

What Happens When a Suspected Case of Child Abuse or Neglect Is Reported?

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 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.

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.

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.).

Unfounded

No credible evidence of abuse or neglect is found.

Preventive Services
Voluntary enrollment.

Case Closed