



QUARTER 2
PIP 2.3.1
CLARK

**CLARK COUNTY
STANDARDS FOR CASEWORKER CONTACTS WITH CHILDREN AND PARENTS
PIP ITEM 2.3.1**

- 1) Clark County permanency/out of home program area has implemented policies and procedures to address caseworker child contacts and parent contacts, (see below).
- 2) Clark County In-Home program area has implemented policies and procedures to address caseworker child contacts and parent contacts, (see below). Onsite TA from the National Resource Center for In-Home Services visited Clark County in May 2011.

5000. PERMANENCY SERVICES POLICIES AND PROCEDURES

5100. Introduction to Providing Out-of-Home Case Management Services

Policy Statement

It is the policy of the Clark County Department of Family Services (DFS) to remove children from the home of their parent(s)/caregiver(s) only when it is determined that they will not be safe living in that home. When a child(ren) must be placed in out-of-home care, the Department must ensure their safety, permanency, and well-being. The Department must:

- ☑ Protect children placed in out-of-home care from abuse and neglect during and following their placement in out-of-home care.
- ☑ Continually assess and respond to the needs, including medical, mental health, developmental, educational, and other needs, of each child in out-of-home care.
- ☑ Conduct accurate and ongoing assessments of family functioning that focus on the issues closely related to the safety threats and risk factors leading to removal to determine whether and under what circumstances the children may be safely returned.
- ☑ Promptly establish a primary and alternative permanency goal for each child in out-of-home care and assertively work toward achievement of a permanent living arrangement for each child.
- ☑ Include direct services to children and their families provided by DFS case managers as the core component of permanency services.
- ☑ Carefully arrange and coordinate relevant services from community partners.
- ☑ Include the active involvement of Child and Family Teams (CFTs) in case planning, decision making, and provision of services.

Purpose

The purpose of the **Permanency Services Policies and Procedures** is to set forth the required process by which the Department's case managers provide services to children and families where the Family Court has placed the children in the custody or wardship of the Department and the children have been placed in out-of-home care.

The **Permanency Services Policies and Procedures** provide requirements to standardize:

- ▣ The thorough and continuous assessment of child safety, child well-being, and family functioning.
- ▣ Case planning services for children and families conducted by the permanency case manager and the family in conjunction with Child and Family Teams (CFTs).
- ▣ The planning and conduct of visits between children placed in out-of-home care and their parent(s)/caregiver(s) and siblings.
- ▣ Identification of services that are directly responsive to:
 - Family issues related to the children's maltreatment and safety.
 - Issues related to the children's well-being while in substitute care.
 - The children's need for a permanent home.
- ▣ The process for evaluating the family's progress in resolving the issues leading to the children's removal.
- ▣ The manner of working with the Family Court and the revision of permanency goals to ensure the timely achievement of permanent living arrangements when families fail to progress within an acceptable time frame.
- ▣ Permanency case manager contact with a parent(s)/caregiver(s), children, and out-of-home caregivers.
- ▣ The Department's collaboration with the Family Court.
- ▣ Requirements for permanency case manager contact with collateral service providers.
- ▣ Procedure for providing services to children and families following the children's reunification with their families.
- ▣ Criteria for case closing.

2120. Documentation of Permanency Activities

Documentation in UNITY is required while monitoring permanency services. All case contacts and activities, including attempted activities, conducted by permanency case managers and supervisors must be documented in UNITY case notes and other required UNITY screens. (Refer to the **Case Notes UNITY Student Guide** and the **Forms UNITY Student Guide** regarding how to create case notes and view and create forms. *NOTE:* The permanency case manager must always keep the form unlocked.) This includes, but is not limited to, documentation of telephone contacts, location of contact, visits, meetings, staffing, Court hearings, and receipt of records (e.g., school records, reports from service providers). The purpose of documentation in UNITY is to provide a detailed account of case activities.

