



INDIANA DEPARTMENT OF CHILD SERVICES CHILD WELFARE POLICY	
Chapter 5: General Case Management	
Section 26: Duty to Report New Allegations of Child Abuse and/or Neglect (CA/N)	
Effective Date: September 1, 2024	Version: 1

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POLICY OVERVIEW

While performing the duties of an Indiana Department of Child Services (DCS) Family Case Manager (FCM), a new allegation of child abuse and/or neglect (CA/N) may be observed or received. In Indiana, anyone who suspects a child is a victim of CA/N is a mandated reporter (see Definitions). **All DCS employees are mandated to report any suspicion of child abuse or neglect.** A person who makes a CA/N report is protected from any civil or criminal liability that might otherwise be imposed because of such actions if the report is made in good faith.

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PROCEDURE

DCS will ensure all new allegations of CA/N are reported **immediately** to the DCS Child Abuse Hotline (Hotline), per state reporting statutes, and may not be handled as part of the case. See policies 3.08 Statutory Definition of Child Abuse and/or Neglect and 4.38 Assessment Initiation.

Upon observing or directly receiving information of new CA/N allegations, the FCM will:

1. Report the allegations to the DCS Hotline by phone (1-800-800-5556) or by email (DCSHotlineReport@dcs.in.gov) immediately and provide detailed information about the circumstances creating the risk of harm to the child (see Practice Guidance for more information).

Note: The FCM will also notify the DCS Interstate Compact on the Placement of Children (ICPC) office when the allegations involve a child placed in Indiana through the Interstate Compact on the Placement of Children (ICPC) (see policy 9.08 Minimum Contracts for DCS ICPC Placements).

2. Inform the FCM Supervisor **immediately** after the new Hotline report has been made; and
3. Document all actions taken into the case management system.

Upon notification of the new CA/N allegations, the FCM Supervisor will:

1. Ensure the FCM reported the allegations to the DCS Hotline; and
2. Ensure all documentation is entered into the case management system.

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RELEVANT INFORMATION

Definitions

Mandated Reporter

A mandated reporter is any person who has reason to believe a child is a victim of CA/N. All mandated reporters must report the incident to the Hotline.

Forms and Tools

- DCS Child Abuse Hotline - 1-800-800-5556
- DCS Child Abuse Hotline Email - DCSHotlineReports@dcs.in.gov
- DCS Child Abuse Hotline Fax - 317-234-7596 or 317-234-7595
- Hotline Information and Resources - available via the [Hotline SharePoint](#)

Related Policies

- [3.08 Statutory Definition of Child Abuse and/or Neglect](#)
- [4.28 Removals from Parents, Guardians, or Custodians](#)
- [4.38 Assessment Initiation](#)
- [9.08 Minimum Contracts for DCS ICPC Placements](#)

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LEGAL REFERENCES

- [IC 31-33-5: Duty to Report Child Abuse or Neglect](#)
- [IC 31-33-8-1: Investigations by the department of child services; time of initiation; investigations of child care ministries](#)
- [IC 31-33-22-1: Failure to make report](#)

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PRACTICE GUIDANCE- DCS POLICY 5.26

Practice Guidance is designed to assist DCS staff with thoughtful and practical direction on how to effectively integrate tools and social work practice into daily case management in an effort to achieve positive family and child outcomes. Practice Guidance is separate from Policy.

Indiana Child Abuse and Neglect Hotline

Those who frequently work with children are often the first adults to see signs of child abuse and/or neglect (CA/N). Mandated Reporters (see Definitions) play a critical role in keeping children and youth safe. The Indiana Department of Child Services (DCS) CA/N Hotline (Hotline) serves as the reporting center for all allegations of CA/N in the state and is available 24 hours a day, 7 days a week, including weekends and holidays.

Information to Provide when Making a Hotline Report

When calling the Hotline, provide as much information as possible. Demographic information about the child, parent, or alleged perpetrator will be collected, including names, addresses, and phone numbers. Additionally, the report source may be asked about the circumstances creating a risk of harm to the child, including (See Hotline Information and Resources):

1. Who was involved;
2. What occurred;
3. When and where it occurred;
4. The extent of any injuries sustained; and
5. Any other relevant information.

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