

User Guide

Online System for Child Abuse & Neglect (CA/N) Reporting (OSCR)



Table of Contents

1.	<i>Do I need to call Hotline or report my concern online?</i>	2
2.	<i>Creating a MOLogin Account</i>	3
3.	<i>Forgot Password?</i>	7
4.	<i>Accessing the Online System for Child Abuse & Neglect Reporting application</i>	10
5.	<i>OSCR Account Profile</i>	14
6.	<i>Initial Intake – Starting the report of the concern</i>	15
7.	<i>Completing the report</i>	18
8.	<i>Submitting the report of concern to the Child Abuse & Neglect Hotline</i>	20
9.	<i>What to expect after the report of concern is submitted</i>	22

About this Manual

The purpose of this manual is to provide an overview of the Department of Social Services Online System for Child Abuse & Neglect (CA/N) Reporting (OSCR) system. In this manual users will find instructions for:

- Determining if the Child Abuse or Neglect concern is eligible for reporting to the Hotline online or if an immediate call needs to be made to the Hotline
- Creating a secure online account using the State of Missouri's MO Login Application
- Adding and updating the OSCR user profile information
- Creating a report of Child Abuse or Neglect concern(s)
- Submitting the Child Abuse or Neglect concern(s) to the Children's Division Hotline
- What to expect after an online Child Abuse or Neglect concern is submitted

1. Call the Hotline or report concern online?

The mandated reporter must first determine if they feel the child(ren) of concern is in any type of immediate danger. To determine if the mandated reporter should contact the Children's Division Hotline or if it is appropriate to submit the concern using this online reporting service, the reporter will answer six questions from the OSCR Application – Initial Emergency Questions page.

The following questions will be asked of the Mandated Reporter:

1. In your professional opinion, is the child(ren) at immediate risk of serious harm?
2. Is the child(ren) actively suicidal or recently exposed to an active meth lab?
3. Is there alleged sexual abuse with access to the victim child or any child in the home by the alleged perpetrator?
4. Is there alleged serious physical abuse with access to the victim child or any child in the home by the alleged perpetrator?
5. Is there a child fatality with any suspicious indicators of abuse or neglect?
6. Is the child 18 years or older and in Children's Division custody?

If the answer is No to all of the above questions, then the Mandated Reporter is eligible to report the concern using the Online system. If the reporter is unsure or answers Yes to any of the above questions, they should contact the Hotline and speak with a member of the Children's Division team.

Before accessing the Online system for submitting the report of concern, the Mandated Reporter should have knowledge of or have the following information readily available:

*****NOTE:** If any information is not known, the user may enter "Unknown" in the field.***

- Name of Child(ren) of Concern
- Approximate age or date of birth of Child(ren) of Concern
- Parent or Caretaker and their approximate age or date of birth
- Any other Child(ren) living in the home and their approximate age or date of birth
- Home address
- Any other involved individuals
- Details of the concern



By answering the questions, the system will determine if the reporter can proceed and report the concern using the online system, or if the reporter needs to call the hotline. Once the reporter answers the questions, they can either create a new MO Login account, or if the reporter already has a MO Login account from a prior OSCR report, they can log in using the email address and password.

2. Creating a MO Login Account

Before reporting the concern online, the mandated reporter must first create an account using the Missouri Security Portal also known as MO Login.

1. To access the OSCR application and create a new MO Login Account, the reporter will enter through the Department of Social Services Intranet page at <http://dss.mo.gov/cd/can.htm>.

The screenshot displays the Missouri Department of Social Services website. The header includes the department's logo and navigation links for MO.gov, Governor Jay Nixon, Find an Agency, and Online Services. A search bar is also present. Below the header, a navigation bar lists categories: Home, Children, Families, Health Care, Youth, and Find Offices. The main content area is titled "Child Abuse and Neglect Hotline" and includes a breadcrumb trail: home » children's division » can. The page is divided into two main columns. The left column, titled "Hotline Numbers", lists three phone numbers: 1-800-392-3738, 573-751-3448 (for out-of-state calls), and 1-800-669-8689 (TDD). It also states that the hotline is a toll-free telephone line answered seven days a week, 24 hours a day, 365 days a year. The right column, titled "Mandated Reporting", features a "NEW" announcement that online reporting is now available for mandated reporters only and should only be used for non-emergencies. It provides instructions to call 911 for emergencies or life-threatening situations and then report directly to the hotline. A green button labeled "Online Mandated Reporting" is located at the bottom of this section. To the right of the main content, a sidebar titled "Children's Division" lists various services: Investigations/Family Assessments, Family Centered Services, Children's Treatment Services, Intensive In-Home Services, Early Childhood & Prevention Services, Children's Division Home, and Find Offices. At the bottom of the page, a section titled "Reporting child abuse is everyone's responsibility." explains that anyone can report suspected child abuse, neglect, or exploitation, and that anonymous reports are accepted from individuals not mandated by occupation to report. It encourages identifying oneself for a more thorough investigation. A final section, "Report School Violence", includes a button and contact information for questions and comments: askcd@dss.mo.gov.

Missouri Department of
SOCIAL SERVICES

MO.gov Governor Jay Nixon Find an Agency Online Services Search

Home Children Families Health Care Youth Find Offices

Child Abuse and Neglect Hotline

home » children's division » can

Hotline Numbers

- 1-800-392-3738
- Calling from out-of-state?: 573-751-3448
- TDD: 1-800-669-8689

The Children's Division Child Abuse and Neglect Hotline (CA/NHU) is a toll-free telephone line which is answered seven days a week, 24 hours a day, 365 days a year.

Mandated Reporting

NEW: Online reporting is now available for **mandated reporters only** and should only be used to report non-emergencies.

If it is an emergency or life-threatening situation, call 911 immediately and then report it directly to the Child Abuse and Neglect Hotline.

