

Abuse Allegations Received by Non-Hotline CFWB Staff

(Revised 12/12/25)

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Related Policies

Additional Information can be found in the following policies:

- Commercial Sexual Exploitation of Children (CSEC) Interagency Protocol
- ER – Open Case Investigations
- FFA Investigations
- Foster Home and Approved Resource Family Investigation Protocol
- Hotline - Priority of Referrals
- Institutions Evaluation Unit (IEU)
- STRTP Investigations

Forms

The following forms are referenced in this policy:

- 04-184 Suspected Child Abuse Report Referral Form
- 04-51A Child and Family Well-Being - Critical Incident Report

Resources

The following resource is referenced in this policy:

- [Mandated Reporter Application \(MRA\)](#)

Policy

All SWs are to act as the Hotline when accepting child abuse reports/referrals they receive from a mandated reporter from the community on any **child assigned** or **not assigned** to them.

Any Social Worker (SW) who does not work on the Hotline will submit a referral when:

- A new allegation of abuse, neglect or exploitation is brought to their attention in regard to a child / youth who is active to Child and Family Well-Being (CFWB).
- Information is received about any other child/ youth on whom there is no open case, but who may be at-risk for abuse, neglect, or exploitation.

NOTE If, during the course of an investigation, the ER SW discovers new facts to support an additional or different allegation, the ER SW will create new allegation(s) in CWS/CMS and investigate/disposition them following the same policies and procedures as all other allegations. The SW will not create a new referral.

Procedure

A non-Hotline SW will follow this procedure when taking a referral:

Step	Action
1	Consult with PSS if the case is assigned to the SW and follow the steps below.
2	Obtain essential information from the reporting party.
3	<ul style="list-style-type: none">• Determine if this is an Emergency Referral.• Telephone law enforcement and/or the Hotline if the child/ youth appears to be in imminent danger.• Complete the internal Suspected Child Abuse Report (04-184) and email it to the Hotline. <p>NOTE: Use of 04-184 Suspected Child Abuse Referral form is intended for internal County staff only. Non-Hotline SWs may also consider registering for an account through the Mandated Reporter Application (MRA). Only non-urgent reports may be submitted through this online platform.</p>

Emergency Referrals

In the case of an emergency referral, the SW must immediately contact the Hotline supervisors by e-mail. Hotline supervisors monitor the e-mail inbox and can ensure that an emergency referral be generated timely. Include the completed [04-184 Suspected Child Abuse Referral](#) form in that e-mail communication.

Emergency referrals requiring a 24-hour response include the following types of referrals (see [Hotline - Priority of Referrals](#)):

- Infant 0-12 months is alleged victim.
- Child/ youth 1-5 years alleged victim of excessive discipline, sexual or emotional abuse, unmet basic needs, or exploitation.
- Child/ youth any age alleged to be in imminent danger of physical abuse with serious injury, disability, severe neglect, emotional harm or death.
- Child/ youth has visible injury in high risk area (head, face, torso).
- Child/ youth is at risk of or has been sexually abused and perpetrator continues to have access.
- Hospital Hold if child is ready to be released from medical facility.
- Infant born to incarcerated mother if child is ready to be released from medical facility.
- Youth involved in commercial sexual exploitation. 90-minute response may be required in conjunction with Commercial Sexual Exploitation of Children (CSEC) Response Team advocate. See [CSEC Interagency Protocol](#) for more information.

NOTE: Reports of abuse in a foster home or licensed facility require both a [04-184](#) form and a [Critical Incident Report \(04-51A\)](#). The Hotline Screener will continue to complete the Critical Incident Report if the case/referral is not active or pending to a SW.

When SCP is Alleged Perpetrator

If a resource parent is the alleged perpetrator, the investigating SW must follow the guidelines outlined in the [ER - Open Case Investigations](#) policy and [Foster Home and Approved Resource Family Investigation Protocol](#).

Child/Youth in State Licensed Facility, FFA or STRTP

If the alleged child abuse occurred in a State licensed facility (Foster Family Agency [FFA] home or a Short Term Residential Therapeutic Program (STRTP), **the Hotline will notify [Institutions Evaluation Unit \(IEU\)](#), State Community Care Licensing (CCL), and law enforcement, if appropriate.**

Refer to the [FFA Investigations](#) or to the [STRTP Investigations](#) policies for additional information.

Alignment with SET

This policy supports [SET Value 6](#) and [SET Value 4](#): by providing structure for a proactive workplace culture of responsiveness and shared responsibility.
