You have reason to believe that child abuse or neglect has occurred (i.e., child disclosed to you or you recognize signs of child abuse/neglect)

Organize the information for your report.

CALL THE HOTLINE!
1-800-25-ABUSE
1-800-252-2873
217-524-2606

Yes

A Hotline Intake Worker is available to take your call.

No

You report the information on what you’ve seen and heard.

A “Call Back” process screens reporter and re-calls them later.

Yes

A Hotline Intake Worker accepts your report.

No
Division of Child Protection (DCP) investigation begins within 24 hours. You send/fax a written confirmation of the report within 48 hours to your local DCFS office.

You will be told why the report was not accepted. If you disagree, you may ask to speak with the Hotline Supervisor. You may request references to appropriate resources.

Investigator determines if the allegation is serious.

The Police and the State's Attorney will be notified of the alleged crime. A Police investigator may contact you in addition to the DCP investigator.

Investigator determines if there are safety concerns for the child.

Yes

Investigator works with family to develop a safety plan.

No

An investigator interviews you and you may talk to other family members, potential witnesses or professionals as part of the investigation.

No process STOPS here
Investigator finds “credible evidence” that the perpetrator committed child abuse/neglect.

YES the case is Indicated

The report is maintained in the state computer registry and DCFS workers will recommend services to stabilize the family and to protect the child.

NO the case is Unfounded

DCFS may refer the child and family to community services. The report is maintained in the stable computer registry for a limited period of time.

In case of serious abuse reported by school personnel, DCFS sends a report of indicated findings to the child’s school. The report is “confidential” and is included in the temporary school record.

As a Mandated Reporter, you will receive a letter informing you of the findings on a case you report. You may receive information on actions taken to ensure the child’s safety by contacting the DCFS child protection supervisor. Other specific information about the report cannot be released.