The 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.
4. If call is from law enforcement requesting immediate assistance, hotline contacts local office 24/7.
5. IS finalizes report, ensuring accuracy.
6. If report is from parent or professional source, IS provides report recommendation. If screen-out is recommended, community resources may be provided.
7. IS determines if report meets legal definition of abuse or neglect and assigns an appropriate response time.
8. Hotline supervisor reviews report.
9. Report sent to local office. Local office may change status of screened in or out.
10. Family case manager contacts family. Assessment completed within 45 days, substantiated based on preponderance of evidence.
11. If substantiated, DCS enters into plan with family or opens a child in need of services (CHINS) case.

by the #s

Number of calls
2009: 109,489
2018: 203,602
86% increase

Quality Assurance Reviews
Regular scores of 95% or higher

Response Time
Determined by statute: imminent danger – 2 hours; physical or sexual abuse – 24 hours; neglect – 5 days.

Staff
124 FCMs, 21 FCM supervisors, 3 upper managers, 8 clerical.
High retention: only 3.2% negative turnover.