

Mandated Reporting

Reporting Concerns of Child Abuse and Neglect in Arizona

Department of Child Safety, Child Abuse Hotline



Statutory Authority

A.R.S. §8-445

“The Department shall operate and maintain a centralized intake hotline to protect children by receiving at all times communications concerning suspected abuse and neglect.”



Hotline Facts

- Centralized in November 1994
- Statewide; open 24/7, 365 days a year
- The Hotline averages about 153,000 phone calls per year (2011-2016 data)
- Last year in 2016, the Hotline has handled **149,983** calls
- In 2016, the Hotline has generated **over 48,924** reports for investigation
- In 2016, the Hotline has handled **3,677** online submissions; 40% became reports
- When school is in session, the Hotline averages around **550-630 calls per day** (Monday-Friday)
- On weekends, the Hotline averages around **250 calls per day**



Performance – Call Volume



Performance - Communications & Report Totals



Performance – Abandonment Rate



Primary Hotline Functions

- Assess information to determine if it meets report criteria (*A.R.S. §8-201*)
- Assign response times to investigative reports
- Document all concerns
- Cross report to the appropriate agencies when needed
- Share information with other state child welfare agencies



Definitions of Abuse and Neglect

A.R.S. §8-201

- The Department of Child Safety categorizes four (4) maltreatment types
 - Physical Abuse
 - Sexual Abuse
 - Emotional Abuse
 - Neglect



Abuse

“The infliction of or allowing of physical injury, impairment of bodily function, or disfigurement”

It is considered abuse when a parent, guardian, or custodian harms a child or allows another individual to harm that child



Physical Abuse

- Fractures
- Burns
- Skin bruising
- A child injured during a domestic violence incident
- Confinement
- Physically imposing or threatening caregiver
- Malnutrition
- Failure to thrive (non-organic developmental concerns)



Physical Abuse



Sexual Abuse

- Sexual conduct with a minor
- Sexual assault
- Child molestation
- Incest
- Sex trafficking
- Creating child pornography
- Child seduction or grooming



Emotional Abuse

- Berating
- Name calling
- Targeting
- Rejection



Neglect

“The inability or willingness of a parent, guardian, or custodian to provide a child with their [basic needs] if that inability or unwillingness causes an unreasonable risk of harm...to that child”

- General Neglect
 - Substance Exposed Newborn
 - Absent caregiver or abandonment
 - Injuries caused by failure to supervise a child
 - Failure to provide a child with their basic needs (food, shelter, clothing, etc)
- Environmental Concerns
 - A living environment that poses a threat to a child's safety
 - Drug labs
 - Bio-hazard concerns



Neglect Continued

➤ Failure to Protect

- Caregiver permits a child to enter/remain in a structure or vehicle for the purposes of manufacturing drugs
- Child was in close proximity to an incident involving domestic violence and could have been injured or exposure to repeated incidents of domestic violence

➤ Medical Neglect

- Caregiver is unable or unwilling to meet child's medical needs
 - Unwillingness to administer prescribed medication if that unwillingness poses an imminent risk of harm to that child's health
 - Caregiver leaves medical provider with the child against medical advice
- Diagnosis of failure to thrive or malnutrition



Report Criteria

A.R.S. §8-455

To meet the criteria for a report of child maltreatment, the following must be alleged:

- The suspected conduct would constitute abuse or neglect
- The alleged victim is a minor
- The victim is a resident of or present in Arizona
- The person suspected of committing the abuse or neglect is a parent, guardian, or custodian of the victim or an adult member of their household
- The location and identity of the child/family/perpetrator can be reasonably ascertained



Hotline Decision Making

The Hotline follows a Report Decision Making Tool to guide Intake Specialists in screening in a report for abuse and neglect **and** assigning a response time.

