What Happens When I Report a Suspected Case of Child Abuse or Neglect?

New York City Adminstration for Children's Services

Child Protective Investigation

Call is placed to the State Central Register (SCR) for Abuse and Maltreatment
1-800-342-3720 for Public,
1-800-635-1522 for Mandated Reporter or **311**

Report Accepted
SCR determines report meets the requirements for an investigation.

ACS assigns case to a child protective specialist.

Specialist contacts the reported child's family within 24 hours.

ACS has 60 days to conduct an investigation* and reach a finding.

Report Rejected
SCR determines report does not meet the requirements for an investigation:

1. The victim is older than 18.
2. The alleged perpetrator is not the parent or guardian legally responsible for the child *(e.g., neighbor, teacher, etc.).*
3. The allegation does not meet the state's standard of abuse or neglect.

***Investigative Activities:**

- Review family's history with ACS;
- Contact the reporter;
- Conduct home visits;
- Interview alleged victim, parents/caretakers, other household members and collateral contacts *(e.g., school staff, health care providers, neighbors, etc.)*.

Indicated
Some credible evidence of abuse or neglect is found.

Immediate Danger
Safety measures could include foster care placement.

High-Risk
Voluntary or court-mandated services.

No- or Low-Risk
Voluntary preventive services.

Unfounded
No credible evidence of abuse or neglect is found.

Preventive Services
Voluntary enrollment.

Case Closed

If you are a Mandated Reporter and would like to follow up about a case you reported, call ACS Office of Safety First at

1-718-KID-SAFE (543-7233)

Administration for Children's Services