

Mandated Reporter SCR Call Tip Sheet

For information about the New York State Office of Children and Family Services (OCFS), the Statewide Central Register (SCR), and other topics, visit the OCFS website at <http://ocfs.ny.gov/main/cps/>.

Preparing for the Call:

1. Be sure to complete a Report of Suspected Child Abuse or Maltreatment form (2221A), available at <http://ocfs.ny.gov/main/cps/>, *before calling the SCR*. The form includes important information that you will be asked about on the call.

Making the Call:

1. Whenever possible, *do not* have a child in the room when making a call to the SCR or put a child on the phone with the Child Protective Specialist *unless necessary*. It can be very stressful for a child to report a parent or guardian. You are a mandated reporter — you can speak for the child or seek clarification if necessary.
2. Provide your direct contact information *and an alternate contact number* in the *beginning* of the call, in case the call is disconnected. Keep in mind that LCPS and other workers may have difficulty reaching you at a general number for a large organization and may need to contact you after business hours.

After the Call:

1. If a report is registered, you must send your completed form to the Local Child Protective Service (LCPS) responsible within 48 hours.
2. *Do not* release the SCR worker's name to anyone. They are not the service provider—the LCPS is.

Phone Call Quality Tips:

1. Use a landline whenever possible.
2. Do not use a speaker phone. If you *must* use a speaker phone, identify who is speaking to the Child Protective Specialist to ensure proper attribution of information.

Please do not call the SCR:

1. If you are reporting a complaint about a local district worker, call the district directly or call the OCFS regional office affiliated with that district. Contacts can be found on the OCFS website at <http://ocfs.ny.gov/main/regionaloffices%5Fmain.asp>.