Georgia Division of Family & Children Services

Making a Report with CICC

Bobby Cagle, Director

Presented by Melanie Curylo and Chad Mahan
What is CICC?
Child Abuse in the Community

Reported to DFCS (Call 1-855-422-4453)

Investigated

Family Support Services
DFCS works with the family to locate necessary resources in the community

Child Found to be Unsafe

Removed to Foster/Relative Care
(DFCS works with family while child is safe in care)

Child Found to be Safe

Not Removed from Home
(DFCS works with the family while the child stays in the home)
How To Make A Report

• Telephone Call
  1-855-GA-CHILD (1-855-422-4453)

• Website
  https://cps.dhs.ga.gov

• Email
  cpsintake@dhs.ga.gov

• Fax
  229-317-9663
Mandated Reporter Website

• Mandatory online training in order to login.
  – www.ProSolutionsTraining.com
  – support@prosolutionstraining.com
  – 1-800-939-9694
Welcome to the Office of Prevention and Family Support - Georgia Division of Family and Children Services (OPFS-DFCS) and ProSolutions Training joint training opportunities site.

OPFS-DFCS provides families throughout Georgia services such as parent support programs, parent training, screening and identification tools, training opportunities, high-quality home visitation and primary and secondary child maltreatment prevention that helps local communities promote the overall health and well-being of Georgia’s children, youth and families.

OPFS-DFCS is committed to supporting quality child abuse and neglect prevention and family support programs throughout the state. To support the mission, OPFS-DFCS is sponsoring online training opportunities accessible through this website in partnership with ProSolutions Training. These trainings include courses on mandated reporting as well as opportunities of interest to service providers and others who work with families and children.
<table>
<thead>
<tr>
<th>Category</th>
<th>Title</th>
<th>Hours</th>
<th>Fee</th>
<th>Order</th>
</tr>
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<tbody>
<tr>
<td>Best Practices in Confidentiality and Record-Keeping</td>
<td></td>
<td>2 hr</td>
<td>$0.00</td>
<td>Order Now</td>
</tr>
<tr>
<td>Families and Relationships (Human Services)</td>
<td>Strengthening Families in the Face of Non-Marital Births, Non-Resident Fatherhood and Family Complexity</td>
<td>1 hr</td>
<td>$0.00</td>
<td>Order Now</td>
</tr>
<tr>
<td>Health and Safety (Early Childhood Education)</td>
<td>Child Abuse and Neglect: Mandated Reporting Requirements for Employees, Volunteers, and Contractors of Georgia Public Schools</td>
<td>1 hr</td>
<td>$0.00</td>
<td>Order Now</td>
</tr>
<tr>
<td></td>
<td>Health and Safety Orientation Training</td>
<td>6 hr</td>
<td>$0.00</td>
<td>Order Now</td>
</tr>
<tr>
<td></td>
<td>Mandated Reporters: Critical Links in Protecting Children in Georgia</td>
<td>2 hr</td>
<td>$0.00</td>
<td>Order Now</td>
</tr>
<tr>
<td></td>
<td>Mandated Reporting Requirements: A Track for Georgia Medical Professionals</td>
<td>1 hr</td>
<td>$0.00</td>
<td>Order Now</td>
</tr>
<tr>
<td></td>
<td>Safe Sleep for Georgia Babies</td>
<td>1 hr</td>
<td>$0.00</td>
<td>Order Now</td>
</tr>
<tr>
<td>Language and Literacy (Early Childhood Education)</td>
<td>Reading to Young Children</td>
<td>1 hr</td>
<td>$0.00</td>
<td>Order Now</td>
</tr>
</tbody>
</table>

Division of Family & Children Services
Mandated Reporter

Who is mandated reporter?

In Georgia law, it designates certain professionals as mandated reporters of child abuse or neglect [OCGA 19-7-5(c)(1)].

