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Mandated Reporting of Suspected Child Abuse

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Georgia Division of Family and Children Services



DEPARTMENT OF EDUCATION



Children's Healthcare of Atlanta



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CICC Mandated Reporting

Mandated Reporter Site



***Georgia Division of Family
& Children Services***

Bobby Cagle, Director

Mandated Reporting

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.

Reporting

* CICC Reporting Information:

Hotline (24 Hours per day/7 days per week):
1-855-GA-CHILD

Fax:
229-317-9663

Reporter Website:
<https://cps.dhs.ga.gov/>

ProSolutions Contact Number (Technical Assistance/Support):
1-800-939-9694

Register as a mandated reporter at: <https://techapps01.dhr.state.ga.us/CPS/>

Complete online mandated reporter training at: <https://gocfrtrainingonline.com>

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

Mandated Reporter Interactions

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.

Mandated Reporter Training

- * 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/>

Pro Solutions



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.

The screenshot shows the Georgia Department of Human Services (DHS) website for Child Protective Services (CPS). The page is titled "Mandated Reporter" and "Report Incident". The "Mandated Reporter" section includes a list of professions such as Attorney, CASA, Case Manager, Child Counseling Personnel, Child Service Personnel, Child Service Personnel Volunteer, Clergy, Community Agency, Counselor/ Social Worker, Court, DHS Staff, Daycare Facility/Provider, and Dentist. The "Report Incident" section has a "Please login CPS to report an incident" form with fields for "Email ID:" and "Password:", and buttons for "Login", "Register", and "Forgot Password". A red box highlights the "Register" button with the text "To Register before 1st login".

What type of Reporter are you?

The screenshot shows the "Register as Mandatory Reporter" page on the Georgia Child Protective Services (CPS) website. The page includes a "Please register to Child Protective Services as a Mandatory Reporter." section, a "Validate your identity with the verification code provided during the Georgia Mandated Reporter Training" section, and a "All fields are mandatory" section. The registration form includes a dropdown menu for "Choose the Mandated Reporter Category:", an "Enter Verification Code:" field, a "Generate New Image" button, and a "Type the code from the image" field. The "GO XERO" logo is visible in the background of the verification code field. The footer of the page contains the text: "Copyright © 2014 Department of Human Services. This site can be best viewed in IE 8.0 or above with 1280 X 1024 screen resolution."



Field	Description
Choose the Mandated Reporter Category	Categories for Mandated Reporters
Enter Verification Code	Codes that match with the Mandated Reporter categories.
Type the code from the image	Additional security code to allow entry to Registration Page
Verify	Button that verifies the information entered and allows entry into the Registration Page

- 
- * **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

Home About Us Resources

Register as Mandatory Reporter

Please register to Child Protective Services as a Mandatory Reporter.

Fields in bold are mandatory

Title:

First Name:

Last Name:

Middle Name:

Email Id:

Password:

Confirm Password:

Phone Number:

Mobile Number:

Organization Name:

Organization Address:


[Generate New Image](#)

Type the code from the image

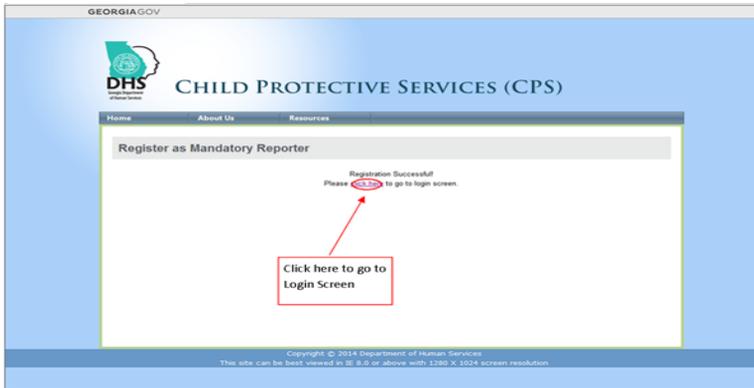
Registration Fields

Field	Description
Title	Categories for Mandated Reporters
First Name	First Name of Mandated Reporter
Last Name	Last Name of Mandated Reporter
Middle Name	Middle Name of mandated Reporter
Email Id	Email of Mandated Reporter
Password	Unique password selected by Mandated Reporter
Confirm Password	Confirmation for unique password selected by Mandated Reporter
Phone Number	Phone Number of Mandated Reporter
Mobile Number	Mobile Number of Mandated Reporter
Organization Name	Organization Name for Mandated Reporter
Organization Address	Organization address for Mandated Reporter

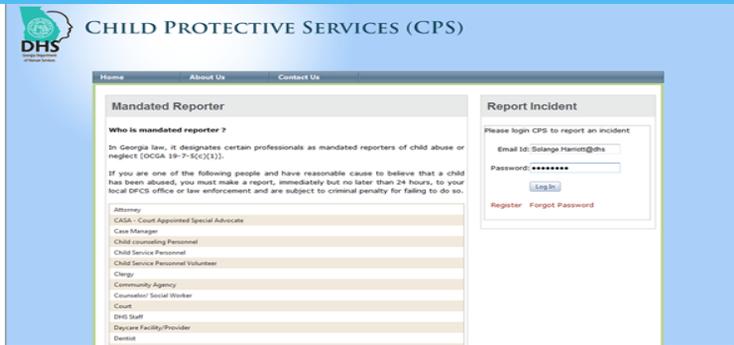
Logging In

A User can login after registration or directly from the website Home Page.

