Child Abuse and Neglect Hotline Process



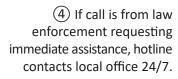
① Hotline receives call of report of child abuse or neglect. (Law enforcement has priority access code.)



② Intake specialist (IS) answers the call.



③ IS enters report into case management system, MaGIK.





7 IS determines if report meets legal definition of abuse or neglect and assigns an appropriate response time.



(6) If report is from parent or professional source, IS provides report recommendation. If screenout is recommended, community resources may be provided.



(5) IS finalizes report, ensuring accuracy.



8 Hotline supervisor reviews report.





(10) Family case manager contacts family. Assessment completed within 40 days, substantiated based on preponderance of evidence.



(1) If abuse is substantiated, DCS enters plan with family or opens a child in need of services (CHINS) case.

2024 by the numbers

- 196,138 calls
- 215,149 reports
- Average of 673 calls per weekday, 232 per day on weekend
- Average time to answer call from law enforcement: 17 seconds
- Average time to answer non-law enforcement calls: 26 seconds

