Report is received at Child Abuse/Neglect Hotline Unit (CANHU) at 1-800-392-3738 per §210.109 and §210.145.1(4)

Screened out calls become Non-CA/N Referrals or Documented Calls

Structured Decision Making model is applied to determine whether the report will be alerted to the field as a CA/N Investigation or Family Assessment pursuant §210.145

CA/N Investigation

Family Assessment

All reports of child fatality (§§565.020, 565.021. 565.023, 565.024)

All reports of sexual abuse (§§566.030, 566.060, 566.032, 566.034, 566.040, 566.062, 566.064, 566.067, 566.068, 566.070, 566.083, 566.086, 566.090, 566.093, 566.095, 566.100, 567.050, 568.020, 568.080, 568.090, 573.025, 573.035, 573.037, 573.040)

Reports of serious physical injury (§§565.050, 568.060), including but not limited to:
- Internal injuries
- Fractures of the skull and/or body
- Subdural hemorrhage/hematoma
- Abusive head trauma
- Brain damage
- Dismemberment
- Intentional Burns and/or scalding
- Poisoning

Reports of serious neglect (§§568.030, 568.045, 568.050, 568.060), including but not limited to:
- Exposure, freezing, heat exhaustion
- Malnutrition or failure to thrive due to improper feeding
- Neglect resulting in repeated ingestions of a harmful substance
- Exposure of a child to a methamphetamine

Reports which if true would constitute a suspected violation of §210.145 enumerated felonies or other crimes pursuant to Chapter 566, if the victim is a child and the alleged perpetrator is twenty-one (21) years of age or older.

Juvenile Officer, Law Enforcement or Physician has taken custody and the report involves child fatality, sexual abuse, serious physical abuse and/or serious neglect

Child is in danger at the time of the report and law enforcement is needed

Reports referred to the Out-Of-Home Investigation (OHI) Unit or non-relative/non-household member caretaker(s) reports that are investigated by county staff

Reports with an alleged perpetrator who is a non-relative and a non-household member

Reports with factors such as age, location or seriousness that result in a substantial risk to the life, body, or health of the child or an attempt to kill or cause serious injury

Mild, moderate or first-time non-felonious reports of physical abuse or neglect (including medical neglect)

Mild or moderate reports of emotional abuse

Educational neglect reports with no other allegations of child abuse/neglect

Reported abuse or neglect in which this incident occurred or likely occurred over one year prior to the report date, except for the following:
- Sexual Abuse
- Serious Physical Abuse
- Serious Neglect