
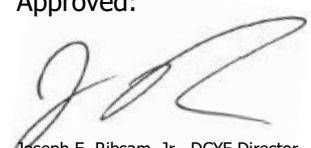


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|  <p>NH Department of Health & Human Services Division for Children, Youth & Families</p> | DCYF Standard Operating Procedure | |
| | 1150.5 REPORTS NOT ACCEPTED FOR ASSESSMENT | |
| | Policy Directive: 22-43 | Approved: |
| | Effective Date: July 2022 |  |
| Implements Policy: 1150 | Joseph E. Ribsam, Jr., DCYF Director | |

This SOP defines the steps to take when an abuse/neglect reports are screened-out.

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. For reports received which do not meet screen-in criteria for credible reports of abuse or neglect, Central Intake staff will determine the report classification according to:

| Report Classification | Characteristics | Staff Guidance |
|--------------------------|--|--|
| Information and Referral | The contact is a request for information about the availability of a service or criteria that may qualify a person to receive a service. | Obtain sufficient information to make a referral to an appropriate service provider. Respond to the request for information and refer the source to the local, county, state, or federal agency with jurisdiction, or another service to respond to the need for service. |
| Screen Out | A contact including information about an allegation of abuse or neglect but does not meet screen-in criteria or one or more of the following are present: <ul style="list-style-type: none"> ▪ The victim cannot be identified; ▪ The victim’s address is unknown; ▪ The facts do not suggest a threat of harm exists; or ▪ The facts show an allegation falls under the jurisdiction of another agency. | <ol style="list-style-type: none"> 1. Respond to any request for information; 2. Encourage the reporter to identify themselves, or facts which would identify the child in question in order to enable a further review of the situation and for the Intake Unit to re-contact the reporter for additional information; 3. If the contact does not require DCYF assessment, inform the reporter of this and complete applicable follow-up activities as follows: <ol style="list-style-type: none"> (a) Refer the reporter to the local, county, state, or federal agency with jurisdiction to respond to the need for service; and (b) Notify law enforcement by telephone (with a written report to follow), pursuant to RSA 169-C:38, |

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| | | <p>via the Law Enforcement Notification – Central Intake (Form 1159)</p> <p>Intake Supervisor responsibilities:</p> <ol style="list-style-type: none"> 1. Review the report; 2. If appropriate, approve the referral decision; 3. If not appropriately classified or if further information is required, refer the referral back to the CPSW; and 4. Document any formal complaint received regarding a contact not classified as meeting DCYF criteria for a child abuse/neglect assessment. |
| Request for Voluntary Services | A contact where the reporter is requesting (either for their own family or on behalf of another family) for a referral to DCYF Voluntary Services. | Inform the caller that DCYF Voluntary Services cases are available during and after a Child Protective Assessment, and consider any available community resources for voluntary service options. |
| Request for CHINS | A contact where the reporter is requesting (either for their own family or on behalf of another family) for a referral to Child in Need of Services program through Juvenile Justice Services. | Follow the provisions of the policy and SOP 1150.6 CHINS Intake. |
| Formal complaint of a RSA 126-U violation | A contact where the reporter is requesting an investigation into a violation of RSA 126-U. This includes a concern that a child was improperly restrained or secluded, or a complaint that notifications of a restraint or seclusion were not made as required. | Follow the provision of the policy and SOP 1150.7 Screening RSA 126-U Complaints. |

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 |
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