



Intake Guidance Tool

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Introduction

The Intake Guidance Tool is a tool meant to guide you in taking reports. The Intake Guidance Tool is not meant to cover every situation nor is it meant to replace your critical thinking skills. Instead, the Intake Guidance Tool is designed to provide a basic guide of questions that act as a starting point when taking reports, and as a set of prompts to further your inquiries with your callers. Situations that require a more thorough examination than that presented in the Intake Guidance Tool will require the Intake Specialist to inquire beyond the questions that are provided in the tool.

General Intake Guidance Tool

<i>Report Source's Name and Number?</i>	
How does report source know the family?	Document report source information: Reporter: Name (Relation to the child and/or Title) If professional, what Agency/Organization Address (agency address if professional) Phone: (number to reach RS at)
Are you calling to report abuse or neglect? <ol style="list-style-type: none"> a. What are the name, age, DOB, and gender of the child(ren) that you are calling about? b. What is the child(ren)'s primary address? c. What are the parents' names, addresses, phone numbers? d. Who does the child live with/other household members? e. Who are the perpetrator(s), if not a parent or household member? f. Perpetrator's address, phone number, relationship to child(ren)? g. Where is the child(ren) currently? If child at hospital, is/was the child(ren) on a ventilator and in the ICU/NICU? h. Is the child safe right now? i. What school (daycare) does the child(ren) attend, and when will the child(ren) be dismissed? j. What are your concerns? 	



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<p><i>Physical Abuse Questions/Guide</i></p>	<p>Does the child have any physical injuries? If so, describe: Location, length, shape, and color. If caller uncertain of size, give options “Is it the size of a baseball, quarter, or something else?”</p> <p>How long has the injury been present?</p> <p>Have you seen the injuries or were you informed of the injuries?</p> <p>Who informed you? Do you know how the child sustained the injuries? If yes, please describe what happened?</p> <p>In detail, what words did the child use in describing what happened to him/her? (Specific terminology for example, body parts, identifying information such as nicknames and his/her emotions or feelings.)</p> <p>Has anyone given any explanation regarding how the injuries occurred? If so, who?</p> <p>Where and when did the alleged physical abuse occur?</p> <p>Type, extent, severity, duration and frequency? Last known incident?</p> <p>Is child complaining of ongoing pain from the discipline?</p> <p>Does the child need current medical attention?</p> <p>Have there been any other incidents of physical abuse towards this child? Do you know if it was reported?</p> <p>For more physical abuse questions click here. (pg. 12)</p>
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***Sexual Abuse
Questions/Guide***

Please describe what happened?

Where and when did the alleged sexual abuse occur? (If uncertain, how old was child at time of incident?)

In detail, what words did the child use in describing what happened to him/her? (Specific terminology for example, body parts, identifying information such as nicknames and his/her emotions or feelings.)

Was the contact over or under clothing?

Was there any penetration? Do we know what object(s) penetrated what body part(s)?

Were there any witnesses?

What did the witnesses see?

Do the child's caregiver(s) know?

If yes, what was their response?

Where were the caregiver(s) when the incident(s) occurred?

If aware of incident, what have the caregiver(s) done to ensure the safety of the child in the future?

Has this occurred in the past?

How many times?

When was the last time it occurred?

How does the child know the alleged perpetrator?

How old is the alleged perpetrator?

When will the child be in the presence of the alleged perpetrator next or is the child with the alleged perpetrator now?

Have there been any other incidents of sexual abuse towards this child(ren)? Do you know if it was reported?

Has the child had a medical exam? If so, where and when? Have the police been notified?

For more sexual abuse questions click [here](#). (Pg. 13)

