



**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.

<p><b>A. Information to Provide to a Reporter</b></p>	<p><b>Upon answering a call from a reporter, the CAH Intake staff will inform the reporter that:</b></p> <ol style="list-style-type: none"> <li>1. They have the right to make a report anonymously;</li> <li>2. Their personal information may remain confidential and is protected by state law;</li> <li>3. They have freedom from civil and criminal liability for reports of suspected abuse and neglect made in good faith;</li> <li>4. They have freedom from detrimental change in employment status for reports of suspected child abuse and neglect made in good faith;</li> <li>5. They may be contacted for clarification or additional information by the region;</li> <li>6. The report will go through a screening and investigation process; and</li> <li>7. The reporter may be notified by email or web tracking system whether the case was screened out or assigned.</li> </ol>
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**Original Effective Date: Work Aid 2:12/01/23**  
**Current Effective Date: 12/01/23**  
**Supersedes: Work Aid 6: 3/17/15**  
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<p><b>B. Information to be Collected about the Reporter</b></p>	<p><b>The CAH Intake staff will collect the following information about the reporter if they do not choose to remain anonymous.</b></p> <ol style="list-style-type: none"> <li>1. Name;</li> <li>2. Telephone number; and</li> <li>3. How the reporter obtained information about the referral.</li> </ol>
<p><b>C. Information to be Collected about the Alleged Child Victim(s)</b></p>	<p><b>The CAH Intake staff will collect the following information about each of the alleged child victims, if known.</b></p> <ol style="list-style-type: none"> <li>1. Name(s);</li> <li>2. Birthdate and or age;</li> <li>3. Race;</li> <li>4. Address; <ul style="list-style-type: none"> <li>◆ 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);</li> </ul> </li> <li>5. School or daycare;</li> <li>6. Known special needs and a description of those needs.</li> </ol>
<p><b>D. Information to be Collected about the Parent and or Caretaker</b></p>	<p><b>The CAH Intake staff will collect the following information about each of the parents and or caretakers of the alleged child victim, if known.</b></p> <ol style="list-style-type: none"> <li>1. Name(s);</li> <li>2. Birthdate and or age;</li> <li>3. Race;</li> </ol>

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	<ol style="list-style-type: none"> <li>4. Address; <ul style="list-style-type: none"> <li>◆ 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);</li> </ul> </li> <li>5. Telephone number(s);</li> <li>6. Place of employment, if relevant;</li> <li>7. Known history of domestic violence;</li> <li>8. Known drug or alcohol issues.</li> </ol>
<p><b>E. Information to be Collected about Other Children in the Home Who are not Victims</b></p>	<p><b>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.</b></p> <ol style="list-style-type: none"> <li>1. Name(s);</li> <li>2. Birthdate and or age;</li> <li>3. Race;</li> <li>4. Address; <ul style="list-style-type: none"> <li>◆ 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);</li> </ul> </li> <li>5. School or daycare;</li> <li>6. Relationship to victim(s); and</li> <li>7. Known special needs and a description of those needs.</li> </ol>
<p><b>F. Information to be Collected about Other Adults Living in the Home</b></p>	<p><b>The CAH Intake staff will collect the following information about any other adults living in the home with the alleged child victim, if known.</b></p> <ol style="list-style-type: none"> <li>1. Name(s);</li> <li>2. Birthdate and or age;</li> </ol>

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	<ol style="list-style-type: none"> <li>3. Race;</li> <li>4. Address; and <ul style="list-style-type: none"> <li>◆ 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);</li> </ul> </li> <li>5. Relationship to victim(s).</li> </ol>
<b>G. Information to be Collected about the Alleged Perpetrator</b>	<p><b>The CAH Intake staff will collect the following information about the alleged perpetrator(s), if known.</b></p> <ol style="list-style-type: none"> <li>1. Name(s);</li> <li>2. Birthdate and or age;</li> <li>3. Address of the alleged perpetrator(s) <ul style="list-style-type: none"> <li>◆ 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);</li> </ul> </li> <li>4. Telephone number(s);</li> <li>5. Relationship to the victim(s); and</li> <li>6. Current access to any child. <ul style="list-style-type: none"> <li>◆ If the alleged perpetrator has current access to any child, collect the name(s), parents' name(s), age, and address.</li> </ul> </li> </ol>
<b>H. Information to be Collected about the Incident</b>	<p><b>The CAH Intake staff will collect the following information about the alleged abuse and or neglect, if known.</b></p> <ol style="list-style-type: none"> <li>1. A detailed description of the abuse/neglect;</li> <li>2. Location that the abuse and or neglect occurred including the street address, city and or county;</li> <li>3. Condition of the victim(s) including a detailed description any bruises, marks, or injuries to the victim(s);</li> </ol>

	<ol style="list-style-type: none"> <li>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.);</li> <li>5. Whether or not the child needs or has had medical treatment;</li> <li>6. Names, addresses and telephone numbers of witnesses to the abuse and or neglect;</li> <li>7. Names, addresses and telephone numbers of anyone else who knows about the abuse and or neglect;</li> <li>8. Whether or not the parents and or caretaker of the victim(s) know about the abuse and or neglect; <ul style="list-style-type: none"> <li>◆ If the parents and or caretaker know about the abuse and or neglect, what do they say about it;</li> </ul> </li> <li>9. Whether or not the parents and or caretaker is/are protective of the victim(s);</li> <li>10. Current location of the victim(s);</li> <li>11. Whether or not the victim(s) are currently safe;</li> <li>12. Whether or not the alleged perpetrator(s) currently has access to the victim(s); <ul style="list-style-type: none"> <li>◆ 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);</li> </ul> </li> <li>13. Whether or not there were drug or alcohol issues involved in the incident;</li> <li>14. Whether or not domestic violence played a role in the incident; and</li> <li>15. Identify any other risks for the victim(s).</li> </ol>
<p><b>I. Other Pertinent Information</b></p>	<p><b>Additional information the CAH Intake staff will collect includes:</b></p> <ol style="list-style-type: none"> <li>1. Past or present involvement with DCS in any state;</li> <li>2. Past or present involvement with law enforcement;</li> <li>3. Past or present involvement with mental health providers;</li> </ol>

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|  | <ol style="list-style-type: none"><li>4. Safety concerns for the responding Case Manager; and</li><li>5. Anything else the reporter can tell the Hotline about the abuse and or neglect.</li></ol> |
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