



## Staff

The MA Child Abuse Emergency Line employs Supervisors and Clinical Managers who are licensed social workers and mental health counselors. Our staff is highly trained to assess the urgency of each call and elicit critical information.

The Emergency Line is a team-oriented environment where cultural humility, diversity and equity are fundamentally important values both in how we work with our callers and how we work with each other. At the Emergency Line, we treat all callers with respect and without judgement.

**250+**

Over 250 calls/night;  
over 300/day  
on weekends and  
holidays

OVER  
**100K**  
CALLS/YEAR

 JUDGE BAKER  
CHILDREN'S CENTER



HARVARD MEDICAL SCHOOL  
AFFILIATE

# Massachusetts Child Abuse Emergency Line



Call toll-free

**800-792-5200**

 JUDGE BAKER  
CHILDREN'S CENTER

*The Emergency Line is operated in collaboration with  
the Massachusetts Department of Children and Families*

## What is the Emergency Line?

The Massachusetts Child Abuse Emergency Line is a statewide, after-hours emergency response system designed to ensure the safety and protection of children across the Commonwealth. Judge Baker Children's Center (Judge Baker) operates the Child Abuse Emergency Line for the Massachusetts Department of Children and Families (DCF), partnering with DCF On-Call Supervisors and Emergency Response Social Workers afterhours.



The Child Abuse Emergency Line operates 365 days/year



We take calls from 5:00 pm – 9:00 am, weekends and holidays when DCF Area Offices are closed

To report a possible child at-risk situation in the state of Massachusetts call 800-792-5200



## Who Calls the Emergency Line?

Calls to the Emergency Line come predominantly from mandated reporters, specific professionals who are legally required to report suspected child abuse or neglect. These include law enforcement professionals, medical personnel, school teachers and principals, and others. However, anyone can call the Emergency Line if they are concerned about the safety of a specific child or children. In situations where children are at imminent risk, we consult with a DCF On-Call Supervisor, who can initiate an emergency response.

The Emergency Line also takes calls about children in the care or custody of DCF, who are missing or absent from care.

## Child Abuse Emergency Line Teams

In order to maximize responsiveness, the Emergency Line is organized into two units:

**Child Abuse & Neglect:** The busiest unit, this team screens reports of suspected child abuse or neglect taken from mandated reporters and other callers. These reports are reviewed by Supervisors and Clinical Managers, and often in collaboration with DCF On-Call Supervisors.

### Missing or Absent Children:

This team takes calls from foster families, DCF-contracted residential facilities, and others who need to report that a child in DCF custody is missing or absent. Emergency Line staff coordinate with police and others to return children to their placements when found.



## When You Call the Emergency Line...

Our Emergency Line Operators are always available to help direct your call by pressing 0. If you are on hold waiting for a Telephone Screener, you will have the option to receive a call-back, enabling you to hang up and still keep your place in the queue.

### Massachusetts Child Welfare Reporting Center

**800-792-5200**

- 0** Operator
- 1** Report Abuse/Neglect
- 2** ABC Missing or Absent Child or Issues with Children in Custody
- 3** DEF Parent Stress Hotline  
800-632-8188
- 4** GHI Baby Safe Haven  
866-814-SAFE
- 5** JKL Kid's Net  
800-486-3730
- 6** MNO Post-Adoption Services  
800-972-2734
- 7** PQRS Spanish