

## Protect Children – State of California

### HOW TO REPORT

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If you suspect child abuse,  
IMMEDIATELY report by calling:

- ▶ [County Child Protective Services \(CPS\)](#) (list of County CPS emergency response phone numbers attached)
- ▶ [CPS Website](#)
- ▶ Mandatory reporters must submit a written report on Form SS 8572 (attached) within 36 hours of making an oral report

Call law enforcement to report emergencies and crimes:

- ▶ 911
- ▶ [local police](#) or [sheriff](#)

### IF YOU ARE A VICTIM

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For free anonymous help 365 days a year, 24 hours a day, call:

 **Hotline:**

800-4-A-Child (800-422-4453) or  
visit [www.childhelp.org/pages/hotline-home](http://www.childhelp.org/pages/hotline-home)

# Quick Reference Guide



### How to Talk to Children About Abuse

- repeat their words back to them
- do not ask leading questions that suggest answers
- tell them that you will take action that is in their best interests
- thank them for having the courage to talk to you
- be supportive
- write down what the child tells you as soon as possible

### What to Watch Out For

Predators groom adults by:

- creating an image of being kind and trustworthy
- offering unsolicited help and promises
- committing boundary violations

Predators groom children by:

- playing contact games (roughhouse, tickle, touch)
- keeping secrets and taking trips with children
- showering a child with gifts, attention, and praise

### How to Protect Children

- participate in their lives daily: know where they are and with whom
- enhance their confidence
- listen to what they say
- be alert to changes in their behavior
- warn against accepting gifts without their parents' knowledge
- teach them about potential threats
- teach them to say "no" to abuse and to run away from abusers
- teach them to report suspicious people and behavior
- teach them to seek help from safe adults (e.g. police or family)
- drop in unannounced at youth activities
- conduct background checks on childcare providers
- consult the [National Sex Offender Public Website](#)
- ensure multiple adult supervisors during youth events



### Neglect

A parent or other person responsible for a child's care and protection:

- chronically fails to provide basic physical, medical, or supervisory needs
- exposes a child to hazards
- deserts a child

You should always report when a child's basic needs are not being met so the authorities can decide if a child needs protection, or a family needs services or support

### Emotional Abuse

A pattern of severe psychological mistreatment, including:

- humiliating, intimidating, or frightening a child
- withholding affection
- exposing a child to domestic violence or substance abuse
- encouraging a child's criminal or delinquent behavior

### Physical Abuse

Any intentional act that harms a child by any means, such as:

- striking, kicking, choking, shaking, throwing, or biting
- burning, binding, stabbing, whipping, or using a weapon
- excessive punishment that causes significant injury

### Sexual Abuse

Sexual abuse occurs when an adult uses a child for sexual gratification. For example:

- sex acts or sexual contact
- incest
- indecent exposure
- having a child pose or perform in a sexual manner
- involving or attempting to involve a child in prostitution or pornography

## Recognizing the Warning Signs of Child Abuse

If a person with average judgment, who saw or heard what you did, would suspect child abuse, then you have a **reasonable suspicion** that you must report to the authorities.

### PHYSICAL CLUES

- multiple injuries in different stages of healing
- broken/fractured bones or other injuries indicating use of excessive force
- shapes of injuries, including glove-like or sock-like immersion burns or outlines of objects (belt or whip, iron, cigarette, etc.)
- clustered injuries or a pattern of injuries
- restraint injuries (rope burns on child's wrists/ankles or bruises at the corner of child's mouth)
- signs of sexual abuse (torn or blood-stained underwear, painful urination or defecation, sexually transmitted disease, chronic bladder infections)
- repeatedly dressed in filthy clothes or inadequately for harsh winter weather (no shoes or coat)
- chronically untreated infections or illnesses
- recurrent and severe hygiene problems
- malnutrition



### BEHAVIORAL CLUES



Some — but not all — children react to abuse with behaviors, such as:

