**Section 304.6 Decision Concerning Case Opening**

a) The Department shall decide whether a case will be opened no later than 10 working days of the date a child abuse or neglect report is determined to be "indicated." For all other cases, the Department shall decide whether a case will be opened within 30 working days of the referral for services.

b) When the family is eligible for child welfare services which can most appropriately be offered by the Department and the Department has decided to deliver child welfare services, the Department shall open a family case. The family case shall be opened regardless of whether the Department delivers services directly or determines that services should be purchased. A separate case shall be opened for a child only when the Department has assumed legal responsibility for the child.

c) Upon case opening the Department shall identify the problems in family functioning and determine the type(s) and duration of social services needed by the family. A written service plan shall be developed upon case opening in accordance with Part 305, Client Service Planning.

d) When the family is not eligible for child welfare services or when it is determined that needed services can most appropriately be provided by another public agency, the Department shall terminate further contact with the family after providing the family with information concerning resources or referring the family to other appropriate resources.

e) When the Department determines that the family needs child welfare services, but the services are not immediately available, either directly or through a purchase of service provider, the Department shall attempt to locate or create appropriate child welfare services.