Department of Children's Services

14.6, Child Protective Services Case Tasks and Responsibilities

Application: All Department of Children's Services Employees and Special Investigations Unit Employees
Authority: **TCA**: 37-1-401 et seq; 37-1-601et seq; 37-5-105 (3); 37-5-106; 37-5-107; 37-1-413; 39-13-301; 39-13-309; 37-1-413
Standards: **COA**: PA-CFS 4, PA-CFS 5, PA-CFS 6, PA-CFS 7, PA-CFS 8, PA-CFS 9, PA-CFS 10, PA-CFS 11, PA- CFS 14.01, PA-CFS 31. **PREA**: 115.322,115.371, 115.372
Original Effective Date: December 1, 2023
Supersedes: February 9, 2026
Last Review Date: August 6, 2026
Date Signed: August 4, 2026
Current Effective Date: October 1, 2026
Commissioner: Margie Quin
Margie Quin

Glossary:

Classify/Classification Decision:

The decision whether child maltreatment has occurred and who is responsible.

Policy Statement:

The Department of Children's Services (DCS) will ensure timely and thorough investigation of all child abuse/neglect intakes and make a determination to close a Child Protective Services (CPS)/Special Investigation Unit (SIU) case, provide or refer to community services, or transition to a Family Service Worker (FSW) within the timeframes indicated in this policy.

Purpose:

To ensure CPS/SIU cases are properly classified and closed by completing critical investigative tasks, maximizing resources, and making consistent decisions to ensure the safety of the child.

Procedures:

A. General Investigative Responsibilities

1. Upon the receipt of a CPS/SIU referral with severe abuse allegations, CPS/SIU staff will convene the Child Protective Investigative Team (CPIT), as per DCS policy ***14.7, Multi-Disciplinary Team: Child Protection Investigation Team***.

2. CPS/SIU staff will make initial priority response with the Alleged Child Victim (ACV) within the assigned timeframe, as per DCS policy ***14.2, Screening, Priority Response and Assignment of Child Protective Services Cases***.

3. The CPS/SIU worker will conduct interviews with ACV, parents/guardians, family members (ensuring family members residing in the home, as well as other siblings/children/youth in the home, are interviewed), potential witnesses, and collateral contacts to ensure thorough investigation of the reported allegations.

4. CPS/SIU staff will conduct required background checks on all adult household members during an open CPS investigation.

5. CPS/SIU staff will complete monthly face-to-face contacts with the ACV, with a minimum of one (1) home visit each month, to ensure continued child safety.

6. CPS/SIU staff will make timely referrals for any needed services and/or non-custodial interventions (i.e. DCS Family Support Services) to increase safety and permanency for the children/youth DCS serves.

7. Without compromising the safety of the child or thoroughness of the case, CPS/SIU staff will make every effort to classify cases within 45 (forty-five) calendar days of the Child Abuse Hotline (CAH) receiving the report.

8. All CPS/SIU cases will be closed within 90 (ninety) calendar days of the Child Abuse Hotline (CAH) receiving the referral, this includes completion of any referrals for services or case transfers.

    a) Exception: All child death cases will be closed within 180 calendar days of the Child Abuse Hotline (CAH) receiving the report.

    b) Any other exceptions to the closure timeframe outlined in this policy must be approved by the Team Coordinator.

9. For information regarding in-depth investigative tasks and case responsibilities, refer to the ***Protocol for Child Protective Services Case Tasks and Responsibilities***.

Forms:

None

Collateral Documents:

Protocol for Child Protective Services Case Tasks and Responsibilities

14.7, Multi-Disciplinary Team: Child Protection Investigation Team

14.2, Screening, Priority Response and Assignment of Child Protective Services Cases