



Iowa Department of DHS Human Services

How-Do-I? Guide CINA Intake

OUTCOMES:

- Child safety
- Appropriate reports accepted for assessment

DECISIONS:

- Accept or reject reports for assessment
- Determine transfer

CRITERIA:

- Child is under age 18
- Incident/situation falls within Iowa's parameters for CINA assessment

RECEIVING THE CINA INTAKE

Policy	Procedure	Practice Guidance
<p>Receive Reports Iowa Code section 232.81</p>	<p>Engage with the reporter by providing:</p> <ul style="list-style-type: none"> ■ A thorough and courteous interview. ■ Complete form 470-0607, <i>Child Protective Services Intake</i>, for every intake call, walk-in, or written document received by the Department when a report of child abuse or a request for CINA assessment services is made, regardless of whether the report contains all necessary information to become a case. ■ Referral to service resources for the family or child when applicable. <p>Explain the following to the referral source for the CINA assessment services request:</p> <ul style="list-style-type: none"> ■ DHS may provide services to children and families under two circumstances: <ul style="list-style-type: none"> • When an abuse report is founded. • When a court order for services is issued. ■ If the information received during the intake call indicates that the child or family may be eligible for CINA services, a parent, guardian or custodian of the child will be offered an application for CINA assessment services. ■ The confidentiality of the reporter is not specifically protected by statute. <p>It is not necessary to determine the type of referral source for a CINA intake. Any person may make a referral for CINA assessment services.</p>	<p>Intake is a legally mandated function of DHS. Intake also has a customer service function as it is often the only contact the community has with DHS. To the community, the intake staff provides the first impression of the level of public service available through DHS.</p> <p>A thorough intake improves the public awareness of the Department's roles and responsibilities.</p>

ASSESSING THE CINA INTAKE: GATHERING INFORMATION

Policy	Procedure	Practice Guidance
<p>Gather Information</p> <p>Iowa Code section 232.70, subsection 5</p>	<p>Determine if there is reasonable belief that a CINA assessment is appropriate:</p> <ul style="list-style-type: none"> ■ Child is in need of medical treatment to cure or alleviate, or prevent serious physical injury or illness and whose parent, guardian or custodian is unable to provide such treatment. ■ Child has been the subject of or a party to sexual activities for hire or posed for live display or for photographic or other means pictorial reproduction or display which is designed to appeal to the prurient interest and is patently offensive; and taken as a whole lacks serious literary, scientific, political or artistic value and whose caretaker has not had knowledge of, encouraged or permitted such acts. ■ Child is without a parent, guardian or other custodian because the parent is deceased. ■ Child's parent, guardian or custodian for good cause desires to be relieved of the child's care and custody. ■ Child who for good cause desires to have the child's parents relieved of the child's care and custody. ■ Child who is in need of treatment to cure or alleviate chemical dependency and whose parent, guardian or custodian is unable to provide such treatment. ■ Child whose parent's or guardian's mental capacity or condition results in the child not receiving adequate care. 	<p>The intake worker's ability to gather pertinent information is critical to the assessment process. It is the first step to initiate safeguards for children who are at risk or who have been abused. A thorough intake improves safety for children.</p>

ASSESSING THE INTAKE: EVALUATING INTAKE INFORMATION

Policy	Procedure	Practice Guidance
<p>Processing Information</p>	<p>Obtain as much of the following information as possible from the reporter regarding:</p> <ul style="list-style-type: none"> ■ Child: Name, home address, current location, date of birth, age, physical condition, injuries, previous injuries, school or child care attending ■ Parents: Name, home address, and current location ■ Caretaker (if other than parent): Name, address, and current location ■ Other children: Name, age, and condition of other children in the same household 	

Policy	Procedure	Practice Guidance
<p>Processing Information (Cont.)</p>	<ul style="list-style-type: none"> ■ Others in the household: Name and age of other adults in the home ■ A description of the condition of child, and the nature of the child's needs and behaviors; parent or caretaker perception and response to the needs and concerns of the child ■ Other sources: Names, phone numbers, and addresses of people knowledgeable about the child's circumstances ■ Reporter: Name, phone number, address, and relationship to the child and incident being reported <p>Note: If there is reason to believe that child abuse exists, treat the call as a CPS intake.</p>	
<p>Gather Information</p>	<p>Complete records check:</p> <ul style="list-style-type: none"> ■ FACS, STAR, ABC, ACAN ■ Conduct criminal record checks on-line or contact local law enforcement 	<p>At intake, reports may not have all of the demographic and historical information about a family. A records check may supply additional critical information essential to ensuring child and worker safety.</p>
<p>Making the CINA Assessment Referral Decision</p>	<p>Make the decision to accept or reject the CINA referral:</p> <ul style="list-style-type: none"> ■ Determine if the CINA intake meets the requirements for CINA assessment referral. ■ Obtain supervisory review and approval for accepting or rejecting the CINA assessment referral. ■ Supervisor assigns the CINA assessment referral within one business day. ■ Assign primary responsibility for completing the CINA assessment to the unit serving the county where the child subject's home is located. <p>Note: Notice of intake decision is not required for CINA intake. DHS may share information with the referral source who is not the parent, only if the parent has signed a release of information.</p>	<p>It is necessary to complete form 470-0607, <i>Child Protective Services Intake</i>, for every intake call, walk-in, or written document received by the Department, when a report of child abuse is made, regardless of whether the report contains all necessary information to become a case.</p>

PROVIDING NOTIFICATION OF CINA INTAKE DECISIONS

Policy	Procedure	Practice Guidance
Sharing Information	<p>DHS may share information with the referral source, if the source of the referral is the parent.</p> <p>DHS may share information with the referral source who is not the parent, only if the parent has signed a release of information.</p> <ul style="list-style-type: none">■ The release of information may be obtained by the referral source or by DHS.■ Prior to sharing information with a referral source who is not the parent, DHS must have possession of the release of information, and must ensure that it adequately authorizes the specific information to be shared.	