The number of case note entries that the permanency case manager is required to enter into UNITY depends on the purpose of the contact. When participants in the same role/relationship category are interviewed together, the interview may be recorded in a single UNITY case note. When participants in different role/relationship categories are interviewed together, the permanency case manager must complete a separate UNITY case note for each category. For example:

☑ When three (3) children are seen, the permanency case manager may make one (1) case note. Select "child contact" as the case note type, select "in-person" as the type of contact, and include the names of all three (3) children in the "with" field.

☑ When a child and parent are seen, the permanency case manager must make two (2) separate case notes. Select "child contact" as the case note type for contact with the child and select "parent contact" as the case note type for contact with the parent.

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☑ When a child and out-of-home caregiver are seen, the permanency case manager must make two (2) separate case notes. Select "child contact" as the case note type for contact with the child and select "caretaker contact" as the case note type for contact with the out-of-home caregiver.

Case note documentation must be:

☑ **Objective** – Only observed facts and statements made by the subjects of interviews may be documented in case notes. Case notes are **not** to be a place where permanency case managers express their opinions about case situations.

☑ **Non-Conclusive** – Case note documentation may describe behavior and conditions observed by the permanency case manager. For example, it is appropriate to document that "the father staggered, slurred his words, and smelled of alcohol." It is inappropriate to document that "the father was drunk." (See Section 5230: Confidentiality regarding documenting confidential information, such as HIV status, in case notes.)

☑ **Detailed** – Case note documentation must provide a specific, detailed account of what interview subjects say and what permanency case managers observe. When interviewing family members, it is necessary to record important statements in a manner that is as nearly *verbatim* as is reasonably possible. It is also important to document any notable behavioral presentation made by the interview subject during the interview; for example, "The child looked at the door to the room where his foster father waited before answering any question about his injury."

In addition to detailed information describing the interview/activity, all UNITY case notes must include:

- The type of contact (e.g., in-person, telephone).
- The date of the activity.
- The start and end times of the activity.
- Identification of all persons present during the activity.

☑ **Timely** – Case notes must be written as soon after the activity as is reasonably possible. At a minimum, case note documentation must be completed within the following time frames:

All interviews/activities involving **critical issues** (i.e., information that may be necessary to after-hours staff) as identified by permanency supervisors must be documented in UNITY case notes on the same day that the interview or activity occurred.

All other case activities must be documented within three (3) working days of their occurrence and no later than the end of the permanency case manager's/supervisor's workweek.

Case note documentation must include:

The date and time of the contact.

The nature of the contact (in-person, telephone, etc.).

The duration of the contact, including start and end times (for in-person contacts only).

The location of the contact (for in-person contacts only).

The identity of all persons present during the contact (if persons present are not family members, information regarding their relationship to the family should be included).

A description of the condition of the child(ren), including notation of any evidence of possible maltreatment identified (e.g., bruises, filth, significant weight loss) (for in-person contacts only).

A brief general description of the behavior and affect of any child(ren) present at the visit.

A detailed summary of what was discussed during the interview of the child(ren).

A description of the child(ren)'s medical status, according to the child (if verbal) and the out-of-home caregiver(s), including:

The currency of medical/dental care and care related to any specific conditions.

Any medical appointments that occurred since the prior visit, including the date of the visit, the type/purpose of the visit, any medical issue that requires monitoring, and any pertinent well-being information (e.g., parent's report of height and weight of child, immunizations received, medication prescribed).

Any hospitalizations or emergency room visits since the last contact. These must be documented as to the reason and result. A contact with administering medical personnel is required to verify a caretaker's explanations of the hospital visit.

A description of the child(ren)'s educational status, as reported by the child, including:

Enrollment status.

Attendance.

Grades.

School behavior issues.

The child(ren)'s current adjustment to the placement and the permanency case manager's observation of the interaction/relationship with the caregiver(s) and other children in the home.

The child(ren)'s reaction to visits with parents.

Any needs identified by the child.

