Safety First

ASSISTANCE FOR
Mandated Reporters

Safety First is a hotline created by the NYC Administration for Children's Services (ACS) for mandated reporters such as employees of City agencies, schools, nonprofit providers, hospitals, law enforcement, and childcare providers. The hotline was set up to assist in answering questions and address ongoing safety concerns related to open ACS cases.

Important Contact Information

ACS Office of Safety First	718-KIDSAFE safetyfirst@acs.nyc.gov
ACS Office of Advocacy	212-676-9421
Office of Education Support & Policy Planning	education.unit@acs.nyc.gov
State Central Register (General)	800-342-3720
State Central Register (Mandated Reporter)	800-635-1522
Emergency Services	911 (or nearest precinct)
Non-Emergency City Services	311
Human Resources Administration (HRA) Infoline	718-557-1399
PATH – DHS	917-521-3900

Main Numbers for Borough Offices

Brooklyn	718-623-4500 718-623-4900
Bronx	718-933-1212
Manhattan	212-676-7200
Queens	718-557-1745
Staten Island	718-720-2765
Office of Special Investigations	212-280-9300 212-280-9770
ACS Main Number	877-543-7692
For Mandated Reporter Training	646-935-1316

NYC Children

NYC Children

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.

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 LDSS 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.

What information should I expect when I call 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.

Helpful Tips

- It is best to have the actual reporter contact the Safety First Office if they are available.
- If you have a question or concern, Safety First may be able to provide you with advice.
- Before calling Safety First, you should first try tox work with the assigned CPS staff.
- If you believe that a child is in immediate danger, please call 911.

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 is Safety First different from the ACS Office of Advocacy or Children's Services Education Unit (CSEU)?

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. The Office of Education Support & Policy Planning works with any entity that may have non-safety related educational questions or issues on an open case. They can be reached at education.unit@acs.nyc.gov.

How Are Safety First and the State Central Register (SCR) Different?

Mandated reporters are required by law to contact the SCR Hotline (800-635-1522) if they suspect that a child is being abused or maltreated and should call 911 if they believe 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. Mandated reporters may utilize the Safety First Hotline after a case has been reported to the State Central Register. If during the course of an investigation you have additional safety concerns or you are having difficulty with the assigned worker, it is appropriate to utilize the Safety First Hotline to assist you further.

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.

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 a subsequent report or 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 just entering your facility, you should call the NYC DHS PATH CENTER (917-521-3900) for appropriate background clearance assistance. Similarly, we cannot assist the Department of Education by providing a background clearance on children attending their school. Neglect concerns must be reported to the State Central Register accordingly.