



South Carolina Department of Social Services

Work Aid 2.3: Interviewing

Supplemental to DSS Policy: Chapter 2: Intake

Summary: The Intake Hub receives referrals of alleged child abuse and neglect. To assist staff in providing and collecting all pertinent information from a reporter; intake case managers will utilize the following as a guide. The information identified in this work aid does not have to be requested from the reporter in this order as, often, gathering the concerns about the child should be prioritized.

A. Information to Provide to a Reporter	Upon answering a call from a reporter, the Intake case manager will inform the reporter that: 1. They have the right to make a referral anonymously per state law; 2. Their personal information remains confidential and is protected by state law; 3. They may be contacted for clarification or additional information by the county office; 4. The referral will be assessed to determine if it will be screened in for CWS investigation, Prevention Services referral, or screened out (no action); and 5. The reporter may be notified by phone whether the case was screened out or assigned.
B. Information to be Collected About the Incident	The Intake case manager will collect the following information about the alleged abuse and/or neglect, if known: 1. A detailed description of the abuse or neglect which identifies behaviors, actions, and conditions with context instead of utilizing buzzwords; 2. Location that the abuse and/or neglect occurred including the street address, city, and county; 3. Condition of the victim including a detailed description of any bruises, marks, or injuries to the victim to include the location of the bruise, color, size, stage of healing, quantity, etc; 4. Whether or not there is evidence of the abuse and/or neglect such as medical documentation, previous history, presence of weapon or instrument (belt, paddle, gun, etc.); 5. Whether or not the child needs or has had medical treatment;

	6. Names, addresses, and telephone number of witnesses to the abuse and/or neglect; 7. Whether or not the parents and/or caretakers of the victim know about the abuse and/or neglect; 8. If the parents or caretakers know about the abuse and/or neglect, what do they say about it? 9. Whether or not the parents and/or caretakers are protective of the victim; 10. Current location of the victim; 11. Whether or not the victim is currently safe; 12. Whether or not the alleged perpetrator currently has access to the victim; 13. If the alleged perpetrator does not currently have access to the victim, when will the alleged perpetrator not have access to the victim? 14. Whether or not there were substance use issues involved in the incident; 15. Whether or not domestic violence played a role in the incident; and 16. Identify any other risks for the victim.
C. Information to be collected about the alleged child victim	The Intake case manager will collect the following information about the alleged child victim, if known: 1. Name; 2. Birthdate and/or age; 3. Race; 4. Address; • If the child's address is unknown, attempt to get directions to the victim's home or any other means of locating the victim, such as relative names and telephone numbers. 5. Telephone Number; • When applicable a minor child number should be entered on the reporter's page 6. School or daycare; 7. Known special needs and a description of those needs; and 8. Identification of Native American Indian or Alaskan Native ancestry.
D. Information Collection	1. The Intake case manager will collect the following information about <i>each of the parents and caretakers of the alleged child victim</i>, if known: a. Name; b. Birthdate and/or age; c. Race;

	d. Address; • If the parents' or caretakers' address is unknown, attempt to get directions to the victim's home or any other means of locating the victim, such as relative names and telephone numbers. e. Telephone number; f. Place of employment; g. Known history of domestic violence; h. Known drug, alcohol, and other substance use concerns; and Identification of Native American Indian or Alaskan Native ancestry. 2. The Intake case manager will collect the following information about <i>each child living in the home who is not identified as a victim</i>, if known: a. Name; b. Birthdate and/or age; c. Race; d. Address; • If the child's address is unknown, attempt to get directions to the home or any other means of locating them, such as relative names and telephone numbers. e. School or daycare; f. Relationship to victim; g. Known special needs and a description of those needs; and h. Identification of native American Indian or Alaskan native ancestry. 3. The Intake case manager will collect the following information about <i>any other adults living in the home with the alleged child victim</i>, if known: a. Name; b. Birthdate and/or age; c. Race; d. Relationship to the victim; and e. Identification of Native American Indian or Alaskan Native ancestry.
E. Information to be Collected About the Alleged Perpetrator	The intake case manager will collect the following information about the alleged perpetrator if known: 1. Name; 2. Birthdate and/or age; 3. Address of the alleged perpetrator; • If their address is unknown, attempt to get directions to the home or any other means of locating the alleged perpetrator, such as relative names and telephone numbers. 4. Telephone number; 5. Relationship to the victim;

	6. Place of employment; and 7. Identification of Native American Indian or Alaskan Native ancestry; and 8. Current access to any child. Note: If the alleged perpetrator has current access to any child, assess to determine if an additional report is needed.
F. Information to be Collected About the Reporter	The Intake case manager will collect the following information about the reporter, if they do not choose to remain anonymous: 1. Name; 2. Address; 3. Telephone number; and 4. Relationship to family 5. How the reporter obtained information about the referral. 6. Anything else the reporter can provide regarding the abuse and neglect.
G. Other Pertinent Information	The Intake case manager will collect the following pertinent information when available: 1. Past or present involvement with DSS in any state; 2. Past or present involvement with law enforcement; 3. Past or present involvement with mental health providers; and 4. Safety concerns for the responding case manager including, but not limited to, any information about weapons or pets present in the home.