If there is not an **immediate threat** towards a child, the vulnerability factors are assessed

VULNERABILITY

Factors to consider when assessing child vulnerability, e.g. any condition that results in child's inability to protect self or seek protection from others, check any factor that applies to any child:

- ☐ Age 5 and under
- ☐ Diminished physical capacity (e.g. unable to protect themselves or seek protection due to a physical disability)
- ☐ Diminished mental capacity (e.g. unable to protect themselves or seek protection due to a cognitive disability)
- ☐ Medical or emotional needs (e.g. unable to protect themselves or seek protection due to medically fragile or serious mental illness)
- ☐ Lacks visibility in the community (e.g. not in school or child care)



Hotline Decision Making

RESPONSE TIME

(Refer to Vulnerability Factors. The response time is determined based on the vulnerability factors of the alleged victim child(ren).)

☐ PRIORITY 1:

- ☐ Death of a child
- ☐ Near fatality
- ☐ Abuse or neglect that threatens to immediately cause, or has caused, serious harm or death
- ☐ Serious physical injuries to a child (including but not limited to fractures, burns, multiple plane injuries, acceleration/deceleration injuries [shaken baby syndrome], injury to internal organs, etc.)
- ☐ Child is alone and is not capable of caring for self or other children
- ☐ Evidence or disclosure of sexual abuse toward a child and the perpetrator has access to the child *or* the perpetrator is unknown
- ☐ Substance exposed newborn (SEN) who is expected to be discharged from the hospital within 24 hours

☐ PRIORITY 2:

- ☐ Abuse or neglect of a child age 0-3
- ☐ Abuse or neglect of a vulnerable child, and the child or perpetrator has been the subject of a prior report (this includes the child as a victim in a prior report or the adult as a perpetrator in a prior report)
- ☐ All criminal conduct allegations not requiring a Priority 1 response

☐ PRIORITY 3:

- ☐ Abuse or neglect of a child that occurred within the last 12 months and does not require a Priority 1 or 2 response

☐ PRIORITY 4:

- ☐ Private Dependency Petition (PDP)
- ☐ Abuse or neglect that has occurred over one year ago and does not require a Priority 1, 2 or 3 response



Your new favorite color is



Duty to Report

A.R.S. §13-3620

- Who should report?
 - Any medical personnel, behavioral health professionals, counselors, or social workers
 - Peace officers and child welfare workers
 - Members of the clergy or other religious practice
 - Parents, stepparents, or guardians
 - School personnel, victim advocates
 - **Any other person who has responsibility for the care or treatment of minors**



Duty to Report

A.R.S. §13-3620(A)

➤ How do I know when to make a report?

When you have reasonable belief that:

- A child is a victim
- The abuse or neglect is happening now or in the past
- A child has a non-accidental physical injury

➤ Who should a person report to?

- Law Enforcement
- Department of Child Safety



Reasonable Belief

- A child discloses to you information indicating abuse or neglect
- A child has an unexplained, non-accidental injury, or a child provides an explanation that is inconsistent with the injury
- You are provided with reliable information about a child that has been abused or neglected



Personal Responsibility

- When is a mandated reporter relieved of his/her responsibility to report?
 - Report immediately
 - Cause a report to be made
- Reporting to a supervisor, principal, school nurse, youth protection advocate, director, etc., does **NOT** relieve your own responsibility to report (regardless of organization's policy)
- “Mere belief [that someone else has reported] without verification is insufficient.” (Attorney General opinion, 107-006)



Personal Responsibility

Our legal and ethical duty to report suspicions of child abuse and neglect far outweighs any uncomfortableness we may feel



Not Within DCS Authority

Administrative Rules R21-3-202

- Educational neglect
- Delinquency for children over age 8
- Absent parents who made appropriate arrangements for a child's care
- Child receiving medical treatment from an accredited Christian Science practitioner, or other religious or spiritual healer
 - Unless the child's health is compromised, potentially causing serious injury or death
- Minor hygiene concerns
- Lifestyle of a parent
- Custody and visitation issues



How to Report Child Maltreatment

- If a child is in present danger, call **911**
- If the child is not in present danger, call either the local Police Department or Arizona Child Abuse Hotline

