

A. Information to Provide to a Reporter	<p>Upon answering a call from a reporter, the CAH Intake staff will inform the reporter that:</p> <ol style="list-style-type: none">1. They have the right to make a report anonymously;2. Their personal information may remain confidential and is protected by state law;3. They have freedom from civil and criminal liability for reports of suspected abuse and neglect made in good faith;4. They have freedom from detrimental change in employment status for reports of suspected child abuse and neglect made in good faith;5. They may be contacted for clarification or additional information by the region;6. The report will go through a screening and investigation process; and
--	--

Original Effective Date: Work Aid 2:12/01/23

Current Effective Date: 12/01/23

Supersedes: Work Aid 6: 3/17/15

RDA SW22

- | | |
|--|---|
| | <p>7. The reporter may be notified by email or web tracking system whether the case was screened out or assigned.</p> |
|--|---|



Tennessee Department of Children's Services

Work Aid 2: Child Abuse Hotline

Supplemental to DCS Policy [14.1, Child Abuse Hotline](#)

The Child Abuse Hotline receives reports of alleged child abuse and neglect. To assist staff in providing and collecting all pertinent information from a reporter, Child Abuse Hotline (CAH) Intake staff will utilize the following as a guide.

Original Effective Date: Work Aid 2:12/01/23

Current Effective Date: 12/01/23

Supersedes: Work Aid 6: 3/17/15

RDA SW22

B. Information to be Collected about the Reporter	<p>The CAH Intake staff will collect the following information about the reporter if they do not choose to remain anonymous.</p> <ol style="list-style-type: none"> 1. Name; 2. Telephone number; and 3. How the reporter obtained information about the referral.
C. Information to be Collected about the Alleged Child Victim(s)	<p>The CAH Intake staff will collect the following information about each of the alleged child victims, if known.</p> <ol style="list-style-type: none"> 1. Name(s); 2. Birthdate and or age; 3. Race; 4. Address; <ul style="list-style-type: none"> <input type="checkbox"/> If the child's address is unknown, attempt to get directions to the home or any other means of locating the victim (such as relative names and telephone numbers); 5. School or daycare; 6. Known special needs and a description of those needs.

Original Effective Date: Work Aid 2:12/01/23

Current Effective Date: 12/01/23

Supersedes: Work Aid 6: 3/17/15

RDA SW22

D. Information to be Collected about the Parent and or Caretaker	<p>The CAH Intake staff will collect the following information about each of the parents and or caretakers of the alleged child victim, if known.</p> <ol style="list-style-type: none"> 1. Name(s); 2. Birthdate and or age; 3. Race;
	<ol style="list-style-type: none"> 4. Address; <ul style="list-style-type: none"> <input type="checkbox"/> If the parents' or caretakers' address is unknown, attempt to get directions to the home or any other means of locating him/her (such as relative names and telephone numbers); 5. Telephone number(s); 6. Place of employment, if relevant; 7. Known history of domestic violence; 8. Known drug or alcohol issues.

Original Effective Date: Work Aid 2:12/01/23

Current Effective Date: 12/01/23

Supersedes: Work Aid 6: 3/17/15

RDA SW22

E. Information to be Collected about Other Children in the Home Who are not Victims	<p>The CAH Intake staff will collect the following information about each child living in the home who is not identified as a victim, if known.</p> <ol style="list-style-type: none"> 1. Name(s); 2. Birthdate and or age; 3. Race; 4. Address; <p><input type="checkbox"/> If the child's address is unknown, attempt to get directions to the home or any other means of locating them (such as relative names and telephone numbers);</p> <ol style="list-style-type: none"> 5. School or daycare; 6. Relationship to victim(s); and 7. Known special needs and a description of those needs.
F. Information to be Collected about Other Adults Living in the Home	<p>The CAH Intake staff will collect the following information about any other adults living in the home with the alleged child victim, if known.</p> <ol style="list-style-type: none"> 1. Name(s); 2. Birthdate and or age;

