**Licensing Policy and Procedures**

**Handbook Revision \_\_**

This revision of the Licensing Policy and Procedures Handbook was published on \_\_\_\_. Summaries of new or revised items are provided below.

For Licensing revisions only: Immediately following signoff, Licensing staff will prepare a highlighted document showing significant changes that we will post with the revision memo.

Time Frames for Abuse and Neglect Investigations (PATS 10052)

Revisions to appendix 6000-1 and 6831 and the addition of new appendix 6000-2.

Display of Revisions with Changes Highlighted (Word Document)

See:

6831 Rejecting and Resubmitting the Investigation for Minor Documentation Errors

Appendix 6000-1: **Investigator** Time Frames for Investigations

**Appendix 6000-2: Supervisor and Secondary Approver Time Frames for Abuse and Neglect Investigations**

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

LPPH ~~October 2016~~ DRAFT 10052-CCL

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

The investigator resubmits the investigation for approval in IMPACT by the date specified by the supervisor or secondary approver.

The supervisor or secondary approver must approve the resubmitted investigation within 15 days of the original rejection, regardless of how many times the investigation is rejected and resubmitted.

Example:

If the supervisor rejected the investigation for minor documentation errors on February 1st and again on February 8th, the resubmitted investigation must be approved (either closed or submitted to the secondary approver) by February 15th.

## Appendix 6000-1: Investigator Time Frames for Investigations

LPPH ~~June 2014~~ DRAFT 9037-CCL (title change)

Use the table below to determine when certain actions must be completed after SWI or the local CCL office receives the intake report.

All days are calendar days. Supervisors may require shorter time frames on certain investigations, based on the risk to children. Investigators document all investigation activities on the same day that the activities occur, or on the following day.

For further information, see [6200](http://www.dfps.state.tx.us/handbooks/Licensing/Files/LPPH_pg_6000.asp#LPPH_6200) Assessing and Processing Intake Reports.

| Action | Priority 1 (P1) Intakes | Priority 2 (P2) Intakes | Priority 3 (P3) Intakes | Priority 4 (P4) Intakes | Priority 5 (P5) Intakes |
| --- | --- | --- | --- | --- | --- |
| Initiation of the investigation  | Within 24 hours | A/N – Within 72 hours Non-abuse or neglect: Within 5 days | Within 15 days | N/A | Within 5 days |
| Abuse or neglect (A/N) investigations – observe or interview alleged victims who were not observed or interviewed as part of the initiation | Within 5 days | Within 7 days | N/A | N/A | N/A |
| Inspection at operation  | Within 15 days | Within 15 days | Within 30 days | Within 45 days for CPA Internal InvestigationsWithin 30 days for all other types of investigations | N/A |
| Complete the investigation | Within 30 days | Within 30 days | Within 60 days | Within 60 days | Within 60 days |
| Investigations: Complete the documentation  | The same day the investigation is completed  | The same day the investigation is completed  | Within 60 days | Within 60 days | Within 60 days |
| A/N investigations: Prepare draft notification letters  | The same day the investigation is completed | The same day the investigation is completed | N/A | N/A | N/A |
| A/N Investigations – *Saves and Submits* the investigation in IMPACT to the supervisor for approval  | The same day the investigation is completed | The same day the investigation is completed  | N/A | N/A | N/A |
| Finalize and mail the notification letters  | Within 5 days after closing in IMPACT (A/N) or completing in CLASS (non-A/N) | Within 5 days after closing in IMPACT (A/N) or completing in CLASS (non-A/N) | 60 days | 60 days | 60 days |

Publication note: the small table at the bottom of Appendix 6000-1 (Additional Time Frames for Investigating a Child’s Death) is deleted.

## Appendix 6000-2: Supervisor and Secondary Approver Time Frames for Abuse and Neglect Investigations

LPPH DRAFT 10052-CCL (new appendix)

| Action | Supervisor Must Approve Within… | Secondary Approver Must Approve Within… |
| --- | --- | --- |
| Either: • approve the investigation in IMPACT • reject the investigation for minor documentation errors; or • reject the investigation for significant documentation errors or incomplete investigation activities. | Fifteen days after the investigation is completed and submitted to the supervisor for approval. | Fifteen days after the supervisor submits the investigation to the secondary approver for approval. |
| Approve the investigation that was resubmitted after being rejected for minor documentation errors. | Fifteen days after the investigation was initially rejected. | Fifteen days after the investigation was initially rejected. |
| Approve the investigation that was resubmitted after being rejected for significant documentation errors or incomplete investigation activities. | Fifteen days after the investigation is resubmitted to the supervisor for approval. | Fifteen days after the investigation is resubmitted to the secondary approver for approval. |