Welcome to Assessing Child Maltreatment: Initiation Timelines training. At the end of this training, you will have a detailed understanding of the response timelines required for each type of Child Abuse and Neglect. You will then be able to explain what the expected response time would be for a given 310 intake report.
Before we begin, it is important that you understand the purpose of this training. FCMs do not make the decisions regarding initiation timelines for assessments. The expected initiation timelines are recommended by the Hotline and approved by your Supervisor, and are included on the 310 report. This training will help you understand how these decisions are made, and why some allegations are prioritized over others.
The Indiana Child Abuse and Neglect Hotline is made up of regional call centers. The Hotline receives reports of alleged child abuse, or neglect in written and electronic form, but the majority of reports come by telephone. DCS Hotline employees are referred to as Intake Specialists.
Slide 4 - Receiving a Report - 2

- Complete a 310 Report
- Search MaGIK for previous 310 reports, assessments, and open cases
- Determine if the allegations meet Policy 3.8

Slide notes
The Intake Specialist completes a Preliminary Report of Alleged Child Abuse or Neglect, commonly referred to as a 310 report. The Intake Specialist then searches Magic for information to determine if the allegations meet the statutory definition of Child Abuse and Neglect as outlined in Policy 3.8. Please click on the link to Policy 3.8 for further information regarding the Statutory Definition of Child Abuse and/or Neglect.
If the Intake Specialist determines that the allegations meet the statutory definition of Child Abuse and Neglect, according to Policy 3.8, they will take the following steps. They will recommend the 310 report to be routed to a specific local county office. They will recommend the appropriate initiation timeline. They will evaluate the report to determine if it should be marked for a PEDS referral. They will send the completed 310 report to an Intake Specialist Supervisor for review. Click on the term PEDS referral to learn more about this program.
Slide notes

The Intake Supervisor, will review 310 report for suspected head, or neck injury allegations, and determine if PEDS qualifying standards are met. To make this determination, the Hotline Intake Supervisor will reasonably apply the available facts to information in Policy 3.8, Statutory Definition of Child Abuse, and or Neglect, and Policy 3.6, Recommending a Child Abuse and/or Neglect report for Screen-Out. When a report is recommended for screen-out, then allegations do not meet Policy 3.8, and the Hotline will recommend the allegations not to be assessed by the local county office. The Hotline Intake Supervisor will either confirm, or deny the recommendation from the Intake Specialist. Please click on Policy 3.8, and 3.6 to review.
What is Initiation?

First step in making CA/N determination
Protect Children from Abuse and Neglect
Ensuring the safety of Children

Slide notes
The initiation timeline of a report, begins upon the completion of a call received by the Hotline, and ends when contact is made with the alleged victim. Initiation is the first step in making a child abuse, or neglect determination. The initiation process is critical for fulfilling our agency mission to protect children from abuse, and neglect. FCMs must understand initiation and response timelines to successfully complete their responsibility of ensuring the safety of children.
What is Initiation?

Contact with the alleged victim

- Face to face
- Parental consent
- Notify Parents of Exigent Circumstances
- Another person (other than the alleged perpetrator)
- Supervisor/LOD

Slide notes

Contact with the alleged victim should be face-to-face, but you must gain consent from a parent, guardian, or custodian before interviewing a child, or notify them of your contact if exigent circumstances exist. Exigent Circumstances exist when a situation arises that would cause a reasonable person to believe a timely interview is necessary, due to concerns for the child’s well-being and safety, and that gaining parental consent may cause harm to the child, or place them at greater risk. You can view Policy 4.6, Exigent Circumstances, by clicking on the term now.

