The Commonwealth of Massachusetts
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Commissioner

June 29, 2018

Dear Mandated Reporters:

I am pleased to announce that, starting July 2, 2018, all mandated reporters of child abuse and neglect in Massachusetts will be able to file written reports with the Department of Children and Families online. We hope you will find this secure, web-based option more efficient as we work together to keep the Commonwealth's children safe.

To help us with the implementation, please note ***filing online does not replace the legal requirement for mandated reporters to call first*** to report suspected abuse/neglect to DCF.

The online form:

- Captures the same information as the current form
- Allows mandated reporters to upload supporting documents (e.g., police reports, lab results, photographs, etc.)
- Can be completed on a computer, mobile tablet, or smart phone

Once an abuse/neglect report is filed online, mandated reporters receive an immediate e-mail confirmation. They can also see the screening decision online once it is made. While we anticipate most of you will chose the online option, DCF will continue to accept reports via fax and mail.

DCF first piloted the system with several police departments, schools, and hospitals across the state. We are grateful for the participants' valuable input and looking forward to hearing your feedback.

To learn more about submitting child abuse/neglect written reports online, go to mass.gov/dcf and click on "Report Child Abuse or Neglect". There, you'll find a mandated reporter checklist, instructions on creating a user account, and short training videos that walk mandated reporters through the online filing process and answer anticipated questions.

As always, our DCF staff are available to support you. We encourage you to reach out to your local area office whenever questions arise. See the DCF Locations list available on mass.gov/dcf for the latest contact information for each office.

Thank you for being our partners in this very important work.

With appreciation,

Linda S. Spears
Commissioner