# CHILD PROTECTIVE SERVICES IN-HOME SERVICES

#### 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:

- 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).





HEALTH & HUMAN

## **BUILDING A BETTER FUTURE,** ONE FAMILY AT A TIME

#### **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.

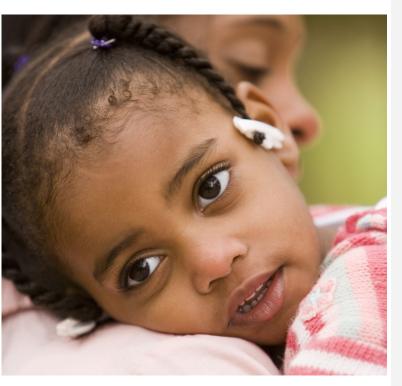
#### Social Worker:

**Phone Number:** 

Supervisor:

Supervisor Number:

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





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



35 Woodfin Street Asheville, NC 28801



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

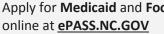


#### VISIT

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

#### 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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