[Online Mandated Reporting](#)

Children's Division

- Investigations/Family Assessments
- Family Centered Services
- Children's Treatment Services
- Intensive In-Home Services
- Early Childhood & Prevention Services
- Children's Division Home
- Find Offices

Report School Violence

For questions and comments, please email askcd@dss.mo.gov

Reporting child abuse is everyone's responsibility.

Any person may report suspected child abuse, neglect, or exploitation. **Anonymous reports are accepted from individuals who are not mandated by occupation to report**, but please consider identifying yourself. Being able to contact you later helps the Children's Division staff complete a more thorough **investigation**. They may also need to ask you for more information during the investigation process.

2. From the OSCR Initial Emergency Questions page, the mandated reporter must select the

Request Account to Access OSCR

button.

Missouri Department of
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Jay Nixon, Governor
Brian Kinkade, Director

Online System for Child Abuse & Neglect Reporting Initial Emergency Questions

Should I call the Hotline or report the incident using this online reporting feature? An answer of Yes or Unknown to any of the below questions will require you to call the Hotline.

*This site is designed to allow Mandated Reporters the ability to report non-emergency **child abuse or neglect** to the Missouri Department of Social Services Children's Division. If the situation is an emergency, please call the Hotline immediately.*

Below is a link to the Missouri Statute which provides the definition of a Mandated Reporter:
<http://www.moga.mo.gov/mostatutes/stathtml/21000001151.html?me=210.115>

Please answer the following questions to determine if you should call the Hotline or report online:

1. In your professional opinion is the child(ren) at immediate risk of serious harm?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown
2. Is the child(ren) actively suicidal or recently exposed to an active meth lab?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown
3. Is there alleged sexual abuse with access to the victim child or any child in the home by the alleged perpetrator?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown
4. Is there alleged serious physical abuse with access to the victim child or any child in the home by the alleged perpetrator?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown
5. Is there a child fatality with any suspicious indicators of abuse or neglect?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown
6. Is the child 18 years or older and in Children's Division custody?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown

Note: All Newborn Crisis Assessments are emergencies and must be reported by phone to the Child Abuse and Neglect Hotline at 800-392-3738 for in state phones and 573-751-3448 for out of state phones.

Request Account to Access OSCR

If you do not have a MOLogin account, you will need to create one before creating your online report. Before logging in to begin your online report, use this button to create a new account. A new window will open where you can establish a new account. After creating your new account, close that window and return here to Login/Begin Online Report.

Forgot Password

If you already have created an account, but have forgotten your password, click the Forgot Password button. A new window will open where you can update your password. After updating your password, close that window and return here to Login/Begin Online Report.

Help

If you are having technical difficulties, click the Help button.

3. The system will open a new window and the reporter will be taken to the MO Account Request Account page.

MO Account

Request Account Forgot Password My Profile Help

Request Account

Provide your email address, check the box and click **Request Account**. An email will be sent to confirm your information. Use the link provided in the email to create your account. Your email address will serve as your account username.

Email ☐ By selecting this you agree to the Terms and Conditions listed below

Request Account

Terms and Conditions:

By creating a MoLogin Account you are confirming that you agree to the following terms and conditions.

Your MoLogin Account is used to authenticate your access ("login") to a selection of web applications provided by multiple State of Missouri departments, divisions, and agencies. Your MoLogin Account can only be used to access web applications that use the MoLogin authentication process.

Your email account provided during the registration process will be your MoLogin Account. You may change the email account used as your MoLogin Account by updating your profile. The email account registered as the MoLogin Account must be an active and valid email account.

You are responsible for the activity that happens on or through your MoLogin Account. To protect your MoLogin Account, keep your password confidential. Try not to reuse your MoLogin Account password on any third party applications including the password used to access your email.

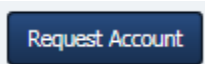
No legitimate representative of any State of Missouri department, division, or agency will ask for your MoLogin Account password, whether by phone, email or other means. Do not supply your password if requested.

Your MoLogin account requires that the password be changed on a periodic basis. Failure to change your password may require you to use the forgotten password process.

Your MoLogin account is subject to an inactivity period. Failure to login to through MoLogin for longer than the given inactivity period may result in your account being disabled.

You are solely responsible for maintaining and verifying your access to your MoLogin account. Any delays, penalties, or other circumstances caused by your failure to maintain your MoLogin account are solely your responsibility.

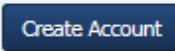
You agree that email reminders concerning your account activity or inactivity may be sent to you periodically by email as part of the MoLogin process.

