What information should I expect to receive from Safety First?

If you are the mandated reporter on the case, we will be able to provide you with the Child Protective Specialist (CPS) worker's name and telephone number, as well as the contact information for the worker's supervisor and manager. We will also be able to inform you if the case is open or closed. If you are not the reporter on the case, we will not be able to provide you with case-specific information – however, we will be happy to take down all information related to your **safety** concerns and work with the appropriate people at ACS to remedy those concerns.

Please be reminded that all child protective investigations are confidential and that we cannot provide you with other specific information related to the case. Any information that is disclosed to you must be disclosed by the CPS, and s/he is not obligated to divulge information to any individual without an appropriate reason.

How long does Safety First work with a case?

Safety Liaisons will work with you until your concern is appropriately addressed. There is no specified timeframe for our involvement in a case. However, if additional safety concerns are revealed during the course of our work, we will work to remedy those issues as well.

Important Telephone Numbers

ACS Office of Safety First	718/KIDSAFE
ACS Office of Advocacy	212/676-9421
State Central Register (General)	800/342-3720
State Central Register (Mandated Reporter)	800/635-1522
For Emergencies	911 (or nearest precinct)
Non Emergency City Services	311
Human Resources Administration (HRA) Infoline	877/472-8411
PATH - DHS Manager	917/521-3459

Main Numbers for Borough Offices

Brooklyn	718/623-4500/4900
Bronx	718/933-1212
Manhattan	212/676-2700
Queens	718/557-1745
Staten Island	718/720-2765
Office of Special Investigations/OSI	212/280-9300/9770
ACS Main Number	877/543-7692
For Mandated Reporter Training	718/725-3712

NYC Administration for Children's Services

ACS Graphics 9/09

NYC Administration for Children's Services

Safety First

What is Safety First?

Safety First is a special hotline that was created by NYC Administration for Children's Services (ACS) for mandated reporters such as employees of City agencies, schools, nonprofit providers, hospitals and childcare providers. The hotline was set up to answer questions and address ongoing safety concerns related to open child protective investigations.

Connecting *With Those Who Care*

Who should call Safety First?

It is most helpful when the reporter on the case calls Safety First, as we are able to provide more specific information to the reporter.

What information should I have when I call Safety First?

You should have as much of the following information as possible: child's name and date of birth, parent's name and date of birth, SCR call ID number and information related to your concern for the child's safety.

How is Safety First different from the ACS Office of Advocacy?

Safety First works with professionals in their roles as mandated reporters. ACS Office of Advocacy works with community members such as parents, grandparents and foster parents to address concerns related to their experience with ACS. If you are working with a family who expresses concern related to their case, you may refer them to the Advocacy Office at 212/676-9421.

How is Safety First different from the State Central Register (SCR)?

Mandated reporters may utilize the Safety First Hotline after a case has been called into the State Central Register. Mandated reporters should use the SCR Hotline (800/635-1522) if they suspect that a child is being abused or maltreated and should call 911 if they believe that a child is in imminent danger. Once a report is accepted by the SCR, it is up to the CPS to conduct an investigation and make a determination. If during the course of that investigation you have additional safety concerns or you are having difficulty connecting with your assigned worker, it is appropriate to utilize the Safety First Hotline to assist you further.

Helpful Tips

- Safety First is not a substitute for good case practice or ongoing supervision within your agency.
- Before calling Safety First, you should first try to work with your assigned CPS.
- We are not the Child Abuse Hotline and cannot call in reports on behalf of other mandated reporters.
- If you believe that a child is in imminent danger, please call 911.

What should I expect when I call a report into the SCR?

When calling the SCR, you will be expected to have specific information related to the allegation that you are making. You will also be required to provide the operator with specific information about the family. As a mandated reporter you are required to provide your contact information to the SCR. If the report is accepted you will be provided with a call ID number. You will also be required to complete a 2221A form.

If your call is not accepted by the operator but you have continued concerns, you always have the right to ask to speak to a supervisor.

Is Safety First able to record "additional information" related to a case?

No. If you have a new allegation regarding a child or family, it is appropriate to call in an additional report to the SCR, even if there is an open investigation. Also, if you have additional information related to a previous allegation, you may contact the SCR and make an "additional information" report.

Can Safety First complete a clearance for me?

No. If you need a clearance on an individual, you must obtain one via the protocol outlined by your agency.

For example, if you are calling from the Department of Homeless Services (DHS) and need a clearance on a family, you should call the NYC PATH DHS Manager (917 521-3959) for assistance. Also, we cannot assist the Department of Education in "deregistering" children from their rosters. School personnel may contact the Department of Education Liaisons located in each field office for assistance related to these issues.