



Department of
Job and Family Services

John R. Kasich, Governor
Michael B. Colbert, Director

May 31, 2012

TO: Directors, Public Children Services Agencies

FROM: Jennifer R. Justice, Deputy Director
Office of Families and Children

SUBJECT: Statewide Child Abuse and Neglect Directory

The Office of Families and Children is developing an automated statewide child abuse and neglect directory that will provide the general public with a single toll-free number for reporting incidents of child maltreatment. Callers using the toll-free number will be prompted to enter the county where they want to report child maltreatment by using their phone's touch tone key pad. The automated system will then transfer the caller to the appropriate public children services agency (PCSA) for assistance.

The directory will operate 24-hours a day, every day of the year; and is expected to receive calls during PCSAs' regular business hours as well as after hours, on weekends and on holidays. In order to ensure accurate programming of the automated routing system, each PCSA is being asked to verify the agency phone number used during normal business hours; and the agency phone number used by the agency for after hours, weekend and holiday calls. Please note that the system is unable to route calls to a toll-free number so your local number linked to the toll-free number is needed.

The directory will utilize a standardized business hour and holiday schedule. All calls received Monday through Friday between 8:00 a.m. and 4:30 p.m. will be routed to the agency's phone number for normal business hours. Calls received at any other time and on holidays will be routed to the agencies after hours number.

The system will recognize the following holidays: New Year's Day; Martin Luther King Day; President's Day; Memorial Day; Independence Day; Labor Day; Columbus Day; Veteran's Day; Thanksgiving Day; and Christmas. A holiday falling on a Sunday will be observed on the following Monday, and a holiday falling on a Saturday will be observed on the preceding Friday.

Your Technical Assistance Specialist will contact you by June 15, 2012 to confirm the agency's phone numbers. Feel free to contact me at jennifer.justice@jfs.ohio.gov with any questions. Your assistance is appreciated.

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