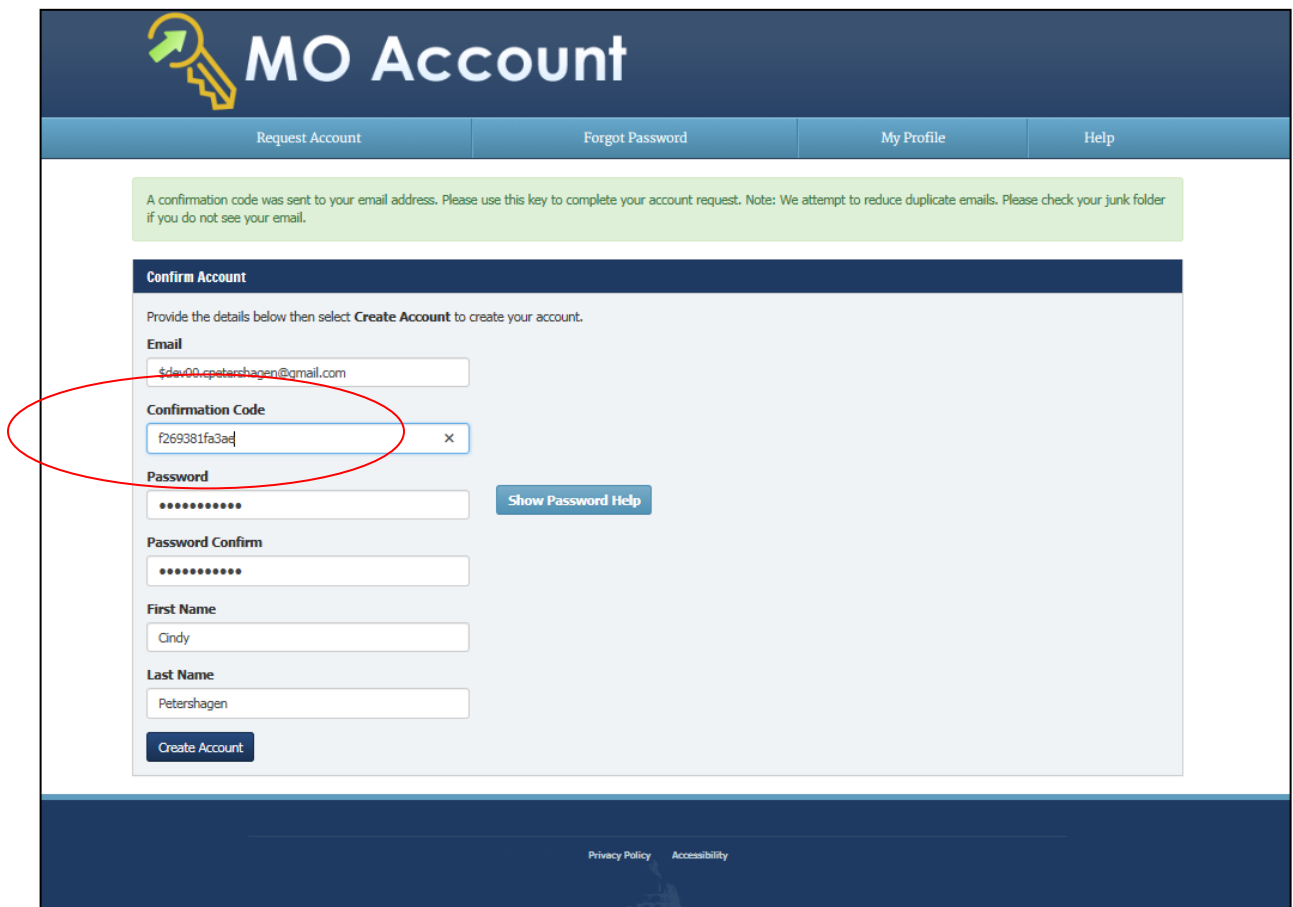
4. The mandated reporter must provide their email address and select the agreement checkbox to agree to the Terms and Conditions. After the email is provided and the Terms and Conditions checkbox is selected, the reporter must select the  button.
5. The system will send the reporter an email to the email address provided. The email will contain a confirmation code that will be needed on the next screen within the MO Account Request Account process.

Forwarded message

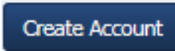
From: <SelfRegistration@oa.mo.gov>
Date: Tue, Sep 6, 2016 at 8:36 AM
Subject: State of Missouri User Account Request
To: cpetershagen@gmail.com

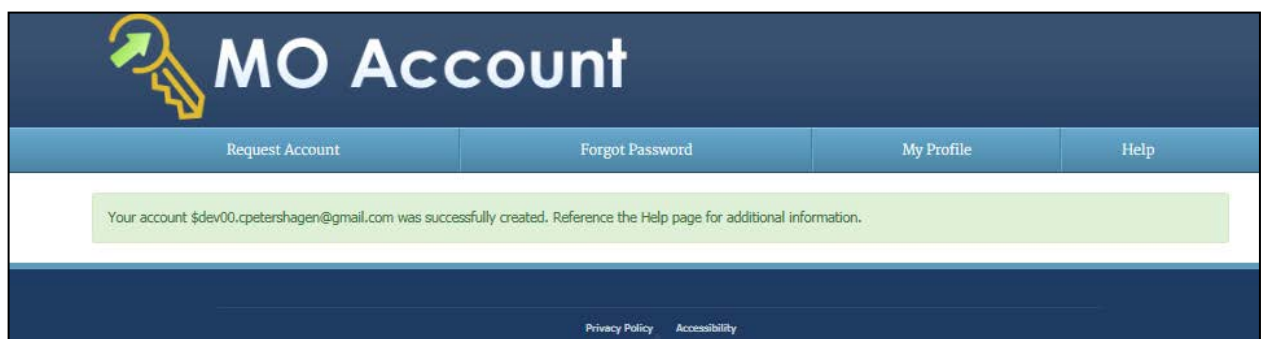
To complete your request for a State of Missouri user account please copy and paste the following link into your browser. <https://apps1dev.mo.gov/MoAccount/CreateAccount.aspx>. Use the confirmation code f269381fa3ae
This code expires in one hour.

6. The reporter must have access to their email to obtain the confirmation code.
7. Once the confirmation code is obtained, the reporter will enter the information in the Confirm Account section and select the  button to finish creating the account.



The screenshot shows the 'MO Account' website's 'Confirm Account' page. At the top, there's a navigation bar with 'Request Account', 'Forgot Password', 'My Profile', and 'Help'. Below this, a green message box states: 'A confirmation code was sent to your email address. Please use this key to complete your account request. Note: We attempt to reduce duplicate emails. Please check your junk folder if you do not see your email.' The main form area is titled 'Confirm Account' and contains the instruction: 'Provide the details below then select **Create Account** to create your account.' The form fields are: 'Email' (filled with '\$dev00.cpetershagen@gmail.com'), 'Confirmation Code' (filled with 'f269381fa3a...', circled in red), 'Password' (masked with dots), 'Password Confirm' (masked with dots), 'First Name' (filled with 'Cindy'), and 'Last Name' (filled with 'Petershagen'). A 'Show Password Help' button is next to the password fields. At the bottom of the form is a 'Create Account' button. The footer includes 'Privacy Policy' and 'Accessibility' links.

