

### Appendix 3: Child Welfare Worksheet—Critical Questions

Listed below are basic questions to ask your local government child welfare service agency. If you are not sure where to call, consult this website for a state-by-state listing of agencies that respond to child abuse and neglect reports:

[http://www.childwelfare.gov/pubs/reslist/rl\\_dsp.cfm?rs\\_id=5&rate\\_chno=11-11172](http://www.childwelfare.gov/pubs/reslist/rl_dsp.cfm?rs_id=5&rate_chno=11-11172)

Suggested introductions to your call:

- Hello, my name is \_\_\_\_\_ from [agency] \_\_\_\_\_.
  - We work with refugees from [countries/ethnic groups] \_\_\_\_\_ and my responsibilities are \_\_\_\_\_.
  - We relate to children and families in the following ways [describe] \_\_\_\_\_.
  - Because we work with children and families, I would like to gather some information from you about the child welfare system and services in our community.
1. Who are considered mandated reporters in this community? What is expected of mandated reporters?
  2. What is the process for making an abuse and neglect report?
    - a. Whom would I call?
    - b. What is the phone number?
    - c. What information should I be ready to provide?
    - d. Is a report by phone enough, or do I need to submit something in writing also?
    - e. What will happen after I call?
    - f. Will my name be given to the family/person reported?
    - g. How quickly will an assessment/investigation be made?
    - h. Will I receive any follow-up contact or information?
  3. What services are available in this community to keep families together, as an alternative to removing children from the home?
  4. How are abuse and neglect defined in this community? Please be specific.
  5. Do you account for cultural differences in assessing abuse and neglect? If so, how?  
[This could be a good time to offer your agency's help in understanding different cultures.]
    - My office works with refugees from \_\_\_\_\_. If you would like, I could direct you to some resources about these cultures. **OR**
    - Do you have any questions about refugee groups or families in this community with which my office could help?
  6. Can you give me a copy of the abuse and neglect assessment tool used in my community?
  7. Are there any guidelines for leaving children home alone (ex: at what age can they be left at home alone)?
  8. Are there any guidelines for what is considered appropriate hygiene and appropriate standards of dress for the weather?
  9. What are the guidelines regarding school enrollment (for example, up to what age is school enrollment required by law? How quickly after moving into this community must families enroll their children in school? What happens if a child is not enrolled in school?)

10. What should families think about if they are having older siblings babysit for younger siblings?
11. What are some of the minimum safety requirements/recommendations for a home with children of these ages?
- 0 - 2
  - 3 - 5
  - 6 - 10
  - 11 - 18
12. What do child welfare workers do when an interpreter is needed?  
*[If appropriate, you may want to offer your agency's help when interpreters are needed, or let the worker know what languages are spoken by your agency's staff.]*
13. *[This may be a good opportunity to exchange information about local service providers who can help refugees.]*
- Can you give me phone numbers for \_\_\_\_\_ **OR**
  - I have found the following service providers helpful in working with refugee/newcomer clients \_\_\_\_\_
- Service provider examples:*
- Community mental health centers
  - Free or low cost health/dental clinics
  - Free or low cost legal assistance
  - Local food banks
  - Police immigrant liaison
  - Other \_\_\_\_\_
14. Here is my name and phone number *[or that of someone else in your refugee resettlement agency]*. Please keep it on hand in the event you encounter a refugee family in your work.