

## TABLE OF CONTENTS

	Paragraph
<b>Chapter 1 – CONDUCTING AN INTERVIEW</b>	
Purpose.....	1-1
Authority.....	1-2
Intake Protocol: The Three Stages of Intake Assessment .....	1-3
Information Collection.....	1-4
<b>Chapter 2 – CUSTOMER SERVICE</b>	
Purpose.....	2-1
Procedures.....	2-2
<b>Chapter 3 – MEANS TO LOCATE FOR CHILD INTAKES</b>	
Purpose.....	3-1
Assessing for Means to Locate .....	3-2
<b>Chapter 4 – ADDITIONAL AND SUPPLEMENTAL REPORTS FOR CHILD INVESTIGATIONS</b>	
Purpose.....	4-1
Additional Reports .....	4-2
Supplemental Reports.....	4-3
Calls Not Handled as Additional or Supplemental Reports .....	4-4
Investigative Response .....	4-5
<b>Chapter 5 – SPECIAL CONDITIONS</b>	
Purpose.....	5-1
Information Collection for Special Conditions .....	5-2
Response Time for Special Conditions.....	5-3
Documentation of Special Conditions Intakes.....	5-4
<b>Chapter 6 – INVESTIGATIVE SUBTYPES: IN HOME, INSTITUTIONAL, AND OTHER</b>	
Purpose.....	6-1
Investigative Subtype Assignment.....	6-2
<b>Chapter 7 – SCREENING DECISIONS AND RESPONSE TIME FOR CHILD INTAKES</b>	
Purpose.....	7-1
Authority.....	7-2
Screening Criteria .....	7-3
Sufficient Information for Screening Decisions .....	7-4
Response Time Criteria.....	7-5
Sufficient Information for Response Time Decisions.....	7-6
<b>Chapter 8 – DEVELOPING THE INTAKE</b>	
Purpose.....	8-1
Intake Participants.....	8-2
Reporter Narrative.....	8-3
Allegation Narrative .....	8-4
Duplicates, Sequence Merges, Intake Splits, and Screen Out Requests .....	8-5
Jurisdiction and Assignment of Intakes.....	8-6
FSFN Checks and Criminal Background Checks .....	8-7

## TABLE OF CONTENTS (continued)

	Paragraph
<b>Chapter 9 – HOTLINE SUPERVISOR CONSULTATIONS</b>	
Purpose.....	9-1
Definition .....	9-2
Requirements.....	9-3
Process/Procedures .....	9-4
Documentation .....	9-5
<b>Chapter 10 – CONDUCTING CHILD WELFARE RECORD CHECKS FOR OUT OF STATE CHILD WELFARE AGENCIES</b>	
Purpose.....	10-1
Confidentiality of Reports and Records .....	10-2
Processing Child Welfare Requests .....	10-3
<b>Chapter 11 – VERIFICATION OF CHILD WELFARE PROFESSIONALS</b>	
Purpose.....	11-1
Scope.....	11-2
Procedure .....	11-3
<b>Chapter 12 – DOCUMENTATION AND REVIEW OF SCREENED-OUT CHILD INTAKES</b>	
Purpose.....	12-1
Documentation Requirements .....	12-2
Review of Screened Out Intakes .....	12-3
<b>Chapter 13 – CONTACTING THE REPORTER</b>	
Purpose.....	13-1
Confidentiality of the Reporter .....	13-2
Calling Reporters .....	13-3

