CONTACT INFORMATION

Social Worker

Name:

Phone:

Supervisor

Name:

Phone:

Field Office

Address:

Phone:

WHAT ARE MY RIGHTS?

- To know what was reported
- To request referrals and services
- To obtain a copy of your records
- To appeal a substantiated decision
- To obtain an attorney
- To refuse to talk to Child and Family Services

DO I NEED AN ATTORNEY?

You can contact an attorney at anytime. However, a safety assessment is not a criminal investigation. If court intervention is needed, the court will notify you of the steps to obtain an attorney.

HELPFUL RESOURCES

Benefit Programs
(SNAP, Medicaid, etc.)
1-877-456-1233

Child Support
1-800-356-9868

2-1-1 Idaho CareLine
2-1-1 or
1-800-926-2588
Visit 211.idaho.gov

Report Child Abuse or Neglect
1-855-552-5437 or
1-208-334-5437
(Treasure Valley)

Idaho Department of Health and Welfare
healthandwelfare.idaho.gov

Live Better Idaho
livebetteridaho.org
(state and community services and resources)

LOCAL CFS OFFICE LOCATIONS

Boise
1720 Westgate Dr.
Boise, ID 83704
P: 208-334-6800

Caldwell
3402 Franklin Rd.
Caldwell, ID 83605
P: 208-455-7000

Coeur d'Alene
1250 ironwood Dr.
Coeur d'Alene, ID
P: 208-769-1515

Idaho Falls
150 Shoup Ave.
Idaho Falls, ID 83402
P: 208-528-5900

Lewiston
1118 F St.
Lewiston, ID 83501
P: 208-799-4360

Pocatello
1070 Hiline Rd.
Pocatello, ID 83201
P: 208-239-6200

Twin Falls
601 Pole Line Rd.
Twin Falls, ID 83301
P: 208-734-4000

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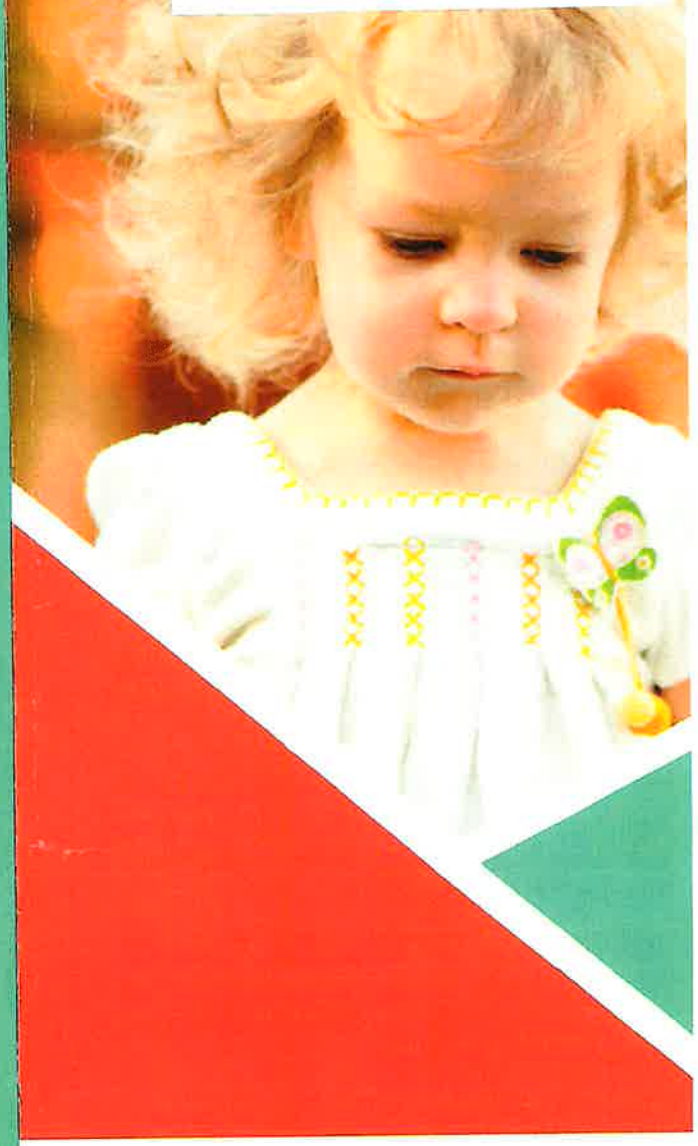

CHILD AND FAMILY SERVICES

A PARENT'S GUIDE TO ASSESSMENTS OF ABUSE, NEGLECT, OR ABANDONMENT

IDAHO DEPARTMENT OF HEALTH & WELFARE

HOW CAN I HELP?

Child and Family Services (CFS) understands this is a stressful time for you and your family. Please stay calm and do your best to cooperate, accurately describe the facts, and share your concerns. You can ask as many questions as you need to.

WHAT IS THE PROCESS?

A social worker will conduct an assessment to ensure your child is safe. This includes making home visits, conducting interviews, and gathering information to make a safety decision.

Child interviews occur at the school, daycare, hospital, police station, Health and Welfare, a child advocacy center, or at home.

The social worker will speak to people who have first-hand knowledge of your family such as friends, neighbors, teachers, counselors, doctors, and relatives.

After the social worker completes the safety assessment, you will be contacted about the results and will have the opportunity to discuss any questions you have.

If abuse or neglect occurred, you could be placed on the Idaho Child Abuse and Neglect Registry for a substantiated incident. You have the right to appeal the decision within 28 days as well as receive a copy of your records. You can request a copy of your records at http://publicrecordsrequest.dhw.idaho.gov/ or by contacting your local office.

WHY IS THIS HAPPENING?

There has been a report of potential abuse, neglect, or abandonment of a child. Idaho law requires anyone who believes a child is being abused, neglected, or abandoned to report it within 24 hours. The identity of the person who made the report is confidential, but you have a right to know what was reported.

WILL MY CHILD BE REMOVED?

Children are only removed in the most serious situations. Social workers cannot remove children. In order for children to be removed from their home, a police officer must declare children to be in imminent danger, or a judge can sign an order to remove children.

If this happens, a civil, not criminal, court process begins with the primary goal of reunifying children with their parents.

We believe children should be with their parents. If abuse or neglect has happened, the social worker will help your family make a plan to keep everyone safe.

DO I HAVE TO TALK TO THE SOCIAL WORKER?

No. You can refuse entry into your home and access to your children. But if the safety of your children cannot be determined, the social worker may request assistance from the police or seek a court order.

You are encouraged to voluntarily talk with the social worker to help understand what led to the referral and to tell your side of the story.

The goal is to resolve these matters as soon as possible and minimize involvement with your family.

CAN THE SOCIAL WORKER TALK TO MY CHILD?

Yes. The social worker is required to see and speak to all children who live in your home, including children in shared custody situations. The social worker is required to contact you immediately, or as soon as possible, after interviewing your children.