

**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.\*\***

**1. When you become aware of a special incident or suspect abuse**

Notify the Regional Center by phone or fax and must complete initial written SIR within **24 hours**. Ph: 310-258-4000 **SIR FAX : 1-877-254-6903**

**\*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.6/04) 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**

Long-term Care Ombudsman-**Santa Monica**- Wise Senior Services  
(310) 899-1483 or (310) 393-2405  
Fax: (310) 394-1631

Phone: (800) 334-9473 after hours: (800) 231-4024

<http://wiseandhealthyaging.org/city-and-county-of-los-angeles-long-term-care-ombudsman>

Suspected Abuse report:

<http://www.dss.cahwnet.gov/cdssweb/entres/forms/English/SOC341.pdf>

**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.**

Adult Protective Services

Centralized Intake Unit

3333 Wilshire Blvd., Ste 400

Los Angeles, CA 90010

Telephone: (888) 202-4248 after hours (877) 477-3646

or through a secured internet reporting tool, which can be accessed at

<https://fw4.harmonyis.net/LACSSLiveIntake/>

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. 5<sup>th</sup> 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

<http://www.cdph.ca.gov/certlic/facilities/Pages/LCDistrictOffices.aspx#la>

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](mailto: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.

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](mailto: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.cclcd.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.