

Hotline – Function and Procedure

(Revised 11/26/25)

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Related Policies

Additional information can be found in the following policies:

- Critical Incident Protocol
 - CSEC Interagency Protocol and CSEC Response Team Protocol
 - Drug Endangered Children and Law Enforcement Liaison Protocol
 - Email Policy
 - Family Violence Protocol
 - FFA Investigations
 - Health and Education Passport
 - Hotline - Priority of Referrals
 - Hotline - Referral Screening Criteria
 - IEU Investigations of Child Abuse Referrals at PCC
 - Institutions Evaluation Unit (IEU)
 - Office of the Ombudsman
 - Incarcerated Parents
 - Mandated Reporters
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**Related Policies
(Cont.)**

- Processing DOJ Form BCIA 8583
 - Protocol for Working with Indian Families, Children and Tribes
 - Reporting Suspected Animal Abuse or Cruelty
 - Reporting Suspected Welfare Fraud
 - Safe at Home
 - Safely Surrendered Babies
 - Sexual Abuse Protocol
 - Sexual Orientation, Gender Identity, and Gender Expression (SOGIE)
 - STRTP Investigations
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Forms

The following forms are referenced in this policy:

- 04-174A Failure to Report Letter (Mandated Reporter) (CWS/CMS Template)
 - 04-51A Critical Incident Report
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Resources

- [Adult Protective Services Hotline](#)
 - [Penal Code 11165.2](#)
 - [Penal code 11166\(j\)\(1\)](#)
 - [Penal Code 11167](#)
 - San Diego County Tribal ICWA Representatives
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Policy

The Child Abuse Hotline processes all referrals for the Office of Child Safety by:

- utilizing [Hotline - Referral Screening Criteria](#) to determine if an In-Person response is needed and
- utilizing [Hotline - Priority of Referrals](#) to determine the most appropriate response time.

To generate a Child Abuse Referral, the Hotline SW will complete a Screening Intake

Function

Hotline SWs will generate a referral in CWS/CMS upon receipt of a report alleging abuse or neglect of a child/ youth under 18 years old.

When generating a referral, the Hotline SW is responsible for gathering the following information from the Reporting Party (RP) and documenting the following in the Emergency Response Document (ERD):

- All demographic information
- All available information regarding the abuse/neglect allegations
- Information regarding safety alerts, special/medical needs, cultural components, and family strengths.

While obtaining information from the RP, the Hotline SW will refer the RP to community resources and immediate services as needed.

Function

Once all the information needed to generate a referral is obtained, the Hotline SW will follow the steps outlined in the table below.

Step	Action
1	Use Hotline - Referral Screening Criteria to determine if an In-Person response is needed. <ul style="list-style-type: none">• if no go to step 2.• if yes go to step 3.
2	Evaluate Out the referral.
3	Use SDM Hotline Tool to determine the most appropriate response time. NOTE: If the reporter or screener has reason to know the referral is regarding an Indian child, the screener will also consult with the associated tribal representative regarding the Hotline Tool and response time. See Child Abuse Hotline – Tribal Consultation Procedure .
4	Enter appropriate special project codes (SPC).
5	Determine if a cross-report(s) is needed.
6	Per the Critical Incident Protocol , complete a Critical Incident Report (04-51), if needed.
7	Consult with PSS, as needed.
8	Assign primary to the correct office/program. NOTE: Centralized Assignment Team (CAT) will review assignments and make appropriate recommendations.
9	Assign secondary assignments, as needed.

**Cross-Reporting
to Law
Enforcement**

All referrals **except general neglect (Penal Code [11165.2](#))** are cross-reported to Law Enforcement (LE) whether or not the case is assigned. The screener shall determine the location of the reported abuse to ensure that the cross-report is sent to the correct law enforcement jurisdiction.