The status of any special educational issues (e.g., Individualized Education Plan [IEP]). Mental health concerns and the status of any recent evaluations and current treatment progress, if applicable.



Physical, emotional, and social development, including reasonable expectations for height, weight, speech, motor skills, and social skills.

4000. IN-HOME SERVICES POLICIES AND PROCEDURES

4100. Introduction to Providing In-Home Services

Policy Statement

It is the policy of the Clark County Department of Family Services (DFS) that Clark County children who are found to be abused or neglected remain in the care of their parents when this is safely possible through the provision of effective in-home services. In order to keep children who have been maltreated safe, in-home services must:

- ☑ Be initiated quickly after the abuse or neglect is identified.
- ☑ Be based on accurate and ongoing assessments of family functioning that focus on the issues closely related to the safety threats to children and on the risk of future abuse or neglect.
- ☑ Include direct services provided by DFS case managers as their core component.
- ☑ Involve the carefully coordinated provision of relevant services by community partners.
- ☑ Include the active involvement of Child and Family Teams (CFTs) in the case planning, decision making, and provision of services.
- ☑ Be concluded as soon as the issues affecting the safety of involved children and the risk of subsequent maltreatment are adequately resolved.

Purpose

The purpose of these procedures is to set forth the required process by which the Department's case managers provide services to families in which (1) reasonable cause to believe that children have been abused or neglected has been established during child protection investigations, (2) the children have been assessed as safe or any identified safety threats are controlled by safety plans, (3) the children are in the physical care of their parents/caregivers, and (4) the families exhibit a level of cooperation that suggests that they can be engaged in services voluntarily or the Family Court has ordered that the families accept services. The In-Home Service Policies and Procedures provide requirements to standardize:

- ☑ The thorough and continuous assessment of child safety and family functioning,
- ☑ Case planning conducted by the case manager and the family in conjunction with CFTs,
- ☑ Identification of services that are directly responsive to issues related to the child maltreatment,
- ☑ Identification of requirements for monitoring to detect any recurrence of maltreatment during service provision,

- ☐ Case manager contact with family members,
- ☐ The requirements for contact with collateral service providers,
- ☐ Criteria and process for child protective actions (e.g., safety plans or removal), and
- ☐ Criteria for case closing.

42110. Documentation of In-Home Activities

All case contacts and activities, including attempted activities, conducted by in-home case managers and supervisors are to be documented in UNITY case notes. This includes, but is not limited to: documentation of telephone contacts, visits, meetings, staffing, Court Hearings and receipt of records (e.g., school records, medical records, reports from service providers). The purpose of documentation in UNITY is to provide a detailed account of case activities.

The number of case note entries that the in-home case manager is required to enter into UNITY depends on the situation. When participants who are in the same role/relationship category are interviewed together, the interview may be recorded in a single UNITY case note. When participants who are in different role/relationship categories are interviewed together, the in-home case manager must complete a separate UNITY case note for each category. For example:

- ☐ When three (3) children are seen, the in-home case manager may make one (1) case note. "Child contact" must be selected as the case note type, and the "with" field must include the names of all three (3) children.
- ☐ When a child and parent are seen, the in-home case manager must make two (2) separate case notes. The "child contact" case note type must be selected for contact with the child, and the "parent contact" case note type must be selected for contact with the parent.

Case note documentation must be:

- ☐ *Objective* – Only observed facts and statements made by the subjects of interviews may be documented in case notes. Case notes are *not* to be a place where in-home case managers express their opinions about case situations or anything else.
- ☐ *Non-Conclusive* – Case note documentation may describe behavior and conditions observed by the in-home case manager. For example, it is appropriate to document that "the father staggered, slurred his words, and smelled of alcohol." It is inappropriate to document that "the father was drunk."
- ☐ *Detailed* – Case note documentation must provide a specific, detailed account of what interview subjects say and what in-home case managers observe. When interviewing family members, it is necessary to record important statements in a manner that is as nearly *verbatim* as is reasonably possible. It is also important to document any notable behavioral presentation made by the interview subject during the interview. For example, "The child looked at the door to the room where his father waited before answering any question about his in-jury."