After Registration



Logging In



Field	Description
Email	Unique Email entered at Registration.
Password	Unique Password setup at Registration (Call Center Agents, Intake Case Manager and DHS staff – Novell Password)
Log In	Button that allows entrance into the application

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 Login - DHS Staff or Mandated Reporter

The screenshot displays the CPS Home Page interface. At the top, the navigation menu includes 'Home', 'View Incidents', 'Post Incident', 'About Us', 'Contact Us', and 'Sign Out'. The 'Post Incident' button is circled in red. Below the navigation menu, the page title is 'Welcome to Child Protective Services'. A table titled 'View Previously raised incidents' is shown with the following data:

Edit	Incident Date	County	Location	Download
	7/28/2014 1:08:50 PM		atlanta	
	7/28/2014 1:08:20 PM		Atlanta	
	7/28/2014 12:34:34 PM	BAKER	Atlanta	
	7/27/2014 3:22:00 PM		Atlanta	

Page 1 of 1, Items 1 to 4 of 4.

Copyright © 2014 Department of Human Services

Click the pencil icon to edit an incident that has not been submitted (DHS STAFF and Mandated Reporters only).

Click To Post an Incident

Mandated Reporter Form

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

GEORGIA.GOV
 DHS
 CHILD PROTECTIVE SERVICES (CPS)

Welcome Call Center, Last Logged In: 7/28/2014 1:29:38 PM

Home Post Incident About Us Contact Us Sign Out

CPS - Mandated Reporter Form

Primary Information Person's Information Children's Information Reporter Information Questionnaire Submission

HANDATED REPORTERS ONLY:

Would like to be notified if an investigation is completed and whether abuse is substantiated or unsubstantiated? Please indicate Yes No

Have you previously called us about this incident? Please indicate Yes No

Have you sent an electronic report in on this incident? Please indicate Yes No

An Intake Case Manager will be calling them back within two hours if additional information is needed. What number can you be reached?

Reporter's Information:

Is reporter an anonymous user? Yes No

First Name	Middle Name	Last Name	Telephone	Mobile Number	Email
Call		Center	123-456-7890	123-456-7890	callcenter@dhs.state.ga.us

Reporter Current Organization:

Reporter's relationship to Child:

Additional person(s) and contact information who can be contacted if you, the reporter, are not available and additional information needed:

Name, Contact Information and Best Time to Reach person with firsthand knowledge of child/family:

Children's Demographic Information

Incident Date/Time: 7/28/2014 1:29 PM

County where child resides:

Location of the incident:

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

Edit	Incident Date	County	Location	Reported Date	Download
	8/8/2014 3:45:39 PM				
	8/8/2014 3:43:59 PM				
	8/8/2014 3:40:29 PM				
	8/8/2014 3:38:48 PM				
	8/8/2014 3:37:37 PM				
	8/8/2014 3:34:02 PM				
	8/8/2014 2:52:45 PM	ATKINSON	Incident Location Incident	8/8/2014 2:50:09 PM	
	8/8/2014 2:33:15 PM		weahohohoh adghafaduf		
	8/7/2014 12:22:03 PM		Location Target Location	8/7/2014 12:28:17 PM	
	8/7/2014 12:08:28 PM		Location Of the Incident Entered By the Person	8/7/2014 12:10:28 PM	
	8/6/2014 10:04:34 PM		Test Location Home Land		
	8/6/2014 9:46:39 PM	ATKINSON	Test		
	8/4/2014 3:28:05 PM	APPLING	testtesttesttest	8/4/2014 3:33:53 PM	
	8/3/2014 4:25:38 PM	ATKINSON	Test	8/4/2014 3:09:37 PM	
	8/3/2014 3:34:49 PM	SAVANA	Location		

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

Edit	Incident Date	Reporter	County	Location	Contact Number	Reported Date	Download
	8/18/2015 10:40:41 AM	Anonymous Anonymous	BAKER	Train ---- UAI Test		8/18/2015 1:28:03 PM	
	8/18/2015 10:17:55 AM	Madhu Reddy	ATKINSON	Kroger---- UAI Test		8/18/2015 10:25:35 AM	
	8/17/2015 3:37:40 PM	Call Center					
	8/15/2014 10:01:56 AM	Call Center					
	8/14/2014 3:27:46 PM	Call Center					
	8/14/2014 3:06:51 PM	Call Center					
	8/14/2014 2:27:10 PM	Call Center					
	8/14/2014 2:15:26 PM	Call Center					
	8/12/2014 11:34:10 AM	Call Center		session time out testing ... 11:34 AM			
	8/12/2014 10:24:01 AM	Call Center		time out session			

Manage your profile

- * Change your email address if you change schools or jobs
- * Update demographic information



click
Here

Questionnaire

- * **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.

Attachments

- * 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).
- * Click the disc icon to view/ download the attachment.
- * User will be able to upload multiple attachments.
- * Repeat steps 1 through 3 to upload more attachments.

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.



Resources Tab

To view CPS resource information for Mandated Reporters, click on Resources then select Mandated Reporter Manual from the drop down.



September Webinars



Richard Woods,
Georgia's School Superintendent
"Educating Georgia's Future"
gadoe.org

- **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:AM & 2: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](#)

Georgia Department of Education



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33