 Department of Children & Family Services <i>Building a Stronger Louisiana</i>	Division/Section	Child Welfare
	Chapter No./Name	4 – Child Protective Services (CPS)
	Part No./Name	4 – Child Protective Services Intake
	Section No./Name	Child Protective Services Intake
	Document No./Name	4-420 Intake Actions and Notifications
	Effective Date	August 1, 2025

I. STATEMENT OF POLICY

It is in the policy of the Department of Children and Family Services to provide procedures to Child Welfare staff regarding reports received of suspected child abuse and/or neglect to ensure the child's safety is assessed.

II. PROCEDURES

When an intake disposition is approved, the intake is automatically routed through ACESS to the local office queue for further review and action. Intakes may also require action by either Centralized Intake staff or local office staff.


Centralized Intake staff are responsible for all intake decision making, including determining the Response Priority, Risk Level and Case Disposition. The Centralized Intake decisions cannot be modified by the local office, but a local office Manager, or the Regional CPS Consultant, may request the review of the intake disposition if they have reasonable concerns or can provide additional information that may change the case information or decision. Detailed information regarding procedures for requesting modifications to Centralized Intake decisions are outlined in *** CW Policy 4-2020 A.**** - Correction of a Closed ACESS Intake Case. The following procedure is used for correction/modification of an Intake Case:

- The Manager, or Regional CPS Consultant, assigned to the parish queue will make the written request for modifications via an e-mail to the Centralized Inquiry mail box at DCFS.CentralizedIntakeInquiries@LA.GOV. The written submission should include the applicable intake number along with a brief explanation of the change request and be submitted within the Response Priority timeframe, but no later than within 5 calendar days from ******* report date.
- The assigned Centralized Intake Manager will respond via e-mail of the decision to either modify the case as requested, or *** maintain the disposition**. The mailbox is monitored by Centralized Intake management 24/7 and a response indicating the decision will be provided within 24 hours of the email being received.

A. TRANSMITTAL OF REPORTS TO LOCAL OFFICES

1. Intake Cases Accepted as a Report of Child Abuse/Neglect

All intake cases accepted as a report of child abuse/neglect are transmitted through **ACESS to the local office queue** responsible for the **Departmental** response. Reports received after hours requiring an immediate initiation of the investigation, **are verbally** communicated to the local office on-call supervisor.

 Department of Children & Family Services <i>Building a Stronger Louisiana</i>	Division/Section	Child Welfare
	Chapter No./Name	4 – Child Protective Services (CPS)
	Part No./Name	4 – Child Protective Services Intake
	Section No./Name	Child Protective Services Intake
	Document No./Name	4-420 Intake Actions and Notifications
	Effective Date	August 1, 2025

2. Not Accepted/Additional Information Intake Cases

Not Accepted/Additional Information Reports are transmitted to the local office work queue, and the **queue manager** is responsible for forwarding the report to the assigned worker's supervisor who is **responsible to notify the assigned worker**. The local office is also responsible for ensuring that new allegations indicated in the Additional Information report are added to the ACCESS Investigation case **for** appropriate action, **as applicable**.

3. Not Accepted Reports on Active Cases

All non-accepted reports are forwarded to the local office ACCESS work queue. If there is a current open case this will be indicated on the **intake** decision page in ACCESS. The local office supervisor will be responsible for providing the intake report to the worker's supervisor for review and appropriate action.

4. Other Not Accepted Reports

The Not Accepted Reports not addressed above are submitted to the local office CPS queue for review by the **local office supervisor** or CPS **designated queue manager**.

5. Intake Cases Accepted as an Alternative Response Family Assessment Case

All intake cases accepted as Alternative Response Family Assessment (AR) are transmitted through ACCESS to the local office queue responsible for the Departmental response.


B. LOCAL OFFICE INTAKE ACTIONS POST REPORT ACCEPTANCE

1. Assignment to Local Office Worker

The local office supervisor or regional designee assigned as the ACCESS **local office queue manager** is responsible for assigning investigations **and AR Assessments** in the intake queue to a worker by the local office close of business, or sooner if needed. An exception is a report involving a DCFS employee. Refer to the assignment procedure below for a report involving an employee.