	3.
--	----

Original Effective Date: Work Aid 2:12/01/23

Current Effective Date: 12/01/23

Supersedes: Work Aid 6: 3/17/15

RDA SW22

	<p>Race;</p> <p>4. Address; and</p> <p><input type="checkbox"/> If their address is unknown, attempt to get directions to the home or any other means of locating the adult (such as relative names and telephone numbers);</p> <p>5. Relationship to victim(s).</p>
G. Information to be Collected about the Alleged Perpetrator	<p>Th : CAH Intake staff will collect the following information about the alleged perpetrator(s), if known.</p> <p>Name(s);</p> <p>1.</p> <p>2. Birthdate and or age;</p> <p>3. Address of the alleged perpetrator(s)</p> <p><input type="checkbox"/> If their address is unknown, attempt to get directions to the home or any other means of locating the alleged perpetrator (such as relative names and telephone numbers);</p> <p>4. Telephone number(s);</p> <p>5. Relationship to the victim(s); and</p> <p>6. Current access to any child.</p> <p><input type="checkbox"/> If the alleged perpetrator has current access to any child, collect the name(s), parents' name(s), age, and address.</p>

Original Effective Date: Work Aid 2:12/01/23

Current Effective Date: 12/01/23

Supersedes: Work Aid 6: 3/17/15

RDA SW22

H. Information to be Collected about the Incident	The CAH Intake staff will collect the following information about the alleged abuse and or neglect, if known. 1. A detailed description of the abuse/neglect; 2. Location that the abuse and or neglect occurred including the street address, city and or county; 3. Condition of the victim(s) including a detailed description any bruises, marks, or injuries to the victim(s);
--	---

Original Effective Date: Work Aid 2:12/01/23
Current Effective Date: 12/01/23
Supersedes: Work Aid 6: 3/17/15
RDA SW22

- | | |
|--|--|
| | <p>4. Whether or not there is physical evidence of the abuse and or neglect such as medical documentation, presence of weapon or instrument (belt, paddle, gun, etc.);</p> <p>5. Whether or not the child needs or has had medical treatment;</p> <p>6. Names, addresses and telephone numbers of witnesses to the abuse and or neglect;</p> <p>7. Names, addresses and telephone numbers of anyone else who knows about the abuse and or neglect;</p> <p>8. Whether or not the parents and or caretaker of the victim(s) know about the abuse and or neglect;</p> <p><input type="checkbox"/> If the parents and or caretaker know about the abuse and or neglect, what do they say about it;</p> <p>9. Whether or not the parents and or caretaker is/are protective of the victim(s);</p> <p>10. Current location of the victim(s);</p> <p>11. Whether or not the victim(s) are currently safe;</p> <p>12. Whether or not the alleged perpetrator(s) currently has access to the victim(s);</p> <p><input type="checkbox"/> If the alleged perpetrator(s) does not currently have access to the victim(s), when will the alleged perpetrator(s) next have access to the victim(s);</p> <p>13. Whether or not there were drug or alcohol issues involved in the incident;</p> <p>14. Whether or not domestic violence played a role in the incident; and</p> |
|--|--|

Original Effective Date: Work Aid 2:12/01/23

Current Effective Date: 12/01/23

Supersedes: Work Aid 6: 3/17/15

RDA SW22

	<p>15. Identify any other risks for the victim(s).</p>
--	--

I. Other Pertinent Information	Additional information the CAH Intake staff will collect includes: 1. Past or present involvement with DCS in any state; 2. Past or present involvement with law enforcement; 3. Past or present involvement with mental health providers;
	4. Safety concerns for the responding Case Manager; and 5. Anything else the reporter can tell the Hotline about the abuse and or neglect.

Original Effective Date: Work Aid 2:12/01/23

Current Effective Date: 12/01/23

Supersedes: Work Aid 6: 3/17/15

RDA SW22