

Child Protective Services

Do You Suspect Abuse or Maltreatment?
Report it Now!

Call our Statewide Toll Free Telephone Number:

1-800-342-3720

If you are deaf or hard of hearing, call TDD/TTY at

1-800-638-5163

or have your Video Relay System provider call

1-800-342-3720

If you believe that a child is in **immediate danger**,
call **911** or your local police department.

The Statewide Central Register of Child Abuse and Maltreatment

The abuse or maltreatment of children is against the law. Victims need an effective child protective service to prevent them from suffering further injury and impairment.

The New York State Office of Children and Family Services maintains a Statewide Central Register of Child Abuse and Maltreatment (SCR) for reports made pursuant to the Social Services Law.

The Statewide Central Register, also known as the "**Hotline**," receives telephone calls alleging child abuse or maltreatment within New York State. The Statewide Central Register relays information from the calls to the local Child Protective Service for investigation, monitors their prompt response, and identifies if there are prior child abuse or maltreatment reports.

The **Hotline** receives calls 24 hours a day, seven days a week from two sources: persons who are required by law, *or mandated*, to report suspected cases of child abuse and maltreatment; and calls from non-mandated reporters, including the public.

Among those who are mandated to make reports are:

- medical and hospital personnel
- school officials
- social service workers
- child care workers
- residential care workers and volunteers
- law enforcement personnel

*This list is not all inclusive.