

<b>14.5 Child Protective Services Multiple Response System</b>	
<b>Application:</b> All Department of Children's Services Child Abuse Hotline Employees, Child Protective Services Employees and Special Investigations Unit Employees	
<b>Authority:</b> TCA: 37-5-105 (3), 37-5-106	<b>Standards:</b> None
<b>Commissioner:</b>	<b>Date:</b>
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<b>Glossary:</b> None	

## Policy Statement:

The Multiple Response System (MRS) reflects the Department of Children Services recognition that the growing complexity of issues facing children and families requires a form of Child Protective Services (CPS) practice that allows for more than one approach in response to child abuse/neglect reports.

## Purpose:

To detail the types of reports of abuse/neglect each team under the MRS is responsible for investigating and assessing.

## Procedures:

### A. Tracks

The Child Abuse Hotline screens reports and assigns a track and priority response (see Policy [14.1, Child Abuse Hotline](#) and [14.2, Screening, Priority Response and Assignment of Child Protective Services Cases](#)). Under the MRS system there are two tracks of cases Investigation and Assessment.

#### 1. Track Jurisdiction

##### a) The following cases are tracked as an Investigation:

- ◆ All Severe Abuse cases;
- ◆ All cases with at least one child who is between the ages of 0 through 3 months with an allegation of Drug Exposed Child; and

##### b) All non-severe cases, except those meeting a requirement in subpart a will be tracked as an Assessment.

**2. Timeframes**

- a)** Investigation Track cases are completed within sixty (60) calendar days of intake.
- b)** Assessment Track cases are completed within ninety (90) calendar days of intake.

**NOTE:** Regardless of track or team assignment, every CPS Case Manager is responsible for following all applicable DCS Policies.

**B. CPIT Team**

The CPIT Team responds to cases tracked as an investigation as well as accepts transfers from other teams when it is determined that the case meets criteria for the Investigation Track. The CPIT Team will follow all policies in Chapter 14 to investigate, intervene and provide services in their cases including policies [14.6, Child Protective Services Case Tasks and Responsibilities](#), [14.7, Multi-Disciplinary Team: Child Protection Investigation Team](#) and the [Child Protective Services Tasks Manual](#).

**NOTE:** When there is a case that overlaps with the CPIT and Drug Team jurisdictions, the Drug Team is assigned the case.

**C. Drug Teams/Drug FSS**

The Drug Team responds to cases tracked as an investigation involving infants from birth through three (3) months who have been alleged to be Drug Exposed. If ongoing services are needed to address safety, risk, addiction and/or substance abuse issues, then a dedicated Family Support Services (FSS) team accepts those cases for service provision.

In addition to the CPS Case Tasks and Responsibilities, the Drug Team refers to DCS Policy [14.9, DCS Response to Allegations Involving Drug Exposed Children](#) for additional tasks.

**D. Family Protection and Preservation Team**

The Family Protection and Preservation (FPP) Team responds to cases tracked as an assessment with a focus on longer-term preventative services and interventions to address safety and risk issues. (Refer to DCS Policy [14.6, Child Protective Services Case Tasks and Responsibilities](#)).

When the FPP Team receives a case from the Rapid Response Team, follow up Face to Face Contact with all ACVs and the parent/caregiver must take place within 2 business days of case assignment.

## E. Special Investigations Unit

The Special Investigations Unit (SIU) conducts investigations on allegations of child abuse and neglect which occur while a child is in DCS custody or when the case involves noncustodial children where the alleged perpetrator (AP) is acting in an official employment, volunteer, or foster care capacity. The SIU conducts investigations where the allegations would affect the employment or volunteer status of those working with children. (Refer to Policy [14.10, Special Investigations Unit Child Protective Services Investigations](#) and [Work Aid 4: Special Child Protective Services Investigative Tasks and Activities](#)).

## F. On-call/Second Shift

CPS Staff are on-call to respond to emergency referrals after normal business hours, on holidays and weekends. Each Region and the Special Investigations Unit is responsible for developing their own schedule to reflect on-call coverage.

**NOTE:** This responsibility may fall in part or whole to Second Shift teams (see DCS Policy [14.8, Child Protective Services Second Shift](#)).

### Forms:

[CS-0251, Local Administrative Procedures and Protocols](#)

### Collateral Documents:

[14.1, Child Abuse Hotline](#)

[14.2, Screening, Priority Response and Assignment of Child Protective Services Cases](#)

[14.6, Child Protective Services Case Tasks and Responsibilities](#)

[14.7, Multi-Disciplinary Team: Child Protection Investigation Team](#)

[14.8, Child Protective Services Second Shift](#)

[14.9, DCS Response to Allegations Involving Drug Exposed Children](#)

[14.10, Special Investigations Unit Child Protective Services Investigations Child Protective Services Tasks Manual](#)

[Work Aid 4: Special Child Protective Services Investigative Tasks and Activities](#)