Oregon Child Abuse Hotline
Child Abuse Reporting Guide



When in doubt, call

Any time you suspect abuse, call. Hotline screeners accept voluntary calls from all concerned individuals. Make an immediate report to the Oregon Child Abuse Hotline if you are a mandatory reporter (see Oregon Revised Statute 419B.005) and have reasonable cause to believe that:

- Any child with whom you have been in contact has suffered abuse, or
- Any person with whom you have been in contact has abused a child.

How to make a report of child abuse

The Oregon Child Abuse Hotline accepts reports 24 hours a day, 365 days a year.

When calling, you can choose from the following options:

- Spanish speaking
- Law enforcement
- Mandatory reporter
- General public
- Call back feature

1-855-503-SAFE(7233)

If the child is in danger, please call 911 immediately.

Oregon Department of Human Services
CHILD WELFARE

Mission

The Oregon Child Abuse Hotline's mission is to receive reports of child abuse and provide excellent customer service with equitable and consistent decision making to ensure safety for Oregon's children.

Be prepared to provide the following information (if known):

- Name, date of birth or age for all adults and children involved
- A description of the abuse, including whether the child has current injuries
- Alleged perpetrator's name, location and access to the child
- Whether the child has Native American or Alaska Native heritage
- Telephone numbers, including area code
- Any cultural or language considerations, race and ethnicity
- Addresses, directions or other means to locate the individuals of concern
- Additional information related to family functioning, resources and supports
- Detailed observations and statements made by the child or others
- If applicable, a description of the child's disability or any special needs.

Abuse types:

- Neglect
- Physical abuse
- Mental injury
- Sexual abuse
- Threat of harm

Possible abuse indicators:

- Inadequate supervision
- Failure to provide food, clothing or shelter
- Unexplained or suspicious injuries
- Intimate partner violence
- Substance abuse and misuse that affects the child
- Fear or changed behavior in child
- Atypical interest in sex, knowledge of sexual behavior or acting out sexually
- Rejecting or terrorizing the child.

What you can expect from the hotline:

A focus on safety

- National data reveals with a centralized hotline, more families are found to be eligible for supportive services.
- Screeners are trained and trauma-informed.
- All reports are also reported to law enforcement.

A focus on consistency

- Call center software captures real time data and provides information to improve screener performance.
- Consistent application of Oregon Revised Statutes when screening reports of child abuse.
- Your feedback is used for continuous quality improvement (CQI).

A focus on customer service

- Hotline screeners and supervisors are available 24/7/365 to accept reports of suspected child abuse.
- You are notified of the outcome of your report.

The Oregon Child Abuse Hotline wants to hear your questions, comments and training needs.
Feedback.OregonChildAbuseHotline@dhsoha.state.or.us

You can get this document in other languages, large print, braille or a format you prefer. Contact the Oregon Child Abuse Hotline at 1-855-503-SAFE (7233). We accept all relay calls or you can dial 711.

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