

INDIANA DEPARTMENT OF CHILD SERVICES ADMINISTRATIVE POLICIES AND PROCEDURES		
Policy Number: EA-8	Effective Date: October 1, 2024	Version: 1.0
POLICY TITLE: DCS-Sponsored Social Media Accounts		
OVERVIEW: Indiana Department of Child Services (DCS)-sponsored social media accounts are outlets used to promote our agency’s activities, events, and programs.		

I. DEFINITIONS

- A. List of Accounts: The list of DCS-sponsored social media accounts includes Twitter (X), Instagram, LinkedIn, and YouTube.
- B. Social Media: Websites and applications that enable users to create and share content and participate in conversations online with other users.

II. REFERENCES

- A. [IC 5-14-3-10: Classified confidential information; unauthorized disclosure or failure to protect; offense; discipline](#)
- B. [IC 31-33-18-1: Confidentiality; exceptions](#)
- C. [Code of Conduct for DCS](#)
- D. [Information Technology Resources \(ITR\)](#)

III. STATEMENTS OF PURPOSE

- A. The DCS Communications Division curates content for DCS-sponsored social media accounts.
- B. DCS is not responsible for content generated by external parties and is not obligated to respond to comments.

IV. PROCEDURE

- A. DCS-sponsored social media accounts must not be used for the following:
 - 1. To report suspected child abuse or neglect (CA/N). Allegations of CA/N shall be made to the Indiana Child Abuse and Neglect Hotline (Hotline) at 1-800-800-5556 or DCSHotlineReports@dcs.in.gov;

Note: If an individual attempts to make a report through DCS-sponsored social media, a member of the DCS Communications Division will reply to the user stating all reports need to be made by contacting the Hotline or emailing DCSHotlineReports@dcs.in.gov. The DCS Communications Division will send any allegations to the DCS Hotline.

- 2. To debate media, parents, or other members of the public; or
 - 3. To discuss DCS cases.
- B. The DCS Communications Division reserves the right to remove or report comments on agency social media sites that include the following:
 - 1. Disclosure of confidential information (e.g., government-issued IDs such as Social Security numbers, driver’s license numbers, or national identity numbers);

2. Private information without permission from the person to whom it belongs. This includes:
 - a. Non-public personal phone numbers, email addresses, or passwords,
 - b. Health-related private information, such as biometric data or medical records, and
 - c. Financial account information, such as bank account or credit card details.
 3. Obscene, profane, rude, violent, racist or vulgar language or images;
 4. Threats or defamatory statements; and
 5. Advocacy for any illegal activity.
- C. The DCS Communications Division will consult with the DCS Legal Operations Division, when necessary, before comments are removed.

V. FORMS AND TOOLS

N/A

DATE: September 16, 2024
Jennifer O'Malley, Communications Director
Department of Child Services