- extreme fear of parents or physical contact
- extreme lags in development
- withdrawing or acting submissive, indicating they have learned that attention results in being hurt
- angry, aggressive, or destructive behavior to gain attention because they are starved for attention
- explicit sexual language or inappropriate sexual behavior
- dramatic change in school performance, or chronic truancy
- chronic hunger or eating disorders
- suicidal ideas or self-abuse

### PARENTAL CLUES

- overreacting (becoming hostile or defensive) or underreacting (showing little concern or indifference) to questions about a child's condition
- giving improbable or changing explanations for their child's injuries
- being overly critical and unable to say anything positive about a child
- having little understanding of a child's physical and emotional needs
- having rigid and unrealistic expectations about a child's development
- blaming the child for the parent's problems

### ENVIRONMENTAL CLUES

- structurally unsafe housing
- lack of utilities (heat, water, electricity)
- dangerous objects within child's reach (poisonous substances, guns, etc.)
- severe infestation of insects, mice, or rats
- uncontrolled vicious or dangerous animals
- exposure to bare or exposed electrical wires
- extremely unsanitary conditions
- dangerous persons in home
- yelling or screaming heard from outside, indicating domestic violence





## Why Make a Report?

In 2010, there were 695,000 confirmed cases of child abuse in the U.S., according to the Department of Health & Human Services. By most estimates, this represents only a small percentage of actual child abuse victims.

Everyone has a responsibility to protect children. All 50 states, the District of Columbia, and the U.S. Territories require certain adults to report child abuse.

**Mandatory Reporters** are people who work in certain occupations and are required by law to make a report to the appropriate agency when they have a "reasonable suspicion" that a child is being abused.

**Ethical Reporters** are not required by law to report suspected abuse, but are concerned citizens who encounter suspected child abuse and want to do something to stop the abuse.



## PROTECTIONS & PENALTIES

### Immunity...

You cannot be sued or penalized for reporting your reasonable suspicions of mistreatment — even if you're mistaken.

### Criminal Penalties...

**Mandatory reporters** face penalties if they fail to report suspected child abuse when they should.

**Anyone** who intentionally makes a false report of child abuse may be exposed to criminal liability.

### Confidentiality ...

Your identity as reporter is confidential, and so is your report. To protect your privacy and the child's, do not disclose your report to anyone except on a need-to-know basis.

## HOW DO I MAKE A REPORT?

- ▶ Do **not** "investigate" suspected child abuse or neglect in an attempt to prove it. Leave the investigation to the experts. All you need to make a report is a **reasonable suspicion** which can be based on a single incident or multiple factors.
- ▶ Once you suspect abuse, **immediately** call [County Child Protective Services](#) (CPS) (click on link or see attached list of County CPS emergency response phone numbers)
- ▶ [Click here](#) to visit the CPS Website
- ▶ Mandatory reporters must submit a written report on Form SS 8572 (attached) within 36 hours of making an oral report
- ▶ Call law enforcement to report **emergencies and crimes**:
  - **911**
  - [local police](#) or [sheriff](#)
- ▶ Gather some or all of the following information before you report:
  - (1) the name, age, home address, and present location of the child
  - (2) the name of the child's parent or caregiver
  - (3) names and ages of other children in the home
  - (4) nature and extent of current and previous abuse
  - (5) any potential risks to the investigator
  - (6) any information about the abuser

## WHAT WILL THE AGENCY DO?

The child protective agency or law enforcement will assess the report to determine if an immediate response is necessary based on the risk to the child.

The agency's goal is to **ensure the child's safety**. It may investigate if needed, and begin providing family services and support.

However, if a child is in danger at home, the child will be removed to safety.

Children in the agency's care are reunited with the family, so long as this is safe for the child.