When the local office assigns the investigation **or assessment**, the ACCESS intake is modified with the assigned worker and supervisor on the homepage. It is then forwarded to the worker and supervisor.

The following are applicable to the assignment of investigations **and assessments**: **

 Department of Children & Family Services <i>Building a Stronger Louisiana</i>	Division/Section	Child Welfare
	Chapter No./Name	4 – Child Protective Services (CPS)
	Part No./Name	4 – Child Protective Services Intake
	Section No./Name	Child Protective Services Intake
	Document No./Name	4-420 Intake Actions and Notifications
	Effective Date	August 1, 2025

a. Child Fatality and Life Threatening Injuries

The local office *supervisor/designee assigned to the ACCESS queue will be contacted for child Fatalities and Life Threatening Injuries, and the contact will be documented in ACCESS.

When a child in a family previously or currently investigated dies or is expected to die from a subsequent incident of abuse/neglect, a different worker shall be assigned to conduct the fatality investigation. The assigned fatality CPS investigator will complete the existing investigation.

If a child dies as a result of a previously reported Life Threatening Injury, the assigned worker shall make a new report of the child's death to the Centralized Intake Hotline. If the child dies within 30 days of the initial report of the Life Threatening Injury, the report will be non-accepted/additional information. The death allegation will be added to the open investigation. If the child dies after 30 days of the initial report, the assigned worker shall make a report to Centralized Intake Hotline, and a new investigation case will be opened.

b. Near Fatalities and Life Threatening Injuries Intake Cases

Reports of child abuse/neglect near fatalities and life threatening injuries are assigned as priority investigations. They are conducted in accordance with Child Welfare Policy Part 15, Investigation of Child Fatalities and Life Threatening Injuries, ** in which Child Abuse and/or Neglect is Suspected or Alleged ***.


2. Confidential/High Profile Intake Cases Case

Certain reports should be classified as a confidential case to preserve the privacy of persons who may be known by staff. The identification of a confidential intake case is the responsibility of a Centralized Intake Manager. The Centralized Intake Manager coordinates case assignment and notification of confidential cases with the Area Director of the office responsible for the investigation. The local office Area Director is responsible for ensuring that the corresponding investigation case is marked confidential in the system.

Marking a case as confidential in the system allows only the assigned worker, and their chain of command, to view the ACCESS case.

a. Child Abuse and/or Neglect Intake Cases Involving DCFS Employees

Reports involving a DCFS employee, whether or not the employee is the alleged perpetrator, shall be entered into ACCESS as a confidential intake by Centralized

 Department of Children & Family Services <i>Building a Stronger Louisiana</i>	Division/Section	Child Welfare
	Chapter No./Name	4 – Child Protective Services (CPS)
	Part No./Name	4 – Child Protective Services Intake
	Section No./Name	Child Protective Services Intake
	Document No./Name	4-420 Intake Actions and Notifications
	Effective Date	August 1, 2025

Intake Managers. It is immediately referred to the Area Director by the Intake Manager. The AD, or designee, is responsible for notifying the Regional Administrator and Child Welfare Field Director of a report involving a DCFS employee.

The Area Director, in consultation with the *** Regional * Administrator, will decide the appropriate parish and worker to whom the investigation/assessment ** will be assigned. The assignment is to ensure, to the extent possible, the confidentiality of the employee's situation.

If the report is received after working hours, on holidays, or on a weekend, discretion regarding the assignment is to be used if the investigation must be initiated with a Priority 1 or Priority 2 response. On the first working day following the receipt of the report, the AD is notified of the report and the status of the investigation. The AD will then notify the Regional Administrator ***.

b. High Profile Intake Cases

These involve persons who are:

- Well known in the community;
- CW Stakeholders that DCFS frequently work with (Law Enforcement, CAC, Attorneys, etc.)
- May be well known by DCFS local office staff; and,
- Family members of DCFS staff


C. CENTRALIZED INTAKE NOTIFICATIONS

1. Centralized Intake * Notifications**

The * Centralized Intake Manager or Designee shall immediately notify State Office Management Staff of the following reports:

- Child Fatality/Life Threatening Injuries
- High Profile cases
- Current or Potential Media Attention reports
- Abandoned Infant or Safe Haven Relinquishments

The Centralized Intake supervisor should immediately notify the local office intake supervisor in consultation with a Centralized Intake Manager by e-mail/telephone with the information contained in the CPS Intake Case. The Centralized Intake Manager or designee submits a summary of pertinent information by e-mail to the designated email distribution group.

