# Los Angeles County
# CHILD PROTECTION HOTLINE
# 1 (800) 540-4000
# Available 24/7

**Staffed by specially trained social workers**

**166,211**

**Calls made to the Hotline alleging child abuse/neglect (2020)**

**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

**4,135**

**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

**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**

**No need** for a DCFS investigation, but the child/family could benefit from support services.

**Community Prevention Linkages (CPLs)provide services that are free, accessible in the community, and culturally appropriate. This also includes preventative services.**

**Evaluated Out: No Action Needed**

Referral does **NOT** meet the legal standard for an in-person investigation.

**Examples (not in and of itself):**

- School attendance concerns
- Homelessness
- Runaway teenagers
- Teen/parent conflicts
- Child custody issues

**Response Needed: 5 Day In-Person**

DAY 5

Referral requires an in-person investigation and the child is **NOT** at immediate risk of abuse and/or neglect.

**Response Needed: Immediate In-Person**

Referral requires an in-person investigation within 24 hours based on concern that child is at **IMMEDIATE** risk of abuse/neglect.

**Examples of IMMEDIATE RISK circumstances include:**

- Physical pain
- Significant injury or death
- Severe emotional harm

**2,415**

**Total Number of faxed and mailed alleged child abuse reports**

## Cross Reporting

**DCFS reports child abuse and severe neglect allegations to Law Enforcement**

**Created by:**
J. Feria, LCSW & D. Pichon, MSW, JD (09/2021)