### 6810 Submitting an Abuse or Neglect Investigation

LPPH ~~March 2013~~ DRAFT 9032 CCL

Procedure

On the day the investigator completes an abuse or neglect investigation, the investigator enters that date in the:

 • *Investigation Complete* field in CLASS;

 • *Documentation Complete* field in CLASS; and

 • *Investigation Completed* field in IMPACT.

On that same date, the investigator submits the investigation to the supervisor for approval in IMPACT.

The date of submission should be no later than 30 days after the date the intake was received or no later than the time frame provided for an extension, if applicable.

The investigator must complete all items in the following sections before submitting the investigation in IMPACT:

[6600](http://www.dfps.state.tx.us/handbooks/Licensing/Files/LPPH_pg_6600.asp#LPPH_6600) Completing the Investigation

[6700](http://www.dfps.state.tx.us/handbooks/Licensing/Files/LPPH_pg_6600.asp#LPPH_6700) Documenting the Investigation

If a supervisor conducted all or part of an investigation, the investigator submits the investigation to another supervisor for review and approval.

### 6820 Reviewing an Abuse or Neglect Investigation

LPPH ~~September 2015~~ DRAFT 9032-CCL

Procedure

The supervisor must take one of the following actions no later than 15 days after the investigator completes the investigation:

 • Reject the investigation

 • Approve and close the investigation

 • Submit the investigation to a secondary approver, if required

The secondary approver must either approve and close or reject the investigation no later than 15 days after the supervisor submits the investigation to the secondary approver.

The supervisor or secondary approver reviews the following items before approving or rejecting an investigation:

 a. All documentation requirements listed in the following sections are met.

 • [6710](http://www.dfps.state.tx.us/handbooks/Licensing/Files/LPPH_pg_6600.asp#LPPH_6710) Documentation in the CLASS and IMPACT Systems

 • [6720](http://www.dfps.state.tx.us/handbooks/Licensing/Files/LPPH_pg_6600.asp#LPPH_6720) Documentation on the Investigation Conclusion Page in CLASS

 • [6730](http://www.dfps.state.tx.us/handbooks/Licensing/Files/LPPH_pg_6600.asp#LPPH_6730) Updating the Person Detail Page

 b. The preponderance of evidence supports the disposition.

 c. The documentation is professionally written with minimal spelling and grammar errors.

 d. All notification letters are in draft form and contain appropriate language, citations, and technical assistance.

To review reasons a supervisor or secondary approver may reject an investigation and the time frames for doing so, see:

 • [6830](http://www.dfps.state.tx.us/handbooks/Licensing/Files/LPPH_pg_6600.asp#LPPH_6830) Rejecting and Resubmitting an Abuse or Neglect Investigation.

 • [6831](http://www.dfps.state.tx.us/handbooks/Licensing/Files/LPPH_pg_6600.asp#LPPH_6831) Rejecting and Resubmitting the Investigation for Minor Documentation Errors

 • [6832](http://www.dfps.state.tx.us/handbooks/Licensing/Files/LPPH_pg_6600.asp#LPPH_6832) Rejecting and Resubmitting the Investigation For Significant Documentation Errors Or Incomplete Investigation Activities

If a supervisor conducts all or part of any investigation, that investigation must be submitted to another supervisor for review and approval.

### 6830 Rejecting and Resubmitting an Abuse or Neglect Investigation

LPPH ~~January 2014~~ DRAFT 9032-CCL

Procedure

When rejecting an investigation, the supervisor or secondary approver selects each applicable reason the investigation was rejected on the *Investigation Conclusion* page and the date of the rejection in IMPACT.

The reasons offered in IMPACT are listed below:

 a. Inaccurate or incomplete documentation

 b. Incorrect or missing citations

 c. Need to interview all principals (adults or children)

 d. Preponderance of evidence does not support the disposition

 e. External documentation has not been obtained and/or documented

 f. Need additional collaterals/professional collaterals

 g. Abuse/neglect history is not documented

 h. Documentation does not address all allegations

 i. Person list is not complete

 j. Other reasons not included above

If the supervisor or secondary approver selects *Other*, a reason for the rejection must be entered in the *Comments* narrative box.

The supervisor or secondary approver is not required to reject an investigation in IMPACT for the following reasons:

 • Minor documentation errors that the investigator or supervisor can easily correct

 • Required investigation activities were not completed, but conducting the activities would not change the preponderance of the evidence.

At the time the investigation is rejected, the supervisor or secondary approver must provide specific feedback to the investigator on what information must be corrected and a specific time frame for resubmitting the investigation.

#### 6831 Rejecting and Resubmitting the Investigation for Minor Documentation Errors

LPPH DRAFT 9032-CCL (NEW)

A supervisor or secondary approver may reject an investigation so the investigator can correct minor documentation errors.

If the investigation is rejected for minor documentation errors, the investigator resubmits the investigation for approval in IMPACT by the date specified by the supervisor or secondary approver. The supervisor must review the changes and either approve and close or reject the investigation. The investigation must be approved and closed within 15 days of the first submission.

#### 6832 Rejecting and Resubmitting the Investigation For Significant Documentation Errors Or Incomplete Investigation Activities

LPPH DRAFT 9032-CCL (NEW)

Procedure

If a supervisor or secondary approver rejects an investigation because of significant documentation errors or because required investigation activities were not completed, the supervisor or secondary approver must delete:

 • the *Investigation Complete* date in CLASS;

 • the *Documentation Complete* date in CLASS; and

 • the *Investigation Completed* date in IMPACT.

Once the investigator corrects the documentation or completes the investigation activities, the investigator conducts a new staffing to determine the disposition.

The investigator then resubmits the investigation to the supervisor and enters the new:

 • *Investigation Complete* field in CLASS;

 • *Documentation Complete* field in CLASS; and

 • *Investigation Completed* field in IMPACT.

On that same date, the investigator resubmits the investigation to the supervisor for approval in IMPACT.

The supervisor must review the changes and either approve and close or reject the investigation within 15 days of the resubmission.

### 6840 After an Abuse or Neglect Investigation Is Approved

LPPH ~~March 2013~~ DRAFT 9032-CCL (NUM)

Within five days of the supervisor or secondary approver approving the investigation in IMPACT, the investigator finalizes and mails the notification letters.

The investigation in CLASS is closed after due process for any citation is complete.