If you are one of the following people and have reasonable cause to believe that a child has been abused, you must make a report, immediately but no later than 24 hours, to your local DFCS office or law enforcement and are subject to criminal penalty for failing to do so.

Attorney
CASA - Court Appointed Special Advocate
Call Center Agents
Case Manager
<table>
<thead>
<tr>
<th>Edit</th>
<th>Incident Date</th>
<th>Reporter</th>
<th>County</th>
<th>Location</th>
<th>Contact Number</th>
<th>Reported Date</th>
<th>Download</th>
<th>Review</th>
</tr>
</thead>
</table>
# CPS - Mandated Reporter Form

### Primary Information

Please note that you may be called for additional information regarding this report if there is insufficient information.  
Would you like to be notified if an investigation is completed and whether abuse is substantiated or unsubstantiated? Please indicate  
- [ ] Yes  
- [x] No

### Reporter's Information:

<table>
<thead>
<tr>
<th>First Name</th>
<th>Middle Name</th>
<th>Last Name</th>
<th>Telephone</th>
<th>Mobile Number</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jonathan</td>
<td></td>
<td>Jackson</td>
<td>4044499238</td>
<td>4045053984</td>
<td><a href="mailto:jojackson2@dhr.state.ga.us">jojackson2@dhr.state.ga.us</a></td>
</tr>
</tbody>
</table>

- **Reporter Current Organization:** Department of Human Services
- **Reporter's relationship to Child:** Enter Reporter's relationship to Child
- **Additional person (and contact information) who can be contacted if you, the reporter, are not available and additional information needed:** Enter Secondary Contact Information
- **Name, Contact Information and Best Time to Reach person with firsthand knowledge of child/family:**

### Children's Demographic Information

- **Incident Date Time:** 7/1/2015 7:40 PM
- **Location of the incident:** Enter Location
- **Primary Caretaker of Child:** Enter Primary Caretaker of Child
- **County where child resides:** Please select County
- **Address of Primary Caretaker:** Enter Address of Primary Caretaker
FAMILY FUNCTIONING ANALYSIS

EXTENT OF MALTREATMENT & CIRCUMSTANCES SURROUNDING THE MALTREATMENT:
Describe the alleged maltreatment. The description must include type and severity of maltreatment, specific observations, sources of evidence, reporter's knowledge of events, alleged maltreater, and any disclosures or admissions.

Enter Details maximum of 2000 characters...

CHILD FUNCTIONING:

If known, how does each child function on a daily basis? What is this child like normally—outside of the alleged maltreatment occurrence? The Intake Assessment must include known developmental concerns, vulnerability, effects of maltreatment on a child, current state of mind, proximity to threats, and access to protective caregivers' location and alleged maltreater's location at the time of the report.

Click on Refresh button on the below table to view the details entered in earlier in Children Information

<table>
<thead>
<tr>
<th>Child Name</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>No records to display.</td>
<td></td>
</tr>
</tbody>
</table>

ADULT FUNCTIONING:

If known the Intake Assessment must include current and recent history of mental and physical health, substance use, employment, criminal behavior, and social behavior. This IA should also include information about current behavior, communication skills, intellectual functioning, problem solving, reality perception and coping. (If alleged victim child is a foster child and/or the report involves a residential or non-residential facility staff member—known or unknown, a public or private...
## CPS - Mandated Reporter Form

### Primary Information

#### Upload Supporting Documents (in PDF) / Pictures

- [Select]

### Parent's Information

- [Save]

### Children Information

- [Delete]

### Member Information

- [View/Download]

### Questionnaire

- No records to display.

