



How to Make a Child Abuse Report in New York State

The New York State Office of Children and Family Services maintains the Statewide Central Register of Child Abuse and Maltreatment (SCR, also known as the “hotline”) for reports made pursuant to the Social Services Law. For more information see:

<https://ocfs.ny.gov/programs/cps/>.

The SCR receives calls 24 hours a day from two types of sources: persons required by law (mandated) to report suspected cases of child abuse and maltreatment and calls from non-mandated reporters, including the public.

Mandated reporters include medical and other hospital personnel. A list of mandated reporters is available on the NYS website: <https://ocfs.ny.gov/publications/Pub1159/OCFS-Pub1159.pdf>.

As a mandated reporter, physicians and other health care providers must make an oral report to the SCR. Then, when the call is accepted, file a signed, written report within 48 hours of the oral report. The written report is admissible evidence in proceedings related to child abuse or maltreatment. Forms can be downloaded from <https://ocfs.ny.gov/programs/cps/>; [LDSS-2221A](#). The form is available in several languages.

NYS State Central Register of Child Abuse and Maltreatment

1-800-635-1522 - Mandated reporters

1-800-342-3720 - All other reporters

NYC: 311

1-800-635-1554 – FAX

If you are deaf or hard of hearing, call TDD/TTY at 1-800-638-5163

OR have your Video Relay System provider call 1-800-342-3720

If you believe that a child is in immediate danger, call 911 or
your local police department.

In New York State, The Justice Center for the Protection of People with Special Needs was established in 2013 by the Protection of People with Special Needs Act. Reports of suspected abuse or neglect may be made to this 24-hour hotline: 1-855-373-2122. For more information go to: <https://www.justicecenter.ny.gov/about-nys-justice-center>.

For reports involving New York State Tribal Nations, please review the guidance from the Office of Children and Families, found here: <https://ocfs.ny.gov/programs/nas/>. Frequently asked questions regarding Native American services may also be helpful, <https://ocfs.ny.gov/programs/nas/FAQ.php>. An educational brief regarding Tribal Sovereignty and Roles is available for more information at <https://ocfs.ny.gov/main/about/assets/pag/PAG-Tribal-Nations.pdf>.

The Content of a Report

Download the form and be prepared to provide the information including but not limited to demographics, the nature and extent of the injuries and/or your concerns, information about siblings, the alleged perpetrator, the source of the report, and any information regarding actions taken.

If the Report Is Not Accepted

Give all the information regarding your suspicions about the abuse to the hotline staff member. Sometimes this information is not enough to warrant a full investigation. In that case, carefully document the content of the phone conversation in the medical record and consider alternative options that would ensure the safety of the child. You may choose to offer more frequent office visits, refer the family for local resources, or hospitalize the child until the situation is sorted out.

If you believe the concern has not been understood and that the report should be accepted, ask the hotline staff member for an explanation as to why the report is not being registered. You can also ask to speak with a supervisor who will provide further clarification and address your concerns. If additional information is needed, consider making a referral to a local child abuse pediatrician or advanced medical consultant in child abuse for advice or consultation.