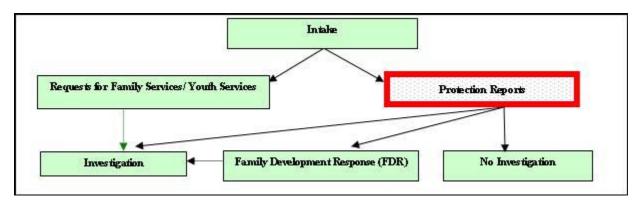
This piece presents data on open protection reports by duration from November 1998 to November 2010. The following briefly summarizes how protection reports fit into the child welfare system.



## Intake

Intake is the first decision point in child welfare case management. It is the process of receiving, gathering and assessing information in order to determine the appropriate response under the CF&CS Act. Intakes can either be protection reports regarding child maltreatment or requests for family and youth services.

# • Protection Reports

Protection reports are calls the ministry receives from the public about children possibly at risk. Calls are assessed by ministry staff against child safety criteria and then staff choose a response that fits the child's assessed need. Possible responses to a child protection report include initiating an investigation, initiating a family development response (it is less invasive and more collaborative than a traditional investigation), or deciding not to pursue an investigation. At a minimum, the protection report remains open until the completion of the investigation or family development response.

# • Investigation

An investigation is opened when the social worker is concerned that a child's safety or health may be in immediate danger or the child may be vulnerable to serious harm because of age or developmental level. An investigation is closed when the social worker determines whether or not the child is in need of protection. The majority of investigations are initiated from protection reports; however, there are cases when a child protection investigation is the appropriate response to request for family support services or youth services or to a family development response.

# • Family Development Response (FDR)

This response to a child protection report occurs when an assessment identifies that the risk of harm can be managed through the provision of intensive, time-limited support services. It includes a strengths-based assessment of the family's capacity to safely care for a child, and provision of support services.

# • Requests for Family and Youth Services

A family can approach the ministry and receive information about and referrals to support services (e.g., Big Brothers, counselling), and when required, arrange for support services through written, goal-oriented agreements. A request for youth services is like a request for family services, except it pertains to one young person in the family. It involves screening, assessment, short-term planning and utilization of youth support services, such as youth-family mediation, mentorship, safe housing and outreach services.

