

# TEXAS DEPARTMENT OF PROTECTIVE AND REGULATORY SERVICES

## PROFESSIONALS REQUIRED TO REPORT CHILD ABUSE/NEGLECT

July 2007

All reports of child abuse and neglect are routed through the Texas Department of Protective and Regulatory Services (PRS) Statewide Intake Hotline (SWI). In addition to the 1.800.252.5400 number, the agency has developed a **SECURE** web site designed specifically for professional to report suspected abuse/neglect via the Internet. Professionals are encouraged to use this process to report non-emergency situations of child abuse/neglect to PRS.

This web site is intended only for use for professionals who are required by the Texas Family Code (TFC) 261.101 to report child abuse/neglect no later than the 48<sup>th</sup> hour they first suspect that a child has been or may be abused or neglected. Professionals who are required to report child abuse/neglect include teachers, nurses, doctors, attorneys, day-care employees, clergy, medical practitioners, social workers, mental health professionals, employees of clinics or health care facilities that provide reproductive services, juvenile probation officers, and juvenile detention or correctional officers. A professional may not delegate to or rely on another person to make the report.

To access the web site, professionals are required to have a "user name" and a "password." The user name and password are the same for all professionals to access the web site.

The link to the reporting web site is: <https://reportabuse.ws>

(You MUST include the "s" in <https://> above to access the site)

Users will then be prompted for a user name and a password.

The user name is: **educator**

The password is: **report1**

(NOTE: This site works best using Internet Explorer 5.0 or Netscape 6.0. This site may not be accessible using Netscape browsers older than version 6.x.)

Once a report is filed through the Internet reporting system, an e-mail acknowledging receipt of the information and a PRS identification number will be sent to you. Should you experience difficulties, have a question or fail to receive an email receipt, call 1.800.252.5400 for assistance.

The web site **should not be used** to report life threatening or emergency situations. In those cases, you should contact your local law enforcement agency or 911.

**It may take up to 24 hours to process reports of abuse and neglect made through the Internet.** If you believe your situation requires action in less than 24 hours, call Statewide Intake at **1-800-252-5400**.

DFPS Field staff reporting via the Internet must enter the date and time they need the intake to commence. Example-"investigation actions began at 9:00 am, 1-2-07".

**Call Statewide Intake at 1-800-252-5400 if**

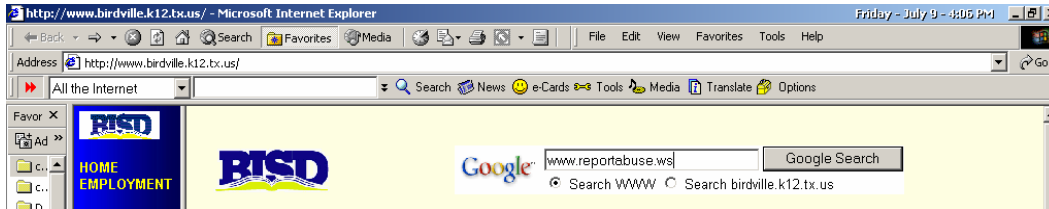
- the situation you are reporting is an emergency;
- you have insufficient data to complete the required information on the report; or
- you do not want e-mail confirmation of your report.

## PROCEDURE TO REPORT CHILD ABUSE OR NEGLECT

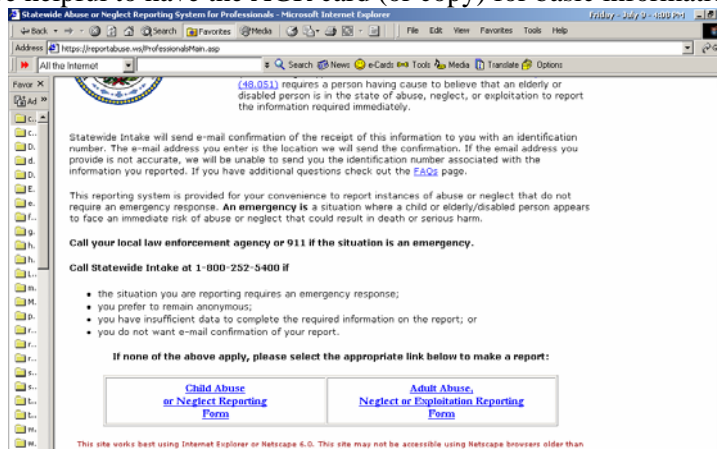
1. The person that the child makes the outcry to is the person that reports to CPS.
2. Reporting is completed on line.
  - a. You may go to the **BISD home page** <http://www.birdville.k12.tx.us>
  - b. Type in <https://www.reportabuse.ws>

△ Search www

Click on



- c. User Name **educator**  
Password **report1**
- d. Complete questionnaire to the best of your ability.  
(HINT: It would be helpful to have the AGR card (or copy) for basic information required.



- d. Suggestion: Enter your **school address and school phone number** when asked for your address and phone number.

***This reporting system is provided for your convenience to report instances of abuse or neglect that do not require an emergency response.*** An emergency is a situation where a child or elderly/disabled person appears to face an immediate risk of abuse or neglect that could result in death or serious harm.

Call your local law enforcement agency or 911 if the situation is an emergency.

**It may take up to 24 hours to process reports of abuse and neglect made through the Internet.** If you believe your situation requires action in less than 24 hours, call Statewide Intake at **1-800-252-5400**.

DFPS Field staff reporting via the Internet must enter the date and time they need the intake to commence. Example-"investigation actions began at 9:00 am, 1-2-07".

Call Statewide Intake at 1-800-252-5400 if

- the situation you are reporting is an emergency;
- you prefer to remain anonymous;
- you have insufficient data to complete the required information on the report; or
- you do not want e-mail confirmation of your report.

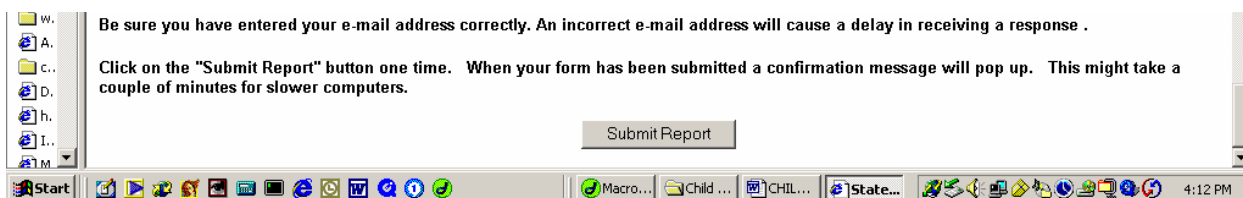
### **Deaf and Hard of Hearing**

If this is an emergency and you are deaf and equipped with TTY, you may call Relay Texas by dialing 711 or 1-800-735-2989. The caller uses a TTY to type conversations to a relay agent who then reads the typed conversation to a hearing person. The relay agent transmits the hearing person's spoken words by typing them back to the TTY user. Statewide Intake's phone number is 1-800-252-5400.

[I have read the notice above and I believe that the instance of abuse or neglect I have to report is \*\*NOT\*\* an emergency.](#)

Click to indicate there is not immediate emergency.

3. Document on-going signs of abuse.
4. Fill out form and at end of form click Submit Report
5. You will receive a confirmation.



4. If a caseworker calls the school for information, take the caseworker's name, telephone number and return the call to verify authenticity of call.

**ALL INFORMATION IS CONFIDENTIAL**

Refer to BISD Board Policy  
FFG(EXHIBIT)-A  
FFG(LEGAL)-P  
GRA(LEAGAL)-P

Revised July 2007