



Mandated Reporter Steps to Follow  
CALIFORNIA CODES PENAL CODE SECTION 11164-11174.3 Law section (ca.gov)

**Below is a reference tool for Mandated Reporters within Monterey County.**

Monterey County Child Abuse Prevention Council (CAPC) website is  
[Reporting - Monterey County Child Abuse Prevention Council \(capcmonterey.org\)](http://capcmonterey.org)  
The website provides much of this information along with form links etc.

Call Monterey County Family and Children's Services- Child Protective Services (FCS-CPS) to make a report if you have knowledge of, or suspect a child is being abused and/or neglected call (831)755-4661 or Toll Free 1-800-606-6618 to initiate your report.

If FCS-CPS determines the report meets criteria and that they will take a report, please take the name and worker number of the FCS-CPS worker on the call who is taking the report.

Complete the Suspected Child Abuse Report (SCAR) as soon as possible; completing the draft of the SCAR prior to making the call will streamline reporting and organize information. Remember that a formal verbal hotline report must be submitted before submitting the final written SCAR (SS-8572):  
Link: [BCIA 8572, Suspected Child Abuse Report \(ca.gov\)](http://ca.gov)

Mail or fax the original SCAR to      DSS-Family and Children Services- SCAR form  
1000 South Main Street Suite 111  
Salinas, Ca 93901  
Or fax to  
(831)796-8529 or (831)755-8400

This must be done within 36 hours of the hotline, verbal report.

The reporting process is confidential. You are not legally required to discuss the report with anyone other than the person who takes the report from CPS.

Depending on your comfort level, you may notify your supervisor or managerial staff of the report. This is especially something to consider if you work within a school setting, as the parent may contact the school as a result of the report or CPS. Further, CPS may determine that the call requires an immediate response and a social worker from CPS will be coming to the school site.

Making a child abuse report can be difficult. Remember to take care of yourself and process your feeling about making the report with Child Protective Services (CPS) or identify an avenue of support within your employer, if you desire.

Please follow these guidelines if you suspect child abuse. No one may talk you out of making the report if you feel the report is necessary. If that were to happen you would be responsible for failure to report.

## **What to expect making a child abuse report:**

Most people are nervous the first time they call to report suspected abuse and/or neglect. If you are anxious about calling, don't worry. It is normal to be anxious. Before calling make sure you have a pen and paper ready. If possible, completing a draft of the SCAR prior to calling can help you organize your thoughts and gather information that will be requested of you. It can save time. Depending on when you call you may be placed on hold. At times the office is dealing with a high volume of calls. Unfortunately there is no way to predict when this may happen. It is best to call when you are able to wait up to 10 minutes before speaking to a CPS worker.

The worker will ask the following:

1. A brief description of why you are calling. Include only the information that the student has shared with you or you have observed e.g., physical injuries. Do not include inferences you have made.
2. If the incident requires a report you will be asked for your personal contact information. It is appropriate to give them your work location and the office contact information rather than your own personal contact information.
3. You will be asked for student demographic information.
4. You will be asked to describe in detail what was reported to you and what you observed that led you to contact CPS.
5. Write down the name and phone number of the worker on the call. This must be included on the hard copy SCAR form before you send to CPS.
6. Write down the date and time you called to make the report. This must be included on the hard copy SCAR form before you send to CPS.
7. The worker will send you a Mandated Reporter letter with the response time indicated. Typically cases are assigned as an immediate response or a 10 day response time.
8. If not done right away, a SCAR must be completed and sent within 36 hours of making the verbal report to the hotline. Mail or fax the original SCAR to

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## **After your report has been taken by CPS:**

You may receive a follow-up call from the social worker assigned to the case. You are allowed to share any information that is relevant to the investigation with that worker.

- You do not need to disclose to parents or students that you were the one who filed an abuse report. Such a disclosure could harm the relationship between you and the child/family. If you are confronted about it, you may even say that you do not know what they are talking about since we are all mandated reporters.
- If the student reports a new incident of abuse and/or neglect, you must file a new report. Each time suspected abuse and/or neglect is reported to you, you must file a report, regardless of how many times you have filed reports on that same incident. Only one person (preferably the person with 1<sup>st</sup> hand knowledge) needs to make a report on an incident. All names who witnessed and/or were told of the incident of abuse and/or neglect can be listed on the report taken by the worker if requested.