The Process of a WCCSB Case

Report of suspected child abuse received in the Intake Unit

Screening decision-maker reviews report

Does report meet criteria for investigation?

Case is not opened. No allegation of abuse or neglect or family location unknown.

Case is opened in the Intake Unit, assessment/investigation occurs within 1-45 days.

Unsubstantiated
Case is closed with or without referrals to community services.

Indicated or Substantiated
Case is closed with or without referrals to community services.

Indicated or Substantiated
Case is transferred to Ongoing, can be court involved or a voluntary case.

Family completes services. Case is closed.
Family does not complete services. Permanency is sought for the child.

Services are recommended, case plan developed.

Protective Need vs. Safety Threat.
Child remains in the home or child is removed from the home.