In some instances, you can ensure the safety of a child by making contact with another person, who can provide information regarding the allegations, and the child’s current condition. Think critically before determining whether another person is the best way to ensure the safety of a child. Your Supervisor or Local Office Director can provide guidance to make this decision.
There are three standard initiation timeframes: One hour, 24-hours, and 5 days. To determine which one fits a situation, the Hotline representative completes the DCS Screening and Response Time Assessment, or the SDM Tool. You can review the entire document by clicking on the picture now, or review it later under DCS Policy, Chapter 3 Hotline in the Tools Section.
The first and most critical initiation timeframe is a one hour response. Assessments will be initiated within one hour, if the allegations would cause a reasonable person to believe the child is in imminent danger of serious bodily harm. Examples of situations that would justify a one hour response time include, but not limited to when law enforcement is on the scene, and requesting assistance, severe physical abuse, sexual abuse where the perpetrator has immediate access to the child, or active methamphetamine labs. A one hour response time would also be required for a child who is in the hospital, and is preparing to be released.
The second initiation timeframe is a twenty-four hour response. Assessments will be initiated within 24-hours when allegations involve physical abuse, or sexual abuse, and do not meet the requirements for the one hour response times. Examples of situations that would warrant a twenty four hour response time include, but not limited to, bruising or marks on a child, and sexual abuse, when the perpetrator does not have immediate access to the child.
The final standard initiation timeframe is a five day response. Assessments will be initiated within 5 days when allegations involve neglect and none of the conditions for a one hour or 24-hour response are met. Examples of these situations include, but are not limited to housing problems (insufficient food, shelter, or clothing); cleanliness (unsanitary living conditions and educational neglect).
Depending on the situation, Domestic Violence allegations may fall into any of the previously mentioned timeframes. A DV situation could require a one-hour response time if law enforcement is on the scene and requesting assistance. A twenty-four hour response time would be necessary if DV has occurred within the last forty-eight hours, or was reported to the Hotline by a parent, guardian, custodian, or the child.
Exception to the Standard Initiation Timeline

- Child Voluntarily Enters a Shelter
- 48 Hour Response
- Notify Parents Within 72 Hours

Slide notes
The only exception to one of the three standard initiation timeframes, is a report of children who voluntarily enter an emergency shelter or a shelter care facility, without the presence or consent of a parent, guardian, or custodian. In this instance, the initiation timeframe is forty-eight hours, and the child's parents must be notified of their whereabouts within 72 hours of them entering the facility. If DCS has reason to believe that the child is a victim of Child Abuse and Neglect, the child's parent, guardian, or custodian may not be told the specific shelter, or facility the child has entered.
As an FCM, you do not make decisions regarding initiation timelines, but understanding how initiation works in conjunction with response times, and ensuring safety is a critical part of fulfilling the DCS agency mission of protecting children from abuse and neglect. Now that you understand how initiation timelines are established, let’s take a look at some examples. Review the following slides of sample 310 reports. As an exercise, you will be prompted to select the appropriate initiation timeline.
Slide 16 – Review Question 1

Nature of Complaints

Is Child in Imminent Danger of Serious Bodily Harm? No

Allegation Narrative:

Incident County: Orange

Jaycee (2) resides with her mother Shawna Linton at 264 Gettysburg, Salem, IN in Washington County. Her father is Michael Linton and resides at 7205 Daisy St., Shoals, IN with his girlfriend Jessica Chapman. This incident occurred at the CVS in Orleans, IN in Orange County. RS stated that approximately two weeks ago, there was a domestic dispute while parents were exchanging custody of Jaycee. RS stated there had been a previous DCS report made with allegations of sexual abuse involving Ms. Chapman that was unsubstantiated. RS stated Mr. Linton began arguing about this report and told Ms. Linton that she was putting ideas into Jaycee's head. RS stated that Mr. Linton assaulted Ms. Linton by hitting her in the face. RS stated that he may have also kicked Ms. Linton but RS stated it happened so fast they do not know how to explain it. RS stated Ms. Linton has bruising on her cheek, hands, and legs. RS stated Jaycee was in the car and observed the entire incident. RS stated that Ms. Linton tried to get away from Mr. Linton and back into the car and he put himself between the car door so she could not get away. It was reported that a third party passing by called police and they responded to the scene RS stated when police arrived they documented Ms. Linton's injuries. RS stated Mr. Linton made allegations that he was also assaulted so the officer told them they would both be arrested. To avoid an arrest both parents did not press charges. RS stated that Ms. Linton filed an order of protection through Washington County which was granted, but did not include Jaycee. RS stated they are scheduled to go to court next week.

RS stated they were calling today because Mr. Linton was supposed to have a custody of Jaycee today per their court order. RS stated when paternal grandmother arrived to pick Jaycee up she refused to go and stated several times she did not want to see her father. RS stated she would not say why she didn't want to go. RS stated that the grandmother left and Jaycee is still with her mother today.

RS stated no additional information or worker safety concerns at this time.

The below information is information received after the report and a review by this intake specialist indicates the following DCS household history:

- No substantiated history found.
- RS contacted Orange County to notify them of the report. IS spoke with FCM at 11:14.
- This report is recommended for assessment. RS was informed of this decision.
- See attached SDM
- Report Source: Shawna Linton (555-555-1234).

Complete the sentence below by selecting from the drop-down menu.

