MANDATORY REPORTING

Abuse and neglect occurs when a person(s) responsible for the care of a child, elderly or disabled person, either deliberately or by extraordinary inattentiveness, permits the individual in his/her care to experience avoidable suffering and/or fails to provide one or more of the ingredients generally deemed essential for developing a person’s physical, intellectual, and emotional capacities.

Service Coordinators must report suspected abuse/neglect, whether or not it involves an enrolled participant with CYSHCN. Service Coordinators receiving third party allegations must direct the reporter to call the appropriate hotline and report the incident as well as make a hotline report themselves (third party hotline).

Things to report may include but are not limited to:
- Suspected neglect
- Any non-accidental physical injury or injury which is at variance with the history given
- Suspected sexual abuse
- Suspected emotional abuse
- Non-organic failure to thrive

How to report:
The following procedure shall be carried out when the decision to report a potentially abused/neglected child or adult has been made:
- For suspected child abuse/neglect staff will make an oral report (by telephone) to the Children’s Division at (800) 392-3738.
- For suspected abuse or neglect of a disabled adult eighteen (18) to sixty (60) years of age or an elderly person age 60 or older staff will call the Division of Senior Services & Regulation at (800) 392-0210.
- Notify the Program Manager within one (1) business day of making the report by completing the Confidential Event Report Form and emailing it to the Program Manager.

How to document:
Documentation of a Mandated Report requires two (2) separate progress note entries.
- The first progress note entry records the entire incident (without mention of making a Mandatory Report (Hotline Call)).
  - Appropriate Contact Type selection will indicate how the Service Coordinator learned of the incident, i.e., participant visit or participant contact.
- The second progress note entry records the action of physically making the Mandated Report (Hotline Call).
  - Contact Type selection is always ‘Other’.
  - The body of the progress note will only state ‘A hotline call was made.’
  - No additional statement is to be entered.
- This progress note entry will follow the first progress note in date/time sequence.

Your employer may require you to follow additional protocol.