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<p><i>Neglect Questions/Guide</i></p>	<p>Please describe the circumstances that concern you?</p> <p>Who/What/Where/When/Why/How regarding the situation that occurred.</p> <p>What is the child's description of the events?</p> <p>Did the perpetrator attempt to explain the situation? Frequency of events?</p> <p>For more specific neglect questions click here. (pg. 14)</p>
<p><i>Additional Child Questions</i></p>	<p>Does the child(ren) need medical treatment?</p> <ul style="list-style-type: none"> • If so, is the child(ren) currently receiving medical treatment? If so, where and how often? • Is there anything we need to know about the child regarding medication, known disability?
<p><i>Additional Parent/Perpetrator Questions</i></p>	<p>Do you know when and how often the child(ren) will be in the presence or care of the alleged perpetrator?</p> <p>Are there other children to which the perpetrator may have access and who may be at risk of immediate harm?</p> <p>Child Protection History</p> <ul style="list-style-type: none"> • Past/Current allegations and/or involvement <p>General level of functioning</p> <ul style="list-style-type: none"> • Parental Capacities (ability/willingness to perform parental duties) • Parental Expectations are or are not consistent with the child's development • Parental attitude towards child. <p>Current stressors (Document any issues of financial stress (unemployment), heavy child care responsibility, unhealthy relationships, housing, medical issues and legal issues.)</p>
<p><i>Additional General Questions</i></p>	<p>Could you provide me any family resources (je relatives such as grandparents, aunts, uncles, etc) that are available to the child(ren) you are calling about?</p> <ul style="list-style-type: none"> • Any family members, friends, or neighbors who may be helpful or have additional information? <p>Has any action already been taken (medical attention, removed from home, other professionals involved)?</p>



<p><i>MANDATORY Worker Safety Questions</i></p>	<p>MUST ask the worker safety questions (if caller refuses, becomes angry at the questioning, document the refusal/anger, then you may move on, but you must try):</p> <p>“I’m going to ask you a few questions about the home; I understand you may not know the answers to these questions, but I’m required to ask.”</p> <p>Are there any animals in the home that may pose a danger to a worker?</p> <p>Does anyone in the home have a communicable disease?</p> <p>Does anyone in the home use drugs/alcohol? If yes:</p> <ul style="list-style-type: none">• What type?• How often?• How does the parent’s substance abuse affect the parent’s ability to care for their children?• Do the child(ren) have access to the drug(s) or drug paraphernalia?) <p>Is a Drug Manufacturing/Meth Lab suspected?</p> <p>Gang Involvement?</p> <p>Mental Illness?</p> <ul style="list-style-type: none">• Diagnosis• Treatment (past/current)• Medications <p>Is the home in a remote area?</p> <p>Violent Propensities?</p> <ul style="list-style-type: none">• Type• Frequency• Child awareness/participation <p>Are there any weapons in the home?</p> <p>Are any family members involved in any criminal activity?</p> <ul style="list-style-type: none">• Past/Current charges• Convictions and incarcerations
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Worker Safety (Cont.)	<p>Have any family members been involved in domestic violence? If yes, ask the following questions:</p> <ul style="list-style-type: none">• Has anyone in the family been hurt or assaulted? (past or present)• Who has been hurting the family or child?• Has anyone in the family/household made threats to hurt or kill another family/household member, pet or themselves? Any threats of kidnapping? If yes, please describe what happened.• Have weapons been used to threaten or harm a family member? If so, what kind of weapons? Are the weapons still present?• How long has the fighting been going on?• Where is the child when the violence occurred?• Did the child(ren) try to stop or intervene in the violence?• How is the family violence affecting the child?• Have the police ever been called to the home to stop fighting? If so, was anyone arrested/charged?• Are the children safe now?• Are the parents safe now?• What is the parent/caretaker's ability to protect him or herself along with the children?
Additional Information	<p>Is there anything else you want to tell me about this child and family?</p> <p>If RS is anonymous, do you still wish to remain anonymous? (remind them the importance of providing their name)</p> <p>Is there anything else I can help you with? Review of narrative for accuracy</p>
Closing	<p>"Thank you for your concern and providing this information to us, we appreciate your efforts in helping us to protect children....if you have future concerns please do not hesitate to contact us again."</p> <p>If reporter is a parent, guardian, or professional, the intake specialists must provide a recommendation of the report (assessed, screened out) and that the recommendation could be changed upon review by the local office and if the local office changes the recommendation, the local office will notify the reporter. A brief explanation as to why can be given regarding the recommendation.</p>

Reporter Specific Guide

LEA Calls (always ask if needing immediate assistance)

1. If the officer is requesting immediate assistance
 - a. Ask what the situation is.
 - b. Get location of immediate assistance
 - c. Gather the demographic information available. If the officer indicates that they do not know the demographic information, please move on and document the response.
 - d. If the officer is requesting immediate assistance, the worker safety questions do not need to be asked.
2. If the officer is not requesting immediate assistance:
 - a. Gather the demographic information available.
 - b. Ask what the situation is.
 - i. Ask follow up questions where needed for clarity or to support a recommendation.
 - c. The worker safety questions must be asked. "I'm going to ask you a few questions about the home; I understand you may not know the answers to these questions, but I'm required to ask."
3. If the reporter identifies themselves as being from Dispatch, obtain the name and/or operator ID of the caller in case you are unable to reach the officer at the phone number provided by Dispatch.
4. If Dispatch is unable to provide a phone number for the officer (or wishes to make the report directly), follow steps 1 and 2 as if dispatch was the officer.
5. If the officer is requesting to speak with the local office, but is not requesting immediate assistance, gather information as if taking a report (what is it you would like to speak with them about?)
6. If the officer is requesting information pertaining to involvement, the officer may only be told if there is open involvement with the family, and provided the Family Case Manager (FCM/FCMS) names (and appropriate phone numbers).