8. Once the reporter selects the  button, the system will display a message stating the account was successfully created.

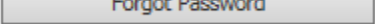


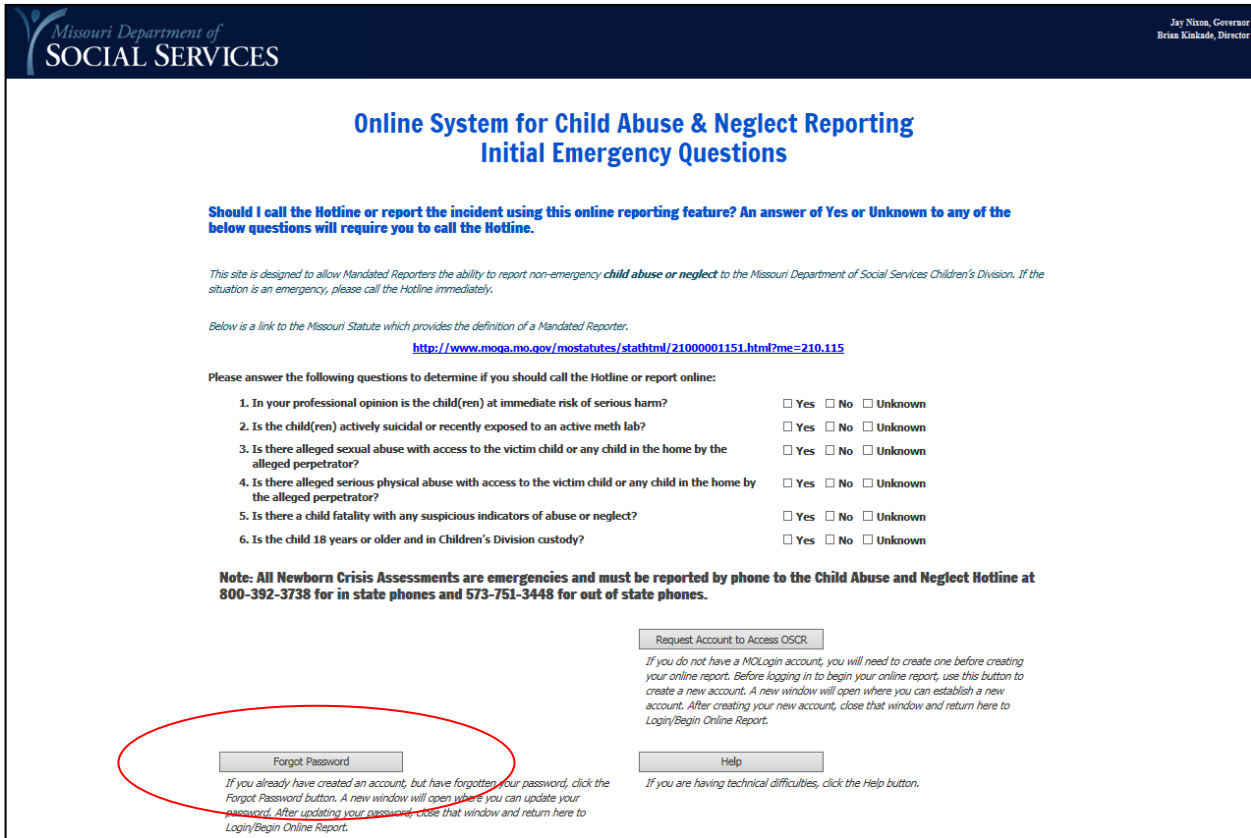
The screenshot shows the 'MO Account' website after successful account creation. The navigation bar remains the same. A green message box now displays: 'Your account \$dev00.cpetershagen@gmail.com was successfully created. Reference the Help page for additional information.' The footer still includes 'Privacy Policy' and 'Accessibility' links.



Once the account is created, the reporter can use the account profile (email address and password) information to report concerns online in the future and for the current report. If the reporter answers No to all of the questions on the Initial Emergency Questions page, they will be given the option to log in.

3. Forgot Password?

If the reporter forgets the password for the account, they can use the  button on the OSCR – Initial Emergency Questions page. This will open a new window and allow the reporter to change the password to the account.



Missouri Department of
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Jay Nixon, Governor
Bria Kinkade, Director

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2. Is the child(ren) actively suicidal or recently exposed to an active meth lab?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown
3. Is there alleged sexual abuse with access to the victim child or any child in the home by the alleged perpetrator?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown
4. Is there alleged serious physical abuse with access to the victim child or any child in the home by the alleged perpetrator?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown
5. Is there a child fatality with any suspicious indicators of abuse or neglect?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown
6. Is the child 18 years or older and in Children's Division custody?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown

Note: All Newborn Crisis Assessments are emergencies and must be reported by phone to the Child Abuse and Neglect Hotline at 800-392-3738 for in state phones and 573-751-3448 for out of state phones.

Forgot Password

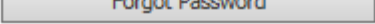
If you already have created an account, but have forgotten your password, click the Forgot Password button. A new window will open where you can update your password. After updating your password, close that window and return here to Login/Begin Online Report.


Request Account to Access OSCR

If you do not have a Mologin account, you will need to create one before creating your online report. Before logging in to begin your online report, use this button to create a new account. A new window will open where you can establish a new account. After creating your new account, close that window and return here to Login/Begin Online Report.

Help

If you are having technical difficulties, click the Help button.

1. Once the reporter selects the  button, a new window will display and allow the user to change the password.



MO Account

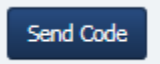
Request Account	Forgot Password	My Profile	Help
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Forgot Password

Provide your email address, check the box and click **Send Code**. An email will be sent to finalize the process. Use the link provided in the email to update your password.

