Oregon Child Abuse Hotline
Child Abuse Reporting Guide

When in doubt, call.

Hotline screeners accept voluntary calls from all concerned citizens. If you are a mandatory reporter (as outlined in Oregon Revised Statute 419B.050) and have reasonable cause to believe that any child with whom you've come in contact with has suffered abuse or that any person with whom you've come in contact with has abused a child, a report shall be made immediately to the Oregon Child Abuse Hotline.

How to make a report of child abuse

The Oregon Child Abuse Hotline accepts reports 24 hours a day, 365 days a year.

When calling, listen to available prompts:

- Spanish speaking queue
- Law Enforcement queue
- Mandatory Reporter queue
- General Public queue
- Call back feature

To make a report call:

1-855-503-SAFE (7233)

If the child is in danger, please call 911 immediately.

DHS | Oregon Department of Human Services
CHILD WELFARE
Oregon Child Abuse Hotline

Mission

The Oregon Child Abuse Hotline's mission is to receive reports of child abuse and provide excellent customer service with equitable and consistent decision making to ensure safety for Oregon's children.

Be prepared to provide the following information (if known):

- Name, date of birth/age, for all adults and children involved
- A description of the abuse, including whether the child has current injuries
- Alleged perpetrators name, location and access to the child
- Whether the child has American Indian or Alaska Native heritage
- Telephone numbers, including area code
- Any cultural or language considerations, race and ethnicity
- Addresses, directions, or other means to locate the individuals of concern
- Additional information related to family functioning, resources and supports
- Detailed observations and statements made by the child or others
- A description of the child's disability or any special needs

Abuse types

- Neglect
- Physical abuse
- Mental injury
- Sexual abuse
- Threat of harm

Possible Abuse Indicators:

- Inadequate supervision
- Failure to provide food, clothing, shelter
- Unexplained or suspicious injuries
- Intimate partner violence
- Substance abuse and misuse that impacts the child
- Fear or a change in child's behavior
- Atypical interest in sex, knowledge of sexual behavior, or acting out sexually
- Rejecting or terrorizing

What you can expect:

A focus on Safety

- National data reveals with a centralized hotline, more families are found to be eligible for supportive services
- Trained and trauma informed screeners
- All reports cross reported to law enforcement

A focus on Consistency

- Call center software captures real time data
- Feedback utilized through Continuous Quality Improvement (CQI)
- Consistent application of the law and DHS rules

A focus on Customer Service

- Hotline screeners and supervisors are available 24/7/365 to accept reports of suspected child abuse
- Notification of the outcome of your report

The Oregon Child Abuse Hotline wants to hear from you for inquires, comments, or training needs.
Feedback: Feedback.OregonChildAbuseHotline@dhsoha.state.or.us

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