### 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 c	consider when assessing child vulnerability, e.g. any condition that results in child's inability to protect self or seek
protection i	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

	NSE TIME nerability Factors. The response time is determined based on the vulnerability factors of the alleged victim child(ren).)
□ PRIO	RITY 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 <b>or</b> the perpetrator is unknown
	Substance exposed newborn (SEN) who is expected to be discharged from the hospital within 24 hours
□ PRIO	RITY 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
□ PRIO	RITY 3:
	Abuse or neglect of a child that occurred within the last 12 months and does not require a Priority 1 or 2 response
□ PRIO	RITY 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	BUT ASS ANSWED THE OUTSTIONS DELOW ASSOCIATION BOTS YOUR SONSERN WASHINGTON ON ADDRESS THE SOLICE
Reporting Party	PLEASE ANSWER THE QUESTIONS BELOW ACCORDINGLY. DOES YOUR CONCERN INCLUDE ONE OR MORE OF THE FOLLOWING:
Child(ren) Profile	
Adult(s) Profile	1. Serious injuries such as fractures, burns, or injuries to multiple places on the body? O Yes O No
What Happened	2. Serious injuries to face or head such as black eyes, facial lacerations, bruising, etc? O Yes O No
Family Functioning	3. A child that was involved in an incident of domestic violence among adults within the last 24 hours? O Yes O No
	4. A child requiring emergency medical care and the caregiver is unwilling or unable to seek treatment? O Yes O No
	5. A substance exposed newborn that is currently at home or scheduled for discharge from the hospital within the next 24 hours? O Yes O 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? O Yes O 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? O Yes O No
	8. A caregiver that is described as behaving in an attacking or aggressive ways towards a child? $\bigcirc$ Yes $\bigcirc$ No



#### Online Reporting Service

#### DCS ONLINE REPORTING SERVICE

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

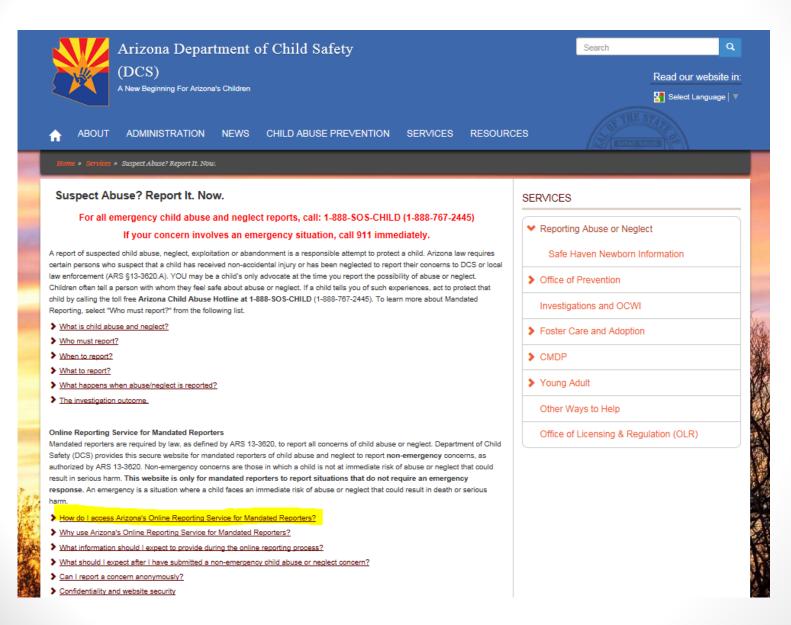


WARNING

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







#### Online Reporting Service for Mandated Reporters

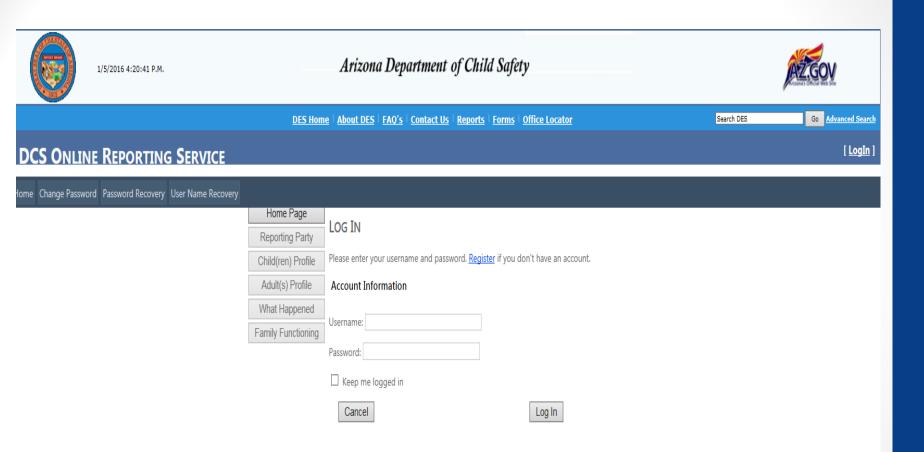
Mandated reporters are required by law, as defined by ARS 13-3620, to report all concerns of child abuse or neglect. Department of Child Safety (DCS) provides this secure website for mandated reporters of child abuse and neglect to report non-emergency concerns, as authorized by ARS 13-3620. Non-emergency 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.

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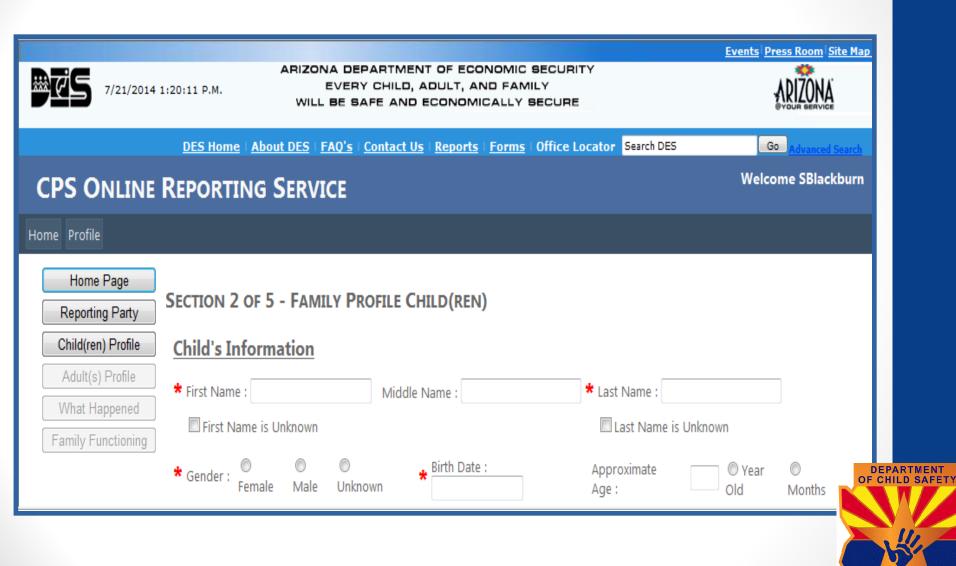
- · Each mandated reporter creates an account.
- · Each time the mandated reporter logs in, the Reporting Party section will auto-populate with the mandated reporter's information.
- · The mandated reporter can update account information.
- Register 

  for an account.
- Login 
   deriver 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.









#### 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:

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