

Los Angeles County
CHILD PROTECTION HOTLINE
 1 (800) 540-4000
 Available 24/7
 Staffed by specially trained social workers



207,277

Calls made to the Hotline alleging child abuse/neglect (2019)



Hotline Social Worker gathers information from Reporting Party



Hotline Social Worker completes the assessment



Hotline Supervisor reviews and approves the call decision



- Reviews prior DCFS history
- Completes a call Screener Narrative
- Completes Structured Decision Making Assessment (SDM)
- Completes Suspected Child Abuse Report (SCAR), if applicable
- Sends an email to the Primary Children's Social Worker, if the child already has an open case

4,318
 Referrals to CPLs



Community Prevention Linkages services include:

- Parent/youth support groups
- Help with legal issues
- Family recreational activities, such as yoga and family gardening
- Computer literacy, arts & music

Cross Reporting

DCFS reports child abuse and severe neglect allegations to Law Enforcement



1,560

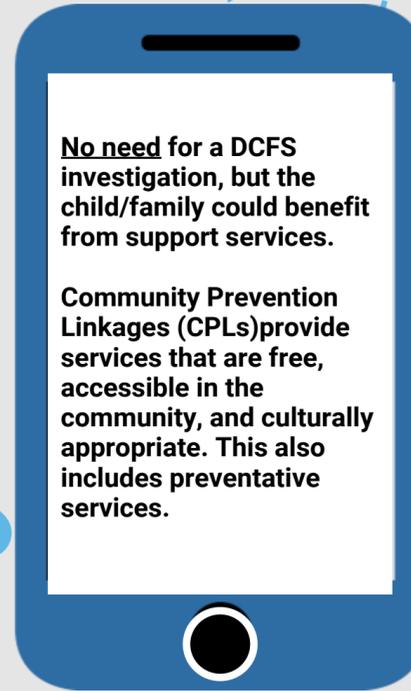
Total Number of faxed and mailed alleged child abuse reports



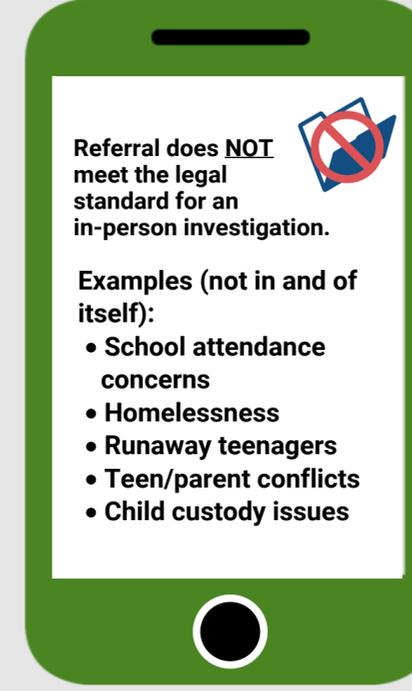
If the Hotline creates a referral for investigation, it must determine:

- Service Address
- DCFS Regional Office Assignment
- Investigation Response Time

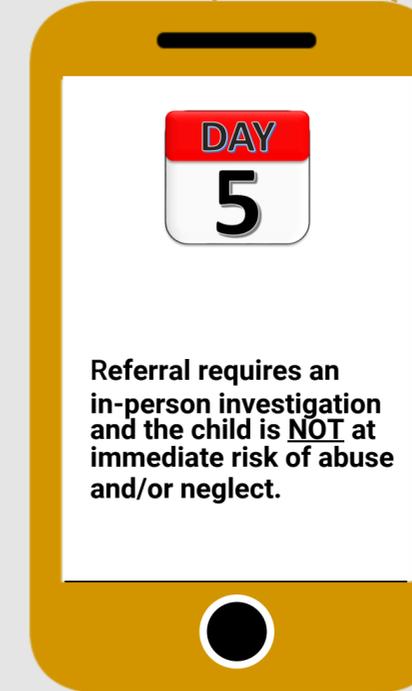
Evaluated Out: Referred for services



Evaluated Out: No Action Needed



Response Needed: 5 Day In-Person



Response Needed: Immediate In-Person

