



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

187,191

Calls made to the Hotline alleging child abuse/neglect (2024)



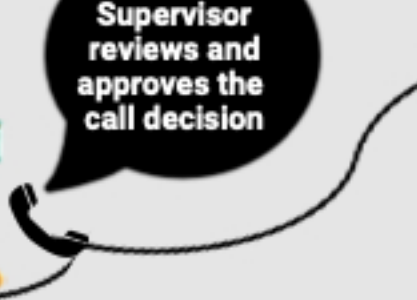
Hotline Social Worker gathers information from Reporting Party



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

7,192

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



eCARES Online Reports
12,568

1,826

Total Number of faxed and mailed alleged child abuse reports



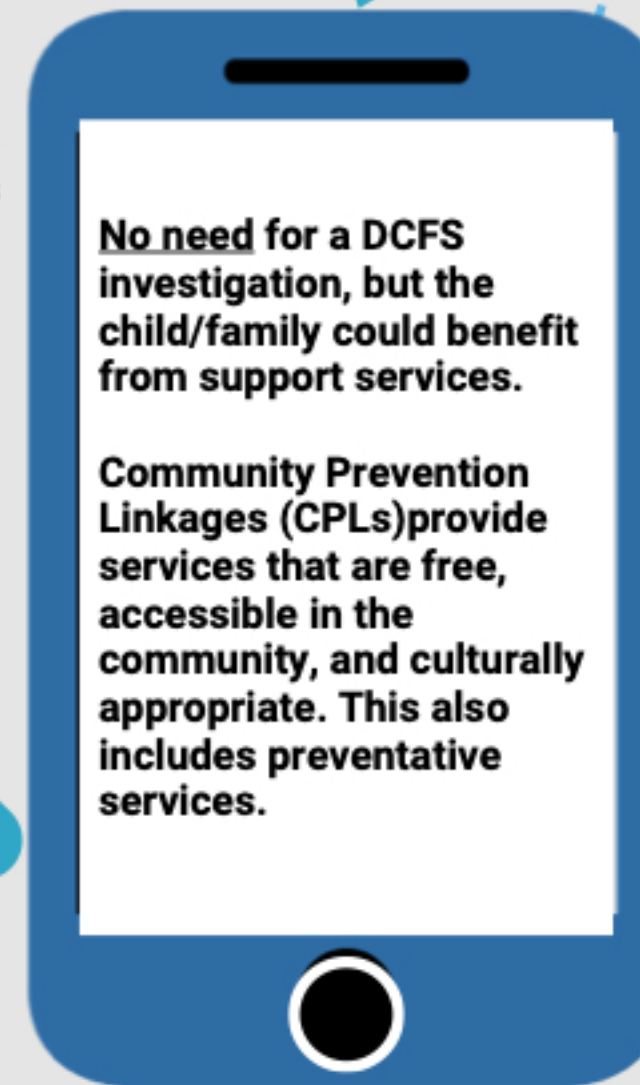
If the Hotline creates a referral for investigation, it must determine:

