

## Child Protective Services

**CPS HOTLINE  
(828) 250-5822**

Do you know a child who is being abused, neglected, and in need of protection?

### What Is The Purpose Of A Child Protective Services Investigative Assessment?

N.C. law requires that local county departments of social services ensure children's safety in their homes. A child protective services investigative assessment determines whether abuse or neglect has occurred and whether other services may be needed to help the family.

**STATE LAW WILL NOT ALLOW US TO REVEAL THE NAME OF THE REPORTER.**

## What Can I Expect?

- INTERVIEWS with each child living in your home must occur. These interviews will be done privately between the child and a DSS social worker. The DSS social worker has the right to interview the child without your permission or presence.
- You will be informed as quickly as possible of what was reported to the Department of Social Services and that your child/children has/have been interviewed. You should be interviewed the same day your child/children was/were seen unless other arrangements are made between you and the social worker.
- Sometimes, a social worker may ask you to sign a safety assessment about your child/children until the Department of Social Services advises otherwise. This safety assessment might be about supervising your child/children, placing your child/children with relatives, or type of discipline you use in your home.
- Medical and/or mental health evaluations may be requested to assist the social worker with the investigation.
- State law requires that other professionals such as teachers, counselors, and doctors be contacted for information if they have knowledge of a family's situation. This information will only be used to assist the social worker with the investigative assessment.
- State law requires that a visit be made to the home that your child/children live in. It also requires that **ANYONE** living in your home be interviewed.
- You will be notified of the case decision, **IN WRITING**, at the end of the investigative assessment. The assessment should be completed in 30 days, unless the social worker is unable to gather the needed information in that time frame.

**For Further Information On Services Call  
(828) 250-5500**

## DSS Mission

To partner with individuals, families, and communities to strengthen their efforts toward Independence, Permanence, and Safety.

Social Worker:
Phone Number:
SW Supervisor:
Phone Number:

## Client's Rights and Responsibilities

As A Client Your Family Has The Right:

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

If the social worker is not available, or your phone calls are not returned, you should call the social worker's supervisor.

***Our work is guided by professional ethics and values that are designed to safeguard your privacy and confidentiality. If you have any concerns about how you have been treated, contact your worker's supervisor. If you are unsure who to contact, please call the Director's office at (828) 250-5587.***

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# Children Services Division

## Child Protective Services Investigative Assessment



## Buncombe County Department of Social Services

40 Coxe Avenue  
P.O. Box 7408  
Asheville, NC 28802

**Hours of Operation**  
**Monday - Friday**  
**8:00 am - 5:00 pm**

Phone: (828) 250-5500  
Fax: (828) 250-5779

Visit our website at:  
[www.buncombecounty.org/  
governing/depts/dss/children](http://www.buncombecounty.org/governing/depts/dss/children)