

Pediatric Healthcare Professionals Have the Right to Know the Outcome of Department of Child Safety Investigations

A Guide for Following Up on DCS Reports

What does the statute say?

Under ARS 8-807, a person who reports suspected child abuse or neglect to the Department of Child Safety (DCS) may obtain a summary of the outcome of the investigation. This gives pediatricians and other professionals who care for children the right to follow up on their patients if they are the original reporting source.

What do I need?

When physicians call the DCS hotline (1-888-SOS-CHILD) to report suspected abuse or neglect, they must identify themselves as the “reporting source.” DCS will ask for the reporting physician’s name and telephone number to include on the report. The physician will be provided with contact information for the field unit to which the report is assigned for investigation and the report number for future reference. This information will be needed to follow-up on the report. *(Please note: there are times when the report may be assigned to a different unit than originally designated by the DCS hotline. If this is the case, simply request the name and contact information for the Unit Supervisor to which the report was assigned.)*

How do I request information?

To request a summary of the investigation, the reporting source should:

- Contact the assigned field unit and ask to speak to the Unit Supervisor.
- Provide the report number and request information on the outcome.
- Provide name and telephone number for verification that the physician is the reporting source.
- Know that the Unit Supervisor will respond as quickly as possible. Presently, there is no standard time frame for a response.
- Understand that the information provided will depend on the status of the investigation. It may be necessary to follow-up later when the investigation has been completed and the outcome is determined.

What is included in the summary?

If the requester is entitled to receive the requested DCS information under ARS 8-807, DCS shall VERBALLY provide the person with a summary of the outcome with the following DCS information:

- Disposition of the report;
- Investigation findings, if available; and
- A general description of the services offered or provided to the child and family.

To report suspected child abuse or neglect, please call 1-800-SOS-CHILD.



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