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 location in November 1994
- Statewide; open 24/7, 365 days a year
- In 2015, the Hotline handled over 155,220 phone calls
- In 2015, the Hotline has generated over 51,789 reports for investigation
- In 2015, the Hotline handled over 4,498 online submissions
  - About half became reports for an investigation
- When school is in session, the Hotline averages approximately 550 phone calls during the week (Monday – Friday)
- On weekends, the Hotline averages around 250 calls per day
Performance – Call Volume

<table>
<thead>
<tr>
<th>Month</th>
<th>Call Volume</th>
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<tbody>
<tr>
<td>15-Jun</td>
<td>11593</td>
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<tr>
<td>15-Jul</td>
<td>11935</td>
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<tr>
<td>15-Aug</td>
<td>13647</td>
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<td>15-Sep</td>
<td>13880</td>
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<td>15-Oct</td>
<td>13059</td>
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<td>15-Nov</td>
<td>12089</td>
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<td>15-Dec</td>
<td>11818</td>
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<td>16-Jan</td>
<td>12448</td>
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<td>16-Feb</td>
<td>12653</td>
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<td>16-Mar</td>
<td>12543</td>
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<tr>
<td>16-Apr</td>
<td>13369</td>
</tr>
<tr>
<td>16-May</td>
<td>12460</td>
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<tr>
<td>16-Jun</td>
<td>11460</td>
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Performance - Communications & Report Totals
Performance – Abandonment Rate

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<tbody>
<tr>
<td>Rate</td>
<td>2.05%</td>
<td>2.46%</td>
<td>3.31%</td>
<td>5.39%</td>
<td>2.82%</td>
<td>2.85%</td>
<td>2.37%</td>
<td>2.21%</td>
<td>2.32%</td>
<td>2.35%</td>
<td>3.39%</td>
<td>2.87%</td>
<td>2.77%</td>
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Performance – Abandonment Rate (Historical)

- Feb-14: 32.1%
- Mar-14: 26.8%
- Apr-14: 23.6%
- May-14: 15.7%
- Jun-14: 7.60%
- Jul-14: 6.60%
- Aug-14: 4.50%
- Sep-14: 4.10%
- Oct-14: 3.00%
- Nov-14: 3.79%
- Dec-14: 2.35%
- Jan-15: 3.79%
- Feb-15: 3.82%

**All Queues:**

- Feb-14: 32.1%
- Mar-14: 26.8%
- Apr-14: 23.6%
- May-14: 15.7%
- Jun-14: 7.60%
- Jul-14: 6.60%
- Aug-14: 4.50%
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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
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, and
  - A resident of Arizona, or
  - Present in Arizona at the time of disclosure,
- 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
Definitions of Abuse and Neglect

A.R.S. §8-201

- Arizona law 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”

“The infliction of or allowing another person to cause serious emotional damage”

*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
  - Failure to Protect

- **Medical Neglect**
  - Caregiver is unable or unwilling to meet child’s medical needs
    - Unwillingness to administer prescribed medication if that unwillingness poses an imminent of 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
Your new favorite color is
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
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 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 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.

“The right thing to do and the hard thing to do are usually the same.”
Not Within DCS Authority

- 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](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
- 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
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
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).
Submitting a Report Online

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


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). 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 is 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
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
Submitting a Report Online

CPS Online Reporting Service

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:

□  Old  □  Years  □  Months

DEPARTMENT OF CHILD SAFETY
STATE OF ARIZONA
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 needs it for their investigation
  - A court order instructs DCS to release information (i.e. subpoena)
  - Any circumstance that would provide for the immediate safety of a child
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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