Email

Send Code

- The reporter must provide an email address, and then select the  button.



MO Account

Request Account	Forgot Password	My Profile	Help
-----------------	-----------------	------------	------

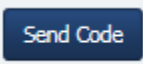
A code was sent to \$dev00.cpetershagen@gmail.com. Please use this key to complete your password change request. Note: We attempt to reduce duplicate emails. Please check your spam folder if you do not see your email.

Forgot Password

Provide your email address, check the box and click **Send Code**. An email will be sent to finalize the process. Use the link provided in the email to update your password.

Email

Send Code

- Once the  button is selected, the user will be sent an email with instructions on changing the password for the email account that was submitted.

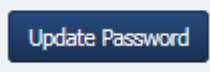
<p>From: <SelfRegistration@oa.mo.gov> Date: Tue, Sep 6, 2016 at 1:02 PM Subject: State of Missouri Account Help To: cpetershagen@gmail.com</p>	<p>Next Last</p>
<p>To change your account password for your State of Missouri user account please copy and paste the following link into your browser. https://apps1dev.mo.gov/MoAccount/UpdatePassword.aspx. Use the confirmation code f87d67b2bd88 This code expires in one hour.</p>	

- After clicking on the link within the email, the reporter is navigated to the Update Password page within the MO Account. The user will enter the email and confirmation code that was provided in the email and enter a new password and password confirmation.

The screenshot shows the 'MO Account' header with a key icon. Below the header is a navigation bar with links: 'Request Account', 'Forgot Password', 'My Profile', and 'Help'. The main content area is titled 'Update Password' and contains the following fields and buttons:

- Email:** A text input field containing '\$dev00.cpetershagen@gmail.com'.
- Confirmation Code:** A text input field containing 'f87d67b2bd88'. A callout box points to this field with the text: 'Enter the Confirmation Code provided in the email'.
- Password:** A password input field with masked characters (dots).
- Password Confirm:** A password input field with masked characters (dots).
- Buttons:** A 'Show Password Help' button next to the Password field, and an 'Update Password' button at the bottom of the form.

At the bottom of the page, there are links for 'Privacy Policy' and 'Accessibility'.

- After clicking  button, the user should receive a message the password has been updated.

The screenshot shows the 'MO Account' header and navigation bar. A green message box at the top of the main content area displays the text: 'Your password has been updated.' Below the message box, the 'Privacy Policy' and 'Accessibility' links are visible at the bottom of the page.

- Now the user can log in with the new password.



As a reminder, the Forgot Password pages will open in a new window. After changing the password the user should be able to continue on with the browser page that already has the OSCR – Initial Emergency Questions page displayed.

4. Accessing the Online System for Child Abuse & Neglect Reporting application


To access the OSCR application, the reporter will enter through the Department of Social Services Intranet page.

1. From the Department of Social Services Intranet page (<http://dss.mo.gov/cd/can.htm>), select

Online Mandated Reporting

The screenshot displays the Missouri Department of Social Services website. The header includes the department's name, navigation links (MO.gov, Governor Jay Nixon, Find an Agency, Online Services), a search bar, and social media icons. A blue navigation bar contains links for Home, Children, Families, Health Care, Youth, and Find Offices. The main content area is titled "Child Abuse and Neglect Hotline" and includes a breadcrumb trail: home » children's division » can. On the left, the "Hotline Numbers" section lists: 1-800-392-3738, 573-751-3448 (for out-of-state), and 1-800-669-8689 (TDD). It also describes the CA/NHU as a toll-free line open 24/7. The "Mandated Reporting" section on the right states that online reporting is available for mandated reporters only and provides instructions for emergencies (call 911). A green "Online Mandated Reporting" button is visible. To the right of the main content is a "Children's Division" sidebar with links to Investigations/Family Assessments, Family Centered Services, Children's Treatment Services, Intensive In-Home Services, Early Childhood & Prevention Services, Children's Division Home, and Find Offices. At the bottom, a section titled "Reporting child abuse is everyone's responsibility." explains that anonymous reports are accepted and provides the email askcd@dss.mo.gov for questions. A "Report School Violence" button is also present.

2. The system will navigate the mandated reporter to the OSCR – Initial Emergency Questions page.



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Brian Kinkade, Director

Online System for Child Abuse & Neglect Reporting Initial Emergency Questions

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Forgot Password


If you already have created an account, but have forgotten your password, click the Forgot Password button. A new window will open where you can update your password. After updating your password, close that window and return here to Login/Begin Online Report.

Help

If you are having technical difficulties, click the Help button.

3. The reporter will be provided with six questions that must be answered before proceeding to log into the OSCR application. If the user answers Yes or Unknown to any question, then the user will not be allowed to access the OSCR system to report the concern and must contact the Hotline to report the concern.

4. If the reporter answers No to all of the questions, then an online report may be submitted and the system will display the Login/Begin Online Report button.



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Online System for Child Abuse & Neglect Reporting Initial Emergency Questions

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Login/Begin Online Report
You will be transferred to MOlogin. You will need to enter your email address and password. At that time, you will return to the OSCR Initial Intake page to begin your online report.

Request Account to Access OSCR
If you do not have a MOlogin account, you will need to create one before creating your online report. Before logging in to begin your online report, use this button to create a new account. A new window will open where you can establish a new account. After creating your new account, close that window and return here to Login/Begin Online Report.

Forgot Password
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Help
If you are having technical difficulties, click the Help button.

