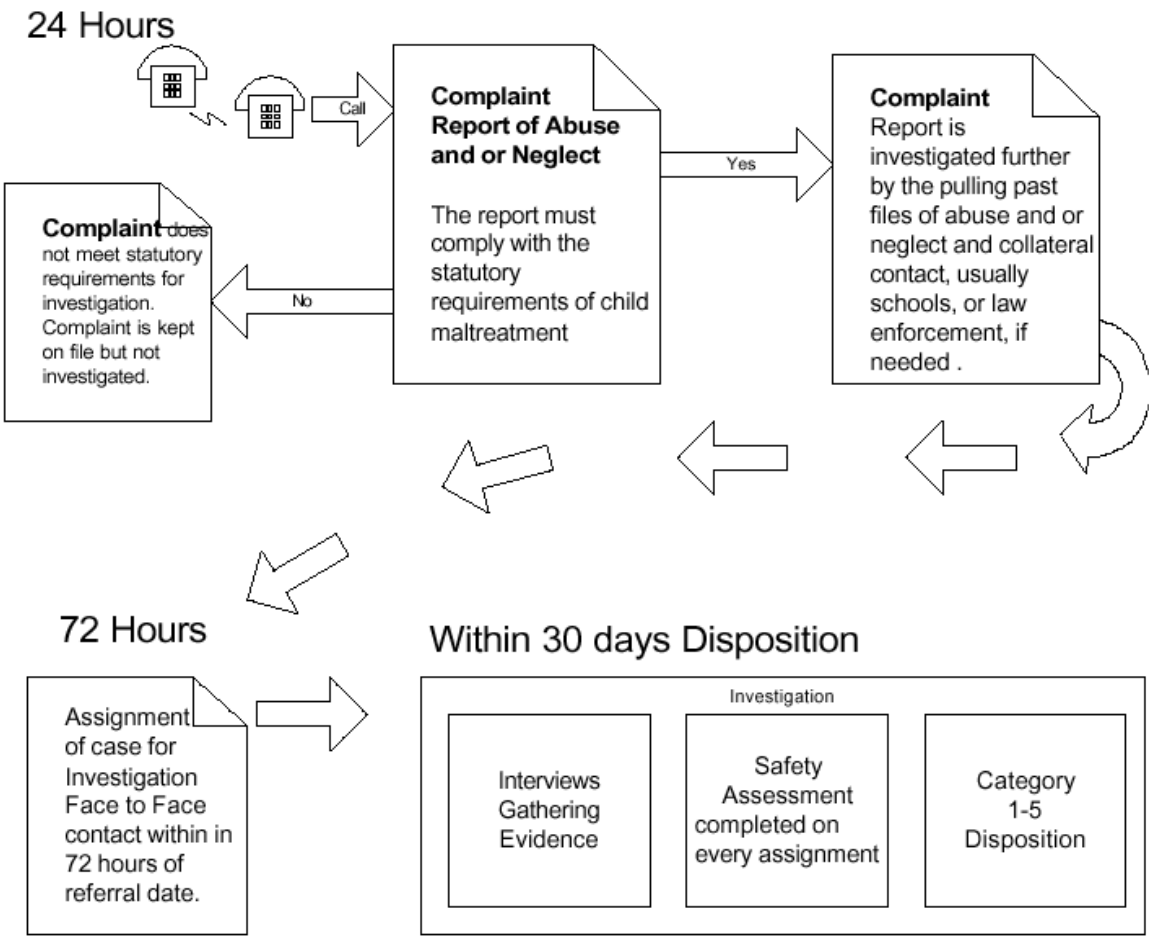
24 Hours
Call
Complaint Report of Abuse and or Neglect
The report must comply with the statutory requirements of child maltreatment
Yes
Complaint Report is investigated further by the pulling past files of abuse and or neglect and collateral contact, usually schools, or law enforcement, if needed .
No
Complaint does not meet statutory requirements for investigation. Complaint is kept on file but not investigated.
72 Hours
Assignment of case for Investigation Face to Face contact within in 72 hours of referral date.
Within 30 days Disposition
Investigation
Interviews Gathering Evidence
Safety Assessment completed on every assignment
Category 1-5 Disposition