



July 16, 2020

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****PRESS RELEASE****

With Many School Districts Opting for Distance Learning, DCFS Finds New Ways to Promote the Child Protection Hotline

Given the significant decrease in the volume of calls to the Child Protection Hotline, the Los Angeles County Department of Children and Family Services (DCFS) is using all resources available to mobilize the public in its quest to keep homebound children safe.

This week, the department issued its Child Protection Hotline public service announcement (PSA) in two new formats, 30-second audio files and video messages in English and Spanish. Listen to the PSAs ([English](#) & [Spanish](#)) or watch the videos ([English](#) & [Spanish](#)).

Earlier this summer, the department also issued a digital and social media toolkit with resources to encourage members of the public to report suspected child abuse or neglect. Among the items contained within the toolkit are PSAs with captions in Korean, Tagalog, Chinese, Japanese and Vietnamese, along with digital graphics in English and Spanish. The toolkit may be accessed here: <https://dcfs.lacounty.gov/child-protection-hotline-digital-toolkit/>.

With children out of the line of sight of mandated reporters, such as teachers and medical personnel, the concern for child safety has significantly increased.

“Social workers rely heavily on mandated reporters to initiate contact with our department in order for us to protect children,” DCFS Director Bobby D. Cagle said, in a [news release](#) issued April 6. “With this safeguard now gone, I am calling on Los Angeles County residents to be the voice for children who may be experiencing physical abuse, severe food insecurity or other forms of neglect.”

Director Cagle emphasized that the department’s objective is to prevent child abuse (<https://bit.ly/2yXKhNo>) not remove children from loving families. He stressed that DCFS will not



remove children from COVID-positive homes which has been a misrepresentation circulating in some communities.

In a county of 10 million inhabitants, DCFS needs every resident to be attentive and watchful to ensure children remain safe at home. The Child Protection Hotline may be reached 24 hours a day, seven days a week, at 800-540-4000.

Child Protection Hotline Radio Scripts in English and Spanish

In a county of 10 million inhabitants, the Los Angeles County Department of Children and Family Services needs every resident to be watchful and ensure that homebound children remain safe.

Please be the observant friend, neighbor or extended family member who checks in.

If you believe a child is in danger, or experiencing abuse or neglect, please call the Child Protection Hotline. The hotline may be reached 24 hours a day, seven days a week, at 800-540-4000.

Spanish Script

En un Condado de 10 millones de habitantes, el Departamento de Servicios para Niños y Familias del Condado de Los Ángeles necesita que todos los residentes estén atentos y vigilantes para garantizar que los niños permanezcan seguros en casa.

Sea el amigo observador, vecino o miembro de la familia extendida que observa.

Si cree que un niño está en peligro o está sufriendo abuso o negligencia, llame a la Línea Directa de Protección Infantil. Puede comunicarse con la línea directa las 24 horas del día, los siete días de la semana, al 800-540-4000.

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About the Los Angeles County Department of Children and Family Services (DCFS)

The Los Angeles Department of Children and Family Services (DCFS) promotes child safety and well-being by partnering with communities to strengthen families, keeping children at home whenever possible, and connecting them with stable, loving homes in times of need. As the largest child protective services agency in the nation, DCFS is responsible for ensuring the safety of more than two million children across 88 diverse cities in Los Angeles County. Established in 1984 to keep children safe and support families in crisis, it is one of the 35 Los Angeles County Departments governed by the five-member Board of Supervisors with nearly 9,000 staff across 20 regional offices, specialized bureaus, and administration that cover a broad array of services and programs. The department is led by Director Bobby D. Cagle - a former foster child and longtime social worker. For more information, visit <http://dcfs.lacounty.gov>.