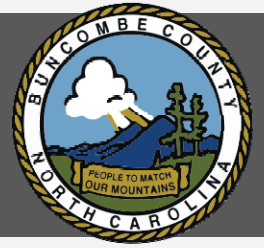


CHILD PROTECTIVE SERVICES

THE FAMILY ASSESSMENT RESPONSE



**BUNCOMBE COUNTY
HEALTH & HUMAN
SERVICES**
BUNCOMBECOUNTY.ORG/HHS

WHAT IS THE MULTIPLE RESPONSE SYSTEM?

N.C. law requires that local county departments of social services ensure children's safety in their homes. When a Child Protective Services (CPS) report meets the legal definition of neglect, Buncombe County Health & Human Services (HHS) will decide whether to conduct a Traditional Investigation response or a Family Assessment response. Since there may be more than one option for a response from HHS, this process is called the Multiple Response System.

WHAT IS A FAMILY ASSESSMENT RESPONSE?

Family Assessment Response (FAR) is a family-centered approach to evaluate reports of child neglect. FAR allows social workers flexibility to meet the needs of specific neglect or dependency cases with the child's safety as the priority.

A social worker is required to initiate face-to-face contact with parents, children and everyone in the home within 72 hours or sooner, depending on the nature of the allegations. The first contact will be with parents as soon as possible. State law requires that a visit be made to any home that your child(ren) resides in.

Safety of the child is top priority. We understand that:

- Children have the right to be with their family.
- The family is the most important resource for nurturing their children.
- Families are respected for their individuality. Children can flourish in different types of families.



- Family members are experts on their family.
- A crisis is an opportunity for change.

WHAT CAN I EXPECT?

During this process, social workers will seek to answer 4 questions:

1. What are we worried about in relation to the child and the family? (Has there been Harm to the child/children and are there worries for the future which we call Danger?)
2. What is working well in the family? (Which we call Strengths and Existing Safety)
3. What needs to happen to make sure the child is safe in the future? (Which we call Safety Goals and Safety Planning)
4. How safe is the child, from zero (very dangerous for the child) to ten (the child is safe)?

There are several tools that may be used in gathering information from children including 3 Houses, Safety House, and a Words and Pictures Explanation of what happened.

CLIENT'S RIGHTS AND RESPONSIBILITIES

As a Client:

- Your family has the right to be treated with dignity and respect.
- You have a right to know HHS' expectations of your family and what you can expect from HHS.
- You have a responsibility to know HHS's legal authority and right to intervene.
- Your phone calls should be returned within one working day (If the social worker is not available, you should call the social worker's supervisor).

STATE LAW WILL NOT ALLOW US TO REVEAL THE NAME OF THE REPORTER.

SAFETY IS PRIORITY

If at any time it is determined that your child's safety cannot be ensured in your home, or if your family chooses not to participate in the family assessment process, or if new allegations of abuse, neglect or dependency arise during the process,

**AFTER HOURS
EMERGENCY**

OR

MAKE A REPORT

(828) 250-5900

BUILDING A BETTER FUTURE, ONE CHILD AT A TIME.



BUNCOMBE COUNTY
HEALTH & HUMAN SERVICES
BUNCOMBECOUNTY.ORG/HHS

HHS has the legal obligation to take one or more of the following actions:

- Initiate a Traditional Investigative response.
- The court may become involved with your family.
- You may be asked to choose a safe place for your child, other than your home.
- It may be necessary for HHS to take custody of your child.

It is important to cooperate and comply with your social worker.

Social Worker:

Phone Number:

Supervisor:

Supervisor Number:

Partnering with our community to
strengthen our health, safety and
self-sufficiency



35 Woodfin Street
Asheville, NC 28801



SOCIAL WORK SERVICES: (828) 250-5900
ECONOMIC SERVICES: (828) 250-5500
HEALTH SERVICES: (828) 250-5000



VISIT
buncombecounty.org/HHS

Additional Resources



Call **2-1-1** or visit nc211.org
to find out about other local resources.



Apply for **Medicaid** and **Food Assistance**
online at ePASS.NC.GOV

Other Services we provide...

- WIC
- Immunizations/Travel Vaccines
- Nurse Family Partnership
- Work First Employment Services
- Disease Control
- Free and Reduced School Lunches
- Low Income Energy Assistance Program (LIEAP)
- Food Assistance
- Family and Children's Medicaid
- Child Care Subsidy
- STD/HIV Testing
- Emergency Assistance

Interpreter services available at no cost

Servicios de intérprete están disponibles sin costo alguno
Услуги переводчика предоставляются бесплатно
If you have problems getting interpreter help, please call
Title VI Compliance Officer at 828-250-5587

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