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Judges and Prosecutor Calls

1. **What is the situation?**
2. **Gather basic demographic information (names, addresses, phone numbers)**
3. **“I’m going to ask you a few questions about the home; I understand you may not know the answers to these questions, but I’m required to ask.”**

All reports are automatic Assess for Judges and Prosecutors! The IS must notify the county. If a prosecutor requests immediate assistance or seems to want immediate assistance.

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Hospital Calls

4. **Are you calling about a fatality or near fatality (in the ICU/NICU and on a ventilator)?**
 - a. If yes, then chat a supervisor to get them on the line.
5. **Gather demographics for child(ren) and family.**
6. **What is the situation?**
 - a. Follow up questions as appropriate.
7. **When will the child be discharged?**
 - a. To whom will the child be discharged?
 - b. If the child was already discharged, to whom was the child discharged and when?
8. **Worker Safety:**
 - a. “I’m going to ask you a few questions about the home; I understand you may not know the answers to these questions, but I’m required to ask.”

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Abuse or Neglect Type Specific Questions

Fatality

Note: Get supervisor on the line immediately if a fatality is mentioned.

1. **If a stillborn/newborn situation, did the child take a natural breath?**
2. **When did the child pass away?**
 - a. Has a medical professional seen the child?
 - b. What was the cause of death?
 - c. Is an autopsy scheduled?
3. **Where was the child found?**
 - a. Who found the child?
 - b. Who was supervising the child?
 - c. Who last saw the child alive?
 - d. Was there a delay in notifying law enforcement/EMS of the child’s condition?
 - e. What were the conditions of the home/environment that the child was found in?
4. **What happened just prior to the death of the child?**

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5. **Are there suspicious marks or injuries on the child?**

6. Did the child have any pre-existing medical conditions?
7. Were/are any of the caregivers impaired or do they appear impaired?
8. Is there a known history of neglect/abuse?
9. Are there surviving children?
 - a. If yes, where are they currently?
10. Where are the caregivers for the child?
 - a. Are the caregivers reacting appropriately to the situation?
11. Has anyone been arrested?

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Near Fatality

Note: Get supervisor on the line immediately if a Near Fatality is mentioned.

1. **When was the child brought to the hospital?**
 - a. Has a medical professional seen the child?
2. **Where was the child found?**
 - a. Who found the child?
 - b. Who was supervising the child?
 - c. Who last saw the child?
 - d. Was there a delay in notifying law enforcement/EMS of the child's condition?
 - e. What were the conditions of the home/environment that the child was found in?
3. **Are there suspicious marks or injuries on the child?**
4. **Did the child have any pre-existing medical conditions?**
5. **Were/are any of the caregivers impaired or do they appear impaired?**
6. **Is there a known history of neglect/abuse?**
7. **Are there other children in the home**
 - a. If yes, where are they currently?
8. **Where are the caregivers for the child?**
 - a. Are the caregivers reacting appropriately to the situation?
9. **Has anyone been arrested?**

Specific Fatality/ Near Fatality Scenario Questions

1. **Safe Sleep/Deaths of children under one year old:**
 - a. What were the sleeping arrangements at the time of death?
 - b. What was the room temperature?
 - c. What was the temperature outside?
2. **Drowning**
 - a. Where were the caregivers?
 - b. Was there video surveillance of the area?
 - c. Who witnessed the incident?
3. **Diabetes**
 - a. Was the child recently sick? What did that look like?
 - b. Do we know what caused the DKA? (Diabetic Ketoacidosis)