## CALIFORNIA COUNTY EMERGENCY RESPONSE CHILD ABUSE REPORTING TELEPHONE NUMBERS

Alameda	510-259-1800
Alpine	530-694-2235 800-694-2235
Amador	209-223-6550 — Mon-Thur 8-5 209-223-1075 — after hours
Butte	530-538-7822 800-400-0902 — 24hours
Calaveras	209-754-6452 209-754-6500 — after hours
Colusa	530-458-0280
Contra Costa	925-646-1680 — Central 510-374-3324 — West 925-427-8311 — East 877-881-1116
Del Norte	707-464-3191
El Dorado	530-642-7100 — Placerville 530-573-3201 — S Lake Tahoe
Fresno	559-255-8320
Glenn	530-934-6520 530-934-6519
Humboldt	707-445-6180
Imperial	760-337-7750
Inyo	760-872-1727
Kern	661-631-6011 760-375-6049
Kings	559-582-2352 559-582-8776 866-582-8776
Lake	707-262-0235 800-386-4090
Lassen	530-251-8277 530-257-6121 530-310-3682 — after hours
Los Angeles	800-540-4000 — within CA 213-639-4500 — outside CA 800-272-6699 — TDD
Madera	559-675-7829 800-801-3999
Marin	415-499-7153
Mariposa	209-966-7000 800-549-6741
Mendocino	707-463-7992 — Ukiah 707-962-1100 — Fort Bragg 866-236-0368 — toll free
Merced	209-385-3104

Modoc	530-233-6602 866-233-4424 530-233-4416 — after hours
Mono	760-932-7755 760-932-7549 800-340-5411
Monterey	831-755-4661 800-606-6618
Napa	707-253-4262 707-253-4261 800-464-4216
Nevada	530-273-4291
Orange	714-940-1000 800-207-4464
Placer	916-872-6549 866-293-1940
Plumas	530-283-6300 530-283-6350 800-242-3338 — toll free
Riverside	800-442-4918 877-922-4453
Sacramento	916-875-5437
San Benito	831-636-4190 831-636-4330 — after hours
San Bernardino	909-384-9233 800-827-8724
San Diego	858-560-2191 800-344-6000
San Francisco	415-558-2650 800-856-5553
San Joaquin	209-468-1333
San Luis Obispo	805-781-5437 800-834-5437
San Mateo	650-595-7922 650-802-7922 800-632-4615
Santa Barbara	805-879-3958 805-737-7078 — Lompoc 800-367-0166
Santa Clara	650-493-1186 — North 408-683-0601 — South 408-299-2071 — Central
Santa Cruz	831-454-2273 877-505-3299
Shasta	530-225-5144
Sierra	530-289-3720 530-993-6720

Siskiyou	530-841-4200 530-842-7009 — after hours
Solano	800-544-8696
Sonoma	707-565-4304
Stanislaus	209-558-3665 800-558-3665
Sutter	530-822-7227
Tehama	530-527-1911 800-323-7711
Trinity	530-623-1314
Tulare	559-730-2677 800-331-1585
Tuolumne	209-533-5717 209-533-4357 — after hours
Ventura	805-654-3200
Yolo	530-669-2345 530-669-2346 888-400-0022 — after hours
Yuba	530-749-6288

# SUSPECTED CHILD ABUSE REPORT

To Be Completed by **Mandated Child Abuse Reporters**  
Pursuant to Penal Code Section 11166