### Submission

- [Submit Form]
Message from webpage

Thank you for your interest in submitting the form. Please wait for few seconds until your form will be submitted

OK
Mandated Reporter Website

- No waiting to speak with representative
- Able to provide complete information to minimize call-backs
- Access to prior reports
- Reporter’s words are used to help minimize misunderstandings
- Able to attach pictures/documents to report
- Confirmation email is received once report is made
Reminders

- Mandated Reporters are required to report within 24 hours of becoming aware of suspected child abuse/neglect
- Make a report as early in the day as possible
- Concrete evidence is not required to make a report
- You may allow children to speak about what happened but avoid leading questions and full interviews
- Provide best contact numbers to reach you for additional information
What to expect after your report

- Mandated reporter letter emailed within 24 hours
- Intake case manager cannot provide a disposition over the phone
- If requested, mandated reporters can be notified of the outcome of the case upon completion of the county’s investigation. Letter received within 5 days of closure.
Initials for the children listed in the report

Dear [Redacted],

Thank you for your concern regarding the children of Georgia and your compliance with the Official Code of Georgia (O.C.G.A.) §19-7-5, Reporting of Child Abuse and Neglect. This notice acknowledges your report of suspected abuse or neglect, received by this office on 09/05/2017. Please be advised that we will not reveal your name to the subject of this report; however, if court action is necessary to protect the child(ren), you may be subpoenaed to appear at the court hearing. Please note that state law (O.C.G.A. §19-7-5) provides protection from civil or criminal liability for any report made in good faith.

Your report of suspected abuse or neglect has been assigned with the following intake disposition:

**Screen Out and Refer:** The reported allegations of maltreatment did not meet Georgia statute and DFCIS policy requirements concerning child abuse and neglect; however, there were issues identified unrelated to safety and it appears this family could be strengthened with support from a prevention agency.

In accordance with O.C.G.A. §49-5-41, if you are classified as school personnel or have requested further information and the report has been assigned as an investigation, you will receive written notification within five (5) calendar days of the completion of the investigation stating whether the reported allegations of suspected child abuse and neglect were substantiated or unsubstantiated.

If you have any other questions or wish to request information concerning the status or outcome of a report assigned as an investigation, please contact the County Department of Family and Children Services.

Further information on the responsibility of Mandated Reporters in Georgia may be obtained by completing the Georgia Mandated Reporter training developed with the Governor’s Office for Children and Families at https://www.gocftrainingonline.com/.

Sincerely,

Division of Family & Children Services
Changes in 2016/2017

- Additional Phone Agents
- Child Abuse Registry (CAR/CPSIS)
- New Maltreatment Definitions
  - Child Endangerment
  - Sexual Exploitation
- New Intake Model
  - Updates to the Mandated Reporter Website
New Intake Assessment Form

5 Questions

• What happened and who is involved?
• Describe your observations (description should include details about injury/incident, environment, home conditions, severity, impact on the child, etc.).
• When and where did the incident occur (include current location of the child(ren))? 
• What was going on before, during, and after the specific incident/circumstances/alleged maltreatment you are concerned about?
• Can you describe the caregiver’s ability to protect/provide for the child and the child’s ability to protect/provide for themselves? (e.g. does either the caregiver or child have any developmental delays, special needs, malnourished? What’s the child’s maturity level? Does any caregiver have the ability to protect the child? Please provide examples).
BLUEPRINT
for Change

ROBUST WORKFORCE DEVELOPMENT
- Increased staffing and expertise – Child Welfare and Family Independence
- Research-based caseload ratios
- Mentoring for supervisors
- Improved compensation – based on proven competency
- Development of a career path

PRACTICE MODEL
- Adoption of a practice model that will serve as the foundation to keep kids safe and strengthen families
- Inclusion of guiding principles, vision and mission statement

CONSTITUENT ENGAGEMENT
- Creation of advisory boards at state and local levels
- Organized “roadshows” to engage the public, local stakeholders and media
- Build consensus and collaboration among partners, staff and stakeholders
Before We Knock Campaign

• Building a State of Hope by embracing prevention at the front door
• Reported information is “actionable intelligence” for preventing future incidents
• Partnering with stakeholders and providers to aid in prevention
• We can only prevent child abuse with your help
Questions?
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404-449-9013

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706-889-5496

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Shoney.Lowery@dhs.ga.gov