

## I. CHAPTER OVERVIEW

The Child Abuse/Neglect Branch in the [Regulatory Services Section of the Division of Child Development \(DCD\)](#) investigates all reports of alleged abuse or neglect involving licensed and illegal facilities. This chapter provides general information on how DCD responds to child abuse or neglect reports. For policies concerning the investigation of unlicensed homes, refer to [Chapter 17: Approval Process for Nonlicensed Homes and In-Home Care](#).

## II. DETERMINATION PROCEDURES

### A. Cooperative Investigations Between Two Agencies

Both the county department of social services (DSS) and DCD have responsibility for investigating allegations of child abuse or neglect in child care facilities. Although the investigations by the two agencies are concurrent and cooperative, each agency has a different focus. The DCD focuses on the investigation of the child care facility. The DSS focuses on the victim child and determines if the child is abused, neglected, or dependent as defined in the North Carolina Juvenile Code. For more information about the role of the county departments of social services in the investigation of reports of child abuse or neglect in child care programs, see the [Children Services Manual, Chapter VIII](#). The investigation by DCD is made to determine:

1. If abuse or neglect occurred in the child care facility;
2. Whether the operator/director caused, had knowledge of, or after exercising reasonable care and diligence, should have knowledge of the abuse or neglect;
3. The identity of the perpetrator(s) involved in the abuse or neglect incident;
4. The extent to which other child care regulations were violated, if at all, and whether these violations contributed to the abuse or neglect; and
5. The type of administrative action, if any, which needs to be taken against the program, including a corrective action plan.

### B. Sharing Investigative Information

Local agencies may share certain information with parents regarding the abuse or neglect investigation and its conclusion, including a substantiation of child abuse or neglect by providers in regulated child care arrangements. Parents may thus make an informed decision regarding whether to choose another child care provider. Local purchasing agencies (LPA's) may share general information with parents, either verbally or with copies of