Penal code [11166\(j\)\(1\)](#) establishes that the Child Abuse Hotline SW will:

- Immediately, or as soon as practically possible, cross-report every known or suspected instance of child abuse or neglect to the LE having jurisdiction (see exceptions below).
- Provide the report via phone, fax, or electronic submission.
- Send, fax, or electronically transfer a written report within 36 hours for any verbal report provided.

Exceptions - Cross-Reports to LE are not made for reports of:

- general neglect and/or
- a positive toxicology screen at the time of the delivery of an infant **and** which relates solely to the inability of the parent to provide the child with regular care due to the parent's substance abuse.

To complete a cross-report to LE, the Hotline SW will send the Emergency Response Document (ERD). The table below provides instructions on how to cross-report based on the law enforcement agency.

If the Law Enforcement Agency is...	Then Send the ERD by...
Carlsbad Police Department	fax
Chula Vista Police Department (CVPD)	e-mail
Coronado Police Department	fax
El Cajon Police Department (ECPD)	fax or email NOTE: In subject line type "CFWB Referrals"
Escondido Police Department	fax
San Diego Police Department (SDPD)	e-mail

**Cross-Reporting
to Law
Enforcement
(cont.)**

If the Law Enforcement Agency is...	Then Send the ERD by...
San Diego Sheriff's Department (SDSO)	e-mail
La Mesa Police Department (LMPD)	e-mail NOTE: When the address number includes 5 digits and the city address is listed as La Mesa, then cross-report is sent to SD County Sheriff's Department.
National City Police Department (NCPD)	fax
Oceanside Police Department (OPD)	e-mail

NOTE: All e-mail sent to the domains contained within the prior table are automatically encrypted via Transport Layer Security. Refer to encrypted [Email Policy for further information](#).

Reports of the following nature will be cross-reported to law enforcement immediately by phone and in no case later than 24 hours of receipt of the information:

- Reports which indicate serious physical abuse requiring medical treatment.
- All Hospital Holds for sexual or physical abuse.
- Reports of sexual abuse (this includes statutory rape), which indicate that the last occurrence was within the past 72 hours or there is a possibility of collectible physical evidence.
- Reports/incidents of staff at PCC (see [IEU Investigations of Child Abuse Referrals at PCC](#)) alleged to have abused a minor. The screener will call the PCC manager, who will immediately telephone the Child Abuse Unit at the San Diego Police Department to make the report.
- Reports that a child or youth who is receiving child welfare services has been identified as the victim of commercial sexual exploitation, as defined in subdivision (d) of Section 11165.1.
- Reports that a child or youth who is receiving child welfare services and is reasonably believed to be a victim of commercial sexual exploitation is missing or has been abducted.

NOTE: on Referrals with LE staff as alleged perpetrator/family member: when the alleged perpetrator or other family member is a member of law enforcement, the referral will be made sensitive. If the cross-report will be made to the LE jurisdiction that the LE member works for, then a Hotline LE Liaison will handle the cross-reporting by e-mail and Cc Hotline PSS. Cross-reporting to the applicable law enforcement agency will be made directly to the Sergeant for that agency. The Hotline LE Liaison and/or PSS must ensure that the sensitive referral was received.

**Cross-Reporting
to Law
Enforcement
(cont.)**

The table below outlines steps for documenting in CWS/CMS that a cross-report was sent to LE.

Step	Action
1	Open Client Services (green section).
2	Click on Create a New Cross-Report button (+) button below the cross-report notebook icon.
3	Complete the ID page.
4	Select "Suspected Child Abuse Report" from the report type drop down list.
5	Complete all mandatory yellow fields. Be sure to enter the date and the Cross- Report Type.

NOTE: For Commercial Sexual Exploitation of Children (CSEC) referrals, the appropriate LE authority will ensure entry of this information into the National Crime Information Center database of the Federal Bureau of Investigation and to the National Center for Missing and Exploited Children.