Hotline Information

- 1-888-SOS-CHILD (1-888-767-2445)
- TDD 602-530-1831/Toll Free 1-800-530-1831
- Online Reporting Service:

<https://dcs.az.gov/services/suspect-abuse-report-it-now>



What to Expect When Calling the Hotline

- Information about the family demographics and composition
- Interview questions geared toward source type
- Information about child safety is collected around the fundamental safety questions
- Information regarding contributing factors are assessed when applicable
- Outcome of the information provided will be explained



Online Reporting Service

- Professional mandated reporters have the ability to report concerns electronically
- The online reporting service is available Monday – Friday, 6:00am – 9:00pm
- Non-emergency type situations
 - Child fatalities, substance exposed newborns, fractures, active domestic violence situations, concerns of sexual abuse, etc., are all considered emergency situations and should **not** be reported online



Online Reporting Service

DCS ONLINE REPORTING SERVICE

[Home Page](#)[Reporting Party](#)[Child\(ren\) Profile](#)[Adult\(s\) Profile](#)[What Happened](#)[Family Functioning](#)

PLEASE ANSWER THE QUESTIONS BELOW ACCORDINGLY. DOES YOUR CONCERN INCLUDE ONE OR MORE OF THE FOLLOWING:

1. Serious injuries such as fractures, burns, or injuries to multiple places on the body? ☐ Yes ☐ No
2. Serious injuries to face or head such as black eyes, facial lacerations, bruising, etc? ☐ Yes ☐ No
3. A child that was involved in an incident of domestic violence among adults within the last 24 hours? ☐ Yes ☐ No
4. A child requiring emergency medical care and the caregiver is unwilling or unable to seek treatment? ☐ Yes ☐ No
5. A substance exposed newborn that is currently at home or scheduled for discharge from the hospital within the next 24 hours? ☐ Yes ☐ No
6. Evidence or a disclosure regarding sexual abuse toward a child and the alleged perpetrator will have access to the child within the next 48 hours? ☐ Yes ☐ No
7. A child that is a danger to themselves or others now and the caregiver cannot or will not control the child's behavior? ☐ Yes ☐ No
8. A caregiver that is described as behaving in an attacking or aggressive ways towards a child? ☐ Yes ☐ No



Online Reporting Service

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WARNING

You are attempting to report an emergency child abuse and neglect situation according to A.R.S. 13-3623. Please do NOT use the Online Reporting Service and immediately call the Child Abuse Hotline at 1- 888-SOS-CHILD (1-888-767-2445).


[Continue](#)

Submitting a Report Online



Arizona Department of Child Safety
(DCS)
A New Beginning For Arizona's Children

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Suspect Abuse? Report It. Now.

For all emergency child abuse and neglect reports, call: 1-888-SOS-CHILD (1-888-767-2445)

If your concern involves an emergency situation, call 911 immediately.

A report of suspected child abuse, neglect, exploitation or abandonment is a responsible attempt to protect a child. Arizona law requires certain persons who suspect that a child has received non-accidental injury or has been neglected to report their concerns to DCS or local law enforcement (ARS §13-3620.A). YOU may be a child's only advocate at the time you report the possibility of abuse or neglect. Children often tell a person with whom they feel safe about abuse or neglect. If a child tells you of such experiences, act to protect that child by calling the toll free **Arizona Child Abuse Hotline at 1-888-SOS-CHILD (1-888-767-2445)**. To learn more about Mandated Reporting, select "Who must report?" from the following list.

- [What is child abuse and neglect?](#)
- [Who must report?](#)
- [When to report?](#)
- [What to report?](#)
- [What happens when abuse/neglect is reported?](#)
- [The investigation outcome.](#)

Online Reporting Service for Mandated Reporters

Mandated reporters are required by law, as defined by ARS 13-3620, to report all concerns of child abuse or neglect. Department of Child Safety (DCS) provides this secure website for mandated reporters of child abuse and neglect to report **non-emergency** concerns, as authorized by ARS 13-3620. Non-emergency concerns are those in which a child is not at immediate risk of abuse or neglect that could result in serious harm. **This website is only for mandated reporters to report situations that do not require an emergency response.** An emergency is a situation where a child faces an immediate risk of abuse or neglect that could result in death or serious harm.