In addition to detailed information describing the interview/activity, all UNITY case notes must include:

The type of contact (e.g., in person, telephone),
The date of the activity,
The start and end times of the activity, and
Identification of all persons present during the activity.

☐ *Timely* – Case notes must be written as soon after the activity as is reasonably possible. At a minimum, case note documentation must be completed within the following time frames:

All interviews/activities involving **critical issues** (i.e., information that may be necessary to after-hours staff) as identified by in-home supervisors must be documented in UNITY case notes on the same day that the interview or activity occurred.

All other case activities must be documented within three (3) working days of their occurrence and not later than the end of the in-home case manager's/supervisor's workweek.

☐ Any reference to any family member's HIV status must be documented indirectly. Rather than referring to a specific condition (e.g., AIDS) reference must be made to a "potentially life-threatening condition."

For the creation of UNITY forms, refer to the **UNITY Forms UNITY Student Guide**. This section provides detailed instructions on how to view forms and create forms. *NOTE:* The in-home case manager must always keep the form unlocked.

2000. INVESTIGATIONS POLICIES AND PROCEDURES

2100. Introduction to Investigating Reports of Child Abuse and/or Neglect

Policy Statement

It is the policy of the Clark County Department of Family Services (DFS) that Clark County children who are allegedly abused or neglected receive effective child protection services through:

- ☐ Thorough and timely child protection investigations,
- ☐ Accurate determinations about whether evidence supports findings that children have been abused or neglected,
- ☐ Comprehensive safety and risk assessments focused on current threats to the safety of children and the risk of future child maltreatment that is posed by their families or caregivers (e.g., foster parents).
- ☐ Effective child protection intervention in response to identified safety threats and risk factors, and
- ☐ The most minimal intrusion into family life that is possible in consideration of threats to the safety of children.

Purpose

The purpose of these procedures is to set forth the required process by which the Department investigates situations identified by the Hotline as meeting the criteria for child abuse and neglect. The

procedures also set forth the process that must be followed when the Hotline identifies certain child welfare issues that do not constitute allegations of child abuse and neglect but require Department intervention. The investigation process is standardized to maximize the consistent and thorough collection of relevant information and the effective protection of involved children from future abuse and neglect.

During investigations, information is gathered to determine (1) whether there is evidence indicating that the child has been abused and/or neglected, (2) whether there are immediate or impending threats to the child's safety, (3) whether there are risk factors that suggest that the child is likely to be abused and/or neglected in the foreseeable future, and (4) what, if any, actions on the part of the Department are necessary to protect the child.

Documentation of Initial In-Person Contact With the Alleged Child Victim(s)

All interviews and observations of alleged victims, including attempted interviews, must be documented in UNITY case notes as soon as possible after they occur and always within one calendar day of the interview. UNITY case notes documenting any contact must include but are not limited to:

- ☐ The time of the contact, including the approximate length of time of the interview,
- ☐ The location of the interview,
- ☐ The names and identities/roles (e.g., mother's friend, police officer) of all others present during the interview,
- ☐ A description of any observed injuries or physical presentations, including size, location on the child's body, pattern, color, etc.,
- ☐ The child's explanation of any observed injuries (if the child is verbal),
- ☐ The child's description of alleged neglectful incidents (e.g., how or why was the child left without supervision, when did the child last eat),
- ☐ The child's description of previous injuries, incidents, or sets of circumstances similar to those currently being investigated,
- ☐ Whether the child expresses or evidences fear of any person residing in or visiting the home,
- ☐ A brief description of the child's development and whether the development appears appropriate for the child's age,
- ☐ The child's description of how discipline is administered by parents and others in the home, and
- ☐ The child's description of any other safety or risk factors.

