



Tennessee Department of Children's Services
Work Aid- 6 - 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, Case Managers will utilize the following as a guide.

<p>A. Information to provide to a reporter</p>	<p>Upon answering a call from a reporter, the Case Manager will inform the reporter that:</p> <ol style="list-style-type: none"> 1. They have the right to make a report anonymously per state law; 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. The case manager will also explain the process to the reporter; and 7. The reporter may be notified by mail, email, or web tracking system whether the case was screened out or assigned.
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<p>B. Information to be collected about the reporter</p>	<p>The Case Manager 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. Address; 3. Telephone number; and 4. How the reporter obtained information about the referral.
<p>C. Information to be collected about the alleged child victim(s)</p>	<p>The Case Manager 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"> ◆ 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; and 7. Identification of Native American Indian ancestry.
<p>D. Information to be collected about the parent and or caretaker</p>	<p>The Case Manager 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;

	<p>4. Address;</p> <ul style="list-style-type: none"> ◆ 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); <p>5. Telephone number(s);</p> <p>6. Place of employment;</p> <p>7. Known history of domestic violence;</p> <p>8. Known drug or alcohol issues; and</p> <p>9. Identification of Native American Indian ancestry.</p>
<p>E. Information to be collected about other children in the home who are not victims</p>	<p>The Case Manager will collect the following information about each child living in the home who is not identified as a victim, if known.</p> <p>1. Name(s);</p> <p>2. Birthdate and or age;</p> <p>3. Race;</p> <p>4. Address;</p> <ul style="list-style-type: none"> ◆ 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>5. School or daycare;</p> <p>6. Relationship to victim(s); and</p> <p>7. Known special needs and a description of those needs.</p>
<p>F. Information to be collected about other adults living in the home</p>	<p>The Case Manager will collect the following information about any other adults living in the home with the alleged child victim, if known.</p> <p>1. Name(s);</p> <p>2. Birthdate and or age;</p>

	<ol style="list-style-type: none"> 3. Race; 4. Address; <ul style="list-style-type: none"> ◆ 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); 5. Employment; and 6. Relationship to victim(s).
<p>G. Information to be collected about the alleged perpetrator</p>	<p>The Case Manager will collect the following information about the alleged perpetrator(s), if known.</p> <ol style="list-style-type: none"> 1. Name(s); 2. Birthdate and or age; 3. Address of the alleged perpetrator(s) <ul style="list-style-type: none"> ◆ 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); 4. Telephone number(s); 5. Relationship to the victim(s); 6. Place of employment; and 7. Current access to any child. <ul style="list-style-type: none"> ◆ If the alleged perpetrator has current access to any child, collect the name(s), parents' name(s), age, and address.
<p>H. Information to be collected about the incident</p>	<p>The Case Manger will collect the following information about the alleged abuse and or neglect, if known.</p> <ol style="list-style-type: none"> 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);

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