**Cross-Reporting
to the District
Attorney's Office**

Referrals involving sexual contact between minors under the age of 18 and adults, 18 years or older, who are at least 3 years and 1 day older than the minor are considered statutory rape and must be cross-reported to the District Attorney (DA). Sexual contact between minors under the age of 18 and adults 18 years or older must also be cross-reported to the DA. Minors 14 and younger cannot consent to sex.

The definition of statutory rape falls under the definition of sexual abuse in the [Sexual Abuse Protocol](#). Statutory rape is sexual intercourse between an adult and a minor. It is a violation of various Penal Code sections including 261.5, 288(a) and (c), 288a(b)(1), 288a(b)(2), 288a(c)(1), 289(h), 289(i) and 289(j).

**Cross-Reporting
to the District
Attorney's Office
(cont.)**

Hotline screeners and/or intake workers who receive and create statutory rape referrals will follow these steps:

Step	Action
1	Does the report involve sexual contact between minors under the age of 18 and adults 18 years or older? <ul style="list-style-type: none">• If no, follow normal procedures.• If yes, go to step 2.
2	Cross-report the information to the DA via email.

**Cross-Reporting
to Community
Care Licensing
(CCL)**

The Hotline SW shall cross-report to CCL when abuse is alleged to have occurred in:

- a family day care home
- child day care facility
- FFA home
- Any facility licensed by CCL to care for foster youth under 18 (ie. Short-Term Residential Therapeutic Program (STRTP), Small Family Home)
- PCC

A cross-report to CCL will also be made if the alleged perpetrator is known to be employed as a licensed CCL provider or is an employee of a CCL facility. In the cross-report include the facility address where the abuse occurred and/or where the alleged perpetrator is employed.

DO NOT report general neglect or any other DOJ non-reportable issue. See [Processing DOJ Form BCIA 8583](#) for issues not reported to DOJ.

The cross-report must be made to CCL within 36 hours of obtaining the information.

NOTE: On perpetrator screen, select SCP.

To cross-report to CCL, the Hotline SW shall e-mail a copy of the child abuse report.

**Cross-Reporting
to Institutions
Evaluation Unit
(IEU)**

The [Institutions Evaluation Unit \(IEU\)](#) Monitor is responsible for coordinating investigations for a referral received on a child residing in:

- a **Short Term Residential Treatment Program (STRTP)** and the alleged abuser is reported to be the STRTP operator or a staff member,
- an **FFA home** and the alleged abuser is the FFA resource parent, the resource parents' family member/relative, or the FFA staff or,
- **Polinsky Children's Center (PCC)** and the alleged abuser is a volunteer or registry, contract and/or employee at PCC.

**Cross-Reporting
to Institutions
Evaluation Unit
IEU (cont.)**

The Hotline SW will use [Referral Screening Criteria](#) to determine if the referral will be assigned for further investigation or evaluated out. The Hotline SW will follow the steps outlined in the table below:

Step	Action
1	<p>Create a client notebook for the alleged perpetrator(s).</p> <p>If the identity of the perpetrator is unknown at:</p> <ul style="list-style-type: none"> • an STRTP, type “Group” for the first name and the facility’s name as the last name; i.e., Group New Alternatives. • an FFA, use “FFA” as the first name and use the facility name as the last name i.e., FFA Smith. • PCC, use Facility Type of “Group” for the First Name and use the Facility Name as Last Name, i.e., Group PCC.
2	<p>Select one of the following for the relationship of child to the perpetrator:</p> <ul style="list-style-type: none"> • Child/Residential Facility Staff, • Daughter/Father (Group) or, Daughter/Mother (Group), • Son/Father (Group), or Son/Mother (Group), • Daughter/Father (FFA), or Daughter/Mother (FFA), • Son/Father (FFA), or Son/Mother (FFA).
3	<p>Indicate perpetrator type “SCP/Res Facility Staff” in the Allegation Notebook.</p>
4	<p>Assign secondary to the IEU PSS.</p>
5	<p>Assign primary to regional assignment clerk’s inbox based on the Hotline – Assignment of Referral policy.</p>
6	<p>The Hotline will immediately contact a PCC manager or Duty Officer to confirm they have been notified, if the Child Abuse report is generated by anyone other than PCC. This will always be by an in-person phone call and not by message.</p>

IEU **does not** investigate if the alleged perpetrator is:

- someone other than the STRTP staff, or
- someone other than the FFA resource parent, the foster parents’ family member/relative, or the FFA staff, or
- not a PCC staff person and supervision by PCC staff was not a concern.

