



◆ What kind of file will I have?

The law requires CPS to document its activities. This information is maintained in a statewide child welfare database that is safeguarded to ensure your right to privacy.

◆ Can I see my file?

Yes, but only if your case is moving through the juvenile court system. Otherwise, neither you nor anyone else may review CPS files without a court order.

◆ Will my information be shared with anyone?

Unless the report is unfounded, the law requires cross-reporting between child protection agencies and law enforcement.

Depending on the situation, CPS may also be required to cross-report to the California Child Abuse Index (CACI). Your social worker will inform you if such a cross-report is necessary.

◆ What rights do I have?

You have the right to be treated in a professional manner, with dignity and respect, free from discrimination.

You have the right to have your language, culture or other special needs accommodated.

You have the right to speak to a supervisor or program manager if you have concerns regarding the actions of this agency.

An ombudsman, or complaint officer, is also available to hear concerns. Contact names and numbers are listed on the back of this pamphlet.

**CPS's 24-hour
Child Abuse Hotline:
916-875-KIDS (5437)**

Emergency Response Program
Department of Health and Human Services
Child Protective Services Division
PO Box 269057
Sacramento, CA 95826-9057

Social Worker Name & Phone Number:

Supervisor Name & Phone Number:

Emergency Response North Bureau
Elizabeth Foster-Ward, Program Manager
(916) 874-4083

Emergency Response South Bureau
Eva Schrage, Program Manager
(916) 875-4780

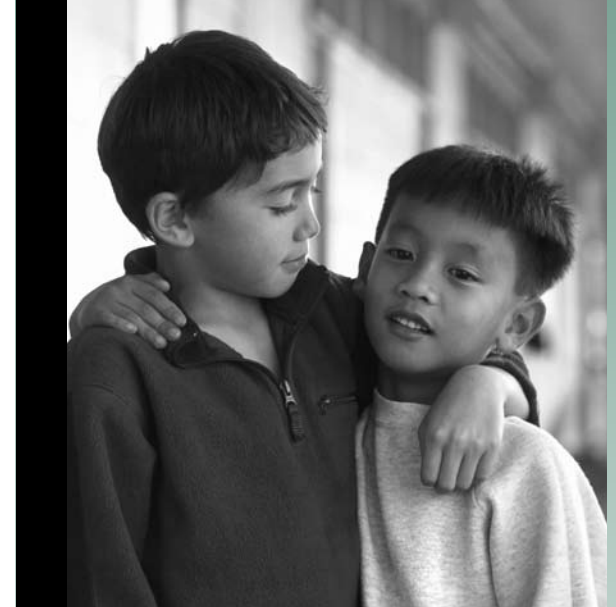
Emergency Response East Bureau
Judy Pierini, Program Manager
(916) 875-5513

Ombudsman
Victoria Deane
(916) 875-2000

County of Sacramento Board of Supervisors
Roger Dickinson, District 1
Jimmie Yee, District 2
Susan Peters, District 3
Roberta MacGlashan, District 4
Don Nottoli, District 5
Terry Schutten, County Executive

Website: www.sacdhhs.com/cps

Sacramento County Child Protective Services



When a Report Is Made

**What Parents Need
To Know When CPS
Investigates Suspected
Abuse and Neglect**

Sacramento County Child Protective Services (CPS) is required by law to investigate situations that may be harmful to children. Most of the time, reports come from calls into the Sacramento County Child Abuse Hotline from concerned citizens or *mandated reporters*. These are law enforcement officers, teachers, daycare operators, healthcare professionals or people in other professions who are required by law to report suspected abuse or neglect.

A visit from CPS can be upsetting and confusing. This brochure was designed to answer common questions.

◆ Why has a CPS social worker contacted my family?

CPS has contacted your family in response to a report of suspected child abuse or neglect.

◆ Who made the report?

California law requires that the identity of the report person remain confidential.

Any person who suspects child abuse or neglect is encouraged to contact the Sacramento County Child Abuse Hotline at **875-KIDS (5437)**.

◆ Does a report to CPS mean that I am a bad parent?

A report means that someone is worried about your family. It can also be an opportunity to receive information and services that may help strengthen your family.



◆ What can I expect?

A CPS emergency response social worker will meet with you and your children to assess the situation.

The social worker will contact you either at work or at home to arrange a meeting. If your children are school age, the social worker may visit them at school. The law permits school visits.

Most meetings take place immediately. If the report is related to the physical safety of the home, the social worker will ask to do a home assessment.

In some instances, the social worker may visit with a representative from a neighborhood agency that offers services in your area.

◆ What is a home assessment?

The social worker will ask questions to determine if your children are safe. Depending on the situation, the social worker may talk to other key persons such as doctors or teachers.

The social worker will talk with you about voluntary services or community referrals that could help strengthen your family and ensure that your children remain safe in your home.

◆ What happens after the assessment?

The social worker will talk with you about the results of the assessment and will let you know if the allegations in the report were substantiated, inconclusive, or unfounded.

Unfounded means the report is determined not to be true.

Inconclusive means that there isn't enough information to know either way.

Substantiated means there is credible information to believe that child abuse or neglect did occur.

When a social worker believes that a crime of child abuse or neglect has occurred, **the social worker is required to contact law enforcement**. Based on that information, the responding officer may make a report.

◆ Is it true that CPS can remove children without a court order?

A social worker can legally remove children to a safe location if he or she believes that the children are in immediate danger and voluntary services cannot make the situation safe.

If this happens, the social worker will ask about relatives or family friends who may be able to provide a safe, temporary home for your children.

If no appropriate relative is available, your children may be placed with a foster family.

The social worker will also give you information about the court hearing and what to expect next.