The proper initiation timeline for this assessment is: [ ]

Slide notes

No audio on this slide.
Nature of Complaints

Is Child in Imminent Danger of Serious Bodily Harm? Yes

Allegation Narrative:

Incident County: Marion

Michael Swanson (6 months) resides with his mother, Natasha Swanson at 5330 E Park St. Indianapolis, IN. Natasha's boyfriend, Malik Ellison, also lives in the home. The father of Michael is unknown.

Natasha brought Michael to the emergency room at Riley Hospital because he is whimpering, not eating or drinking, and appears to be lethargic. Upon examination, it was determined that Michael has multiple healing fractures to his right arm and collar bone. Michael is currently being evaluated for further trauma. RS stated there is concern that Michael may have a skull fracture or injury to his brain because his eye movement is not on target. RS stated that when speaking to Natasha, she denies mistreating Michael in any way, and does not know where the injuries could have come from. Natasha told RS that when she is working, her boyfriend usually cares for Michael. RS stated they have not seen Malik at the hospital, but has overheard Natasha arguing with him on the phone.

RS is not able to provide Michael's expected release time from the hospital because they are awaiting test results.

The below information is information received after the report and a review by this intake specialist indicates the following DCS household history:

- No substantiated history found.
- IS contacted Marion County to notify them of the report. IS spoke with FCM at 12:47 AM. This report is recommended for assessment. RS was informed of this decision.

Complete the sentence below by selecting from the drop-down menu.

The proper time line for this assessment is:

Submit
Slide 18 - Review Question 3

**Nature of Complaints**  
Is Child in Imminent Danger of Serious Bodily Harm? No

**Allegation Narrative:**  
Incident County: Boone

Su Kim (14), lives with her mother Song Li Kim and father Hong Kim at 10047 N. East St. in Lebanon, IN.

RS states that during a meeting with Su today, Su disclosed that she was raped by an unknown male last summer. Su stated that she had not told her parents this information because she was afraid her father would be mad. Su told RS that she did not fear her dad would hurt her, but that he would be disappointed that she left the family’s home without permission. RS stated that Su had met the male at the park during the day, and snuck out to see him at night. Su stated that the rape occurred behind a trailer near their home. RS stated that Su recalled the male's name was 'Jake', but she does not know if that is his real name. Su stated she has not seen Jake since the time of the incident.

RS contacted Mr. and Mrs. Kim before making the report of CA/N. Mr. and Mrs. Kim picked Su up from school and reported they were taking her to their family doctor.

The below information is information received after the report and a review by this intake specialist indicates the following DCS household history:

- No substantiated history found.
- JS contacted Boone County to notify them of the report. JS spoke with FCMS at 2:24 PM.
- This report is recommended for assessment. RS was informed of this decision.

**Complete the sentence below by selecting from the drop-down menu.**

The proper initiation timeline for this assessment is:  

[ ]

Submit
Slide 19 - Review Question 4

Nature of Complaints

Is Child in Imminent Danger of Serious Bodily Harm? No

Allegation Narrative:

Incident County: St. Joseph

Colby Peters (7) lives with his father, Justin Peters. Colby’s mother is deceased. The family’s address is 121 S CR 600 N, Lakeville, IN.

RS stated that they were in the Peters home briefly yesterday, and believe it to be dirty. RS noticed old food on the counters and table, trash overflowing, and the home smelled like urine. RS was only in the living room, but was able to see through the home to the kitchen and dining area. RS did not see the child’s bedroom. RS stated the furniture in the home was very dirty and did not appear to be clean enough to sit on.

RS stated that Colby is not a ‘dirty child’. Sometimes his hair is messy and dirty, but his clothes are always clean and he always has nice shoes. RS stated they did notice Colby recently smelled bad, but she originally thought it was just because he had been playing outside.

The below information is information received after the report and a review by this intake specialist indicates the following DCS household history:

- No substantiated history found.
- RS contacted St. Joseph County to notify them of the report. RS spoke with FCMS at 10:15 AM.
- This report is recommended for assessment. RS was informed of this decision.
- See attached SDM
- Report Source: Jessica Smith (555-555-1234).

Complete the sentence below by selecting from the drop-down menu.

The proper initiation timeline for this assessment is:  

Submit

Slide notes

No audio on this slide.
Slide 20 - Review Question 5

Nature of Complaints

Is Child in Imminent Danger of Serious Bodily Harm? No

Allegation Narrative:
Incident County: Vigo

Lindsey (3), Landon (5), and Lacy (8) live with their mother Justine Phillips and father Mathew Phillips at 123 Singleton St. in Terre Haute, IN.

