

REFERRAL RESPONSE OPTIONS

IMMEDIATE REFERRALS (I's)
<ul style="list-style-type: none">• Immediate Response (“I’s”): All information necessary to locate the child is available and the situation indicates that the child be contacted the same day• Overnight Delay Immediate (“ODI”): The situation indicates an “I” response, however, due to exceptional circumstances, it is in the child’s best interest to delay contact or the child cannot be located until the following day (e.g., home address is unknown but school location is known)• Orangewood Response Protocol: A referral that is generated when a child has been transported directly to Orangewood Children and Family Center (OCFC) by law enforcement without CFS involvement• Police Response Protocol: A referral that is generated when law enforcement contacts CAR and requests CFS assistance in order to conduct a joint investigation or placement assessment• Court Response Protocol: A referral that is generated when Court (i.e., Family Law, Probate, Truancy, Mental Health, etc.) requests CFS assistance at a Court facility
10-DAY REFERRALS
<ul style="list-style-type: none">• 10-Day Response: A referral in which the assigned investigating SSW attempts to make a face-to-face contact with the child within 10 days of the referral date• “See-By”: A 10-day response referral that, due to special circumstances, necessitates that the child be contacted by the investigating SSW by a certain date within the 10-day timeframe. For example, a “See-By” disposition may be used when the referral involves alleged abuse by a non-custodial parent and the child will have contact with the non-custodial parent by a certain date within the 10-day timeframe• 10-Day Response With Priority Clearance: A 10-day response referral that is processed by a CAR IPT the same day that the report is taken. Priority clearance 10-day referrals do not have the same urgency as “See-By” 10-day referrals, however, circumstances indicate that it would be in the child’s best interest to be contacted by the investigating SSW as soon as possible within the 10-day timeframe

EVALUATE OUT (E/O) REPORTS

- **E/O Without Cross-Reporting to Another Community Agency:**

- The reported incident has already been investigated by CFS or another community agency (e.g., law enforcement) and there are no new allegations being reported
- The reported incident cannot be investigated due to lack of necessary information (e.g., child's location/address/school is unknown, etc.)

Exception: CAR may accept reports for investigation in which the only contact information provided by the RP is a telephone number. Conduct a search for additional information in CWS/CMS and other available search resources per standard CAR protocol. Consult with a CAR SSSS prior to making the determination to accept the report for investigation.

- **E/O and Cross-Report to Another Community Agency:**

The reported incident falls under the jurisdiction of another community agency such as:

- Law Enforcement (e.g., reports alleging abuse or neglect of a student by a teacher or school staff member)
- Another county (e.g., when the reported child is a legal resident of another California county and he or she is not currently located in Orange County)

INFORMATION ONLY (I/O) REPORTS

- **I/O Without Referral to Another Community Agency or CFS Program:**

Information provided by a mandated reporter taken for documentation purposes only.

- **I/O With Referral to Another Community Agency or CFS Program:** Information provided meets the threshold for intervention by another community agency or CFS program.

Examples of I/O reports with referral to another community agency or CFS program include:

- Path 1—Differential Response (e.g., response by a CFS community partner)
- Multi-Disciplinary Consultation Team (MDCT) referral (e.g., for children with behavioral health issues)
- Community Care Licensing (e.g., Quality of Care report)