 Department of Children & Family Services <i>Building a Stronger Louisiana</i>	Division/Section	Child Welfare
	Chapter No./Name	4 – Child Protective Services (CPS)
	Part No./Name	4 – Child Protective Services Intake
	Section No./Name	Child Protective Services Intake
	Document No./Name	4-420 Intake Actions and Notifications
	Effective Date	August 1, 2025

2. State Child Ombudsman

The Department of Children and Family Services in compliance with [R.S. 24:525](#) shall notify the state child ombudsman within three business days when DCFS accepts a case for investigation involving a child fatality.

3. Reporter

All reporters shall be notified through an ACESS generated notification of the intake decision regarding their report, unless they have chosen to remain anonymous or request that a notice not be sent to them. This notification is generated and mailed by ACESS when the intake is approved by Centralized Intake.

The [Form 480](#), Notice to Reporter, is used as the written notification unless the report was not accepted due to prioritization. If a report is not accepted due to prioritization, [Form 482](#) is manually sent.

4. Other State Office Notifications

The Centralized Intake Manager or designee ** is responsible to transmit a copy of the ACESS generated Intake Summary Report to the CW Liaison Unit, CW Assistant Secretary, the CW Deputy Assistant Secretaries, the CW Directors, the respective Regional Administrator, and the State Office Foster Care Unit for the following reports:

- Death of a foster child
- Serious injury of foster child
- Criminal charges filed against certified/noncertified foster parent


5. Licensing Entity Notifications

Centralized Intake staff is responsible for sending *** intake summaries involving a residential facility, registered family child care home, or early learning center to the respective state licensing entity. This includes the generated Intake Summary Report for both accepted and not accepted reports.

D. LOCAL OFFICE NOTIFICATIONS

1. * Refer to Law enforcement

All intake reports involving child abuse and/or neglect with a disposition of Not Accepted Report - Refer to Law Enforcement shall be reported by local office to law enforcement within 24 hours by telephone as per [Louisiana Children's Code Art. 610 \(E\)\(2\)](#). This

 Department of Children & Family Services <i>Building a Stronger Louisiana</i>	Division/Section	Child Welfare
	Chapter No./Name	4 – Child Protective Services (CPS)
	Part No./Name	4 – Child Protective Services Intake
	Section No./Name	Child Protective Services Intake
	Document No./Name	4-420 Intake Actions and Notifications
	Effective Date	August 1, 2025

notification shall be documented in ACESS local office queue task. Reports involving juvenile sex trafficking Intake notifications are auto generated by ACESS and electronically sent to the Louisiana State Police. Louisiana State Police will route reports of juvenile sex trafficking to respective law enforcement agency.

In addition to intakes dispositioned as “Not Accepted Report - Refer to Law Enforcement”, other intakes that meet the criteria for a referral to Law Enforcement must also be reported to local law enforcement and are documented in the local office ACESS queue task. ** *** If the intake is unrelated to juvenile sex trafficking, the Intake Summary Report is sent to the local law investigation unit no later than the end of each working day, per regional procedures.*** Documentation is to include the date, how the referral was sent (fax, email, etc.), and what local law investigation unit the referral was sent to. The name of the reporter may be released as a person who may have pertinent information; however, they **shall not** be identified as the reporter.

a. Animal Abuse/Neglect


[Louisiana R.S. 14:403.6](#) mandates that any employee of government who in his professional capacity routinely investigates alleged abuse, neglect or sexual abuse of a child who becomes aware of evidence of neglect or abuse of an animal (also called cruelty to animals) shall report the incident to the law enforcement or the animal welfare authority in which the incident occurred.

Reports including information regarding possible abuse/neglect of an animal are to be reported by local office staff, either to a local law enforcement agency or the local animal welfare agency as per local working agreements.

b. Abandoned Infants and Safe Haven Relinquishments

Unless they were the reporter, all reports of abandoned newborns/infants are reported to law enforcement. This includes infants relinquished with an individual at a designated emergency care facility as per Louisiana Children’s Code, Title XI, Chapter 13, Safe Haven Relinquishments, as well as those abandoned without a provision for care.

