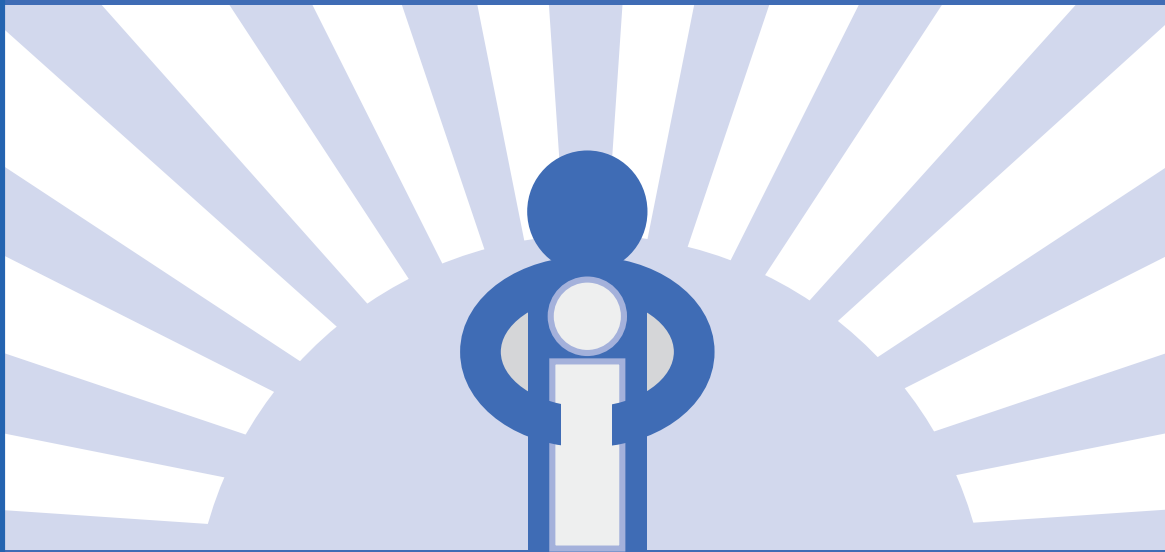


Mandated Reporter Trainer's Resource Guide



Identifying and Reporting Child Abuse and Maltreatment/Neglect



New York State Office of Children and Family Services



Research Foundation of SUNY Buffalo State College
Center for Development of Human Services

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Mandated Reporter Training: Identifying and Reporting Child Abuse and Maltreatment/Neglect

Introduction and Implementation Guide

Introduction

The purpose of this training-for-trainers is to equip you with the knowledge and skills you need to conduct workshops and training sessions on *Mandated Reporter Training: Identifying and Reporting Child Abuse and Maltreatment*. During the two-day training-for-trainer session, you will be given information regarding child abuse and neglect: what it is, how to recognize it, how to make the call to the New York State Central Register (SCR), how to submit the written report to fulfill the legal duty of every mandated reporter, and how to teach mandated reporters the materials contained in this Trainer's Resource Guide.

Of course, any concerned citizen is able to and encouraged to report suspected child abuse and maltreatment. But in New York State, mandated reporters, designated by law, are legally bound to make the call and submit follow-up information. ALL reports of child abuse or neglect should be made immediately—at *any time of the day and on any day of the week*—by telephone to the State Central Register of Child Abuse and Maltreatment (SCR). The timeliness of the call will aid in effective intervention by local Child Protective Services (CPS). Reporting abuse or neglect can protect a child and get help for a family—it may even save a child's life. One call can make the difference.

In New York State, specific professionals are “mandated” by law to report cases of suspected child abuse and maltreatment. This training, and in particular this Trainer's Resource Guide, has been created to help you meet that standard. The Trainer's Resource Guide is intended to be used as a reference tool to guide you when you or your agency is called upon to conduct the Mandated Reporter Training.

