

 <p>NH Department of Health & Human Services Division for Children, Youth & Families</p>	DCYF Standard Operating Procedure	
	1255.1 NEW AND ADDITIONAL INFORMATION	
	Policy Directive: 22-47	Approved:
	Effective Date: August 2022	
Implements Policy: <u>1255</u>	Joseph E. Ribsam, Jr., DCYF Director	

This SOP defines the process of addressing new information in a Family Services case.

Procedure

The following information is to support the implementation of the above referenced policy. This document shall not preclude staff from using their professional judgement based on individual circumstances, consistent with the requirements of the policy.

- I. The death or presumed pending death of a child is considered a critical incident and must be reported in accordance with policy [1099 Critical Incident Reporting-Case Specific](#).
- II. Information that a child may have been the victim of a crime is verbally reported (by phone or in person) immediately to law enforcement (see SOP [1255.2 Reports to Law Enforcement](#)).
- III. CPSWs consult with a CPS Supervisor immediately when new or additional information about possible child abuse or neglect is learned that:
 - A. Is a new allegation of abuse or neglect regarding:
 1. A child already identified as a victim that has not been previously assessed;
 2. A child in the household not previously identified as an alleged victim;
 3. A parent or member of the household not previously identified as an alleged perpetrator but who is now identified as an alleged perpetrator;
 4. A household member in the open case;
 5. The perpetrator of the abuse or neglect that resulted in the open case who is alleged to have perpetrated abuse or neglect not already assessed (regardless of if the alleged perpetrator or alleged victim reside in the household or not);
 6. A child or perpetrator not associated with the open case; or
 7. The placement provider of a child (to include kinship/relative or other child-specific placements, foster family homes, and residential treatment programs); or

- B. Is additional information about:
 - 1. The abuse or neglect that resulted in the open case; or
 - 2. Allegations of abuse or neglect previously assessed.

- IV. When determining if new information should be reported to Central Intake or managed at the District Office, the following should be considered:
 - A. Is there a current open Assessment that the concerns could be added to (see policy [1212 Added Allegations During an Assessment](#));
 - B. Is court intervention necessary to ensure a child’s safety;
 - C. Is the current case court-involved or voluntary; or
 - D. If the allegations reported are found to have occurred, would they require a finding of abuse or neglect under RSA 169-C.

- V. New allegations of abuse or neglect should be reported to Central Intake.
 - A. The individual who provided the new information is encouraged to also contact Central Intake.
 - B. The assigning CPS Supervisor (or designee) will determine if a new Assessment should be managed by the assigned Family Services CPSW or an Assessment CPSW.

- VI. Additional information is not reported to Central Intake and is addressed by the Family Services CPSW.

- VII. Any new or additional information learned, and the manner in which it was addressed, are documented in the DCYF electronic information system within 24 hours, regardless of if a report is made to Central Intake or not.

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			
PD	Modification Made	Approved	Date