LEA responded to a call of possible domestic violence disturbance in the Phillips home. Upon arrival, LEA found Mr. Phillips outside with a scrape to the left side of his face. Mrs. Phillips was found inside the home, bleeding from above her right eye and on her left hand. Both parents were treated for their injuries on the scene. LEA reports that both Mr. and Mrs. Phillips are being arrested for domestic battery. LEA is requesting immediate assistance in regards to children Lacy, Landon, and Lindsey.

history:
- No substantiated history found.
- IS contacted Vigo County to notify them of the report. IS spoke with FCM at 2:47 AM. This report is recommended for assessment. RS was informed of this decision.
- See attached SOM

Complete the sentence below by selecting from the drop-down menu.

The proper initiation timeline for this assessment is:  

Submit

Slide notes

No audio on this slide.
Slide 21 - Review Question 6

Nature of Complaints

Is Child in Imminent Danger of Serious Bodily Harm? No

Allegation Narrative:

Incident County: Ripley

Kaylynn Warren (9) lives with her mother, Susan Kolb and step-father Steve Kolb at 205 Main St. in Osgood, IN. Kaylynn’s father is William Warren, address unknown.

Kaylynn told her teacher at school that she was not comfortable sitting in her desk because her back hurt. Kaylynn was sent to the nurse’s office, where staff observed bruising in several places across her back. Kaylynn reported that she received the bruises as punishment for not cleaning up her toys at her dad’s house. Kaylynn visited her father over the weekend. RS stated that Kaylynn said she does not visit her dad very often, and she probably won’t go back until next month because he lives too far away. RS stated that Kaylynn is a good student and her attendance in school is regular. RS stated that Kaylynn has older siblings in the middle school, but he does not recall their names.

RS stated that they have not called Kaylynn’s mother. School releases at 3:20 PM and Kaylynn usually rides the bus home. RS would like a call back to determine whether or not to allow Kaylynn to leave school as usual today.

- history:
  - No substantiated history found.
  - IS contacted Ripley County to notify them of the report. IS spoke with FCMS at 9:35 AM.
  - This report is recommended for assessment. RS was informed of this decision.
  - See attached SDM
  - Report Source: Jack Killion, Principal Osgood Elementary School (555-555-1234)

Complete the sentence below by selecting from the drop-down menu.
The proper initiation timeline for this assessment is:  

Submit

Slide notes

No audio on this slide.
Assessing Child Maltreatment: Initiation Timelines

Slide 22 - Review Question 7

**Nature of Complaints**

Is Child in Imminent Danger of Serious Bodily Harm? No

**Allegation Narrative:**

Incident County: Vanderburgh

Jasmine Thomas (4), lives with her mother, Courtney Thomas, at 1215 Smith Ln. in Evansville, IN. Also living in the home are Jasmine’s maternal grandmother, Claire Thomas and maternal uncle Calvin Thomas. Additional residents in the home are unknown. 

RS stated that Jasmine began crying during naptime at preschool today. The teacher asked Jasmine why she was crying, and she stated that ‘it hurts really bad where I potty’. The teacher attempted to allow Jasmine to use the restroom, but she began crying more at that point. Jasmine was taken into an office, where she continues to cry. RS states that Jasmine is saying “I hate uncle Calvin. He hurt me where I go potty. Please tell my mom not to let him in my room.” RS stated that this is the first time Jasmine has ever said this. RS said staff attempted to check Jasmine for redness and bruising around her vaginal area, but Jasmine was scared. Jasmine has been attending this preschool for 2 years. RS is unsure how long Calvin has resided in the home with Jasmine, or whom else lives in the home.

RS stated that Courtney usually picks Jasmine up at approximately 4:45 PM.

**History:**

- No substantiated history found
- IS contacted Vanderburgh County to notify them of the report. IS spoke with FCMS at 1:15 PM. This report is recommended for assessment. RS was informed of this decision.
- See attached SDM
- Report Source: Morgan Hill, Preschool Director (555-555-1234)

**Complete the sentence below by selecting from the drop-down menu.**

The proper initiation timeline for this assessment is: ▼

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**Slide notes**

No audio on this slide.
Thank you for completing the Assessing Child Maltreatment: Initiation Timelines training.

ELM will reflect your completion within 24-48 hours.

Thank you.

Designed by: Crystal Offutt