Service Address

DCFS Regional Office Assignment

Investigation Response Time

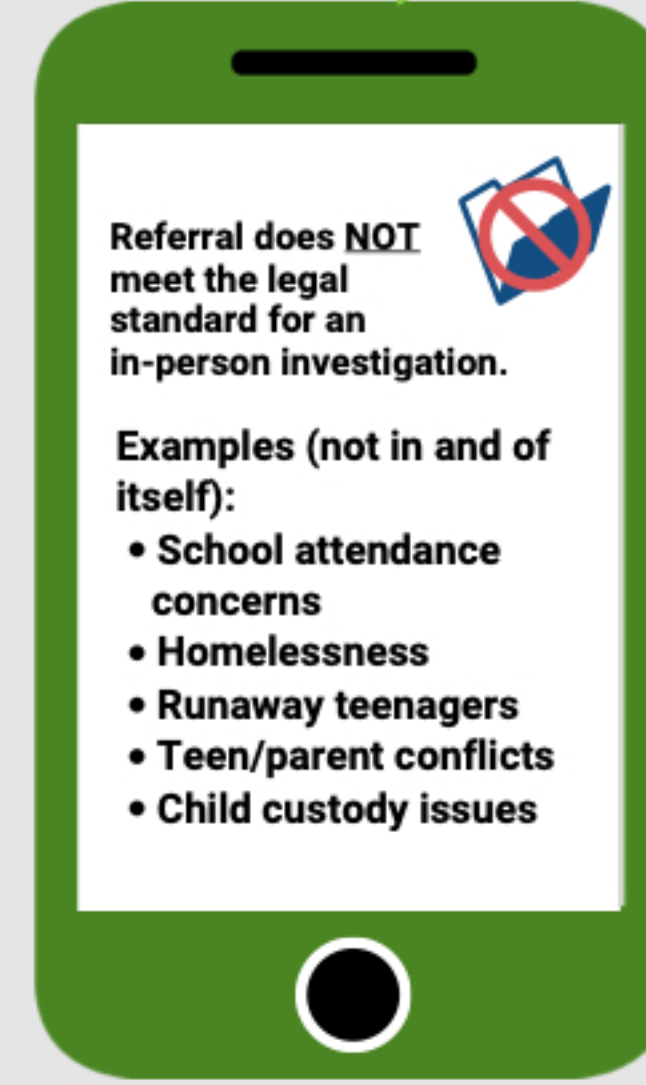
Evaluated Out: Referred for services



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

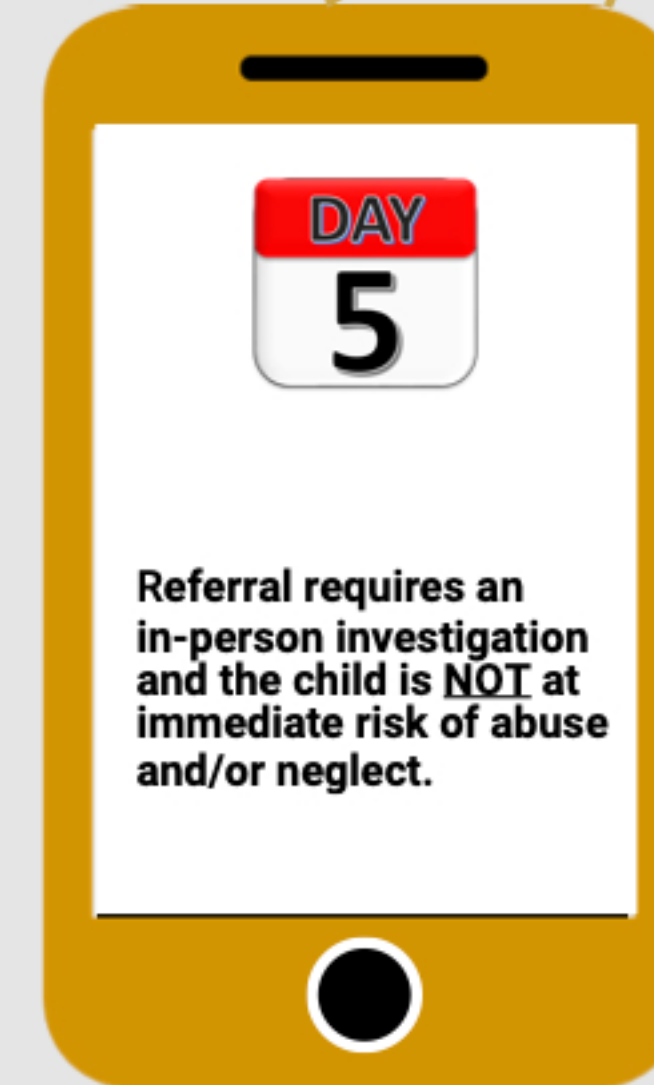


Referral does NOT meet the legal standard for an in-person investigation.

Examples (not in and of itself):

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

Response Needed: 5 Day In-Person



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