5. When the reporter selects the Login/Begin Online Report button, the system will display the MO Login – Login page.

The screenshot shows the MO Login page. The header is dark blue with a yellow key icon and the text "MO Login". The main content area is white. On the left is a login form with a dark blue header "Login". It has two input fields: "Email" and "Password". Below the "Password" field is a dark blue "Login" button. At the bottom of the form are two links: "Forgot password" and "Request Account". To the right of the form is a grey box titled "Login Request from Dev OSCR". It contains a notice: "*** Notice *** The information and applications to which you are granted through this 'Login' may be subject to Federal and/or State laws and regulations. Unauthorized access, disclosure, or other use of any information or applications may result in civil and/or criminal prosecution and fines, imprisonment, and/or other penalties." Below this is a disclaimer: "The State reserves the right to remove, disable, or otherwise render unusable any account that, in the opinion of the department or agency providing the information or application, has been or suspected to have been used for unauthorized access to information or application(s); has or attempted to bypass information or applications security measures; or has otherwise been used to disrupt the delivery of information or applications." At the bottom of the page is a dark blue footer with links for "Privacy Policy" and "Accessibility".

6. The reporter will enter the email address and password for the MO Login account.
7. The system will navigate the reporter to the Account Profile page within the OSCR application if they have never submitted a report. Or if the reporter has already accessed the OSCR application and created an account profile in OSCR, they will be routed to the Initial Intake page to begin reporting the concern.

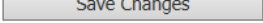
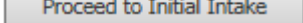
For technical assistance with MO Login contact the Help Desk at 1-800-392-8725 **Option #1**, during business hours Monday-Friday 7:30am-5:30pm.

5. OSCR Account Profile

The first time the mandated reporter accesses the OSCR application to submit a report and logs in using the MO Login account, the system will navigate them to the OSCR – Account Profile page. From there the user must complete the required information before proceeding with creating the report of concern.

The screenshot shows the 'Online System for Child Abuse & Neglect Reporting Account Profile' page. The header includes the Missouri Department of Social Services logo and the names of the Governor and Director. The page has a sidebar with links to 'Account Profile', 'Initial Intake', and 'OSCR Training Manual'. The main content area contains a form with the following fields: Title (dropdown), First Name (text), Last Name (text), Suffix (text), Agency Name (text), Agency Address Line 1 (text), Agency Address Line 2 (text), Agency City (text), Agency State (dropdown), Agency Zip Code (text), Agency County (dropdown), Work Phone (text with extension), Alternate Phone (text with extension), Occupation (dropdown), and Work Email Address (text). Fields marked with a red asterisk are required. A 'Save Changes' button is at the bottom, and a note states that profile information is saved and used for future reports.

1. Once the reporter is on the Account Profile page within the OSCR application, the required fields

must be completed. The  button and then the  button can be selected to begin the report. It is important that the information provided on the Account Profile is accurate in case the Hotline staff needs to contact the reporter with questions.



Throughout the Online System for Child Abuse & Neglect Reporting application, all required fields are noted with a red asterisk.

6. Initial Intake – Starting the Report of the Concern

After the mandated reporter logs into the application and has a saved Account Profile, the system will navigate the user to the Initial Intake page. At the top of the page, the reporter's information is displayed. This will provide the reporter with a snapshot of their information. If any information needs to be updated, the Account Profile link on the left side of the screen can be used to update the information.

Once the reporter's information is verified, the details of the report can be entered. The mandated reporter will be asked to provide the following information:

- Child(ren) of concern
- Additional children in the home (if any)
- Parent living in the home
- Home Address
- Non-Custodial/Non-Household Parent (if any)
- Any other individuals who are associated to the report or may be mentioned in the report
- Concern being reported
- School child(ren) attends
- Current location of the child and location of the child in the next 24 hours

The screenshot shows the 'Initial Intake' page of the Missouri Department of Social Services' Online System for Child Abuse & Neglect Reporting. The page has a dark blue header with the Missouri Department of Social Services logo and the names of the Governor and Director. On the left, there is a sidebar with links to 'Account Profile', 'Initial Intake' (which is highlighted), and 'OSCR Training Manual'. The main content area is titled 'Online System for Child Abuse & Neglect Reporting Initial Intake'. Below the title, there is a warning message: 'If the system has no activity for 15 minutes, the system will time out and information will not be saved.' The 'Reporter Information' section displays the user's details: Cindy Petershagen, Petershagen Medical Clinic, 300 West Main, Jefferson City, MO 65101-1234, Cole, (555) 555-5555 Ext: 1234, (666) 666-6666 Ext: 1234, Physician, cindy.petershagen@rivottechnologies.com. The 'Section 1: Child(ren) of Concern' section prompts the user to enter information about the child or children of concern. It includes fields for First Name, MI, Last Name, Suffix, Date of Birth, Approximate Age, Sex, Race, Hispanic/Latino, Language Proficiency, and the reporter's relationship to the child. There are buttons for 'Add New Individual', 'Cancel', and 'Add/Update Individual'.

- Once the reporter completes Section 1: Child(ren) of Concern, other children of concern can be added by selecting **Add New Individual**, or the reporter can indicate they are done by selecting the **Add/Update Individual** button. After Add/Update Individual is selected, the Child entered will be added to a grid, and Section 2 will display for entry.

Account Profile
Initial Intake
OSCR Training Manual

Online System for Child Abuse & Neglect Reporting Initial Intake

If the system has no activity for 15 minutes, the system will time out and information will not be saved.

Reporter Information
If you need to change any of this information, please select the Account Profile tab to the left.
Cindy Petershagen
Petershagen Medical Clinic
300 West Main
Jefferson City, MO 65101-1234
Cole
(555) 555-5555 Ext: 1234
(666) 666-6666 Ext: 1234
Physician
cindy.petershagen@rkvtechnologies.com

Section 1: Child(ren) of Concern
Please enter the child or children that you are concerned about. If there are other children in the home but you do not have concerns about them, please enter those children in Section 2 below. Please select 'Done Entering Individuals' button when finished to proceed to Section 2.

