



**New Hampshire Division for Children, Youth and Families Policy Manual**

**1150 CENTRAL INTAKE SCREENING**

Chapter: Child Protective Field Services

Section: CPS Central Intake

Approved:

Joseph E. Ribsam, Jr., DCYF Director

Policy Directive: **22-43**

Effective Date: **July 2022**

**References Of Note**

Federal Authority:

Statutes: [RSA 21-B:2](#), [RSA 126-U](#), [RSA 169-C](#),  
[RSA 169-D](#), [RSA 170-E](#), [RSA 173-B](#),  
and [RSA 193](#)

Administrative Rules: [He-C 901](#)

Case Law:

This policy establishes how the Division's Central Intake Office screens calls for allegations of abuse, neglect, requests for Child in Need of Services (CHINS) and complaints under RSA 126-U.

**Required Practices**

*Any deviations to the following information must be documented with Supervisory Approval.*

- I. Central Intake CPSWs and after hours staff will be available to receive calls through 1-800-894-5533 (in-state only) or (603) 271-6556, 24 hours a day, 7 days a week.
- II. For calls received, Central Intake staff:
  - A. Identify the:
    1. Reporter type;
    2. Report type;
    3. Alleged person causing harm; and
    4. Report classification;
  - B. Determine if the call requires screening for abuse/neglect, CHINS, or other response;
    1. Calls requiring screening include:
      - (a) The reported victim is age 17 or younger;
      - (b) The report meets jurisdiction for New Hampshire;
      - (c) The call is a request for CHINS services; or
      - (d) The call is a complaint about the improper use of restraint/seclusion pursuant to RSA 126-U;

2. Calls not requiring Structured Decision Making (SDM) screening include:
    - (a) Requests for information or referral;
    - (b) Abuse/neglect allegations regarding married or emancipated minors who have proper documentation and are considered adults in NH;
    - (c) Reported abuse/neglect victims age 18 or older;
    - (d) A reported abuse/neglect victim is unborn;
    - (e) A report which does not meet NH jurisdiction;
    - (f) Requests from Child Care Licensing to create an Assessment; and
    - (g) A report which includes information provided on an open case;
  3. Jurisdiction (and additional actions based on this screening) must be established for reports of abuse/neglect for children located in and outside of New Hampshire; and
  4. When calls include situations requiring an immediate response (e.g., child is actively suicidal, severely intoxicated, or assaultive), Central Intake staff:
    - (a) Recommends the caller call 911 or contacts the local hospital emergency room, Mental Health Rapid Response Services (mobile crisis); and
    - (b) May contact law enforcement;
- C. Determine if a call reporting abuse/neglect meets criteria for a credible report of harm or threat of harm by:
1. Making collateral contacts as necessary;
  2. Using the SDM Screen-In Criteria tool to:
    - (a) Screen for DCYF jurisdiction; and
    - (b) Determine if the reported allegations meet abuse/neglect screen-in criteria; or
    - (c) Determine if the report meets "Override" criteria;
  3. Searching the DCYF electronic information system and considering prior involvement for the alleged perpetrator, victims, and others reported to be involved in the report; and

4. Making a final screening decision for each call to determine if it is a credible report to accept for Assessment of abuse/neglect or it meets criteria for an assist. For calls determined to be a credible report:
  - (a) A Response Priority is established through the use of the SDM Response Priority tool;
  - (b) Intake CPSW IVs may forward credible reports directly to the DO Supervisor; and
  - (c) All other Intake staff will forward the final screening decision to the Intake Supervisor for approval and further action.
- D. Determine if a call alleging improper use of restraint/seclusion meets criteria as a complaint under RSA 126-U; and
- E. Screen and process calls requesting voluntary CHINS services as follows:
  1. Anonymous requests will not be accepted;
    - (a) Referring entities who seek information on the process for CHINS Voluntary Services but do not wish to provide identifying information will be documented as a call for Information and Referral;
  2. Children and families who do not reside in New Hampshire are not eligible for DCYF's CHINS services;
  3. Calls must meet referring entity requirements:
    - (a) Parent or guardian for CHINS as defined in RSA 169-D:2, II(b)-(d);
      - (1) Requests by the child's parent or guardian must include information which demonstrates how the family has attempted to resolve the expressed concern through available community alternatives and that concerns remain;
    - (b) School district - School Administrator, Truant Officer/School Resource Officer, Guidance Counselor, Social Worker, Teacher, Or Special Education Director/Coordinator, for CHINS as defined in RSA 169-D:2, II(a)-(d); and
    - (c) Local, county, or state law enforcement agencies within New Hampshire, for CHINS as defined in RSA 169-D:2, II(b)-(d);
  4. School districts and law enforcement agencies making voluntary CHINS requests will be asked to provide all documentation available to show the reported behaviors and efforts made to resolve the concerns with the child and family;

5. If the child is diagnosed with an educational disability as defined by RSA 186-C, the legally liable school district need to demonstrate they have:
  - (a) Determined that the child has an educational disability; and
  - (b) Reviewed the services contained in the child's Individual Educational Plan (IEP) and made recommendations for the provision of education and educationally-related services to the child;
  - (c) A report alleging educational neglect for youth 14 years of age and older will not be screened in unless there is information to support other allegations of abuse or neglect, except when a JJ Supervisor has assessed voluntary CHINS and determined in consultation with the Child Protective Supervisor that there is cause to assess educational neglect;
6. Requests not meeting the legal standard for voluntary CHINS services will be screened-out and maintained in the DCYF electronic information system for one year; and
7. Requests for voluntary CHINS services when there is an open case for services under RSA 169-B or 169-C will be screened out and associated with the open Assessment/case for field staff to review and respond under the open case *unless* the information presented would qualify as a new report under RSA 169-C.

