Mandated Reporting of Suspected Child Abuse

www.prosolutionstraining.com/dfcs-opfs
CICC Mandated Reporting

Mandated Reporter Site

Georgia Division of Family & Children Services

Bobby Cagle, Director
Who is mandated reporter?

Georgia law designates certain professionals as mandated reporters of child abuse or neglect (OCGA 19-7-5(c)(1)). In general terms, a Mandated Reporter would be defined as any person who has care or oversight of a minor child. In some situations, this would also apply to individuals who have care or oversight of individuals determined to have physical, developmental or mental handicap/disability and meet specific qualifications (Foster Care and handicap/disability and age/capacity).

Mandated Reporters who have reasonable cause to believe that a child has been abused must make a report, immediately but no later than 24 hours, to local DFCS office or law enforcement and are subject to criminal penalty for failing to do so.

- Mandated Reporters may remain anonymous, however, may also be subject to criminal penalty as noted above if no record of reporting can be located in instance of investigation.
- Mandated reports can make reports via phone, email, web-form or fax and are no longer required to make both written and verbal reports.

When in question... make the report. If the concerns do not rise to the level of maltreatment, the report can be screened out. Best practice is to always air on the side of caution to ensure child safety and well-being.

Mandated Reporting

CICC Reporting Information:

Hotline (24 Hours per day/7 days per week): 1-855-GA-CHILD
Fax: 219-317-9665
Reporter Website: https://cps.dhs.ga.gov/
ProSolutions Contact Number (Technical Assistance/Support): 1-800-939-9644
Register as a mandated reporter at: https://techapps01.dhr.state.ga.us/CPS/
Complete online mandated reporter training at: https://gocftrainingonline.com

Administrative Contact:
Shoney Lowery (Program Director)
770-880-5107 (pc)
shoneylowery@gmail.com
shoney.lowery@dhs.ga.gov

Reporting
Mandated Reporters shall have the capability to view information about CPS Form reporting manual, protocol and process.

Mandated Reporters shall also have the capability to:
Post Incidents
View Posted Incidents
Edit and review Incidents that are not submitted

Registering

* Mandated Reporters, Call Center Agents, DHS Staff and Supervisors/ Intake Workers/ Flow Masters/ must register before their first log in to the application.
* Mandated Reporters must first completed online training prior to registration to obtain correct coding.
This is a one time video with a few questions at the end.

Use web address to complete mandated reporter training. Use Google

https://www.prosolutionstraining.com/
Registering Online

Mandated Reporters, Call Center Agents, DHS Staff and Supervisors/Intake Workers/Flow Masters/must register before their first log in to the application.

What type of Reporter are you?

Child Protective Services (CPS)

Register as Mandatory Reporter

(Declarative) 11/17/2016
<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Choose the Mandated</td>
<td>Categories for Mandated Reporters</td>
</tr>
<tr>
<td>Reporter Category</td>
<td></td>
</tr>
<tr>
<td>Enter Verification Code</td>
<td>Codes that match with the Mandated Reporter categories.</td>
</tr>
<tr>
<td>Type the code from the Image</td>
<td>Additional security code to allow entry to Registration Page</td>
</tr>
<tr>
<td>Verify</td>
<td>Button that verifies the information entered and allows entry into the Registration Page</td>
</tr>
</tbody>
</table>

**How to Access Registration Page**

* Click on Register (on Home Page)
* Choose the Mandated Reporter Category
* Enter Verification Code
* Click Generate New Image (if necessary).
* Type the code from the image
* Click Verify
* User will be directed to the Registration Page
Registration Page

Registration Fields

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td>Categories for Mandated Reporters</td>
</tr>
<tr>
<td>First Name</td>
<td>First Name of Mandated Reporter</td>
</tr>
<tr>
<td>Last Name</td>
<td>Last Name of Mandated Reporter</td>
</tr>
<tr>
<td>Middle Name</td>
<td>Middle Name of Mandated Reporter</td>
</tr>
<tr>
<td>Email Id</td>
<td>Email of Mandated Reporter</td>
</tr>
<tr>
<td>Password</td>
<td>Unique password selected by Mandated Reporter</td>
</tr>
<tr>
<td>Confirm Password</td>
<td>Confirmation for unique password selected by Mandated Reporter</td>
</tr>
<tr>
<td>Phone Number</td>
<td>Phone Number of Mandated Reporter</td>
</tr>
<tr>
<td>Mobile Number</td>
<td>Mobile Number of Mandated Reporter</td>
</tr>
<tr>
<td>Organization Name</td>
<td>Organization Name for Mandated Reporter</td>
</tr>
<tr>
<td>Organization Address</td>
<td>Organization address for Mandated Reporter</td>
</tr>
</tbody>
</table>
A User can login after registration or directly from the website Home Page.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email</td>
<td>Unique Email entered at Registration.</td>
</tr>
<tr>
<td>Password</td>
<td>Unique Password setup at Registration (Call Center Agents, Intake Case Manager and DHS staff – Novell Password)</td>
</tr>
<tr>
<td>Log In</td>
<td>Button that allows entrance into the application</td>
</tr>
</tbody>
</table>
Home Page Log in

- How to Login (Home Page)
- Enter Email in Email Id field.
- Enter Password in Password field.
- Click Log In button.
- CPS form will open for Call Center Agents. CPS Incident Queue will be displayed for Mandated Reporters and DHS Staff.