Day one of this training includes lecture and activities to develop your knowledge of and skills relative to identifying and reporting child abuse and maltreatment. Day two provides an opportunity for you to demonstrate delivery of a segment of the Mandated Reporter curriculum you learned in day one. Following your demonstration you will receive feedback on your performance from professional CPS trainers and your peers.

How to Use This Resource Guide

This resource guide is separated into “tabbed” sections. Each section contains valuable materials that you will use to enhance your presentation. Prior to training mandated reporters, read through the entire Trainer's Resource Guide. Note the helpful suggestions, presentation recommendations, discussion points, and lecture notes provided to support key learning points. Also, remember to learn about the audience you will be presenting this material to. Are they human service professionals, medical staff, law enforcement, school officials, or other mandated reporters? This training is designed and comes with handouts and exercises written specifically for the professional disciplines that are mandated to report. As you prepare to deliver this material, be sure to select the materials and exercises related to the professional field of your participants and use them accordingly.

To facilitate ease of use and to ensure consistency of delivery, this training is PowerPoint-based. PowerPoint is a dynamic training tool providing a visual representation of the information, skill set, and messages of the training. It can also serve as prompts and reminders for you as well. Using the PowerPoint presentation provided for this training allows you to deliver the training with relative ease.

A CD-ROM containing the PowerPoint presentation and the participant handouts is enclosed with this resource guide.

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If you are not familiar with the use of PowerPoint but still want to use the PowerPoint presentation, you may learn how PowerPoint works by opening the presentation on the CD-ROM provided and clicking the “Help” button on the task bar located at the top of the screen. Topics such as “Running Presentations” are located there.

Following this section is detailed information about what materials are provided in each of the tabbed sections of this resource guide. It is recommended that you, as the trainer, provide your participants with copies of:

- Participant’s Guide
- Participant’s Notes
- Applicable Legal Handout Pages
- LDSS-2221A
- Local CPS Pages
- FAQs

Trainer’s Presentation Guide

The Trainer’s Presentation Guide section is for the use of the trainer only and is composed of distinct parts, which are integrated throughout the curriculum. First, the PowerPoint image appears on the page, in the order in which they appear in the program on the CD-ROM. Second, there are blocks of text either just after or just before each PowerPoint slide. Each text block is labeled “Presentation Recommendations,” “Lecture,” “Background,” or “Discussion Points.” This information is provided to assist in your delivery of the material and to achieve the appropriate learning point.

- Presentation Recommendations contains information that you should familiarize yourself with. This is specific information that supports the learning points being made.
- Lecture contains the words you should use to convey the learning point.
- Background provides background information you may or may not have prior knowledge of, depending on your experience with CPS.
- Discussion Points are thoughts intended to stimulate discussion in the training room.

Experienced trainers know that it is recommended that you are so familiar with your presentation material that you do not have to *read* the curriculum. You should be able, with practice, to portray key concepts and deliver the material in a natural manner, maintaining a connection to and making eye contact with your participants.

It is imperative that you understand the reason that New York State recommends the delivery of this training *exactly* as it is written in the curriculum. This training will be delivered throughout the state by many different trainers and to many different audiences, and it is essential that those deliveries be standardized and uniform. This resource guide deals with technical, specialized, legal information which can, in fact, be a matter of life or death for children.

Participant’s Guide

This tabbed section contains the generic handouts for all participants, regardless of their professional discipline. This section includes pages 1-12. Additional pages (pages 13-24) are specific to five professional disciplines and are separated into the next five tabbed disciplines sections of the guide:



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Child Care Tab (individualized handouts)

Education Tab (individualized handouts)

Law Enforcement Tab (individualized handouts)

Medical Tab (individualized handouts)

Social Services Tab (individualized handouts)

Please note that pages 22, 23, and 24 are answer keys to training activities. They should not be distributed with the participants' handout packets, but may be distributed following the in-class activity.

Participant's Notes

This section contains a smaller version of each of the PowerPoint images, arranged three to a page, with several lines for participant note taking. It will be helpful to reproduce these pages and provide them to participants at the beginning of your presentation. Point out to participants that this format provides a convenient place for them to take notes pertaining to each of the learning points.