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- c. Is there a glucometer or log on the scene?
 - i. Who took care of the log or glucometer?
 - ii. Do the glucometer readings and the written logs match up?
 - d. What is the child's doctor's name?
 - e. Has the family been compliant with physician's appointments?
 - f. If the child is insulin dependent, who administers the insulin?
- 4. Asthma/ other medical diagnoses**
- a. What medications is the child supposed to be taking?
 - b. Has the family been compliant with physician's appointments?
 - c. Who is administrating the medications?
- 5. Ingestion**
- a. How did the child have access to the medication?
 - i. Was it stored in a bottle or other object?
 - ii. Was the medicine cap properly locked on the bottle?
 - b. What medication is stored in the home?
 - i. Who was the medication prescribed to?
 - ii. What was the dosage?
- 6. Motor Vehicle Accident/All Terrain Vehicle**
- a. Were proper, age-appropriate restraints used?
 - b. Did the child have proper protective equipment (helmet, etc.)?
 - c. Did the caregiver appear to be impaired?
 - d. Who witnessed the incident?
- 7. Suicide**
- a. Did the child have a diagnosed mental illness?
 - b. Were the parents treating the mental illness?
 - c. Has the family been compliant with physician's appointments?
 - d. Was there any increased supervision after the child's first attempt of suicide?
 - e. Was there a note left?
 - i. Did the child state why they wanted to harm themselves?

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Physical Abuse Click [here](#) to return to the Physical Abuse Questions.

- 1. Are drugs being manufactured in the home in the presence of the children?**
 - a. What drugs are being manufactured?
 - b. How do you know that drugs are being made?
 - c. Where is this occurring in the home?
 - d. When was the last time that the drugs were made?
 - e. Has Law Enforcement been contacted or involved?
- 2. Has the caregiver made any threats?**
 - a. What were the threats made?
 - b. When was the threat made?

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- c. Did the caregiver say when they planned on following through with the threat?
 - d. How is the child normally disciplined in the home?
-

Sexual Abuse Click [here](#) to return to the Sexual Abuse Questions.

Rape, Criminal Deviate Conduct, Child Molesting, Child Seduction, Sexual Misconduct with a Minor, Incest

1. Does either the child or alleged perpetrator have a cognitive impairment or delay?
2. Did the child say if the alleged perpetrator said anything to the child while the incident was occurring?
3. Did the alleged perpetrator say anything to the child after or since the incident occurred?
4. Are there physical signs of sexual abuse on the child's body?
 - a. Any evidence on the child's clothing?

Child Exploitation and Child Pornography

1. How did the child come to have contact with the alleged perpetrator?
 - a. What form of technological contact did they have (text message, video chat)?
2. Was any media exchanged (video, image, text, etc.) by the child?
3. How did the alleged perpetrator come to have the image or video of the child?
 - a. What was image/video of (clarify any slang terminology used by the reporter for genitalia)?
 - b. Is the child identifiable in the image/video?
 - c. Does the image/video still exist? Who currently has the image/video?
4. How was it learned that the alleged perpetrator had possession of the image/video?
5. Has law enforcement been notified?
 - a. What was their response?
6. Has there been any physical contact between the alleged perpetrator and the child?
7. If aware, what was the caregiver's response to the situation?
8. Has the alleged perpetrator shared the image/video with anyone else?
 - a. With whom did the alleged perpetrator share the image/video?
 - b. How do we know the image/video was shared (potential for additional perpetrators'/reports)?

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Prostitution

1. Who was managing the child's sexual activities?
2. What objects (money, other property) are being exchanged for the sexual act?
3. When did this first occur?
 - a. How often is this happening?

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4. Are the child's caregiver(s) aware of the prostitution, and if so, what has been their response?
5. ***Reminder: All child prostitution is considered Human Trafficking.*** Click [here](#) for further guidance.

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Public Indecency

1. How old is the alleged perpetrator?
2. Where did the incident occur?
 - a. Where was the alleged perpetrator during the incident?
 - b. Where was the child during the incident (how did the child observe the alleged perpetrator?)?
3. Has the alleged perpetrator exposed him/herself to the child in the past?
 - a. How often has this occurred?
 - b. When was the last time this occurred?
4. Are the caregiver(s) aware of these concerns? Response?
5. Has there been any physical contact between the alleged perpetrator and the child?

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Neglect Click [here](#) to return to the Neglect Questions.

Specific Neglect Questions

Drug Exposed Newborn

1. Do mother and/or baby have a positive toxicology screen for scheduled drugs or alcohol at birth and/or during pregnancy?
2. Symptoms of withdrawal?
3. Did mother admit to drug and/or alcohol use?
4. Does mother have a prescription?
 - a. Was the prescription verified?
5. Did mother have prenatal care?
 - a. Who was the prenatal care with?
6. Was the baby full term and healthy?
7. Parent/Caregiver abilities? Do parents have all necessary supplies for the baby?
8. How are parents bonding with baby?
9. Has the baby been released from the hospital? If not, when will the baby be ready for release?