III. Credible reports of abuse/neglect including the following must be immediately referred to Special Investigations Unit (SIU) via the DCYF electronic information system:

- A. Credible reports identifying NH state facilities (such as NH Hospital and the secure treatment facility) after the NH Attorney General's office has been contacted and advises the report shall be accepted;
- B. Credible reports identifying NH residential treatment facilities, institutions, and foster homes as the site where the alleged abuse or neglect occurred;
  1. These reports will not be assigned a response priority level unless the immediate safety of a child is in question at which point the report will be called in directly to the SIU in addition to the referral in the DCYF electronic information system;
- C. Credible reports involving a DCYF employee;
  1. Information must be documented in the same manner as other contacts except the personally identifying information will be protected;
- D. Credible reports involving a child fatality; and

- E. Complaints that a state institution, residential treatment facility, or foster home violated the provisions of RSA 126-U.
- IV. Screened out reports listed in [RSA 169-C:38 I](#) will be immediately reported to the local law enforcement agency with jurisdiction for where the abuse or neglect occurred, with written notification within 48 business hours on:
- A. Law Enforcement Notification – Out of State Referral (Form 1158) when the abuse/neglect occurred outside NH jurisdiction; or
  - B. Law Enforcement Notification – Central Intake (Form 1159).
- V. All reports of a child’s death must be immediately reported to the DCYF Field Administrator assigned to Central Intake Office (or designee) to determine further notifications.
- VI. The following notifications must be sent based on report specific circumstances regardless of the screening decision:
- A. When NH DCYF does not have jurisdiction for reported child abuse or neglect, Child Protective Services in the identified state with jurisdiction is notified using Interstate Referral (Form 1151) and law enforcement in that state is notified using Law Enforcement Notification – Out of State Referral (Form 1158);
  - B. NH Department of Education is notified of reports involving employees of a public or private school, based on case specific circumstances, using:
    - 1. State Agency Notification (Form 1152);
    - 2. DOE Notice of Report to Law Enforcement Involving DCYF (Form 1165);
    - 3. DOE Notice of Report to Law Enforcement Not Involving DCYF (Form 1166);  
or
    - 4. Referral to Department of Education (Form 1167);
  - C. A state run facility and Human Resources are notified of incidents at that state run facility, using State Facility Notification (Form 1154);
  - D. For reports involving incidents at programs overseen by Child Care Licensing Unit or the Bureau of Health Facilities Administration, notification is sent to the overseeing entity via Form 1152 or State Agency Notification with Law Enforcement (Form 1153);
    - 1. If the program is also certified by the Bureau of Children’s Behavioral Health (BCBH), BCBH will be copied on the above notice; and
  - E. Bureau of Elderly and Adult Services is notified of reports involving incidents for victims age 18 and over who may be considered vulnerable adults.

1. Notification is sent to [APSCentralIntake@dhhs.nh.gov](mailto:APSCentralIntake@dhhs.nh.gov), attaching Form 1152 or Form 1153.
- VII. Information and Referral calls as well as collateral contacts will be documented on Intake and Referral Log (Form 1150).
- VIII. Credible reports screened in within 45 days of a prior credible report that include related children and the same perpetrator(s) may be added to the existing Assessment as an Added Allegation.
- IX. Abuse/neglect reports not meeting screen-in criteria for children in an open/existing DCYF Assessment or Case will be attached as Additional Information.
- X. All contacts and call-related information must be entered in the applicable screens of the DCYF electronic information system.

<b>Standard Operating Procedures</b>		
<b>SOP</b>	<b>Title</b>	<b>Applicable Disciplines</b>
1150.1	Report Types, Screening Decisions, Overrides and Response Priority Levels	Central Intake and after hours staff
1150.2	Jurisdiction and DO Assignment for Credible Reports of Abuse/Neglect	Central Intake and after hours staff
1150.3	Abuse Allegation Types	Central Intake and after hours staff
1150.4	Neglect Allegation Types	Central Intake and after hours staff
1150.5	Reports Not Accepted for Assessment	Central Intake and after hours staff
1150.6	Request for Voluntary CHINS - Intake	Central Intake and after hours staff
1150.7	Screening RSA 126-U Complaints	Central Intake and after hours staff

<b>Applicable Forms</b>	
<b>Form</b>	<b>Title</b>
1150	Intake and Referral Log
1151	Interstate Referral
1152	State Agency Notification
1153	State Agency Notification with Law Enforcement
1154	State Facility Notification
1158	Law Enforcement Notification – Out of State Referral
1159	Law Enforcement Notification – Central Intake

1165	DOE Notice of Report to Law Enforcement Involving DCYF
1166	DOE Notice of Report to Law Enforcement Not Involving DCYF
1167	Referral to Department of Education

**Glossary and Document Specific Definitions**

A - B    C - D    E - F    G - I    J - L    M - N    O - Q    R - S    T - V    W - Z

**Document Change Log**

<b>PD</b>	<b>Modification Made</b>	<b>Approved</b>	<b>Date</b>