Applicable Laws

SOCIAL SERVICES LAW: This section includes excerpts of the New York State Social Services Law related to child abuse and maltreatment/neglect, relevant definitions, and the duties and responsibilities of mandated reporters. These are provided as a reference for the legal information contained in the curriculum.

FALSE REPORTING STATUTES: This section contains NYS statutes regarding the penalties for false reporting.

FAMILY COURT ACT: This section includes excerpts from the Family Court Act, another New York State law with information and definitions regarding child abuse and maltreatment/neglect.

PENAL LAW: This section contains selections from the New York State Penal Law related to sex offenses and how they relate to children.

EDUCATION GUIDELINES: This section contains information from the New York City Department of Education (NYC DOE) establishing protocols for reporting in NYC schools.

Trainer's Resources

ADULT LEARNING: This section provides a review of adult learning principles that will be reviewed during day one of the train-the-trainer program. This review is not meant to be an in-depth training of how to be a trainer. Rather, it provides an overview and some information you may find helpful in preparing to conduct mandated reporter training and in preparing your participants to learn.

LEGISLATIVE UPDATES: This section provides fact sheets with additional information about the Abandoned Infant Protection Act and the Permanency Bill. Information about how the mandated reporter is affected by this legislation, including circumstances under which it may apply, and the continuing responsibility to make reports to the SCR is explained.

FREQUENTLY ASKED QUESTIONS: This section contains FAQs and answers to some of the questions you may encounter when presenting this material. Remember, the OCFS Website (www.ocfs.state.ny.us) is the official page to go to for current information regarding child abuse and child abuse prevention.

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GUIDELINES FOR EFFECTIVE PRESENTATIONS: This section contains a brief review of points to consider while preparing for your training session.

LDSS-2221-A: This section contains a LDSS-2221-A form. Mandated reporters are required to make a written report within 48 hours of making an oral report to the State Central Register. Additional LDSS-2221-A forms can be obtained by visiting the OCFS website at www.ocfs.state.ny.us or by contacting your local DSS office directly.

LOCAL CPS OFFICES: This section contains a list of addresses and phone numbers for the local Child Protective Services offices within each local Department of Social Services throughout New York State. These are the local office locations where mandated reporters will mail the required LDSS-2221-A form.

WEB RESOURCES: Listed are Websites you can contact to obtain current information about child abuse and maltreatment. By becoming familiar with this information, you can better answer questions from participants and address misconceptions.

Other Useful Information to Enhance Training

Materials and Equipment

The following materials and equipment may be needed to conduct the training and are not included in the curriculum materials:

- Flipchart and flipchart stand for trainer.
- To deliver the training using PowerPoint, two types of equipment are needed in the training room. These are: (1) a computer (laptop or desk top) and (2) a liquid crystal display (LCD) projector. The CD-ROM that is provided in the training packet is designed to be used as the major visual tool for the training. You will also need a screen.
- To deliver the training using an overhead projector, you will need a projector and a screen. You will also need to transfer provided overhead template images onto transparencies for use with the projector.

Room Setup and Setting

Trainers often have their own approach and style with regard to room setup. Ideally, this training should be offered in a site that is accessible to all participants with ample parking and amenities (restrooms, coffee, water, refreshments, etc.). It is essential that any training room be comfortable, well-lit, and large enough for tables and chairs. If possible, the site should have good sound acoustics with minimal distractions. The following elements should be considered for any given training space:

- *Seating arrangements:* The ideal is table and chairs in either table clusters (4-6 at a round or square table) or U shaped. Table clusters are preferable because of the small group activities in this training.
- *Equipment set-up:* The front of the room will require space for a screen or the use of a white wall for the PowerPoint display or overhead projection. A table or stand is needed for the equipment. Often a power strip and/or an extension cord are needed for the equipment because many training rooms do not have convenient access to outlets

The next three photos can be used to illustrate what some injuries may look like.