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Giving Child Toxic Chemicals, Alcohol, or Drugs

1. What kind of toxic chemicals, alcohol, or drugs?
2. Are the parents/caregivers aware of child's drug/alcohol use? If so, what has been their response?
3. Does the child need medical treatment?
4. How is the child getting drugs and/or alcohol?

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Inadequate Food Signs of Malnutrition

1. How long is the child going without food? When did the child last eat?
2. What food are you aware of being in the home?
 - a. If there is food in the home that is being withheld from the child? If so, why?
 - b. Is the food appropriate (infants, dietary restrictions)?
3. How does the child look?
4. Is the child eating at school?
5. Is the family getting food from alternative sources (i.e. public assistance, kids are eating at grandmother or neighbor's house, school sends food home with the family)?

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Exposure to Unsafe Conditions in the Home

1. As I have not been to the home, please explain to me what the home looks like as if I was there with you. What would I see?
 - a. Anything hazardous to the children that has been seen?
 - b. If person simply says the home is dirty, nasty (or vague adjective), please ask them to describe for you what that looks like.
2. Has the child been injured/medical condition worsened by the unsanitary and/or hazardous conditions? Please explain.
3. Are there any unsafe sleeping arrangements? Please describe.
4. Are the utilities on in the home?
 - a. If not, how long have they been off and are there any alternative sources available?
5. If the family is homeless (transient, unstable), are or have they been sleeping on the streets, car, and/or other unsafe location?

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Inadequate Clothing or Hygiene

1. As I have not seen the child, please explain what the child looks like as if I were there with you?
2. Is the child's hygiene impacting daily activities, such as going to school? Please explain
3. Has the child's hygiene caused or worsened any medical issues/injuries?
4. Is the child's clothing being washed?

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5. Is the child being bathed?
 - a. If so, how often?
6. Is the child old enough to bathe themselves? If so, do we know why they are not?
7. Is the child made fun of/bullied due to inadequate clothing or hygiene?

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Lack Of Supervision

1. How mature is the child for his/her age?
2. Was the child placed in the care of an inappropriate caregiver (i.e. grandmother is comatose, sick)?
3. Does the child have access to any supports while home alone? If so, who and how?
4. Does the child know what to do in an emergency (call 911, access neighbors/supports, etc.)?
5. Does the child have access to a phone?
6. How long are the child(ren) left home alone for? Frequency?
7. Are there younger siblings to be cared for in the home?
8. Has the child been injured due to a lack of supervision?
9. Does the child have any special needs?
10. Is the child left outside unsupervised? How long?
11. Where are the parent(s)/caregiver(s) when the child is left home alone?

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Unaccompanied Minor in a Shelter

1. Has a child entered a homeless or emergency shelter without the presence or consent of a parent, guardian, or custodian?
2. Do we know what brought the child to the facility?
3. How long has the child been out of his home/away from his parent(s)/caregiver(s)?
4. Have parents been notified? If so, response?

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Exposure to Domestic Violence

1. What does the arguing/fighting look like?
2. When was the last incident of DV? If the exact date is unknown, do you have a general time frame?
3. How often is DV occurring?
4. Does the DV perpetrator prohibit DV victim and/or children access to basic needs (i.e. withholding money to get necessary medications)?
5. Has anyone in the family been hurt or assaulted? (past or present)
6. Who has been hurting the family or child?
7. Has anyone in the family/household made threats to hurt or kill another family/household member, pet or themselves? Any threats of kidnapping? If yes, please describe what happened.

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8. Have weapons been used to threaten or harm a family member? If so, what kind of weapons? Are the weapons still present?
9. How long has the fighting been going on?
10. Where is the child when the violence occurred?
11. Did the child(ren) try to stop or intervene in the violence?
12. How is the family violence affecting the child?
13. Have the police ever been called to the home to stop fighting? If so, was anyone arrested/charged?
14. Are the children safe now?
15. Are the parents safe now?
16. What is the parent/caretaker's ability to protect him or herself along with the children?

