Purpose: Those incidents reported in good faith to the Hotline that are subsequently determined to have no basis in fact as demonstrated by readily observable and corroborated information.

Compelling evidence is the collection of evidence to the contrary or direct refutation of the allegation, not simply the absence of evidence that the maltreatment occurred. These closures are distinct and separate from False Reports.

The standard of credible evidence for Patently Unfounded closures requires corroboration of information or evidence that enables the investigator to fully understand why the allegation was made in good faith but erroneously.

Guidelines:

Complete the Present Danger Assessment (PDA) and document the compelling evidence and corroborated information to indicate not just the absence of the maltreatment but:

- Conditions of home or status of child are in direct contrast to what was alleged
- No other present danger threats are identified
- No conflicting information related to the alleged maltreatment was obtained and/or no new concerns or allegations were expressed when household members and collaterals were interviewed

These closures may not be used in reports involving sexual abuse allegations or when the investigator observes an actual physical injury to the child, related to the alleged maltreatment, regardless of the child or parent’s explanation for the cause of the injury.

Ending all investigative activities and closure of the investigation as Patently Unfounded shall only occur with supervisor approval and a documented supervisory consultation supporting that the investigator has provided adequate documentation to determine a clear reason why the report was likely made in good faith by erroneously. No FFA-investigation is required for investigations closed as Patently Unfounded.