Discussion Points:

This photo illustrates linear markings on a child's cheek caused by the slap of a hand. From this photo the child appears to be very young. A hand slap to the head of a very young child with enough force to cause this type of mark is clearly not accidental. Consider the age of the child and the type and location of the injury in determining your suspicions.

Discussion Points:

This photo depicts a three-year-old repeatedly struck on the arm with a looped cord.

Discussion Points:

This photo depicts an intentional steam iron burn to a six-year-old's arm. Note how clearly the pattern is and the visibility of the steam jet holes. Remember to consider the age of the child, the type of injury, and the explanation of how the injury occurred.

Handprint Injury



Looped Cord Injury



Steam Iron Injury





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Mandated Reporters SSL § 413

The following persons and officials are required to report or cause a report to be made in accordance with this title when they have reasonable cause to suspect that a child is an abused or maltreated child where the parent, guardian, custodian or other person legally responsible for such child comes before them in their professional or official capacity and states from personal knowledge, facts, conditions or circumstances which, if correct, would render the child an abused or maltreated child:

Physician	Licensed creative arts therapist	- school social worker	Mental health professional
Registered physician's assistant	Licensed marriage and family therapist	- school nurse	Substance abuse counselor
Surgeon	Licensed mental health counselor	- school administrator or other school personnel required to hold a teaching or administrative license or certificate	Alcoholism counselor
Medical examiner	Licensed psychoanalyst	Social services worker *	All persons credentialed by the office of alcoholism and substance abuse services
Coroner	Hospital personnel engaged in the admission, examination, care, or treatment of persons	Day care center worker	Peace officer
Dentist	Christian Science practitioner	School-age child care worker	Police officer
Dental hygienist	School official, including (but is not limited to):	Provider of family or group family day care	District attorney or assistant district attorney
Osteopath	- school teacher	Employee or volunteer in a residential care facility for children	Investigator employed in the office of the district attorney
Optometrist	- school guidance counselor	Any other child care or foster care worker	Any other law enforcement official
Chiropractor	- school psychologist		
Podiatrist			
Resident			
Intern			
Psychologist			
Registered nurse			
Social worker			
Emergency medical technician			

* Refer to Xctasy's Law, Chapter 513 of the Laws of 2007 (See also 07 OFCS ADM 15)

Immunity from Liability SSL § 419

Any person, official, or institution participating in good faith in the providing of a service pursuant to section four hundred twenty-four of this title, the making of a report, the taking of photographs, or the removal or keeping of a child pursuant to this title, shall have immunity from any liability, civil or criminal, that might otherwise result by reason of such actions. For the purpose of any proceeding, civil or criminal, the good faith of any such person, official or institution required to report cases of child abuse or maltreatment or providing a service pursuant to section four hundred twenty-four with sections twenty, four hundred twenty-two and four hundred twenty-two-a of this chapter of this title shall be presumed, provided such person, official or institution was acting in the discharge of their duties and within the scope of their employment, and that such liability did not result from the willful misconduct or gross negligence of such person, official or institution.

