


Statewide Intake & Mandatory Reporting


Stephen Black
Associate Commissioner for Statewide Intake

Amanda Frangu
SWI Faith-Based and Community
Engagement Specialist



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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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