CASE NAME: \_\_\_\_\_

PLEASE PRINT OR TYPE

CASE NUMBER: \_\_\_\_\_

<b>A. REPORTING PARTY</b>	NAME OF MANDATED REPORTER		TITLE		MANDATED REPORTER CATEGORY			
	REPORTER'S BUSINESS/AGENCY NAME AND ADDRESS		Street	City	Zip	DID MANDATED REPORTER WITNESS THE INCIDENT? <input type="checkbox"/> YES <input type="checkbox"/> NO		
	REPORTER'S TELEPHONE (DAYTIME) (      )		SIGNATURE		TODAY'S DATE			
<b>B. REPORT NOTIFICATION</b>	<input type="checkbox"/> LAW ENFORCEMENT <input type="checkbox"/> COUNTY PROBATION		AGENCY					
	<input type="checkbox"/> COUNTY WELFARE / CPS (Child Protective Services)		ADDRESS		City	Zip		
	DATE/TIME OF PHONE CALL		OFFICIAL CONTACTED - TITLE		TELEPHONE (      )			
<b>C. VICTIM One report per victim</b>	NAME (LAST, FIRST, MIDDLE)			BIRTHDATE OR APPROX. AGE		SEX		
	ADDRESS			Street	City	Zip		
	PRESENT LOCATION OF VICTIM			SCHOOL		CLASS		
	GRADE			PHYSICALLY DISABLED? <input type="checkbox"/> YES <input type="checkbox"/> NO		DEVELOPMENTALLY DISABLED? <input type="checkbox"/> YES <input type="checkbox"/> NO		
	OTHER DISABILITY (SPECIFY)			PRIMARY LANGUAGE SPOKEN IN HOME				
	IN FOSTER CARE? <input type="checkbox"/> YES <input type="checkbox"/> NO			IF VICTIM WAS IN OUT-OF-HOME CARE AT TIME OF INCIDENT, CHECK TYPE OF CARE: <input type="checkbox"/> DAY CARE <input type="checkbox"/> CHILD CARE CENTER <input type="checkbox"/> FOSTER FAMILY HOME <input type="checkbox"/> FAMILY FRIEND <input type="checkbox"/> NO <input type="checkbox"/> GROUP HOME OR INSTITUTION <input type="checkbox"/> RELATIVE'S HOME		TYPE OF ABUSE (CHECK ONE OR MORE) <input type="checkbox"/> PHYSICAL <input type="checkbox"/> MENTAL <input type="checkbox"/> SEXUAL <input type="checkbox"/> NEGLECT <input type="checkbox"/> OTHER (SPECIFY)		
RELATIONSHIP TO SUSPECT			PHOTOS TAKEN? <input type="checkbox"/> YES <input type="checkbox"/> NO		DID THE INCIDENT RESULT IN THIS VICTIM'S DEATH? <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> UNK			
<b>D. INVOLVED PARTIES PARENTS/GUARDIANS SUSPECT</b>	VICTIM'S SIBLINGS							
	NAME		BIRTHDATE	SEX	ETHNICITY	NAME		
	1. _____		3. _____		2. _____		4. _____	
	2. _____							
	NAME (LAST, FIRST, MIDDLE)			BIRTHDATE OR APPROX. AGE		SEX	ETHNICITY	
	ADDRESS			Street	City	Zip	HOME PHONE (      )	
	BUSINESS PHONE (      )			NAME (LAST, FIRST, MIDDLE)		BIRTHDATE OR APPROX. AGE		
	SEX			ETHNICITY		ADDRESS		
	Street			City	Zip	HOME PHONE (      )	BUSINESS PHONE (      )	
	SUSPECT'S NAME (LAST, FIRST, MIDDLE)			BIRTHDATE OR APPROX. AGE		SEX	ETHNICITY	
ADDRESS			Street	City	Zip	TELEPHONE (      )		
OTHER RELEVANT INFORMATION								
<b>E. INCIDENT INFORMATION</b>	IF NECESSARY, ATTACH EXTRA SHEET(S) OR OTHER FORM(S) AND CHECK THIS BOX <input type="checkbox"/> IF MULTIPLE VICTIMS, INDICATE NUMBER: _____							
	DATE / TIME OF INCIDENT			PLACE OF INCIDENT				
	NARRATIVE DESCRIPTION (What victim(s) said/what the mandated reporter observed/what person accompanying the victim(s) said/similar or past incidents involving the victim(s) or suspect)							

## DEFINITIONS AND GENERAL INSTRUCTIONS FOR COMPLETION OF FORM SS 8572

All Penal Code (PC) references are located in Article 2.5 of the PC. This article is known as the Child Abuse and Neglect Reporting Act (CANRA). The provisions of CANRA may be viewed at: <http://www.leginfo.ca.gov/calaw.html> (specify "Penal Code" and search for Sections 11164-11174.3). A mandated reporter must complete and submit the form SS 8572 even if some of the requested information is not known. (PC Section 11167(a).)