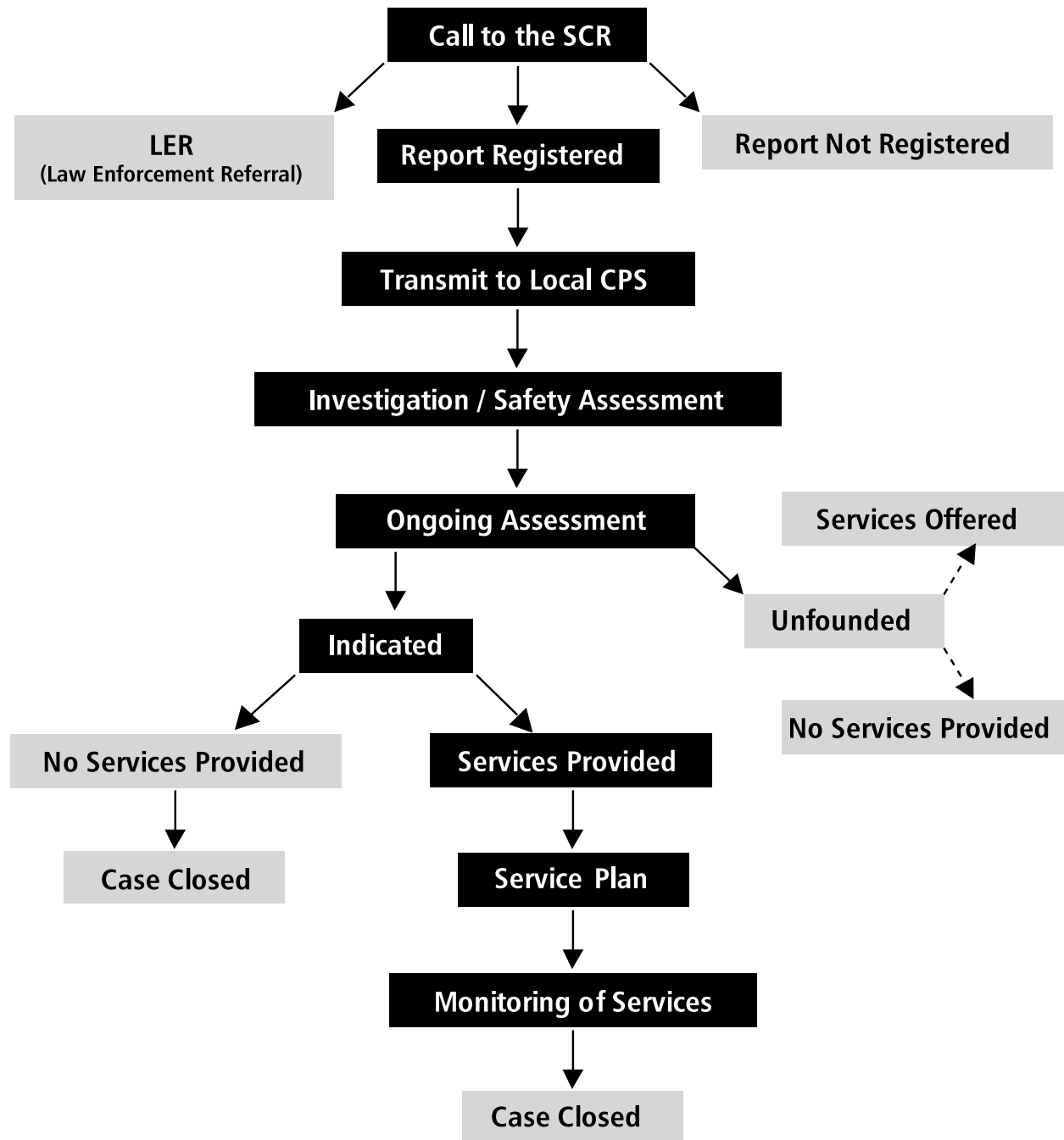
Penalties for Failure to Report SSL § 420

- 1) Any person, official or institution required by this title to report a case of suspected child abuse or maltreatment who willfully fails to do so shall be guilty of a Class A misdemeanor.
- 2) Any person, official or institution required by this title to report a case of suspected child abuse or maltreatment who knowingly and willfully fails to do so shall be civilly liable for the damages proximately caused by such failure.



Mandated Reporter Training: Identifying and Reporting Child Abuse and Maltreatment/Neglect

New York State Child Protective Services System





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County Departments of Social Services

New York State is divided into fifty-eight local social services districts. The five boroughs of New York City comprise one district. Outside of New York City each district corresponds to one of the fifty-seven counties that make up the remainder of the state. County Departments of Social Services (DSS) provide or administer the full range of publicly funded social services and cash assistance programs. Families whose income meets state guidelines and who meet other criteria, may be able to receive a subsidy to offset some of their child care costs. If you are interested in learning more about the availability of child care subsidies in your county, please contact your DSS office.