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Known Sexual Perpetrator has Unsupervised or Unrestricted Access to the Child & Sexual Predator in the Home

1. Is the person a registered sex offender?
2. Has there been past sexual abuse between the sex offender and these children?
Describe for me what happened? (i.e. screen for sexual abuse)
3. Is the contact unsupervised (i.e. living in the home, babysitter, etc.)?
4. Has the person been charged with a sex offense?
 - a. If so, is he/she awaiting trial?
5. Does the parent know that this person is a sexual perpetrator?
6. Are there any current and/or unreported sexual abuse concerns between the sex offender and other children?
7. How often does this person have contact with the child?
8. When was the last time the sex offender had contact with the child?

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Exposure to or Forced Participation in Illegal Activity

1. What is the illegal activity going on? If the child is participating, what is going on?
2. Has the child been harmed?
3. Is the parent/caregiver selling any drugs?
 - a. Where is the parent selling the drugs?
 - b. Where is the child when the parent is selling the drugs?
 - c. What kinds of drugs are being sold?
 - d. Any manufacturing of drugs in the home or in the presence of the children (If yes, please see pg. [12](#))
4. If RS is reporting violence between non-intimate partners, ask for details on what occurred (weapons, severe injury, frequency, etc.).
5. Is there any indication the parent/caregiver and/or child is involved in human trafficking?

Note: See human trafficking section, [here](#), for further guidance.

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Failure to Protect

- 1. If child is being harmed by someone other than the parent/caregiver, is the parent aware? If so, how are they responding to the situation? Has the caregiver done anything to protect the child from further harm?**
- 2. Why is the caregiver failing to intervene?**
- 3. Is this an ongoing issue?**
- 4. If one parent is the perpetrator (of PA, NE, SA), how is the other parent responding?**

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Abandonment

- 1. Has a child of any age been left alone and without a willing and able adult caregiver?**
- 2. If the child was left in someone's care, what was the arrangement?**
 - Are the child's needs able to be met with the alternate caregiver?
 - Is the parent(s) still involved? Contactable?
- 3. Has a child been kicked out of the home?**
 - If so, for how long and has she/he been reported as a runaway?
 - Where's the child now?
 - Is there a plan in place for shelter?
- 4. Is the child being discharged from a facility and parents refuse to accept the child back or make appropriate alternative arrangements?**
 - Why is the parent/caregiver refusing to allow the child back in the home?
 - If Marion County Probation, is the child being placed in emergency shelter care (Lutherwood, etc.)?

Note: See Safe Haven section, [here](#), for unharmed infants surrendered at 30 days old or younger.

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Risk of Harm

- 1. In a situation of a family having a current open case (in Indiana or another jurisdiction) and there is a new child now living in the home:**
 - How are the parent(s) caregiving abilities currently?
 - Do we have any current concerns of abuse/neglect, outside of the current case being open?
- 2. In a situation the family has a failed prior case and there is a new child now living in the home:**
 - Can you describe for me any immediate concerns you have for the child(ren)?
 - How are the parent(s)/caregiver(s) today, compared to when their case failed?
- 3. In the case of a prior death or serious injury of a child due to abuse or neglect, services were not offered or successfully completed, and a new child is now in the home:**
 - Can you describe for me any immediate concerns you have for the child(ren)?
 - How are the parent(s)/caregiver(s) today, compared to when the case failed?

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- 4. Drug use, mental health, or physical health concerns of parent(s)/caregiver(s).**

- a. What does the parent's behavior look like?
- b. Physical/Mental Health: What is the condition? Parent taking any medication?
- c. Parent using drugs and/or alcohol? If yes, what kind of substance, frequency of use, and last time of use?
- d. Has anything specifically occurred to the children while parent/caregiver has been impaired?
- e. Any needs not being met due to the parent/caregiver's drug/alcohol use or physical/mental health(food, supervision, education, medical, etc.)?

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Medical Neglect

- 1. Does the child have any diagnosis/special needs (i.e. life threatening, acute, or chronic medical conditions)?**
- 2. Who is the child's physician?**
- 3. How has the parent/caregiver not followed through on the child(ren)'s medical, dental, or mental health care?**
 - a. What is the impact of the lack of medical treatment?
 - b. What steps have been done to communicate with the parent/caregiver about the lack of medical treatment for the child?
 - c. Do we know why they are not following through?
- 4. How many appointments have the child missed/no-showed? Previous hospitalizations?**
- 5. Does the child take any medication(s)? If so, what is the medication(s)?**
 - a. Is the child taking the medication as prescribed? If not, what is the difference when the child is on medication vs. not on medication?
 - b. How long has the child been without medication?
 - c. Is there a medication log?
- 6. Does the child have any mental health issues? What are they?**
 - a. Is the child suicidal/danger to others?
 - b. Is the parent/caregiver aware of the mental health issues? If so, how has the caregiver/parent responded?
 - c. Has the child attempted suicide and/or have a plan?
 - d. How long has the child been suicidal?
 - e. Is the child a threat to his/herself and/or others? (Note: may need to be referred for a Family Evaluation if a lack of available resources/resources, treatment not working issue) See the family Evaluation Section, [here](#).
- 7. How immediate is the child in need of medical treatment?**
- 8. What are the repercussions if the child continues to go without medical treatment?**

