

Reporting Guidelines: Suspected Abuse or Neglect



Suspected Abuse or Neglect of a Child

Family Home or Home of a
Other Relative, Friend, Etc.

Residential Care Facility

School or Community Setting

Immediately within 24 hours make **telephone report** to
CPS and/or Local Law Enforcement

Within 36 hours of filing the telephone report, **submit written Suspected Child Abuse
Report (SS8572)** to CPS or to Local Law Enforcement

Suspected Abuse or Neglect of an Elder or Dependent

In the Community:
Individual's home, day
program, family's home, etc.

Residential Care
Facility

State Developmental Center or
State Mental Health Hospital

Long-Term Care Facility
(all non-physical abuse)
*See flow chart below for
physical abuse*

Immediately within 24
hours make **telephone
report** to APS or Local Law
Enforcement.

Immediately within 24
hours make **telephone
report** to Local Law
Enforcement and
report to CCL.

Immediately within 24 hours
make a telephone report
to Dept. of State Hospitals,
or the State Department of
Developmental Services or
Local Law Enforcement.

Immediately within 24
hours make **telephone
report** to Local
Ombudsman **OR** Local Law
Enforcement Agency.

Within two working days
of making the telephone
report, **submit report (SOC
341)** to APS or Local Law
Enforcement.

Within two working
days of making the
telephone report,
**submit report (SOC
341)** to Local Law
Enforcement and
CCL.

Within two working days
of making the telephone report,
submit report (SOC 341) to
State Dept. of State Hospitals,
or the State Department of
Developmental Services or
Local Law Enforcement.

Within two working days
of making the telephone
report, **submit report
(SOC 341)** to Ombudsman
AND Local Law
Enforcement AND
Licensing Agency.

Report by phone immediately:
(858) 560-2191 ; (800) 344-6000 (Toll Free) ; Imperial County: (760)-337-7750

The written report form must be submitted no later than 36 hours after verbal report: You may manually fill out the SS-8572 form and fax it to 1-858-467-0412.

*Mandated reports are able to submit non-urgent reports online. You must have an account through Mandated Reporter Application: **Register online**

Report by phone:
Adult Protective Services (APS): **800-339-4661**
LTC Ombudsman: **1-800-231-4024**
CCL: **619-767-2300**