Call to AR Child Abuse Hotline

Accepted Referral is assigned based on CACD & DCFS MOU and Differential Response Policy

Initiate Investigation within 24 or 72 hours (must interview the victim child)

Yes

Assign to DCFS for Investigation

No

Is there a safety threat?

Assign to CACD for investigation

Assign to DCFS for Differential Response

Complete Assessment with Family

Work with family to offer supports and resolve needs

Screened out

Initiate Investigation within 24 or 72 hours (must interview the victim child)

Is there a possible safety threat?

High Level Arkansas Child Welfare Process Map

Criteria for Accepting Calls is based on the Child Maltreatment Act
DCFS conducts a Safety Assessment

Outcome of the Safety Assessment . . .

Unsafe and in Immediate Danger

Safe

Safe With Safety Plan

Create Safety Plan and work with family

CACP or DCFS Continues Investigation
Interview collaterals and collect evidence; 45 days to complete investigation

DCFS places in protective custody. Within 72 hours of removal, DCFS files petition of “custody” (Foster Care case) or “less than custody” (Protective Service case) with the circuit court. Emergency Order Signed

Does the Safety Plan curtail the rights of a parent in any way?

OR

Does it take more than 30 days to resolve the safety concerns?

Yes to either No

Within 5 work days

The safety decision is done with the Health and Safety Checklist

The decision to open a case is mostly determined by the Investigation Determination(ID). If the ID is True, only an Area Director can authorize closure without a protective service case.
Case Plans must be completed within 30 days if removal.

Probable Cause Hearing

Within 5 work days

Within 60 days

(But usually within 30 days)

Adjudication Hearing

Within 180 days

(Some Circuits review in three month or 6 week increments)

Review Hearing

Permanency Planning Hearing within 12 months
Completed Investigation

Closure with True Finding

Certified mail notification of finding and right to appeal is sent to the offender

Offender goes on the Central Registry

DCFS documents date sent and received

Offender has 30 days to notify Office of Appeals Hearing (OAH) and request appeal

OAH Hearing and Decision

If no appeal

Decision upheld