NOTE: Within twenty-four (24) hours of contact, the CPS investigator must complete and document a safety assessment of the alleged victim and all other children residing in the household of any alleged victim, using the Nevada Safety Assessment.

Documentation

2370. Contact With All Siblings of the Alleged Victim(s) and Any Other Children Living in the Same Home

The purposes of interviewing children residing in the household of any alleged victim are:

- ☐ To determine whether there is reasonable cause to believe that they have been abused or neglected.
- ☐ To obtain any information they may have about the reported abuse/neglect of the identified alleged victim (e.g., did they witness abuse/neglect or did the alleged victim talk about it).
- ☐ To gather information about child and family functioning to be considered in the NIA safety and risk assessments.

a. Interviewing/Observing All Siblings of the Alleged Victim(s) and Any Other Children Living in the Same Home

The CPS investigator shall interview all children residing in the household of any alleged victim, in person and individually. They must be interviewed out of the presence of the child's caregiver and the alleged perpetrator, if at all possible. A supportive person whom the child trusts but who is not the alleged perpetrator may be present during the interview if in the CPS investigator's judgment it will make the child more comfortable.

It is recognized that some children, by virtue of their age or physical/emotional condition, are nonverbal or are otherwise incapable of being interviewed. Such children must, however, be seen by the CPS investigator.

During the interview with siblings and other children living in the same home as the alleged victim(s) the CPS investigator must:

- ☐ Explain the purpose of the interview (i.e., to find out what happened with regard to the alleged victim(s) and to keep all the children safe).
- ☐ Establish a rapport with the child by gathering neutral but relevant information about the child, family, and environment (e.g., school, friends, and favorite activities).
- ☐ Make an observation of the child's behavior (i.e., whether the child's behavior is consistent with the child's age, developmental status, and circumstances). Identify any inconsistencies from expected behavior.
- ☐ Explore the circumstance surrounding the alleged maltreatment with the child's sibling:
 - Get the sibling's description of what occurred including an explanation for any injuries,
 - Gather any information about who was/is responsible for the alleged maltreatment,
 - Gather any information about the frequency/duration of the maltreatment, and
 - Determine whether there is reasonable cause to believe that the child has been abused or neglected.

- ☐ Determine whether the child is fearful of anyone who lives in or visits the home.
- ☐ Obtain the child's description of how the parents/caregivers administer discipline.
- ☐ Gather information about any other risk or safety concerns described by the child.

If the CPS investigator obtains information leading to a reasonable suspicion that a child other than the reported alleged victim has been abused or neglected, that child shall be considered to be an alleged victim and must be interviewed/observed according to the requirements in *Section 2360.b: Observation of the Alleged Child Victim(s) for Alleged Injuries* and *Section 2360.c: Photographing Observed Injuries* and must be added to the current investigation as alleged victim(s).

Documentation of the Interview/Observation of All Siblings of the Alleged Victim(s) and Any Other Children Living in the Same Home

All interviews and observations of siblings of the alleged victim(s) and of other children living in the same home must be documented in UNITY case notes as soon as possible after they occur and always within one (1) calendar day of the interview. UNITY case notes documenting the contact must include but are not limited to:

- ☐ The time of the contact including the approximate length of time of the interview.
- ☐ The location of the interview.
- ☐ The names and identities/roles (e.g., mother's friend or police officer) of all others present during the interview.
- ☐ The sibling's explanation of any observed injuries (if the child is verbal).
- ☐ The sibling's description of alleged neglectful incidents (e.g., how or why was the child left without supervision or when did the child last eat?).
- ☐ The sibling's description of previous injuries, incidents, or sets of circumstances similar to those currently being investigated involving the alleged victim.
- ☐ Whether the sibling expresses or evidences fear of any person residing in or visiting the home.
- ☐ A brief description of the sibling's development and whether the development appears appropriate for the child's age.
- ☐ The sibling's description of how discipline is administered by parents and others in the home.
- ☐ The sibling's description of any other safety or risk factors.

