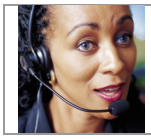
'Partnering Together' – DC Differential Response

Hotline Decides Response Pathway

Report

Mandated Reporter/Concerned Citizen

Calls CFSA Child Protective Services (CPS) 24-hour hotline
202-671-SAFE



CFSA CPS Hotline Worker

Discusses situation with caller and gathers information. After call, makes decision about response pathway based on three primary considerations.

Decision Making

1. Does allegation meet legal definition of child abuse/neglect?

NO → No CPS direct action. Referral to other appropriate community services.

YES →

2. Does allegation meet one or more criteria for assessment pathway?

- Parent/caretaker unwilling or unable to provide care
- Inadequate food, shelter, clothing, physical care
- Educational neglect
- Newborn testing positive for drugs/alcohol

NO → Traditional Investigation

YES →

3. Does allegation concern family with an open in-home case?

NO → Family Assessment

YES → In-Home Assessment

Action

Traditional Investigation

CPS Investigative Unit

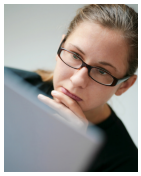
Safety assessment
Risk assessment
Immediate services
Investigative finding
Possibly open case

Family Assessment

CPS Family Assessment Unit

Safety assessment
Family assessment
Partnering conference
Case management
Services

In-Home Assessment



CFSA In-Home Social Worker

Safety assessment
Family assessment
Partnering conference
Continuing case management
Additional services

Partnering Together