- [How do I access Arizona's Online Reporting Service for Mandated Reporters?](#)
- [Why use Arizona's Online Reporting Service for Mandated Reporters?](#)
- [What information should I expect to provide during the online reporting process?](#)
- [What should I expect after I have submitted a non-emergency child abuse or neglect concern?](#)
- [Can I report a concern anonymously?](#)
- [Confidentiality and website security](#)

SERVICES

- ♥ Reporting Abuse or Neglect
 - Safe Haven Newborn Information
- Office of Prevention
 - Investigations and OCWI
- Foster Care and Adoption
- CMDP
- Young Adult
 - Other Ways to Help
 - Office of Licensing & Regulation (OLR)





Submitting a Report Online

Online Reporting Service for Mandated Reporters

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♥ How do I access Arizona's Online Reporting Service for Mandated Reporters?

- Each mandated reporter creates an account.
- Each time the mandated reporter logs in, the Reporting Party section will auto-populate with the mandated reporter's information.
- The mandated reporter can update account information.
- [Register](#)  for an account.
- [Login](#)  to existing account.
- You may wish to Bookmark or Favorite the Log In page to your browser.
- If you forget your user name and password, the system allows you to reset your information.



Submitting a Report Online



1/5/2016 4:20:41 P.M.

Arizona Department of Child Safety



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DCS ONLINE REPORTING SERVICE

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[Home](#) | [Change Password](#) | [Password Recovery](#) | [User Name Recovery](#)

Home Page

Reporting Party

Child(ren) Profile

Adult(s) Profile

What Happened

Family Functioning

LOG IN

Please enter your username and password. [Register](#) if you don't have an account.

Account Information

Username:

Password:

☐ Keep me logged in



Submitting a Report Online

7/21/2014 1:20:11 P.M.

ARIZONA DEPARTMENT OF ECONOMIC SECURITY
EVERY CHILD, ADULT, AND FAMILY
WILL BE SAFE AND ECONOMICALLY SECURE



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CPS ONLINE REPORTING SERVICE

Welcome SBlackburn

HomeProfile

Home Page
Reporting Party
Child(ren) Profile
Adult(s) Profile
What Happened
Family Functioning

SECTION 2 OF 5 - FAMILY PROFILE CHILD(REN)

Child's Information

* First Name :

Middle Name :

* Last Name :

☐ First Name is Unknown☐ Last Name is Unknown

* Gender : ☐ Female ☐ Male ☐ Unknown

* Birth Date :

Approximate Age : ☐ Year ☐ Old ☐ Months

Upon Submitting a Report...

- You will receive a form number for your reference
- An Intake Specialist will process the information within 72 hours of submission
 - However, you may be contacted within a few hours
- If additional information is needed, an Intake Specialist will contact the reporting source
- Outcome of the submission will be emailed to the address provided



Confidentiality

A.R.S. §8-807

- All callers are required by law to provide their name and number as the reporting source (§ A.R.S. 41-1010)
- Fear of substantial harm to the reporting source is documented by hotline staff
- DCS records are **confidential** and cannot be released to the public or the child/family under investigation
- DCS is permitted to release confidential information under the following circumstances:
 - Law enforcement requests it for their investigation to provide for the immediate safety of a child
 - A court order instructs DCS to release information (i.e. subpoena)



Thank you!

Thank you for your support and collaborative efforts in protecting Arizona's children and improving outcomes for families.

For questions, please contact:

Chelsea Pilon, MSW
Program and Project Specialist
DCS Child Abuse Hotline
Chelsea.Pilon@azdcs.gov
(602) 364-3823

Gina Magri, BS of Psychology
Practice Improvement Specialist
Office of Quality Improvement
Gina.Magri@azdcs.gov
(602) 364-2789