**Cross-Reporting
to Institutions
Evaluation Unit
IEU (cont.)**

The Hotline SW **will consult with the IEU PSS** when a referral alleges the suspected perpetrator is an STRTP staff, an FFA resource parent, or an FFA staff or family member **and** the child/youth:

- Has a Juvenile Probation case.
- Has an IEP and receives mental health services (AB2726).
- Is a dependent youth from another county.

The IEU PSS will contact and inform the child's assigned worker (SW, Probation Officer, etc., of the allegation) and will determine if there is a need for a primary or secondary assignment to an IEU SW.

For additional information refer to:

- [STRTP Investigations](#)
- [FFA Investigations](#)
- [IEU Investigations of Child Abuse Referrals at PCC.](#)

**Cross-reporting
to Complaint
Investigations
Unit**

The Hotline SW will notify the Complaint Investigations PSS when a referral alleges abuse of a child/youth placed in out of home care and the alleged perpetrator is:

- a relative or NREFM.
- a resource parent (approved or pending approval) or family member of resource parent.
- another dependent child/youth placed in a resource family home.

**Cross-Reporting-
Other**

In addition to cross-reporting described in sections above, Hotline SWs will cross-report as appropriate to:

- Adult Protective Services Hotline. Online reporting is available in San Diego County for non-emergency reports through the LEAPS Intake Report.
- San Diego Humane Society to [Reporting Suspected Animal Abuse or Cruelty](#). District Attorney (see additional information below)
- Juvenile Hall Superintendent, Fax, on allegations of abuse in Juvenile Hall
- California Department of Public Health Licensing and Certification Program for abuse in mental health facility (psychiatric hospital or day treatment center)

NOTE: The Licensing and Certification Program does not license all facilities mentioned above so Hotline SWs should call first and may be directed to another licensing agency

- [Office of the Ombudsman](#) for fatalities and critical incidents via Critical Incident Report (CIR)
 - Other county and state child protection agencies
 - Provost Marshall Camp Pendleton Attention: Military Police for abuse in day care on base
 - Trans-border/International Liaison – Trans-border referrals
 - [Reporting Suspected Welfare Fraud](#)
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**Child Abuse
Hotline – ICWA
Inquiry and Tribal
Consultation
Procedure**

The Hotline must inquire if a child/family is Native American or has Native American ancestry. Attempt to consult with the tribes when the child is an Indian Child or there is **Reason to Know** the child is an Indian Child is required. See [Protocol for Working with Indian Families, Children, and Tribes](#) for more information.

Consider the following inquiry questions to assess Native American Heritage or Ancestry:

- Is the child a member of or eligible for membership in one or more federally recognized Indian tribes or Alaska Native villages? If yes, then which tribe or tribes may the child be a member of?
- Is either biological parent of the child a member of a federally recognized tribe? If yes, then which tribe?
- Is the domicile or residence of the child, the child's parent, guardian or the child's Indian custodian on a reservation or in an Alaska Native Village?
- Does the child, or any of the child's relatives, receive services or benefits from a tribe or tribes? If yes, which tribe or tribes?
- Does the child or any of the child's relatives receive services or benefits available to Indians from the federal government?

See the [Reason to Know/Reason to Believe](#) table for definitions.

