

# Child Protective Services: Intake

## 2103.2 Twenty-Four Hour Report and Response Capacity

### Requirement

All county departments shall have twenty-four hour reporting and response capability, which includes ready access to staff contact information

Procedures/Practice Issues

**Accessibility:** Have at least two listings in the local telephone directories:

- A specific listing of "Child Abuse and Neglect Reports" under Department of Family and Children Services; and
- A separate alphabetical listing in the white pages, which reads "Child Abuse and Neglect Reports."

When possible, include a listing under emergency telephone numbers.

**Emergency Coverage:** Ensure there is twenty-four hour (24) report and response capacity including:

- Twenty-four (24) hour child protective services staff where available: twenty-four hour staff or on-call staff who respond after hours, as needed; or,
- Clearly listed numbers for reporting after office hours: telephone number of the county director, the local police authority or a recorded message at the regular number directing the reporter where to call.

Have a written agreement with any law enforcement office designated to receive after-hours calls.