

CHILD PROTECTIVE SERVICES IN-HOME SERVICES



**BUNCOMBE COUNTY
HEALTH & HUMAN
SERVICES**
BUNCOMBECOUNTY.ORG/HHS

WHAT IS AN INVESTIGATIVE ASSESSMENT?

North Carolina law requires that counties provide services to ensure a child's safety and basic needs are being met by the parents, guardian, or caretaker.

If an investigative social worker informs you that your case is in need of services you will be transferred to an In-Home Services social worker. The In-Home social worker will be contacting you to assist with connections to services for you and your family that are intended to strengthen your family as a unit.

WHAT HAPPENS DURING THE ASSESSMENT?

Family members are experts on their family. That's why our child protection team looks at every case in a way that accounts for parents' strengths, areas for improvement, safety level, and risk to child.

We seek to answer 4 questions:

1. What are we worried about with the child and the family? (Has there been harm to the child/ children and are there worries for the future which we call Danger?)
2. What is working well in the family? (We call this Strengths and Existing Safety)
3. What needs to happen to make sure the child is safe in the future? (This is called Safety Goals and Safety Planning)
4. How safe is the child, from zero (very dangerous for the child) to ten (the child is safe)?

It is important to cooperate and comply with your social worker. The Department seeks to observe clients' ability to learn new skills over a period of



time that shows safe, protective behaviors towards the child.

WHAT TO EXPECT AFTER THE ASSESSMENT?

Within 72 hours (3 days) of the investigation (where services are found to be needed), an In-Home Services social worker will be contacting you.

The social worker will have monthly and sometimes weekly face-to-face contact with you and your family as well as contact with others (therapists, doctors, and other family members) on a bi-weekly basis to make sure progress toward the treatment goals is continuing.

The In-Home Services worker is really trying to ensure protection of the involved children and maintain the structure of the family.

THE FAMILY SERVICES AGREEMENT:

The In-Home Services social worker will talk with you about a Family Services Agreement. This is a document which will be created by you, your family and the In-Home Services worker.

If you have previously signed a Safety Assessment with an investigative social worker it is still in effect until further notice.

The Family Service Agreement will identify the behaviors that were creating a risk to your children and it will outline how you and the In-Home Services social worker agree to address those issues.

The Agreement will give a timeline for review and detail what may happen if you fail to comply, protect, and provide for your children.

It requires the signature of the family In-Home Services social worker and the parent (s), guardian(s), or caregiver(s). You will be given a copy (and the child too if they are old enough).

**AFTER HOURS
EMERGENCY**

OR

MAKE A REPORT

(828) 250-5900

BUILDING A BETTER FUTURE, ONE FAMILY AT A TIME



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CLIENT'S RIGHTS AND RESPONSIBILITIES

As A Client Your Family Has The Right:

1. To be treated with dignity, respect, and courtesy.
2. To know HHS's legal authority and right to intervene.
3. To know any possible action which HHS might take, including asking for court intervention.
4. To know HHS's expectations of your family, along with what you can expect from HHS.
5. Phone calls to HHS should be returned within one working day.
6. The social worker will be available to answer any questions you might have at any point during the family in-home case.

Social Worker:

Phone Number:

Supervisor:

Supervisor Number:

Partnering with our community to
strengthen our health, safety and
self-sufficiency



IN PERSON

35 Woodfin Street
Asheville, NC 28801



BY PHONE

SOCIAL WORK SERVICES: (828) 250-5900
ECONOMIC SERVICES: (828) 250-5500
HEALTH SERVICES: (828) 250-5000



ONLINE

VISIT
buncombecounty.org/HHS

Additional Resources



Call **2-1-1** or visit nc211.org
to find out about other local resources.



Apply for **Medicaid** and **Food Assistance**
online at ePASS.NC.GOV

Other Services we provide...

WIC
Immunizations/Travel Vaccines
Nurse Family Partnership
Work First Employment Services
Disease Control
Free and Reduced School
Lunches
Low Income Energy Assistance
Program (LIEAP)
Food Assistance
Family and Children's Medicaid
Child Care Subsidy
STD/HIV Testing
Emergency Assistance

Interpreter services available at no cost

Servicios de intérprete están disponibles sin costo alguno
Услуги переводчика предоставляются бесплатно
If you have problems getting interpreter help, please call
Title VI Compliance Officer at 828-250-5587

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