NOTE: Within twenty-four (24) hours of contact, the CPS investigator must complete and document a safety assessment of all children residing in the household of any alleged victim, using the Nevada Safety Assessment.

Documentation

2380. Contact With Parents/Caregivers

If possible, the CPS investigator must attempt to establish in-person contact with the parents or caregivers of the alleged child victims the same day that the children are interviewed. If same-day contact is not possible, contact must be attempted no later than twenty-four (24) hours after the CPS investigator sees the children. The CPS investigator must document all good faith attempts to see the parents or caregivers in a UNITY case note.

Interview With Parents/Caregivers

Under no circumstances may the CPS investigator reveal any information about the identity of the reporting source.

Whether or not a parent/caregiver is the alleged perpetrator or a potential perpetrator, the purposes of the interview are to:

- ☑ Gather information to be used to assess whether the behavior of any parent/caregiver poses a safety threat to the child(ren).
- ☑ Gather evidence to be used to determine whether child maltreatment has occurred.
- ☑ Engage the parent/caregiver in a collaborative effort with the Department to keep his/her child(ren) safe.

When a parent/caregiver is also the alleged perpetrator, or the identity of the perpetrator is unknown and he/she may be the parent/caregiver, the parent/caregiver must be interviewed individually if it is at all possible. While the parent/caregiver may be confronted with implausible or refuted statements, the CPS investigator must remain calm and avoid combative behavior during the interview.

Without regard to whether the parent/caregiver is or may be an alleged perpetrator, during the interview with the CPS investigator must:

- ☑ Explain the purpose of the interview and the role of the CPS investigator and the Department in being sure the child(ren) is safe.
- ☑ Describe the allegations.
- ☑ Describe the investigative process in general terms.
- ☑ Elicit the parent/caregiver's response to the allegations, including the parent/caregiver's explanation for any injuries or conditions related to the allegations.
- ☑ Get the parent/caregiver's descriptions of the circumstances leading to the alleged maltreatment.
- ☑ Explore any use of alcohol or drugs on the part of any parent/caregiver, including the nature of any substance used, the amount, and the frequency of use.
- ☑ Explore whether any parent/caregiver has any history of mental health issues, including any history of treatment (i.e., diagnoses, medication, outpatient treatment, or hospitalization).

☐ Get the parent/caregiver's description of the relationships and interactions between adults living in and frequenting the home, including any history of domestic violence.

☐ Get the parent/caregiver's description of the usual disciplinary techniques used by the family.

☐ Have the parent/caregiver identify the family's source of economic support (e.g., employment, public assistance, child support), including the amount of income received by the family.

In addition, at the first in-person contact with the alleged child victim's parent or caregiver, the CPS investigator must:

☐ Provide the parent(s) with the agency brochure: *A Child Protective Services Guide for Parents and Guardians*.

☐ Assist the parent in completing the *Department of Family Services Application for Federal Benefits*.

☐ Complete the questionnaire concerning the family's tribal affiliation in relation to ICWA. (See *Section 23110: Indian Child Welfare Act*.)

☐ Request that the parent/caregiver sign any necessary *Release of Information* forms pertinent to the investigation (e.g., medical or mental health records) concerning the alleged victim or the parent/guardian.

Interview With the Parent/Caregiver Who Is, or May Be, an Alleged Perpetrator

When conducting CPS investigations of sexual or serious physical abuse and other forms of maltreatment, it is likely that law enforcement will also be conducting criminal investigations. When the police are investigating, it remains imperative that the CPS investigation be conducted thoroughly and in a timely manner, because the law enforcement investigation serves a different purpose, and it seeks to establish a higher level of evidence. **Whether or not a law enforcement investigation is conducted, the Department CPS investigator is responsible for assuring the safety of the involved children.**

When it is determined that law enforcement is concurrently conducting an investigation into allegations of child abuse/neglect, the CPS investigator must make a good faith effort to contact the law enforcement agency before interviewing an alleged perpetrator. The CPS investigator must suggest that the interview of an alleged perpetrator be conducted jointly by CPS and law enforcement. If conducting a joint interview with an alleged perpetrator will delay the CPS interview, and the alleged perpetrator is also the parent/caregiver of a child with whom the child will be in contact before the proposed joint interview, the CPS investigator will staff the situation with the CPS supervisor. The decision about whether to delay the interview must be made based on the potential safety threats to involved children.

