



Georgia Department of Human Services
DFCS After-Hours Child Protective Services Intake Center

“Top-Ten” Frequently Asked Questions

- 1. Why should I call 1-855-GA CHILD?**
The new CPS After-Hours Call Center was established to ensure reports of abuse and neglect are received, accessed and handled timely and efficiently during the times that local DFCS offices are closed.
- 2. What time of day will this number be available?**
1-855-GA CHILD is currently ONLY for reporting child abuse and neglect during the times that local DFCS offices are closed, but will eventually move towards a statewide CPS Call Center that is operational 24 hours a day and 7 days a week.

Reports of child abuse and neglect can be made to **1-855-GA CHILD** Monday-Friday 5 p.m. - 8 a.m.; 24 hours on weekends and holidays.
- 3. Who do I call to report a case of child abuse and neglect during regular DFCS office hours?**
During regular DFCS office hours, reports of abuse and neglect should be made to the DFCS office in the county where the child lives or the county in which the suspected case of abuse/neglect is witnessed.

Reports of child abuse and neglect can be made to county DFCS offices Monday-Friday from 8 a.m. - 5 p.m.
- 4. Does DFCS’ response to my call differ after hours as opposed to regular hours?**
DFCS’ response to reports of child abuse and neglect after hours, when DFCS offices are closed, will be the same as during regular DFCS office hours. *As always, if a child is in immediate danger please call the police immediately.*
- 5. What information do I need to make a referral and report a suspected incident of child abuse and neglect?**
People who call to report suspected abuse/neglect do not have to be sure maltreatment has occurred. They simply report what they have seen or heard. The authorities will investigate and confirm whether or not abuse has occurred. Callers are asked to provide

the name and location of the child and the name of the suspected perpetrator (if available).

- 6. Can I make an anonymous call to report an incident of child abuse or neglect?**
Reports are confidential and those who call do not have to provide their name. However, it is most helpful to the child in the long run if the reporter is willing to provide his or her name and address and, if necessary, testify in court.
- 7. How can I find out what happened with a case of child abuse and neglect after I have reported it to DFCS?**
If the person who makes the original report wants to know the outcome of the report, DFCS is not at liberty to share report information or outcomes with the general public. However, if the reporter is a mandated reporter, a letter will be provided to indicate if the report was accepted or screened out.
- 8. Will I receive a tracking number for my call to DFCS?**
All reported cases of suspected child abuse or neglect are assigned a case number. However, DFCS is not at liberty to share report information or outcomes with the general public.
- 9. Can a family find out that I am the person who reported the abuse/neglect?**
Information regarding reporters of child abuse and neglect are confidential. Reports of child abuse and neglect can be made anonymously.
- 10. After I have reported the abuse/neglect, how soon will DFCS take action?**
If a child is under age of 18 and appears to have been abused or neglected by a parent or caretaker, DFCS will begin investigating immediately. If the child is not in imminent danger, a caseworker will visit the family within 5 days.

###