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Educational Neglect

1. How many unexcused absences does the child have? (Note: Utilize the school's policy as to how they constitute un/excused absences.)?
2. Is the child enrolled in school?
3. Has the child ever been enrolled in school?
4. Has there been any mention of homeschooling?
5. What attempts have been made to engage the parent/caregiver about the child's attendance issues?
 - a. What was the parent/caregiver response to these attempts?
6. Why is the child staying home from school (i.e. has to care for parent or siblings, has to work, lack of transportation, etc.)?
7. Does the child want to go to school?
8. Prosecutor been notified/truancy pursued?

Emotional Injury

1. Describe for me the parent(s)' behavior/actions towards the child(ren)?
2. How is the parent/caregiver's behavior/actions impacting the child?
3. Does the child have any diagnosis and/or issues such as low self esteem, suicidal thoughts related to the way she/he is treated by a parent/caregiver?
 - a. Child receiving treatment (medical neglect issue?)

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Other Types of Reports

DCS History check from another state's CPS jurisdiction

1. Ensure the reporter needs a history check, rather than a courtesy interview.
2. Provide the reporter with the DCS Background Check website (www.in.gov/dcs/2363.htm)
 - a. Advise the reporter that the website contains more detailed information regarding the process, including a form for the reporter to complete prior to emailing the Background Check Unit at (background.checkunit@dcs.in.gov)
3. The Background Check Unit should have normal checks completed within ten working days, however the Unit does their best to respond to request within one business day.
4. For further questions, contact Cindy Hewett (Supervisor), at 317.234.5001
5. Complete the report as an information and referral.

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Service Request (Courtesy Interview) by another state's CPS jurisdiction

1. Obtain the standard demographic information for the family.
2. Is the child a ward of your state? Are you looking at placing the child in Indiana?
 - a. If so, also refer the reporter to the ICPC Office: Kathy Ogden (317.232.4769, Kathryn.Ogden@DCS.in.gov)

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3. What do you need from the local office?

4. Complete the report as a service request in Intake.

Collaborative Care

- 1. Collect the basic demographic information for the youth.**
- 2. Ask the youth if they are in a crisis.**
 - a. Are they able to stay at their current location? Is their current location safe?
How long will they be allowed to stay there?
- 3. Ask the youth who their last FCM was, if they remember the FCM's name.**
- 4. If the youth is in a crisis, contact the Collaborative Care unit.**
- 5. Complete the report as an information and referral.**

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Mental Health and Developmental Disability Family Evaluation

- 1. Is the child a threat to him/herself and others?**
 - a. Does the child have a plan to harm him/herself or others?
 - i. What is the child's plan?
 - b. Has the child harmed him/herself in the past?
 - i. How recently?
 - ii. Are there currently any injuries?
- 2. Has the family sought mental health services for the child?**
 - a. Where did the family receive services from (agency name and/or doctor's name)?
 - b. How long ago were services sought?
 - c. What has the child been diagnosed with in the past?
 - i. Are the parents/child compliant with the medication?
- 3. Is the child in crisis? If so, suggest taking the child to a local hospital.**
- 4. Are there concerns for abuse and neglect?**
 - a. Ask appropriate follow-up questions. If the concerns meet legal sufficiency, complete the report as an assessment and add that the report is also recommended for a Family Evaluation.
- 5. If there are no concerns for abuse and neglect, process the report as an information and referral, selecting the Family Evaluation button on the "Allegations" page in Intake. Make sure to note family evaluation in the narrative as well.**

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Information to fax or e-mail reports to the Hotline

Provide reporter with the hotline fax number (317-234-7596) and e-mail address (dcshotlinereports@dcs.in.gov).

