**Talking Points**

**Out-of-Home Investigation Resource Provider Support**

* The OHI investigator only investigates the allegations of abuse or neglect in the resource provider home.
* The OHI investigator will contact the case manager(s) of each foster youth placed in the home and the licensing worker responsible for monitoring the home.
* The safety of the child(ren) in the home is the paramount concern.
* Refer to the Out-of-Home Investigation Protocol Information, CD-165, regarding the information that is provided to the resource provider.
* The investigator (OHI or local) who makes the initial contact with the resource home assesses the safety of the children.
* The OHI investigator will communicate safety concerns to the local office.
* It is the responsibility of the local office to create a safety plan with the resource provider and to make the decision to remove the children from the home if there are safety concerns.
* It is the responsibility of the resource licensing worker to explore any licensing concerns and make the decision to proceed with an adverse action.

**CA/N Worker**

Explain to the provider the following:

* A Hotline report has been made regarding allegations of child abuse or neglect in your home and the OHI investigator has requested the local office to assist by completing the initial face-to-face contact with your family due to regulatory time frames.
* The following four items are provided to you:
* Description of the Investigation Process, CS-24
* Notice of Privacy Practices Regarding Your Protected Health Information, CSE-10
* Service Delivery Grievance Form CS-131
* Know Your Rights Brochure, CS-132
* Any questions regarding the specifics of the reported concern or the Division’s investigation into the matter shall be addressed to the OHI investigator. An on-call investigator and contact number is listed on the Out-of-Home Investigation Protocol Information form, CD-165.
* A safety plan may be developed and is voluntary.
* The child(ren) will only be removed if there are safety concerns.
* You have a right to submit a written request for a copy of the Division’s investigative record upon its completion.
* You will receive a CA/N Disposition Form Letter for Parents, Non-Custodial Parents, and Alleged Perpetrators, CS-21, at the completion of the Division’s investigation.
* You have a right to appeal the Division’s preliminary determination regarding the allegations, which is explained on the CS-24 and CS-21 forms.
* If safety concerns require that the children be removed from the home, explore relative and kinship placement options.

**Alternative Care Worker**

Explain to the provider the following:

* A Hotline report has been made regarding allegations of child abuse or neglect in your home.
* If you have questions concerning the reported allegations, the OHI investigator will answer those for you.
* A safety plan has been agreed upon in order to allow the children to remain in; or
* Due to safety concerns the children are being removed from the home during the pending investigation.
* You have a right to appeal the Division’s preliminary determination regarding the allegations, which is explained on the CS-24 and CS-21 forms.

**Resource Licensing Worker**

Explain to the provider the following

* A Hotline report has been made regarding allegations of child abuse or neglect in your home. Any time an OHI is in progress, a resource provider home is placed on Administrative Hold.
* Administrative Hold is the non punitive measure to allow for addressing and correcting licensing issues.
* If there are no safety concerns, the current placements will remain in your home and maintenance payments will continue.
* No additional placements are made while an Administrative Hold is in place.
* If there are safety concerns, the placements will be removed from your home during the investigation.
* If moved to a respite provider, maintenance payments will continue to the resource provider per policy.
* However, if the decision is to move the child(ren) to a placement other than a respite provide, maintenance payments will be discontinued until such time the children are returned.
* The final report may include additional findings of concern not listed in the CA/N report that will need to be addressed before the administrative hold status is removed from your license or if adverse action will be taken against your license.
* You have a right to a fair hearing if you do not agree with the decision regarding the status of your foster care license.