Listed below is an alphabetical list of the fifty-eight DSS Offices available throughout New York State. Click on the first letter of the name of the county for which you are looking.

Albany County DSS

162 Washington Avenue Albany, NY 12210 · (518) 447-7300
Website: <http://www.albanycounty.com/departments/dss/>

Allegany County DSS

County Office Building · 7 Court St. · Belmont, NY 14813-1077 · (585) 268-9622
Website: http://www.alleganyco.com/default.asp?show=btn_dss

Broome County DSS

36-42 Main Street · Binghamton, NY 13905-3199 · (607) 778-8850
Website: <http://www.gobroomecounty.com/dss/>

Cattaraugus County DSS

One Leo Moss Drive · Suite 6010 · Olean, NY 14760-1158 · (716) 373-8065
Website: <http://www.co.cattaraugus.ny.us/dss/>

Cayuga County DSS

County Office Building · 160 Genesee Street · 2nd Floor · Auburn, NY 13021-3433 · (315) 253-1011
Website: <http://co.cayuga.ny.us/hhs/index.html>

Chautauqua County DSS

Hall R. Clothier Building · Mayville, NY 14757 · (716) 753-4421
Website: <http://www.co.chautauqua.ny.us/hservframe.htm>

Chemung County DSS

Human Resource Center · 425 Pennsylvania Avenue · Elmira, NY 14902 · (607) 737-5309

Chenango County DSS

5 Court Street · Norwich, NY 13815 · (607) 337-1500

Clinton County DSS

13 Durkee Street · Plattsburgh, NY 12901-2911 · (518) 565-3300
Website: <http://www.clintoncountygov.com/Departments/DSS/index.htm>

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Columbia County DSS

25 Railroad Avenue · P.O. Box 458 · Hudson, NY 12534 · (518) 828-9411

Cortland County DSS

County Office Building· 60 Central Avenue · Cortland, NY 13045-5590 · (607) 753-5248

Website: <http://www.cortland-co.org/dss/>

Delaware County DSS

111 Main Street · P.O. Box 469 · Delhi, NY 13753-1265· (607) 746-2325

Dutchess County DSS

60 Market Street · Poughkeepsie, NY 12601-3299· (845) 486-3000

Website: <http://www.co.dutchess.ny.us/CountyGov/Departments/SocialServices/SSIndex.htm>

Erie County DSS

Rath County Office Building · 95 Franklin Street, 8th Floor · Buffalo, NY 14202-3959 · (716) 858-8000

Website: <http://www.erie.gov/depts/socialservices/>

Essex County DSS

7551 Court St.· PO Box 217 · Elizabethtown, NY 12932· (518) 873-3441

Franklin County DSS

355 West Main Street, Suite 331 · Malone, NY 12953· (518) 483-6770

Website: <http://franklincony.org/content/>

Fulton County DSS

4 Daisy Lane · P.O. Box 549 · Johnstown, NY 12095 · (518) 736-5600

Genesee County DSS

5130 East MainSt.· Suite #3 · Batavia, NY 14020-3497· (585) 344-2580

Website: <http://www.co.genesee.ny.us/dpt/socialservices/index.html>

Greene County DSS

411 Main Street · P.O. Box 528 · Catskill, NY 12414-1716 · (518) 943-3200

Website: <http://www.greenegovernment.com/departments/socialserv/>

Hamilton County DSS

White Birch Lane · P.O. Box 725 · Indian Lake, NY 12842-0725 · (518) 648-6131

Herkimer County DSS

301 North Washington Street ·Site 2110 · Herkimer, NY 13350 · (315) 867-1222

Website: <http://herkimercounty.org/content/Departments/View/10>

Jefferson County DSS

Human Services Building · 250 Arsenal Street · Watertown, NY 13601 · (315) 782-9030