After Log in

The Incident Queue is displayed after a Mandated Reporter or DHS Staff logs in to the application. Mandated Reporters and DHS Staff will be able to Edit Incidents that have not been submitted and View Incidents that have been previously submitted. Call Center Agents will be directed to complete a CPS Form.

After Log in - DHS Staff or Mandated Reporter
Mandated Reporter Form

After Login – Child Center Agent (does not have an Incident Queue)

Items needed when reporting

* Please fill out all sections of the form
* Please list any additional questions or information obtained even if the child or person giving the information didn’t know the answer.
* Attachments and pictures can be added
* Any emergency contacts or support systems for the child and family or known relatives
Posting Incidents

Mandated Reporters or DHS Staff will be able to post an incident from the same screen where the incident queue is displayed. Call Center Agents will be directed to complete a CPS Form immediately after login. Mandated Reporters, DHS Staff and Call Center Agents will also be able to post an incident by clicking on Post Incident on the top menu bar.

Post Incident – Mandated Reporter

How to Edit

- **Edit an Incident – Mandated Reporters and DHS Staff**
  - Log into application.
  - Click on the pencil icon to edit an Incident.
  -

- **Post an Incident – Mandated Reporters and DHS Staff**
  - Log into application
  - Click on Post New Incident
  -

- **Note:** Mandated Reporters and DHS Staff will be able to view all incidents that he/she submitted previously. These incidents will not be editable. Only incidents that have not been submitted can be saved and edited.
**View Incidents**

Welcome to Child Protective Services

View Recently Closed/Requested Incidents

<table>
<thead>
<tr>
<th>Incident Date</th>
<th>Reporter</th>
<th>County</th>
<th>Location</th>
<th>Contact Name</th>
<th>Requested Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>8/12/2016 05:13:00 AM</td>
<td>Anonymous</td>
<td>Buncombe</td>
<td>Trans --- Unit 1202</td>
<td></td>
<td>8/12/2016 05:13:00 AM</td>
<td>Completed</td>
</tr>
<tr>
<td>8/12/2016 04:13:00 AM</td>
<td>Call Center</td>
<td>McDowell</td>
<td>Rogers --- Unit 1202</td>
<td></td>
<td>8/12/2016 04:13:00 AM</td>
<td>Completed</td>
</tr>
<tr>
<td>8/12/2016 03:13:00 AM</td>
<td>Call Center</td>
<td>Buncombe</td>
<td>Rogers --- Unit 1202</td>
<td></td>
<td>8/12/2016 03:13:00 AM</td>
<td>Completed</td>
</tr>
</tbody>
</table>

**Manage your profile**

- Change your email address if you change schools or jobs

- Update demographic information

**CHILD PROTECTIVE SERVICES (CPS)**
Completing a CPS Form – Mandated Reporter and DHS Staff
- Log in to application
- Click Post Incident (Call Center Agents will be directed to the CPS Form without having to click Post Incident).
- Complete Primary Information, Parent’s Information, Children Information, Member Information and Questionnaire.
- Then, supporting documents can be uploaded and submitted with the form (see below).
- Click Continue to Save data entered on each screen
- Submitted Incidents are not editable (User can navigate using the menu bar to edit an Incident prior to submission).
- **Note:** Information entered on the Children Information section of this form will pre-populate the Child Functioning Section on the Questionnaire. This information will only be editable from the Children Information section.

### Format for Attachments:
- Supporting attachments **MUST** be in JPEG, GIF, PNG or PDF format.

#### Uploading a supporting attachment
- Click Select
- Upload File from local desktop
- Click Save to keep uploaded attachment
- Click Remove to discard uploaded attachment.
- Click the X to delete the uploaded attachment (a pop up will appear asking if you want to delete this file; click OK to discard and Cancel to keep).
Editing

- Editing an Incident
- Click View Incidents from the menu bar
- Click the pencil icon
- The form submitted by a reporter opens
- Make changes on any or all screens as needed
- Changes will be saved when User clicks Continue to go to next screen
- Changes can be viewed by navigating through the screen or by selecting the Adobe icon for that Incident
- Note: User can click the number at the bottom of the page (queue) to see more Incidents. 50 incidents will be displayed on each page.
- Downloading the PDF format of the form (View Only)
- Click View Incidents from the menu bar
- Click the Adobe icon for the Incident to be viewed/downloaded
- The PDF format of the form (with changes) opens
- Deleting the Incident Record
- Click View Incidents from the menu bar
- Click the Review icon
- A pop up message will appear asking the User to confirm that the Incident has been reviewed and sent for further investigation.
- Once the User selects OK to the pop up message, the Incident record will be removed from the queue.
- Note: User should not click the Review icon if the Incident has not been sent for further investigation. This record will no longer be available if the Review icon is selected.
- Clicking the Review icon deletes the record.

Password reset

2.10 Forgot password

If you forgot your password, click forgot password and a pop up screen will appear to enter email. Enter email and click on submit. Instructions will be sent to your email provided.
September Webinars

- Evidence-based Gatekeeper Curriculum for Schools: Practical considerations for adoption and training
  September 23, 2016 11:00 AM - Register

- Behavioral Health Resources for Families: Updates for GA Schools
  September 27, 2016 11:00 AM & 2:00 PM
  Register 11:00 Session  Register 2:00 Session (Repeat of 11AM)

- Si Se Puede!! (Yes, You Can!): Building School Counselor and Latino Parent Partnerships to Promote Student Success
  September 28, 2016, 2:00 PM - Register