The law enforcement agency shall be requested to check reports and listings of missing infants and notify the local DCFS Child Welfare office responsible for the investigation whether or not the abandoned/relinquished infant may have been reported as missing.

 Department of Children & Family Services <i>Building a Stronger Louisiana</i>	Division/Section	Child Welfare
	Chapter No./Name	4 – Child Protective Services (CPS)
	Part No./Name	4 – Child Protective Services Intake
	Section No./Name	Child Protective Services Intake
	Document No./Name	4-420 Intake Actions and Notifications
	Effective Date	August 1, 2025

2. Regional Administrator with Child Fatalities, Life Threatening Injuries and Media Attention

The Regional Administrator or their designee, is responsible for investigative notifications and updates in accordance with * [Child Protection Services Policy 4-1500](#).

Once medical confirmation is received verifying that the child's death was due to abuse or neglect, notification is required to State Office at dcfs.childprotectiveservices@la.gov. This notification is to include a copy of the diagnosis, autopsy finding, etc. This notification is necessary, as the law requires notification to the Ombudsman once abuse or neglect is determined.

When it is known after the receipt of the report by the local office that a report has or will attract media attention, the Regional Administrator or their designee, is responsible for completing and forwarding a [DCFS Media Crisis Information Sheet](#) as per [Policy 1-17](#), DCFS Media Relations.

The worker assigned to the investigation is responsible for immediately notifying the worker and supervisor by telephone/e-mail of any report received on an active case. This includes reports in all settings.

3. Reports in Foster Homes


a. Foster Child Placed In Home

When a foster child is an alleged victim of abuse/neglect by a foster parent and/or an alleged victim is a child in the custody of the foster parents, notification of involved parties is required. The following are notified immediately, or no later than the next working day if after hours, by the worker/supervisor assigned to the investigation/assessment: **

- Home Development Supervisor and Manager for DCFS certified homes;
- The assigned FC Worker, Supervisor, and Manager for all children placed in the foster caregivers' home, and all alleged victims;
- Regional Placement Specialist for private agency homes;
- The Area Director and Regional Administrator for the region in which the foster home is located.

b. Reports without Foster Child Victim

The following shall be notified of an abuse/neglect report involving a biological, adopted or other child in the custody of and/or living with a foster parent and there are no allegations involving foster/adoptive children:

 Department of Children & Family Services <i>Building a Stronger Louisiana</i>	Division/Section	Child Welfare
	Chapter No./Name	4 – Child Protective Services (CPS)
	Part No./Name	4 – Child Protective Services Intake
	Section No./Name	Child Protective Services Intake
	Document No./Name	4-420 Intake Actions and Notifications
	Effective Date	August 1, 2025

- Foster Care/Adoption worker or supervisor
- Home Development worker or supervisor with a DCFS certified foster parent
- Regional Placement Specialist for private agency home

4. Reports in Restrictive Care Facilities

The * **local office** worker/supervisor shall notify the Regional Placement Specialist for all reports of abuse/neglect. The Regional Placement Specialist is then responsible for notifying:

- Facility Liaison worker as soon as possible.
- State Office Residential and Private Foster Care Section

G. Request from Law Enforcement for Reporter information

The name of the reporter may be released as a person who may have pertinent information; however, they **shall not** be identified as the reporter. **Refer to Child Welfare Administrative Policy Chapter 5, 1-515 D.**, Law Enforcement, Military Authorities, Prosecuting Authorities, and Coroners for more details regarding releasing information to Law Enforcement.

III. FORMS AND INSTRUCTIONS

[DCFS Media Crisis Information Sheet](#)

[Form 480 / Instructions](#) Notice to Reporter

[CPI-4 Form / Instructions](#) Initial Child Fatality Report

IV. REFERENCES

[R.S. 14:403.6](#) Reporting of Neglect or Abuse of Animals

[LAC, Title 67](#), Part V, Subpart 3, Chapter 15, Section 1505, Safe Haven Relinquishment

[LA Children's Code Article 1154](#), Safe Haven Continued Custody Hearing; Instant Order

[LA R.S. 24:525](#) State Child Ombudsman; duties

[LA Children's Code Art. 610 \(E\)\(2\)](#), Reporting Procedure **