Documentation of the Interview With the Parent/Caregiver Who Is, or May Be, an Alleged Perpetrator

The CPS investigator must document interviews, and attempted interviews, with the alleged perpetrator in UNITY case notes as soon as possible after they occur and always within one (1) calendar day of the interview. UNITY case notes documenting the contact must include but are not limited to:

- ☑ The time of the contact, including the approximate length of time of the interview.
- ☑ The location of the interview.
- ☑ The names and identities/roles (e.g., mother's friend, police officer) of all others present during the interview.
- ☑ A statement that the alleged perpetrator was informed of the allegation(s).
- ☑ A statement that the alleged perpetrator was informed of his/her rights and was given an agency brochure.
- ☑ The alleged perpetrator's explanation of any observed or diagnosed injuries to the alleged victim(s).
- ☑ The alleged perpetrator's explanation for any circumstances leading to the child(ren)'s endangerment or maltreatment.
- ☑ The alleged perpetrator's statement about any use of alcohol and/or other drugs, including the type of substance, the frequency and amount used, and any history of substance abuse treatment.
- ☑ Information about any history of mental health issues affecting the alleged perpetrator, including the diagnosis if known, any related medication, and any history of mental health hospitalization or treatment.
- ☑ The alleged perpetrator's description of domestic relations with any other adults in the home, including any history of domestic or interpersonal violence.
- ☑ The alleged perpetrator's description of discipline methods used with the child(ren).

Documentation of the Interview With the Parent/Caregiver Who Is Not an Alleged Perpetrator (Non-Offending Caregiver)

The CPS investigator must document interviews, and attempted interviews, with the non-offending Caregiver in UNITY case notes as soon as possible after they occur and always within one (1) calendar day of the interview. UNITY case notes documenting the contact must include but are not limited to:

- ☑ The time of the contact, including the approximate length of time of the interview.
- ☑ The location of the interview.
- ☑ The names and identities/roles (e.g., mother's friend, police officer) of all others present during the interview.
- ☑ A statement that the non-offending caregiver was informed of the allegation(s).

- ☐ A statement that the non-offending caregiver was informed of his/her rights and was given an agency brochure.
- ☐ The non-offending caregiver's explanation of any observed or diagnosed injuries to the alleged victim(s).
- ☐ The non-offending caregiver's statement concerning any knowledge of the role of the alleged perpetrator in causing any injury to or endangerment of the child(ren).
- ☐ The non-offending caregiver's explanation of any circumstance that led to the child(ren)'s endangerment.
- ☐ The non-offending caregiver's statement about his/her use of alcohol and/or other drugs, including the type of substance, the frequency and amount used, and any history of sub-stance abuse treatment.
- ☐ The non-offending caregiver's statement about any use of alcohol and/or other drugs by the alleged perpetrator, including the type of substance, the frequency and amount used, and any history of substance abuse treatment.
- ☐ The non-offending caregiver's personal history of mental health issues, including the diagnosis if known, any related medication, and any history of mental health hospitalization or treatment.
- ☐ The non-offending caregiver's description of domestic relations with any other adults in the home, including any history of domestic or interpersonal violence.
- ☐ The non-offending caregiver's description of discipline methods used with the child(ren).
- ☐ The non-offending caregiver's personal knowledge about any history of mental health issues affecting the alleged victim(s) or siblings, including the diagnosis if known, any related medication, and any history of mental health hospitalization or treatment.
- ☐ The non-offending caregiver's personal knowledge about any history of medical conditions affecting the alleged victim(s) or siblings, including the diagnosis if known, any related medication, and any history of mental health hospitalization or treatment.

