



March 24, 2025

Carry copies of the Request for Interview at School CSO-1021A form to be used if a school is refusing access to a child. This form and your DCS identification are the only items necessary to interview a child at school.

The response time frame may be mitigated by a Supervisor after law enforcement, other emergency personnel, or a professional mandated reporting source makes in-person contact with the alleged child victim(s) and provides information to the assigned local DCS office that confirms: (1) the child(ren)'s current whereabouts, (2) that the child(ren) is not in present danger, and (3) that a mitigating factor is present. Mitigating factors are:

- The child is hospitalized and will remain hospitalized during the mitigated response time frame.
- The child is under continuous supervision of a responsible adult and will remain there during the mitigated response time frame.
- The report is of a child's death and it is confirmed that there is no other child in the home or the alleged perpetrator has no access to another child.

## Timely Initial Child Contact During the Investigation

**The Department shall make reasonable efforts to have in-person contact with all victims within the report response time.**

The Department shall conduct investigations by interviewing and personally observing other children known to live in the home of maltreatment during the assessment. Prompt follow-up must occur until all alleged child victims and other children in the home have been seen in-person and the safety of each child has been assessed and managed, or reasonable efforts to locate each child have been made.

**Depending on the situation, reasonable efforts to have in-person contact with each child in the home may include the following:**

- Initiate the response early enough to allow efforts to see all the children within the response time, whenever possible,
- Attempt to see the child at all probable locations more than once (if time allows) during the response time attempts,
- Contact the source or other people who may know the location of the child,
- Conduct a school enrollment search,
- Conduct a DES Child Care Administration childcare facility search,
- Review prior history, DPS, public records, and AZTECS for possible location information, and
- Request OCWI or law enforcement assistance in locating the child (only for significant safety concerns).

**Determine if:**

- There are circumstances that suggest an immediate or earlier response is warranted, such as a child in present danger, a child's probable location that will take significant time to reach, or multiple children that will need to be seen in different locations prior to the end of the response time
- There is a large number of children or children in different locations that would warrant the assignment of more than one DCS Specialist/OCWI Investigator to be able to see all the children within the response time
- The assigned DCS Specialist/OCWI Investigator is unable to have in-person contact with the child within the response time and someone else should be assigned to assist
- The child's probable location is a long distance away and another DCS staff member could be engaged to see the child within the response time
- The circumstances allow for the intake to be mitigated, permitting more time for the initial response and child contact

## Timely Initial Child Contact During the Investigation

For additional information, see [DCS Policy Chapter 2: Section 1 and the Reasonable efforts to Locate in Investigation Cases Practice Guideline](#).

Document in a Guardian Note all actions taken and attempted to see the child(ren) including continued efforts to see all children in the home within the response time. Include in the documentation any reasons why the child was not seen within the response time that were beyond the Department's control including, but not limited to:

- a locked gate or threatening animal-blocked access to the location,
- the child's location was more than 2 hours drive time from the closest DCS staff member for a priority 1 intake,
- any weather conditions or natural disasters that prevented safe travel to the child's location,
- the parent is refusing access to the child,
- the child is being transported to a hospital, or
- the child was out-of-state or country during the response time.

When face-to-face contact is made with a child, ensure the contact type is "in-person," the correct date/time is indicated, and the child's name is listed as a "person" attached to the note.