


14.6, Child Protective Services Case Tasks and Responsibilities	
Application: All Department of Children's Services Child Protective Services Employees and Special Investigations Unit Employees	
Authority: TCA 37-1-401 et seq; 37-1-601 et 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 31. PREA: 115.322, 115.371, 115.372
Commissioner: 	Date: 01/09/2026
Original Effective Date: 12/01/2023 Current Effective Date: 02/09/2026	Supersedes: 14.7 12/21/21, 14.6 12/01/23 Last Review Date: 08/11/25
Glossary:	
<ul style="list-style-type: none"> ◆ <u>Classify/Classification Decision (CPS):</u> <ul style="list-style-type: none"> ○ The decision whether child maltreatment has occurred and who is responsible. 	

Policy Statement:

A Child Protective Services (CPS) abuse/neglect investigation must be classified within 45 (forty-five) calendar days of the Child Abuse Hotline (CAH) receiving a report. An investigation case is concluded within 60 (sixty) calendar days, while an assessment track case is concluded within 90 (ninety), both with a decision to close the case, provide or refer to community services, or transition to a Family Service Case Manager (FSW) prior to day 60 (sixty) for investigation track or day 90 (ninety) for assessment track.

Purpose:

To ensure that CPS 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 Child Protective Services (CPS) referral, CPS staff will convene the Child Protective Investigative Team (CPIT), when applicable, as per DCS policy [14.7, Multi-Disciplinary Team: Child Protection Investigation Team.](#)

2. CPS staff will make initial priority response with the ACV within the assigned timeframe, as per DCS policy [**14.2, Screening, Priority Response and Assignment of Child Protective Services Cases**](#).
3. The CPS worker will conduct interviews with the Alleged Child Victim (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 staff will conduct required background checks on all household members during an open CPS investigation. See [**14.22, Child Protective Services Background Checks**](#).
5. CPS 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 staff will make referrals for any needed services and/or non-custodial interventions (i.e. DCS Family Support Services) in a timely fashion to increase safety and permanency for the children/youth DCS serves.
7. CPS cases must be classified and closed within the timeframes indicated in this policy. Any exceptions to this must be approved by the Team Coordinator.
8. 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**](#)

[**14.22, Child Protective Services Background Checks**](#)