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

New York City Administration 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 the Public
1-800-635-1522 or 311 for Mandated Reporter

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.

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

Unfounded
No credible evidence of abuse or neglect is found

Case Closed
Preventive Services
Voluntary enrollment

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

*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)

To follow up about a case reported, mandated reporters call ACS Office of Safety First
(718) KID-SAFE (543-7233)