



# When to make a referral to the DCF Careline

Mandated reporters are required to report or cause a report to be made when, in the ordinary course of their employment or profession, they have reasonable cause to suspect or believe that a child under the age of 18 has been abused, neglected or is placed in imminent risk of serious harm. (CGS§17a-101a)

### EMERGENT SITUATIONS- Call the CARELINE

**800-842-2288**

If the victim or another similarly situated minor is presenting in:

- Immediate harm
- With the need for emergent medical or mental health care
- With a realistic fear of further abuse or neglect within the next 24 hours
- That they will be inaccessible within the next 24 hours

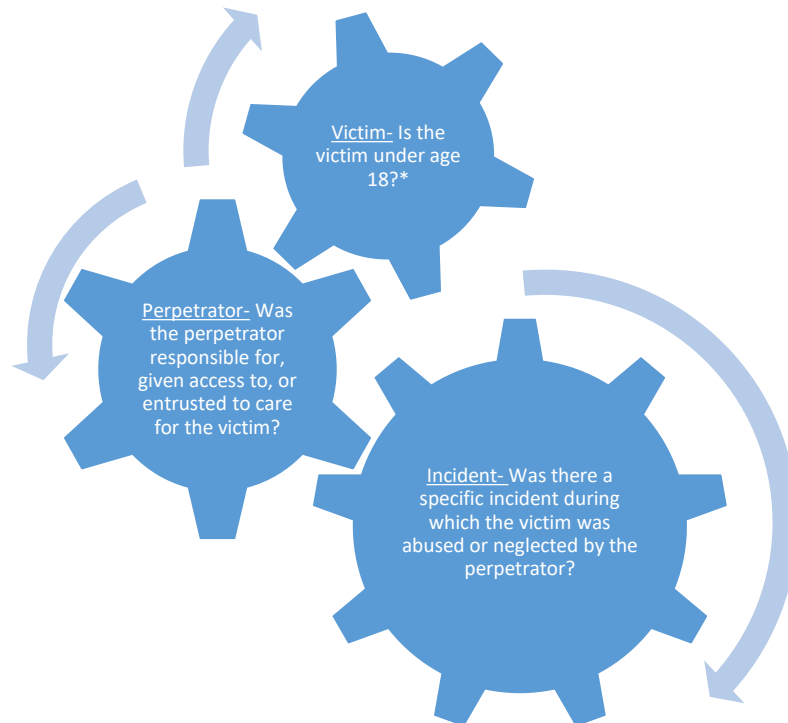
### NON-EMERGENT SITUATIONS- Online Referral

**[DCF.referral@ct.gov](mailto:DCF.referral@ct.gov)**

If the victim or another similarly situated minor is not presenting in need for an emergent response:

- Complete the PDF in full, with as much detail and information as possible
- Email the PDF as an attachment to [DCF.referral@ct.gov](mailto:DCF.referral@ct.gov)
- Upon successful submission you will receive a confirmation email
- Emails can be submitted between 7am-7pm M-F

All 3 components are required for referral to be accepted:



FOR FAMILIES THAT DO NOT MEET THE ABOVE ACCEPTANCE CRITERIA WHO MAY BENEFIT FROM SERVICES, CONTACT THE INFOLINE @ 211.

\*Age limitations are not considered for children currently receiving services from DCF or if allegations involve sexual abuse of a student by school personnel.

## Educational Neglect

Occurs when a school-aged child has excessive absences from school through the intent or neglect of the parent or caregiver.

For children older than 12, excessive absenteeism through the child's own intent, despite the caregiver's efforts, is truancy which is handled through the school district.