

CPS REPORTING GUIDE

CPS Call List

To report child abuse or neglect

County	Daytime	After-Hours
Alamance	336-229-2908 OR 336-570-6532	336-570-6777 (ask for on call SW)
Caswell	336-694-2032 OR 336-693-2054	911 (ask for on call SW)
Chatham	919-642-6988	919-542-2911 (ask for after-hours SW)
Cumberland	910-677-2450	910-489-4583
Durham	919-560-8424	919-560-4600
Granville	919- 693-1511	911 (ask for on call SW)
Harnett	910-814-6662	910-893-9111 (Sheriff's Office)
Hoke	910-8781988 OR 910-875-8725	911 OR 877-257-9211
Johnston	919-989-5300	910-989-5000
Lee	919-718-4690	919-775-8286 OR 919-718-4560
Moore	910-947-5683	910-947-5683 OR 911
Orange	919-245-2818	919-732-5063 (Emergency Services)
Person	336-599-8361	911 (ask for on call SW)
Randolph	336-683-8200	911 (ask for on call SW)
Richmond	910-997-8400	911 (ask for on call SW)
Robeson	910-671-3564	911 (ask for on call SW)
Scotland	910-277-2525 ex. 3366	911 (ask for on call SW)
Vance	252-436-0407	911 (ask for on call SW)
Wake	919-212-7990	911 (ask for on call SW)

When to call CPS:

- Improper Care/Improper Medical/Improper Remedial Care
- Improper Discipline
- Injurious Environment
- Improper/Lack of Supervision
- Abandonment
- Substance Affected Infant/Child
- Substance Abuse
- Domestic Family Violence
- Emotional Abuse
- Sexual Abuse
- Sexual Assault/Human Trafficking (this must also be reported to law enforcement if not done already)
- Unexplained bruising/injuries
- Unhelmeted bike/ATV accidents < 16years old (this is NC state law)
- Unrestrained MVC
- Any other suspicions a provider may have

Who to call:

- During business hours (M-F 8a-5p) **COUNTY** specific CPS line (ex: google Orange County CPS intake line)
- After Hours (weekends & after 5pm) – After Hours County specific communication/dispatch line for Police/Sherrif's Department. Request for the on-call CPS social worker to be called. If you have a hard time finding the specific after-hours number to the county dispatch, our hospital police 984-974-3686 can assist. Please note what time you made this call for the SWer to be paged.

Information that will be asked/helpful key information to assist with the report:

- Primary caregiver(s)
- Who resides in the home, such as siblings, ages if possible, names (first and last)
- Any previous CPS involvement
- Correct phone numbers for parents/caregivers
- Time incident occurred, as much detail as possible to your knowledge surrounding the incident

Remember- you are not trying to confirm anything, your responsibility is because you are a mandated reporter but it is not your responsibility to figure out the truth or not. It is your responsibility to make a report though if you have any suspicion as a mandated reporter and allow CPS to take it from there and investigate based on your suspicion.

It's okay to not have all the answers, you likely won't. You can just tell them "unknown".

Important information to document upon completion of report.

- Time the report was made
- To what county the report was made
- First and last name of intake social worker you spoke to

Of note, CPS has up to 24 hours to screen in/screen out a report and begin an investigation on a report of abuse, or 72 hours for report of neglect or dependency, even if qualifying for 'immediate investigation'. If you have strong concerns that the patient will be placed back into danger or that the patient is in immediate danger if discharged, please **do not discharge** and use your medical/safety judgement as a provider.