

DSS Policy and Procedure Guide

Division 03: Child Welfare

Chapter 03: Initial Response/Detention

Item 014: **Protocol for Cross Reporting to Community Care Licensing- Day Care/Residential Care**

Suggested changes send to: [DSS PSOA Mailbox](#)

Issued: November 16, 2012

References: Division 31, Section 501.2,

Replaces Issue: October 11, 2004

Penal Code Sections 11166.1 and 11166.2; [ACL 05-09](#); [ACL 12-42](#)

Revisions in red

Policy

Child Protection Hotline (CPH) social workers (SW) shall notify and complete a cross report to Community Care Licensing when a report is received alleging abuse or neglect of a child who is **not** a dependent of Juvenile Dependency Court when the abuse or neglect is alleged to have occurred in a Community Day Care or Residential Care licensed facility. A cross report shall also be made to the law enforcement agency and District Attorney's office that have jurisdiction in the location in which the abuse occurred.

Purpose

To inform Child Protection Hotline staff of their responsibilities when reports are received alleging abuse or neglect of a non-dependent child in a licensed Community Day Care or Residential Care facility.

Facilities Providing Residential Care for Children

- **Foster Family Homes (FFH)** provide 24-hour care and supervision in a family setting in the licensee's family residence for no more than six children.
- **Group Homes (GH)** provide 24-hour non-medical care and supervision to children in a structured environment.
- **Small Family Homes (SFH)** provide 24-hour care in the licensee's family residence for six or fewer children who are mentally disordered, developmentally disabled or physically handicapped and who require special care and supervision as a result of such disabilities.

Overview

The primary role of state or county licensing agencies is to investigate allegations of licensing violations in facilities licensed to provide out-of-home care to children. Such allegations include suspected child abuse, violations of children's personal rights set forth in W&IC section 16001.9 and Title 22 regulations that may or may not rise to the level of child abuse, and violations of other health and safety standards such as criminal record clearances, care and supervision requirements, and physical plant or food standards.

Procedure

CPH SW Responsibilities

Upon receipt of a report alleging child abuse or neglect that occurred in a licensed day care or licensed residential care facility, Child Protection Hotline staff shall:

- Follow the procedures for intake and assessment of the referral as outlined in [PPG 3-3-2, Use of Structured Decision Making in Emergency Response](#). Generate and enter the referral in CWS/CMS with a Determined Response of “Evaluate Out.”.
- Create a “New Cross Report” in CWS/CMS and select the box for Community Care Licensing. Next, select “CDSS, Community Care Licensing” from the drop down menu that appears.
- Select the appropriate law enforcement agency and District Attorney.
- Notify Community Care Licensing **by telephone and make a report of the allegations** at one of the following numbers. **The CPH SW shall ask to speak to the** Officer of the Day:

243-4588 Regarding Day Care facilities
243-8080 Regarding Residential Care facilities

- Place a copy of the referral in the **basket designated for Evaluate Out referrals**.
 - **An Emergency Response** Office Assistant **shall** complete the referral entry, generate the cross reports and send **the reports** to the appropriate authorities.

NOTE:

Any report of alleged abuse or neglect of a non-dependent child placed in a foster home licensed by the Fresno County Department of Social Services (DSS) shall be cross-reported to the DSS Licensing unit. The CPH SW shall contact the DSS Licensing unit “I-Person” of the day at 600-2099 to make the cross report. If the “I-Person” is not available, CPH staff may contact any available Licensing staff or the DSS Licensing supervisor at 600-2099 to make the cross report.

Resource Information

For information regarding reporting and investigation requirements for child abuse allegations regarding dependent children in out-of-home placements please refer to [ACL 05-09](#).