



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

CANHU screens the report to determine if allegations meet the statutory definition of abuse or neglect as defined in [§210.110](#)

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

- 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

Family Assessment

- 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