Name	Date of Birth	Approx. Age
Child One	03/15/2014	2 year(s)

Add New Individual

Section 2: Additional Children in the Home
*Are there additional children residing in the home? ☐ Yes ☐ No ☐ Unknown

Child saved to grid. If there are any updates needed, user can select the Name Link and the information will be displayed for updates.

Section 2 now displays

- The user will continue through all of the sections. After each section, the user will select the **Add/Update Individual** button and the next section will display.

3. After Sections 1 through 6 are completed, Section 7 will display. Section 7 will provide the user a place to identify the immediate concern(s) and select the Abuse/Neglect concern(s).

Section 7: Immediate Concerns

Please answer the questions below to describe your immediate concerns:

*Has the specific problem been reported before to the hotline? ☐ Yes ☐ No ☒ Unknown

* Have any other agencies been notified about the specific problem? ☐ Yes ☐ No ☒ Unknown

If so, please enter agency names below:

*Summarize your concern about the child(ren) in a short statement. A detailed description will be gathered later. Include a police report number, if available, and indicate if any charges have been filed relating to the child abuse/neglect situation.

* Check all the abuse / neglect concerns that apply for this child(ren):

Abuse/Neglect


- ☐ Domestic Violence
- ☐ Drugs – Child Given Drugs/Accidental Ingestion
- ☐ Drugs-Parent Using Drugs
- ☐ Educational Neglect
- ☐ Emotional Abuse
- ☐ Fatality (no abuse/neglect involved)
- ☐ Hygiene Concerns
- ☐ Inappropriate Restraint (by foster parent or facility staff)
- ☐ Insufficient Food
- ☐ Kicked Out of Home, Locked In/Out
- ☐ Physical Abuse/Suspicious Injury
- ☐ Supervision Concerns
- ☐ Threat to Harm (child not in immediate danger)
- ☐ Unsafe/Unsanitary Home
- ☐ Untreated Illness
- ☐ Utilities (lack of)

Sexual Abuse

- ☐ Child Exhibits Sexual Behavior
- ☐ Child Exposed to Sexual Acts/Materials
- ☐ Sexual Abuse/Sexual Exploitation/Sex Trafficking

The reporter can select a single or multiple concerns. After making the selection(s), the system will navigate the user to the specific questions for each concern selected.


Next

4. After completing Section 7, the user can select the  button to proceed.

7. Completing the Report

After the mandated reporter has completed the Initial Intake page (identifying the concerns and the individuals involved), the system will proceed to the first of the selected concern screens. These are also referred to as Pathways.

For example, if on the Initial Intake, there were concerns of Physical Abuse/Suspicious Injury and Hygiene Concerns, the user would first navigate to the Physical Abuse/Suspicious Injury page to complete

questions about that specific concern. Then when the  button is selected, the system will navigate the user to the page to answer questions about the Hygiene Concerns.

1. The mandated reporter will answer specific questions about the concern selected. In the example below, the reporter will answer questions about the Domestic Violence concern.
2. At the top of the page, each Child of Concern and each Additional Child of the Home will be listed to the left, and the potential alleged perpetrators will be listed to the right. The reporter must provide the alleged perpetrator for at least one child for the specific concern. There is an Unknown option in addition to all of the individuals who were added on the initial intake page.

Online System for Child Abuse & Neglect Reporting Domestic Violence

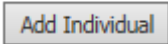
Who would you identify as the alleged perpetrator(s) to the child(ren) for this concern?

Child One ☐ **Child Two** ☐ **Parent One** ☐ **Unknown**

Child Two ☐ **Child One** ☐ **Parent One** ☐ **Unknown**

If the alleged perpetrator is not listed above, select 'Add Individual' button to add the individual.

(Children of Concern and Additional Children in the Home must be added on Initial Intake)

3. What happens if the alleged perpetrator is not listed? The user has two options. The user can click the  button and entry fields will display so the user can add the individual, or the user can navigate back to the Initial Intake page to add the person in the appropriate section. The system will not let the user leave the page until it is completed.

4. Once the alleged perpetrator is selected for the appropriate child, the user must complete all of the questions on the specific pathway page. If the user selected the pathway/concern in error, the user can select the 'Pathway not applicable – selected in error – please skip' selection at the bottom of the page.

