

Child Abuse and Maltreatment Prevention and Intervention During Remote Learning and at the Regional Enrichment Centers

While conducting remote learning with students, all pedagogical and non-pedagogical school personnel are still mandated reporters when working in their professional capacity and must continue to follow the requirements of [Chancellor's Regulation A-750](#), Child Abuse and Maltreatment. If a staff member has reasonable cause to suspect that a student has been abused or maltreated by the parent or any person continually or at regular intervals found in the same household of the child, they must immediately call the State Central Register (SCR) at 1-800-635-1522. The mandated reporter is not required to possess certainty or to interview or otherwise inspect the child before making a report.

The school staff member must immediately (no later than the end of the school day) inform their school's principal/designee that a call was placed to the SCR and email the principal/designee the student's name and the Call ID number. The mandated reporter and the principal/designee must take the required follow-up steps to the call in accordance with [Chancellor's Regulation A-750](#), including the requirement that the mandated reporter file the LDSS-2221A written report within 48 hours of making the report to SCR.

With respect to the Regional Enrichment Centers, the following procedures must be followed if a DOE staff member or a non-DOE employee has reasonable cause to suspect that a DOE student has been abused or maltreated by the parent or any person continually or at regular intervals found in the same household of the child:

- The staff member/non-DOE employee must immediately call the SCR at 1-800-635-1522.
- The staff member/non-DOE employee must immediately (no later than the end of the school day) inform the site supervisor and give that site supervisor the student's name and OSIS number (if known), the SCR Call ID number, and the type of suspected abuse (physical abuse, sexual abuse, emotional abuse, educational neglect, neglect (medical, food, clothing, shelter, and/or guardianship)).
- The site supervisor then must complete and submit the [Incident Reporting Form](#). A copy of the submitted form should be provided to the home school principal of the student for awareness and follow-up. The site supervisor must use their DOE email address when submitting the [Incident Reporting Form](#).
- The site supervisor must also notify the principal/designee of the student's school that a call was made to the SCR and give the principal/designee the student's name and the Call ID number.
- The site supervisor will coordinate required follow-up to the call, including filing the LDSS-2221A within 48 hours of the call to SCR, in accordance with the requirements of [Chancellor's Regulation A-750](#).

If the student is a non-DOE student, the above protocols must still be followed. The site supervisor should act in the place of the principal/designee. If possible, the principal/designee of the child's school should be notified.

During remote learning or at the Regional Enrichment Center, if there is an imminent threat of danger to a child's health or safety or child requires immediate medical attention, staff members must contact 911.

Educational Neglect

During remote learning, teachers are responsible for utilizing the communication plan, as it aligns to the current UFT/DOE attendance policy, to interact daily with students and families and account for that interaction. Teachers must report to the principal/designee(s) when students are not participating per the following guidance: [Remote Learning: Meaningful Student Engagement and Interaction to Account for Attendance](#).

Before escalating a student's failure to participate in remote learning to the school's attendance teacher, school staff must exhaust school outreach. Centrally-funded attendance teachers supplement school outreach efforts. Parents are most responsive to their own child's teacher. In addition, schools have the use of remote outreach tools (Kinvoled, Jupiter) that attendance teachers may not have access to. Outreach to non-participating students includes:

- Trying, at different times of the day, all telephone numbers and emails available. Conducting remote interviews of classmates, or other teachers who may have relevant information.

As noted above, while remote learning takes place, all pedagogical and non-pedagogical school personnel are still mandated reporters when working in their professional capacity and must continue to follow the requirements of [Chancellor's Regulation A-750](#) and [Chancellors Regulation A-210](#) with regard to reporting educational neglect.

- An initial delay in reaching families or connecting with families for remote instruction alone is not a cause to report educational neglect nor is there set number of days of non-participation that requires a school to file a report.
- Before calling in a report to the SCR, school staff must make every effort to confirm that lack of access to technology is not the primary reason for a child's failure to participate in remote learning.

A filing of suspected educational neglect must be made if: 1) the parent is aware or should have been aware of the lack of participation in remote learning (i.e., absences); 2) the parent is contributing to the absences or is failing to take steps to effectively address the problem and return the child to school remote learning (i.e., failure to provide a minimum degree of care); 3) the absences are impairing the student's education; and 4) the school has exhausted timely outreach efforts and intervention services (phone calls, letters, remote conferences, remote counseling services, referrals, preventive services).

- Consider all the barriers to participation in remote learning and the limited resources of some families to "effectively address" these barriers and still fully provide care for their children. How can the school help?
- A family does not need to be, and should not be, reported to SCR if they need [preventive services](#). These services may include: services and resources to support and manage remote learning to multiple children in the home; parenting coaches; access to technology; and management skills and counseling.

Tiered Response Protocol

The [Tiered Response Protocol](#) continues to apply to elementary and middle school students with child welfare involvement in the remote learning context. If the parent does not provide an adequate explanation of the failure of their child to participate in remote learning this must be escalated to Administration of Children’s Services (ACS) or the ACS agency partner in accordance with the requirements of [Chancellor’s Regulation A-750](#):

- Child-welfare involved students and their ACS contact can be identified by the lists shared by the Borough/Citywide Office (B/CO) point to the school’s principal/ designee (Designated Liaison) or through the Foster Home Student Indicator and “ACSLINK” ILOG entries.
- When child-welfare involved families can be contacted and have adequately explained reasons for not participating in remote instruction (e.g., parent does not have access to technology) the school should work to eliminate this barrier. The ACS contact can also discuss the barriers with the family and share these findings with the DOE so that the DOE can continue to assist the family in mitigating such barriers related to remote learning.

Working with ACS and the Office of Safety First

For current open ACS cases, schools should work closely with the Child Protective unit assigned to the student’s case before contacting the Office of Safety First. Please use the caseworker’s email and/or cell phone number, as they may be working remotely.

- If a mandated reporter and/or designated liaison need to get the caseworker’s contact information and/or have any other concerns that are not more urgent, they should reach out to the Office of Safety First at their email address: safetyfirst@acs.nyc.gov
- If there is a more pressing concern or issue that needs to be resolved, then the mandated reporter/Designated Liaison can call the Office of Safety First directly at 718-KID-SAFE (543-7233).
- If there is imminent threat of danger to a child’s health or safety or the child requires immediate medical attention, staff members must contact 911 and the New York SCR at 1-800-635-1522 and take the necessary follow-up steps in accordance with [Chancellor’s Regulation A-750](#).