

**HUMAN SERVICES DEPARTMENT**  
**Family & Children's Services**

1400 EMELINE STREET  
SANTA CRUZ, CALIFORNIA, 95060

phone: 831-454-42222      fax: 831-454-4717

**CHILD ABUSE REPORTING LINE: 454-2273**

**Responsibility of Mandated Reporters**

- To Report **“Reasonable Suspicion”** of Child Abuse or Neglect, as soon as possible, by phone to Children’s Protective services or law enforcement agencies.
- To identify themselves when making the report.
- To provide information about the identity of the child and family where abuse/neglect is suspected, including contact information if possible.
- To provide as much information as is available about the identity of the suspected abuser and his/her access to children.
- To follow-up the phone report with a written report within 36 hours.
- To cooperate with investigation of suspected child abuse or neglect

If there are several mandated reporters involved, each one is separately and individually responsible for being sure report is made although only one actually has to make the report.

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### **Responsibility of Child Protective Services**

- Accept Reports of Suspected Child/Abuse Neglect from the Community
- Investigate Reports Promptly (generally, within 24 hours or within 10 days of referral depending on the information given.)
- Assess Damage to Children
- Evaluate the Risk of Further Injury and Consider the Need for Out-of-Home Placement to Protect the Children
- Identify the Family's Strengths and Problems as They Relate to the Safety of the Children
- Evaluate the Potential for Treatment (Consider Voluntary or Court-Ordered Services)
- Plan a Course of Treatment (Service Plan).
- Initiate & Monitor the Service Plan
- Invoke the Authority of the Juvenile Court and Work with Families under the Court's Orders.
- If children are placed in foster care, the goal of services is to either safely return children to parents' care within 6 or 12 months, or to find an alternative safe and permanent home for children.