

Statewide Intake & Mandatory Reporting

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Department of Family
and Protective Services

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Texas Abuse Hotline

About the Texas Abuse Hotline

DFPS' Statewide Intake (SWI) division operates the Texas Abuse Hotline.

Reports of abuse, neglect, or exploitation of children, the elderly, or people with disabilities can be made **24/7/365**.

Reports can be made by calling:
1-800-252-5400

Or for **non-emergency** concerns, through the secure website: www.txabusehotline.org



Reporting Overview

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Important Reporting Concepts

- Texas law says **anyone** who has **reasonable** cause to believe a child, elderly person or adult with a disability is being abused, neglected, or exploited must report.
- A professional **may not delegate** to or rely on another person to make the report.



Reporting Overview

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What can CPI Investigate?

Alleged Victim Defined

- Children aged 0-17

Alleged Perpetrator Defined

- Age 10+
- A person traditionally responsible for the child's care, custody, or welfare
- Family Member (blood or marriage)
- A member of the child's household
- School personnel or volunteers at the child's school



Reporting Overview

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Types of Abuse

State law requires DFPS to investigate reports of child abuse or neglect, for the primary purpose of protecting children from:

- Physical Abuse*
- Sexual Abuse*
- Emotional Abuse
- Labor Trafficking
- Sex Trafficking
- Forced or Coerced Marriage Abuse
- Neglectful Supervision*
- Physical Neglect
- Medical Neglect
- Abandonment
- Refusal to Assume Parental Responsibility



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Reporting Online





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Title search: Statewide Intake and Mandatory Reporting

Also available as part of the eCourse

[Information Sharing Between School Districts and Law Enforcement; Plus
Statewide Intake and Mandatory Reporting](#)

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38th Annual School Law Conference session
"Statewide Intake and Mandatory Reporting"