☐ Pathway not applicable – selected in error – please skip

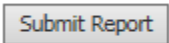
Previous

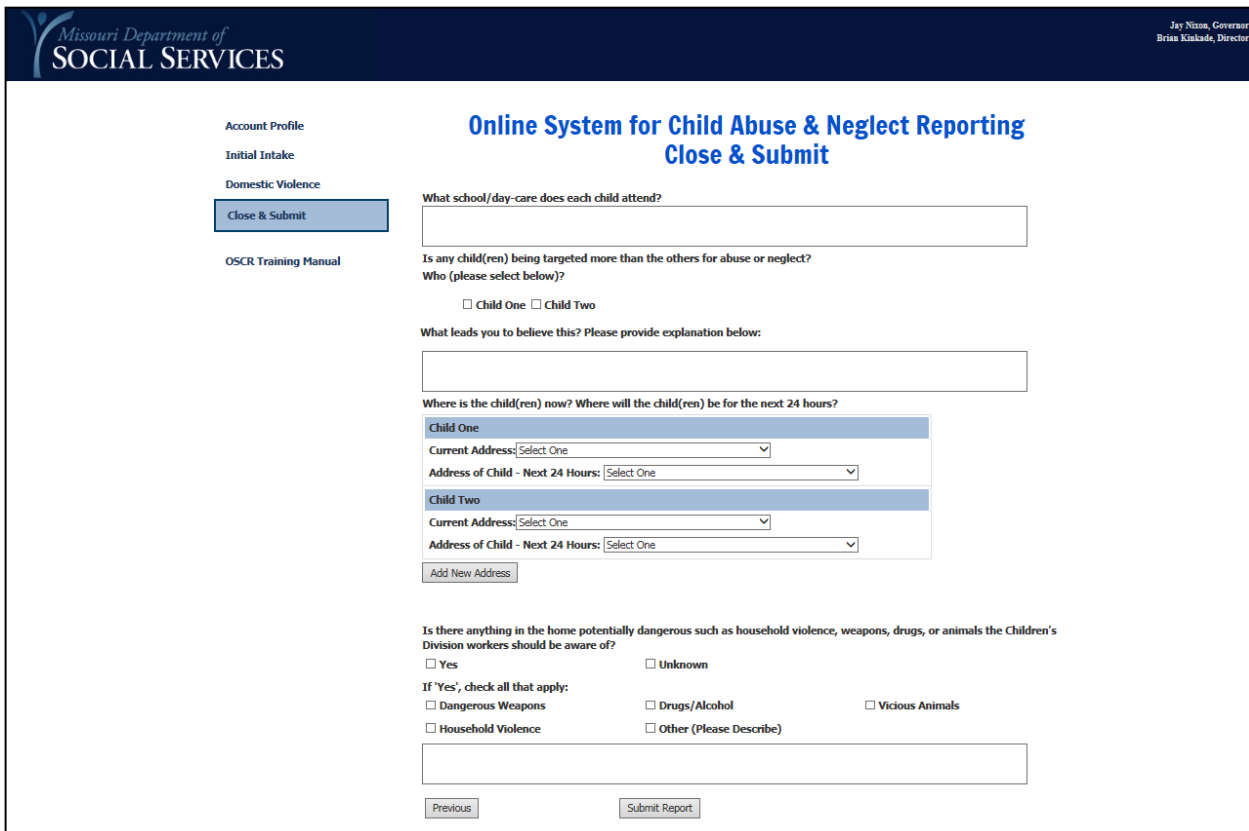
Next

8. Submitting the Report of Concern to the Child Abuse & Neglect Hotline

Next

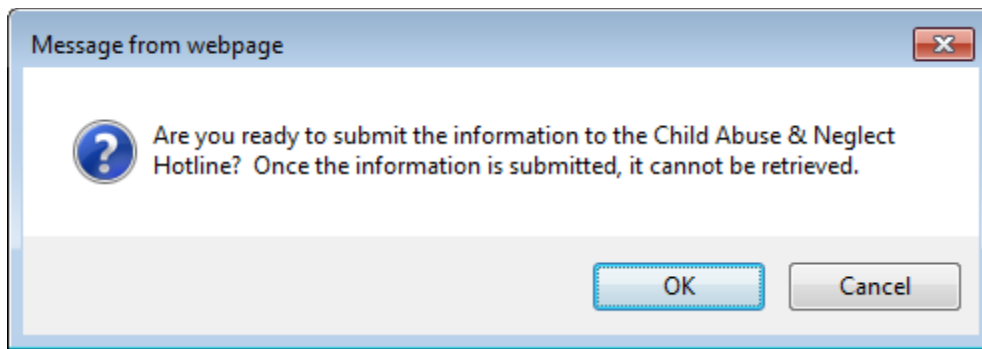
After completing all of the concern (pathway) pages, the Mandated Reporter will click on the button and the system will navigate to the Close & Submit page.

The Mandated Reporter will complete the questions on the Close & Submit page and then click the  button.

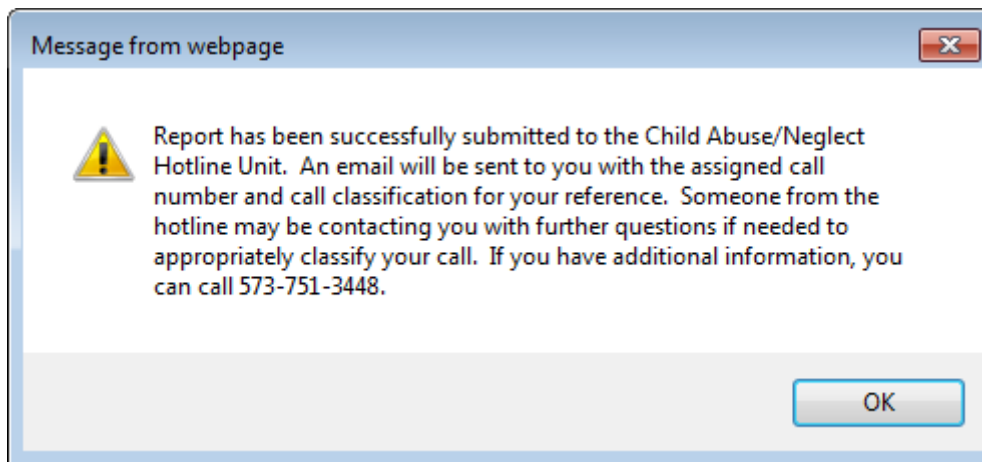


The screenshot shows the 'Close & Submit' page of the Missouri Department of Social Services' Online System for Child Abuse & Neglect Reporting. The page has a dark blue header with the Missouri Department of Social Services logo and the names of the Governor and Director. A left sidebar contains navigation links: Account Profile, Initial Intake, Domestic Violence, Close & Submit (highlighted), and OSCR Training Manual. The main content area is titled 'Online System for Child Abuse & Neglect Reporting Close & Submit'. It contains several sections of questions and form fields: 'What school/day-care does each child attend?' with a text box; 'Is any child(ren) being targeted more than the others for abuse or neglect? Who (please select below)?' with checkboxes for Child One and Child Two; 'What leads you to believe this? Please provide explanation below:' with a text box; 'Where is the child(ren) now? Where will the child(ren) be for the next 24 hours?' with sections for Child One and Child Two, each containing 'Current Address' and 'Address of Child - Next 24 Hours' dropdown menus, and an 'Add New Address' button; 'