SIR TIP Sheet
Changes to Mandated Reporting Law (effective 1-1-13) WIC 15610.67*

WIC15630.67 "Serious bodily injury" means an injury involving extreme physical pain, substantial risk of death, or protracted loss or impairment of a bodily member, organ or of a mental faculty, or requiring medical intervention, including, but not limited to hospitalization, surgery, or physical rehabilitation." If OTHER THAN Physical abuse, Mandated reporting has not changed Report by phone and written to either Local LTC Ombudsman or Local law enforcement.

1. *When you become aware of a special incident* or *suspect abuse*
Notify the Regional Center within 24 hours. Ph: 310-258-4000
A written report must be submitted within 48 hours. Email: SIR@westsiderc.org or SIR FAX : 1-877-254-6903 Effective 1-1-2020 Only typed reports must be submitted.
If substantial physical or financial abuse a report must be made to police within *2 hours.* All other reports within 24 hours

2. When to call Ombudsman- If Abuse* or neglect is suspected to have occurred in a Long-term care facility: (*Physical, sexual, abandonment, isolation, financial abuse and neglect) If a consumer resides in a Long Term Care Facility (ADHC, ICF, SNF, CCF & B&C). A report must be made by phone and in writing using form SOC341 (rev.11/18) to Local Law Enforcement agency (*AND** respective Licensing agency. *If substantial physical or financial abuse a report must be made to police within *2 hours. All other reports within 24 hours. Financial Abuse Bureau of Medi-Cal Fraud and Elder abuse. 1-800-722-0432*
https://wiseombudsman.org/mandated-reporting

Complete SOC 341 Suspected Abuse report: https://cdss.ca.gov/portals/9/fmuforms/q-t/soc341.pdf?ver=2018-11-15-132736-097

Long-term Care Ombudsman report one of 3 ways:

- Email: the WISE & Healthy Aging Long-Term Care Ombudsman Program email: ombudsman2@wiseandhealthyaging.org or Fax (310) 395-4090
- WISE & Healthy Aging Long-Term Care Ombudsman Program Phone: (800) 334-9473 after hours: (800) 231-4024 (Hotline Hours: 8:30 a.m. to 5 p.m. Monday through Friday)
- State of California Crisis Line at 1 (800) 231-4024. This hotline is available 24 hours a day, seven days a week. Reserved for emergencies that arise after-hours and holidays.

3. When to call Adult Protective Services (APS)- When abuse , neglect or self-neglect is suspected to have occurred in the community, a report must be made by phone and in writing using form SOC341 (rev.6/06) to local law enforcement agency OR to APS.
If substantial physical or financial abuse a report must be made to police within *2 hours.* All other reports within 24 hours.
LA County Adult Protective Service team provides a system of in person response, 24 hours a day, 7 days a week. https://wdacs.lacounty.gov/programs/aps/

Elder Abuse Hotline Call: 1-877-4R SENIORS (1-877-477-3646) **or** through a secured internet reporting tool, which can be accessed at https://hsslacountyprod.wellsky.com/assessments/?WebIntake=A6DCB64F-7D31-4B6D-88D6-0A8FA7EA505F

OR

Complete SOC 431 Suspected Abuse report: https://cdss.ca.gov/portals/9/fmuforms/q-t/soc341.pdf?ver=2018-11-15-132736-097
* NEW ! Mandated Reporters can email SOC 341 AFTER making phone report to: APS-Reports@lacounty.onmicrosoft.com

4. **Department of Children and Family Services -**Reporting should be done when a person either knows or has a "reasonable suspicion" that a child has been or is in danger of abuse or neglect. If you have any doubts about whether to report a particular situation, simply call the **DCFS Child Abuse Hotline (1-800-540-4000)** and discuss the situation. Complete and mail the Suspected Child Abuse Reporting form (SS8572) within 36 hours or receiving information regarding incident. (Form available from DCFS or online submission: https://mandreptla.org Mail the Suspected Child Abuse Reporting form (SS8572) form to:
Child Protective Services Hotline
3075 Wilshire Blvd. 5th Floor
Los Angeles, CA 90010

5. **DHS Licensing: Adult and children Consumers residing in Long term Health Care Facilities** or (SNF, ICF, Acute Hospitals)- a verbal and written report must also be made to Health Care Licensing (On duty)
Toll Free: (800) 228-1019 or (626) 569-3724; Fax: (626) 288-7241.

For complaints, incidents, and survey issues, contact:

Los Angeles District Offices
https://www.cdph.ca.gov/Programs/CHCQ/LCP/Pages/DistrictOffices.aspx#LosAngeles

Home Health Agency Complaints: (213) 351-1131

6. **Community Care Licensing Adult Consumers residing in Community Care Facilities, or attending a Center Based (licensed) Adult** (B&C, vendored and RCFE) **CCL now has a complaint hotline 844-538-8766 or LetUsNo@dss.ca.gov or by mail at 744 P Street, Sacramento, CA 95814. All complaints/Allegations of Abuse/CAPS should be forward to that unit.**
All other Special Incident Reports should be forwarded to the assigned CCL office.
submit them to the following e-mail address: ccllawres@dss.ca.gov

For all Special Incident Reports including Law Enforcement Contact as well.
All SIRs submitted to the e-mail address are read by the On Duty Worker and then sent out to the assigned LPA.

7. **Children residing in a Children's Residential Facility- CCL now has a complaint hotline 844-538-8766** or email to: **LetUsNo@dss.ca.gov or by mail at 744 P Street, Sacramento, CA 95814. All complaints/Allegations of Abuse/CAPS should be forward to that unit.** Other SIRs a verbal and written report must be made to **Community Care Licensing** (On duty) (310) 568-1807 Fax: (310) 417-3680
8. Children attending a licensed day care or after school program- Abuse allegations –**See above.**
Other SIRs a verbal and written report must be made to **Community Care Licensing** (on duty) (310) 337-4333 fax: (310) 342-6849 http://www.ccld.ca.gov/PG408.htm
9. Refer to **W.R.C. Internal Support Systems**: as a resource for follow up and problem solving. (310) 258-4000.