Reason to Know	Reason to Believe
<p>Information at the time of the report indicates a child in the household is an Indian child, including the following.</p> <ul style="list-style-type: none"> • The child, family, or a person having interest in the child provides direct information that the child is an Indian child. • The residence of the child, the child's parents, or Indian custodian is on a reservation or in an Alaskan Native village. • Any participant in a court or tribal court proceeding including officer of the court, Indian tribal representative, Indian organization, or agency provides information indicating the child is an Indian child. • The child gives reason to know that the child is an Indian child. • The child is or has been a ward of a tribal court. • The parent or child possesses an identification card indicating membership or citizenship in a tribe. 	<p>Information at the time of the report suggests that either the child or a parent of the child may be eligible for membership in an Indian tribe or may have Indian ancestry. Further inquiry is required. This information may include:</p> <ul style="list-style-type: none"> • Any person provides information that tends to indicate the child is an Indian child. • Information that suggests, but does not establish, that the child, parents, legal guardian or Indian custodian reside or are domiciled on a reservation or Alaska Native village. • Information that suggests, but does not establish, child, parents, legal guardian or Indian custodian receives Indian health and/or education services. • Information that suggests, but does not establish, that the child is currently or has been in the past subject to the jurisdiction of a tribal court. • Information that suggests, but does not establish, that the child has an Indian custodian.

**Child Abuse
Hotline – ICWA
Inquiry and Tribal
Consultation
Procedure (cont.)**

Examples of Reason to Know	Examples of Reason to Believe
<p>The following are examples of when there might be reason to know. The list is not all inclusive of scenarios a screener might encounter.</p> <ul style="list-style-type: none"> • RP is a member of the tribe, tribal representative, tribal SW, tribal custodian and informs the Screener the child is a member of the tribe • RP provides the family’s address and a search indicates the address is on a reservation/Alaskan Village OR RP states the family lives on the reservation/Alaskan Village. • Review of priors indicate ICWA applies in the current or prior case. OR review of priors indicates the tribe was involved in an investigation or case. • The child claims to be Native American or have heritage and provides specific tribal information. (Example: child states he is Kumeyaay and belongs to the Barona tribe). • Review of priors or current information suggest the information did not rise to the level of Juvenile Court involvement however, tribal court intervened on behalf of the child. • RP provides the parent and/or child’s tribal enrollment information. 	<p>The following are examples of when there might be reason to believe. The list is not all inclusive of scenarios a screener might encounter.</p> <ul style="list-style-type: none"> • RP is unrelated member of the community (i.e. teacher) says Native American is marked under demographics but no further information is provided and no tribe is named. • RP says the grandparent, family, other family member may have lived or thinks they lived on a reservation. No information regarding the name of the tribe or reservation is provided. • RP is from an organization or school that sounds like it may be affiliated with a tribe. OR there is a possibility the family received services from Southern Indian Health, Indian Health Center, or American Indian Health. • RP states they think the tribe took custody of the child. OR review of priors indicate the tribe may have intervened but no confirmation of what actually happened. • Family or child say they have Native Ancestry but no further information is known. (Example: Grandparent or distant relative was Native American. Family lore that they have Native American Heritage.)

Consultation can only be completed when there is a named tribe that a child/youth may be connected to, heritage/ancestry, member of, or membership eligibility. Social Workers should never assume a child may or may not be an Indian child. Only a tribe possesses the authority to determine whether a person is or is not eligible to be a member or citizen of that tribe.

**Child Abuse
Hotline – ICWA
Inquiry and Tribal
Consultation
Procedure (cont.)**

Hotline staff are to use the following table when they receive a report indicating that there is Reason to Know that there is an Indian child involved.

If	Then
RP provides information that any child with an allegation is an Indian Child or there is REASON TO KNOW the child is an Indian Child of any tribe .	<ul style="list-style-type: none"> Complete Hotline Screening tool to determine allegation and response priority For local tribes, use local tribal contacts to consult on the Hotline Screening Tool. Otherwise, call Tribal Representative through Bureau of Indian Affairs or information listed below: https://www.bia.gov/bia/ois/dhs/icwa/agents-listing/ <p>If you are able to reach a Tribal Representative, explain the nature of your call. Follow these key points:</p> <ul style="list-style-type: none"> Identify yourself with the County of San Diego, Child Abuse Hotline Indicate reason to know child's tribal affiliation. Ask for consultation with tribal representative regarding received allegations. Provide allegation summary and SDM Hotline Tool decision. Reminder: consultation with tribe aligns with California Assembly Bill 3176 for the collaborative assessment for tribal children to begin as soon as possible. Acquire representative's identifying information prior to ending the consultation call. If there is any need for additional assistance with tribal communication, please reach out to ISU supervisors during regular business hours.
RP provides information that any child with an allegation is an Indian Child or is REASON TO KNOW the child is an Indian Child AND the RP is the Tribal Representative.	<ul style="list-style-type: none"> Inform Tribal Representative of the potential need for a call back after a review of the referral history and Hotline screening tool are completed. Ensure that the call back is as soon as practically possible. Complete Hotline Screening tool to determine allegation and response priority Consult with tribal representative regarding the results of the Hotline Screening tool Document results of the consultation in the ICWA section of the ERD and update information in the Hotline Screening tool Follow regular assignment procedure

**Child Abuse
Hotline – ICWA
Inquiry and Tribal
Consultation
Procedure (cont.)**

If	Then
Unable to reach a Tribal Representative for consultation.	<ul style="list-style-type: none">• Leave message with the referral number, recommended response time, and contact information of ISU PSS.• Update results in the Hotline Screening Tool and ERD• Follow regular assignment procedure

**Assessment of
Sexual
Orientation,
Gender Identity,
and Gender
Expression
(SOGIE).**

A situation in which a youth is being abused or neglected because a parent/caregiver believes the child to be Lesbian, Gay, Bisexual, Transgender, Queer/Questioning (LGBTQ) etc. or transgender/non-conforming (TGNC) may negatively impact that youth's natural process of gender identity formation and/or sexual orientation development. If a suspected child abuse referral comes into the Hotline, and the referral is alleging abuse or neglect due to the youth's SOGIE, the SW should inquire about the following:

- Is the youth being punished, shamed, degraded, teased or bullied? If so, why?
- Are all youth in the home treated in the same manner or is this youth being singled out?
- Are there family conflicts?
- Has this youth been "kicked out" of their home, or otherwise left without provision for support?
- Is the youth impacted as evidenced by exhibiting severe anxiety, depression, withdrawal, or untoward aggressive behavior toward themselves or others as a result of the parent or caregiver's conduct?
- Is the youth missing from care? If so, is it because they are being bullied/teased/abused, or experiencing bias, discrimination, or hostility in their placement?
- Is the youth not going to school because they are being bullied, teased, or discriminated against?
- Is the youth at liberty to freely discuss their SOGIE with their parent/caregiver?
- Is the youth engaging in any high risk behavior (substance use, self harm, running away, etc.) as a response to adverse reactions to their SOGIE?

The Hotline SW will enter all pertinent to SOGIE into the narrative section of the referral.

Please see [SOGIE](#) policy for more information.

**Entering Special
Project Codes in
CWS/CMS**

Special Project Codes (SPC) must be entered for referrals regarding Commercially Sexually Exploited Children (CSEC), Drug Endangered Children (DEC), Domestic Violence, and Safely Surrendered Babies.

**Entering Special
Project Codes in
CWS/CMS (cont.)**

The table below describes the actions **to enter a SPC in CWS/CMS**.

Step	Action
1	Open referral. The screen should default to the Referral Management Section (green).
2	Click on the Special Projects page.
3	Click the (+) button in the Special Projects grid.
4	Make the appropriate selection from the Special Project Name drop-down list (Ex: select “Domestic Violence” for a referral involving DV).
5	Enter the Start Date as the date. NOTE: See type of SPC for information on entering accurate start dates.
6	Save to database.

**CSEC Special
Project Code**

Add the S-CSEC SPC whenever a referral is generated due to concerns that a child/youth may be or at risk of being sexually exploited. The Hotline SW will refer to SDM Hotline Tool for definitions of sexual exploitation. See [CSEC Interagency Protocol and CSEC Response Team Protocol](#).

The **start date** for a S-CSEC SPC is the date the referral was received.

NOTE: For **duplicate or associated referrals**, enter the SPC “S-CSEC Referral” in the primary referral. If the referrals are unduplicated, create a new CSEC referral for each CSEC allegation for each child or youth, and apply the SPC “S-CSEC Referral” to each referral.

**Domestic
Violence Special
Project Code**

Add the Domestic Violence Special Project Code (SPC) to any referral in CWS/CMS when current Domestic Violence (within the last 6 months) is reported as part of the referral. See [Family Violence Protocol](#).

The **start date** is the date it becomes known that there is current domestic violence (within the last 6 months).

Drug Endangered Children (DEC) Special Project Code

Enter DEC – Level 1 SPC for children found in settings where clandestine labs are present (indicated by the presence of a functioning lab, a “box lab” or the existence of precursor chemicals). See [Drug Endangered Children and Law Enforcement Liaison Protocol](#).

Enter DEC – Level 2 for children found in settings involving the use, possession, or selling or transportation of drugs.

The **start date** for a DEC SPC is the date the referral was received.

Safely Surrendered Babies Special Project Code

Safely Surrendered Baby provides for the health and safety of surrendered newborns and OCS is required to use the SPC because accurate data is required for mandated reports to the state. See [Safely Surrendered Babies](#) policy.

Procedure for Highly Vulnerable Children (HVC) Referrals

When a referral meets criteria for Highly Vulnerable Children (HVC) Protocol or a new referral is received for a child already determined in an open case/active referral as HVC, the Hotline screener will:

Step	Action
1	Identify referral/case as HVC in CWS/CMS in the Alert Text Box on the ID page of the Referral/Case.
2	If this is a new referral on an existing HVC case or referral, the Hotline SW will email or phone the SW and PSS informing them that a referral has been received on their HVC case/referral.

Procedure for Documenting Safe at Home

[Safe at Home](#) offers abuse and stalking victims another layer of protection by providing a substitute mailing address to use whenever their home, work, or school address is required.

The client must enroll through an enrolling agency and be able to provide proof of the domestic violence or stalking. Refer to [Safe at Home](#) policy for additional information.

The following table outlines the procedure for documenting a confidential residential address in a referral by the Hotline screener:

Step	Action
1	Review prior notebooks to see if client is Safe At Home participant.

Procedure for Documenting Safe at Home (cont.)

Step	Action
2	If yes, mark confidentiality in CWS/CMS for the client's notebook. To access the client's notebook, click on the Client Management Section (blue) and select the Open Existing Client button. Choose the client's notebook to open and navigate to the ID tab. Select the Confidentiality In Effect button within the ID page, located underneath Race/Ethnicity and choose the Effective Date .
3	Include a screener's note on the ER document that the client is a Safe At Home participant and SW should see the summary tab within client's notebook in referral for the residential address.

Procedure to Track Maltreatment in Foster Care

To ensure that federal measures that track Recurrence of Maltreatment in Foster Care are accurate, while generating the referral, the Hotline SW will complete the "**Occurrence Information**" field on the **ID tab of the Allegation Notebook** for **all referrals** received on children/youth with an **open OCS case**.

NOTE: The ER SW will update and ensure that the Occurrence Information is complete and accurate prior to closing the referral.

The table below outlines the steps for entering Occurrence Information on the ID tab.

Step	Action
1	Click on Allegation Notebook
2	Locate Occurrence Information box on the ID page
3	Enter the Start and End Date for when the abuse occurred. <ul style="list-style-type: none"> • If the exact date is unknown, an approximate date can be entered. • If multiple incidents occurred over time, enter the approximate range of time when incidents began to occur and stopped. • If the abuse has recently occurred enter the date it started and last known date it occurred. • Do not use the referral date, unless the incident occurred on that date.
4	Enter the location of where the incident(s) occurred.

**Procedure for
Visitation
Request from
Incarcerated
Persons**

If the Hotline receives a referral pursuant to a “Petition for Hearing to Allow Child to Visit Incarcerated Person” stating that an incarcerated person convicted of any of the crimes listed below is seeking visitation with the child-victim of the offense or with any minor under the age of 18 years old, a child abuse referral will be created in CWS/CMS and all policies and procedures listed in the [Incarcerated Parents](#) policy will be completed. The offenses are:

- Rape (PC §261)
- Conspiracy to commit rape or sexual penetration against a victim’s will (PC §264.1)
- Inducing a person to engage in sexual behavior through false/fraudulent misrepresentation or pretense (PC §266c)
- Intermarriage among blood relatives, or adulterous or fornication behavior among blood relatives (PC §285)
- Sodomy (PC §286)
- Lewd or lascivious act on a child under the age of 14 years old (PC §288)
- Oral copulation (PC §288a)
- Sexual penetration (PC §289)

**Referrals on
Adopted Children**

When a referral is received on a child who has been adopted, the Hotline SW shall enter only the child’s adopted name and not use or refer to the names of the birth parents or the birth name of the child.

**Anonymity of
Reporting Party**

Penal Code [11167](#) requires that when a non-mandated reporter refuses to provide their name or telephone number, the Hotline SW will make efforts to determine the basis for that refusal and advise them of confidentiality laws; however, because of the possibility that a court may order disclosure, an absolute promise of anonymity cannot be given, even to the reporting party. In the ERD, the Hotline SW will document efforts made to collect the name and phone of the reporting party and the reason for their refusal.

**Mandated
Reporter Failure
to Report**

When a SW knows or suspects a mandated reporter (MR) failed to comply with the law, the SW shall notify their supervisor who will send the Failure to Report Letter (04-147A, CWS/CMS Template) to that person. The PSS will then give a copy of the letter to the Hotline Manager’s Administrative Secretary to ensure there is a centralized tracking system of mandated reporters who fail to report. A copy of the letter will also be cc’d to the District Attorney.

If an MR (in the scope of their employment) calls the Child Abuse Hotline to report acquired knowledge of or a reasonable suspicion that a child was sexually abused by another clergy member and the victim is **now 18 years of age or older**, the Hotline SW will instruct the MR to notify local law enforcement.

NOTE: All CFWB SW staff are mandated reporters within the scope of their employment. Outside of work hours, there is no legal obligation to report. See [Mandated Reporters](#) policy for more information.

**Health Education
Passport Faxed to
Hospitals**

When a hospital, including a psychiatric hospital, contacts the assigned SW or Duty SW to request the medical history on a child who has been brought to the hospital for an emergency evaluation or treatment of an injury or illness by the SCP and the SCP fails to bring the Health Education Passport (HEP), the SW or Duty SW will fax a copy of the HEP to Hospital Staff. If the emergency arises after regular business hours, the hospital will call the Child Abuse Hotline and request Hotline Staff to fax over the child's HEP.

The HEP may be accessed in CWS/CMS by following the procedure outlined in the table below (see [Health and Education Passport](#)).

Step	Action
1	Click on the Client Management Section (blue Button).
2	Click on the icon titled Open Existing Document-Client .
3	<ul style="list-style-type: none">• Select the Health Education Passport from the Open Existing Document-Client list.• Click OK.
4	Click the Print icon.

**Alignment with
SET**

This policy aligns with the SET Practice Framework by supporting the following SET Values:

[SET Value 1](#): This policy supports the Agency practice to establish and maintain collaboration with schools, public health, public safety, and other community partners.

[SET Value 4](#): This policy supports the guiding principle of a shared responsibility with the community to ensure community resources are accountable, responsive, and culturally sensitive and the Agency practice that staff and community partners have a shared vision for safety, permanency, and well-being.