Documentation

Parent/Caregiver Refuses to Be Interviewed

If a parent or caregiver refuses to be contacted or interviewed by the CPS investigator, the CPS investigator shall inform the parent that the interview is the parent's opportunity to work with the Department to keep children safe and to refute the allegation(s). If the parent/caregiver continues to refuse to be interviewed, the CPS investigator must assess the safety of the child in light of the information obtained and staff the case with the CPS supervisor to identify continued efforts to gain cooperation. Consideration shall be given to enlisting the authority of law enforcement and of the Court. The CPS investigator will be considered to have made a good faith attempt in the required time frame; however, the investigator must continue to make persistent efforts to contact parents/caregivers.

Documentation

Client Confidentiality When Interviewing Parents, Caregivers, and Alleged Perpetrators

During the course of the investigation, the CPS investigator may need to contact subjects of the investigation by telephone or by leaving written letters or notes, messages, or business cards. It is important that the privacy of the subjects of the report be protected to the extent reasonable; taking into account the fact that NRS 432B gives the Department the authority and the responsibility to conduct investigations to protect children. When contacting subjects of reports, the CPS investigator must:

- ☐ Give careful consideration to leaving letters, notes, or business cards when subjects of investigations are unavailable. As a rule, letters or business cards should be left only after repeated (at least two (2)) attempts have been made to contact a subject of a report. If a letter or business card is left, it must be in an unmarked sealed envelope addressed to the intended recipient.
- ☐ Give careful consideration to leaving telephone or voice mail messages when subjects of investigations are unavailable. As a general rule, the CPS investigator is to leave only his/her name and the telephone number to which the call is to be returned. Additional information may be left only when there is an urgent need that is related to child safety.

2390. Observation of the Home/Environment

If CPS has reasonable cause to believe that an area of the child's home will reveal evidence supporting or refuting the child abuse/neglect allegation, the CPS investigator must observe those specific areas of the home reasonably related to the allegation. The environment must always be observed during an investigation.

a. Documentation of Observation of the Home/Environment

The CPS investigator must document the observation of the alleged victim's home and/or the environment where the alleged maltreatment occurred in a UNITY case note within three (3) working days of the occurrence and not later than the end of the CPS investigator/supervisor's workweek. Documentation must include:

- ☐ A brief general description of the home/environment,
- ☐ A detailed description of any part of the home with special relevance to the investigation (e.g., any part of the home reported to be dangerously unsanitary, the kitchen cabinets and refrigerator when the allegation is inadequate food), and
- ☐ A detailed description of any aspect of the home related to a safety threat (drug paraphernalia lying around or dangerously exposed wiring).

The CPS investigator must take or obtain color photographs of an alleged child victim's home or environment only when they are relevant to allegations being investigated, will provide good physical evidence of abuse or neglect, and will serve to substantiate an investigative finding. Each CPS Investigation Team has been supplied with equipment for this purpose. When photographs are being used to document a child's home or environment, the investigator must ensure that the procedures required in *Section 2390: Observation of the Home/Environment* are followed.

If a law enforcement agency has photographed an alleged child victim's injuries, the CPS investigator may request copies of the law enforcement agency's photographs. The investigator will consult with the supervisor regarding whether new ones need to be taken by CPS.

When photographs of an alleged child victim's home/environment have been taken by the CPS investigator, each photograph or set of photographs shall be labeled with the following information:

- ☐ The name of the child,
- ☐ The UNITY case name and the case number,
- ☐ The date and time the photograph was taken,
- ☐ The place where the photograph was taken, and
- ☐ The name(s) of the person(s) who took the photograph. *NOTE:* Document in a UNITY case note all of the persons present when photographs were taken.