



Indiana Child Abuse and Neglect Hotline

INDIANA CHILD ABUSE AND NEGLECT HOTLINE

Staffed 24 hours a day, 7 days a week with a Supervisor on every shift.

All child abuse and neglect reports will be received by the Hotline.

1-800-800-5556

-Scanned and emailed into the DCSHotlineReports@dcs.IN.gov

Currently in Outlook address

Utilized most by Law Enforcement Reports

-Faxed

317-234-7595

317-234-7596

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Mandatory Reporter

Indiana State Law states any individual who believes a child may be a victim of abuse or neglect shall contact the Indiana Child Abuse/Neglect Hotline or law enforcement.

Certain professions, such as medical professionals, teachers, and law enforcement officials) have a higher duty to report abuse or neglect

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Intake Specialist (IS)

Intake Specialists are staffed by the Hotline 24/7/365 to answer calls alleging child abuse and neglect. Each IS has the same educational background, experience and education as a family case manager. Additionally, each IS has received additional training in areas such as domestic violence, suicide, and substance abuse that provide a comprehensive representation of the allegations.

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Steps to making
a report to the
Indiana Child
Abuse/Neglect
Hotline





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Step One

Call 1-800-800-5556

After a prompt you will be connected to an Intake Specialist (IS) who will ask you questions about the allegations you wish to make.

If a child is in imminent danger you should call 911 before contacting the Hotline.

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STEP TWO

Your Anonymity

You are not required to give your name, phone number, or any identifying information when calling in a report to the Hotline. The IS will ask if you wish to provide your name and number, which can be helpful to the Family Case Manager (FCM) who may respond to your call.

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STEP THREE

Indiana Intake Guidance Tool

Questions about the child/family/home

The IS will ask you questions about the current circumstances to assess the child's current safety, then broader questions including your knowledge of:

- Names of children involved
- Ages of the children
- Parent/guardian/custodian's name
- Address

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- Phone Number
- Substance abuse issues
- Domestic violence
- Mental health concerns
- Presence of weapons in the home

Don't worry if you don't have all the information – provide as much as you can.

Law enforcement officials and hospitals seeking immediate assistance answer a streamlined list of questions.

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STEP FOUR THE REPORT

After collecting your responses to the questions the IS will complete an official intake report. A thorough review of any known CPS history with the family is completed at that time and included in the report. At that time the IS reviews the allegations as described and determines the next steps.



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STEP FIVE

The recommendation and Review INDIANA STRUCTURED DECISION TOOL

According to Indiana law, certain criteria must be met before the FCM, a representative of government, can be dispatched to a home. Additionally, DCS has put policies and procedures in place to protect families from unnecessary intervention. If the allegations meet any or all of those standards, an FCM in the county where the incident occurred will be assigned to complete a thorough assessment of the merits of the allegations. If the allegations do not meet those standards, the allegations will be screened out.

*verbal recommendations given to professionals and parents at the time of the call



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Step Six

Reports assigned for assessment to the county:

- Reports are sent to the local county FCM based on timeframes for response outlined by state law, policies and procedures:

Immediate/1 hour

24 hours

5 days

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Step Seven

Screened out calls

- Even if the allegations presented do not meet the criteria outlined above for assignment the IS can refer the caller to prevention services and resources within the community to assist the family.
- Any calls with similar allegations to a current assessment or on-going work done by an FCM will be screened out and immediately referred to the FCM or the FCM's Supervisor as an information and referral for FCM follow up.



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- Screened out calls are reviewed by Supervisors 24/7/365
- Screened out calls are available for review by the Local Office Director and the Regional Manager on a daily basis. Calls can be submitted to the Hotline to be screened in at the request of the Regional Manager
- Screened out calls are referred to local law enforcement when a criminal matter is disclosed

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- Screened out calls are reviewed weekly by a centralized screen out committee that includes legal staff, local office directors and a representative of a Child Protection Team who is not a DCS employee but works with DCS to review cases
- Screened out calls are evaluated quarterly by a DCS quality assurance team. Using a random 200 call sample more than 40 reviewers listen to calls and provide constructive feedback.



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Quality Assurance

- Quarterly QAR
 - Calls, Reports, decisions, time frames
- External and Internal Surveys
- Supervisor Call Reviews
- Peer Call Reviews
- Centralized Screen out Committee



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Hotline Statistics

The Hotline handled 146,070 calls in 2011

151, 378 reports generated in 2011
calls, faxes, emails, etc..

January 2012 12, 973 calls handled

February 2012 12, 474 calls handled