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Adoption Information

- 1. The Adoption phone number is 1-888-25-ADOPT.**
- 2. Also, direct the RS to the DCS Adoption Regional Contacts website at <http://www.in.gov/dcs/2747.htm>**

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Caller is a hospital worker (or foster parent) requesting consent for medical treatment regarding a ward

- 1. Collect the standard demographic information.**
 - 2. Ask why the child is at the hospital, and what the child needs treatment for.**
 - Ask if there are concerns for potential abuse/neglect. If concerns are present, proceed with taking a full report.
 - 3. If the call comes in during regular business hours (8am-4:30pm), contact the day time local office extension.**
 - 4. If the call comes in after hours, contact the appropriate on-call extension.**
- Complete the report as an information and referral.

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Caller has a complaint for worker behavior

- 1. Collect the standard demographic information.**
- 2. Advise the reporter that the Hotline cannot confirm/deny involvement, so the Hotline would be unable to discuss any details pertaining to the involvement, however the Hotline can document any concerns for worker behavior and have the concerns reviewed by the appropriate levels of management in the local office.**
 - Advise the caller that the local office may be able to more directly assist the caller with complaints for worker behavior. If the caller is not a parent/guardian to the child, remind the caller that DCS (including the local office) cannot acknowledge that there is involvement with the family.
 - Advise the caller of the chain of command to escalate their concerns (FCM, FCMS, DM, LOD, RM, Executive Manager, Ombudsman).
- 3. If the caller continues to share concerns for worker behaviors, document the concerns. Attempt to obtain the names of the worker(s) involved.**
- 4. Complete the report as a restricted information and referral.**

Note: If complaint against Hotline employee, transfer to a supervisor.

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Safe Haven Calls

- 1. Has the child been left in the care of personnel at a hospital emergency room, a fire station or a police station in Indiana?**
 - a. If not see the section on Abandonment, [here](#).
- 2. Was there any information given regarding the parents? Remember the child can be given up by any responsible adult; however the parents must remain anonymous for it to be a true Safe Haven situation.**
 - a. If so see the section on Abandonment, [here](#).
- 3. Is the child less than thirty days old?**
 - a. If not see the section on Abandonment, [here](#).
- 4. Are there any signs of abuse or neglect?**
 - a. If so treat the call as a standard abuse or neglect report and also see the section on Abandonment, [here](#).
- 5. If all of the above criteria are met, then process the report as a Safe Haven Report.**
- 6. Continue to ask for any further information that might have been provided, date of birth, parent medical history, child's health information etc.**

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Human Trafficking Intake Questions

There are two types of human trafficking: sex trafficking and labor trafficking. The Victims of Trafficking and Violence Protection Act of 2002 defines sex trafficking and labor trafficking as follows:

- **Sex trafficking-** “the recruitment, harboring, transportation, provision, or obtaining of a person for the purpose of a commercial sex act where the commercial sex act is induced by force, fraud, or coercion, or the person being induced to perform such act is under 18 years of age.”
- **Labor trafficking-** “the recruitment, harboring, transportation, provision, or obtaining of a person for labor or services, through the use of force, fraud, or coercion for the purpose of subjection to involuntary servitude, peonage, debt bondage, or slavery.”

Questions:

- 1. Is the child involved in any prostitution?**
- 2. Has any force, fraud, or coercion been used to get a child to engage in any sexual acts and/or forced labor?**
- 3. Does the child/family owe any money, and have been pressured to do something they don't want to pay it back?**
 - a. What are they being forced to do?
 - b. Who is forcing them to do it?
 - c. What is the alleged debt for?
- 4. Did anyone where the child/family worked (or did other activities) ever hurt them? (this could be physical, sexual, and/or emotional harm)**

5. **Has the family/child ever been threatened if they didn't do something for someone else? If so, what, who, and etc?**
6. **Has the child/family ever felt like they couldn't leave a place?**
 - a. What made them feel this way? (Threats, physical barriers or restraints, loved ones or personal items being held hostage.)
7. **Has LEA been informed?**
8. **Did anyone take the family/child's personal identification documents (i.e. birth certificate, driver's license, etc.)?**
9. **If prostitution is brought up regarding an adult and/or child, always ask whether someone is forcing them to prostitute. If, so, who, how, when, and where?**
10. **Does the child have any risk factors that could make them easily victimized?**

Note: Possible indicators of human trafficking, include but are not limited to, does the child have a history as a runaway, is the child able to speak English, did child provide accurate information about their identity and living situation, does the child attend school and/or have large gaps in their education history, live at his/her workplace, have significantly older girlfriend/boyfriend, is the child in a public place, and/or is the child found in possession of drugs/alcohol.

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