



# Georgia Division of Family and Children Services

**Interim Director**  
Bobby Cagle

# MAKING A CPS REFERRAL

If you believe a child is being abused or neglected, Please call the CPS Intake Line at **1-855-GA-CHILD (1-855-422-4453)**  
Agents are available 24 hours a day, 7 days a week, 365 days a year.

Average hold times are around 8 seconds.

Initial information will be gathered by a call agent and forwarded to an Intake Specialists. The Intake Specialists may need to call you back to gather more information. Please provide a number where you can be reached.



# MANDATED REPORTERS HAVE THREE ELECTRONIC OPTIONS FOR MAKING A CPS REPORT

**Option One:** E-mail Intake form to [cpsintake@dhr.state.ga.us](mailto:cpsintake@dhr.state.ga.us). You will receive an auto-reply stating that the CPS report has been received. You will also receive a return phone call to acknowledge your report and collect any additional information needed. This return phone call satisfies the legal requirement to speak with a DHS employee. Please include on the report a number where you can be reached.

To request a PDF version of the form, please contact [customer\\_services\\_dfcs@dhr.state.ga.us](mailto:customer_services_dfcs@dhr.state.ga.us)

**Option Two:** Fax CPS Intake Form to **229-317-9663**. You will receive an automatic reply indicating your report has been received. You will

also receive a return phone call to acknowledge your report and collect any additional information needed.

This return phone call satisfies the legal requirement to speak with a DHS employee. Please include on the report a number

where you can be reached. To request a PDF version of the form, please contact [customer\\_services\\_dfcs@dhr.state.ga.us](mailto:customer_services_dfcs@dhr.state.ga.us)

**Option Three:** Complete the digital form located at <http://dfcs.dhs.georgia.gov/child-abuse-neglect>. A private code is needed to access the digital form. This code will be given upon completion of mandated reporter training. The online mandated reporter training can be found at <https://www.prosolutionstraining.com/hostedcourses/hostcode.cfm?hostid=18>



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# WHAT TO EXPECT WHEN YOU CALL?

Georgia Uses a safety model at Intake termed “The Safety Response System” to guide decisions regarding a report of abuse or neglect

Georgia selected this model to move beyond the incident to:

Fully Assess Child Safety to determine:

- Level of agency involvement
- Level of Community Response

Reach Decisions Regarding Assignment of the Case Are Based on :

- Adult Protective Capacity and Functioning
- Child Functioning and Vulnerability



## DFCS SEEKS INFORMATION IN SIX AREAS IN ORDER TO MAKE THE BEST DECISION AT INTAKE

### They are:

1. The Extent of Maltreatment
2. The Circumstances Surrounding the Maltreatment
3. The Level of Child Functioning
4. The Level of Adult Functioning
5. Parenting Behaviors/Decisions
6. Discipline

The information gathered is used to determine child and family functioning

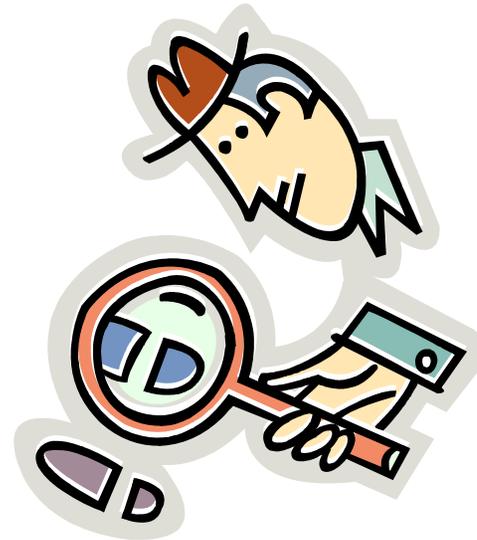


# 1. EXTENT OF MALTREATMENT

What happened?

What is the maltreatment?

What is the injury?



## 2. CIRCUMSTANCES SURROUNDING MALTREATMENT

What is happening in the life of this family that may have contributed to the maltreatment?

- Layoff/job loss?
- Divorce/separation?
- New household member/Boyfriend?
- Significant loss/death?



## 3. CHILD FUNCTIONING

Who is this child outside of the reported maltreatment?

- Development/milestones?
- Interaction with peers?
- Interaction with authority?
- Interaction with parent/siblings?
- Medical/mental health disabilities?



## 4. ADULT FUNCTIONING

Who is this parent outside of the parenting role?

- Lifestyle?
- Drug/alcohol use?
- Medical/Mental Health concerns?
- Relationships?
- Interaction with child?
- Interaction with other adults?
- Extended family/social supports?



## 5. PARENTING

### The what, why and how of caregiving

- Feelings about parenting?
- Parenting role models?
- Did they plan on becoming a caregiver?
- How were they parented?
- Relationship with child – friend or parent?
- How did they describe caregiving?



## 6. DISCIPLINE

Beyond the method:

- What is the point of discipline?
- Where did they learn to discipline?
- How were they disciplined?
- Discipline versus punishment?
- Who disciplines?



# IS THE CHILD SAFE OR UNSAFE?

Through the collection of this information about the family the Intake Case Manager makes a decision about the safety of the child and assigns as an Investigation or to Family Support.



## What Happens Next?

The Intake is reviewed by a supervisor and then assigned, based on the information gathered during the Intake interview. If it is determined that a child has been maltreated and is not safe, the case is assigned to a case manager in the county where the child lives.

Cases assigned as an investigation (those with a higher indication of maltreatment) have an expected response time of 24 hours or less.

Cases assigned to Family Support have an expected response time of five days.



## Questions:

**For follow-up questions or concerns regarding making a CPS Referral, please contact Jeffery Brown, Director for CPS Intake at [jfbrown@dhr.state.ga.us](mailto:jfbrown@dhr.state.ga.us)**



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