### I. MANDATED CHILD ABUSE REPORTERS

- Mandated child abuse reporters include all those individuals and entities listed in PC Section 11165.7.

### II. TO WHOM REPORTS ARE TO BE MADE ("DESIGNATED AGENCIES")

- Reports of suspected child abuse or neglect shall be made by mandated reporters to any police department or sheriff's department (not including a school district police or security department), the county probation department (if designated by the county to receive mandated reports), or the county welfare department. (PC Section 11165.9.)

### III. REPORTING RESPONSIBILITIES

- Any mandated reporter who has knowledge of or observes a child, in his or her professional capacity or within the scope of his or her employment, whom he or she knows or reasonably suspects has been the victim of child abuse or neglect shall report such suspected incident of abuse or neglect to a designated agency immediately or as soon as practically possible by telephone and shall prepare and send a written report thereof *within 36 hours* of receiving the information concerning the incident. (PC Section 11166(a).)
- No mandated reporter who reports a suspected incident of child abuse or neglect shall be held civilly or criminally liable for any report required or authorized by CANRA. Any other person reporting a known or suspected incident of child abuse or neglect shall not incur civil or criminal liability as a result of any report authorized by CANRA unless it can be proven the report was false and the person knew it was false or made the report with reckless disregard of its truth or falsity. (PC Section 11172(a).)

### IV. INSTRUCTIONS

- **SECTION A - REPORTING PARTY:** Enter the mandated reporter's name, title, category (from PC Section 11165.7), business/agency name and address, daytime telephone number, and today's date. Check yes-no whether the mandated reporter witnessed the incident. The signature area is for either the mandated reporter or, if the report is telephoned in by the mandated reporter, the person taking the telephoned report.

### IV. INSTRUCTIONS (Continued)

- **SECTION B - REPORT NOTIFICATION:** Complete the name and address of the designated agency notified, the date/time of the phone call, and the name, title, and telephone number of the official contacted.
- **SECTION C - VICTIM (One Report per Victim):** Enter the victim's name, address, telephone number, birth date or approximate age, sex, ethnicity, present location, and, where applicable, enter the school, class (indicate the teacher's name or room number), and grade. List the primary language spoken in the victim's home. Check the appropriate yes-no box to indicate whether the victim may have a developmental disability or physical disability and specify any other apparent disability. Check the appropriate yes-no box to indicate whether the victim is in foster care, and check the appropriate box to indicate the type of care if the victim was in out-of-home care. Check the appropriate box to indicate the type of abuse. List the victim's relationship to the suspect. Check the appropriate yes-no box to indicate whether photos of the injuries were taken. Check the appropriate box to indicate whether the incident resulted in the victim's death.
- **SECTION D - INVOLVED PARTIES:** Enter the requested information for: Victim's Siblings, Victim's Parents/Guardians, and Suspect. Attach extra sheet(s) if needed (provide the requested information for each individual on the attached sheet(s)).
- **SECTION E - INCIDENT INFORMATION:** If multiple victims, indicate the number and submit a form for each victim. Enter date/time and place of the incident. Provide a narrative of the incident. Attach extra sheet(s) if needed.

### V. DISTRIBUTION

- **Reporting Party:** After completing Form SS 8572, retain the yellow copy for your records and submit the top three copies to the designated agency.
- **Designated Agency:** *Within 36 hours* of receipt of Form SS 8572, send **white copy** to police or sheriff's department, **blue copy** to county welfare or probation department, and **green copy** to district attorney's office.

### ETHNICITY CODES

1 Alaskan Native	6 Caribbean	11 Guamanian	16 Korean	22 Polynesian	27 White-Armenian
2 American Indian	7 Central American	12 Hawaiian	17 Laotian	23 Samoan	28 White-Central American
3 Asian Indian	8 Chinese	13 Hispanic	18 Mexican	24 South American	29 White-European
4 Black	9 Ethiopian	14 Hmong	19 Other Asian	25 Vietnamese	30 White-Middle Eastern
5 Cambodian	10 Filipino	15 Japanese	21 Other Pacific Islander	26 White	31 White-Romanian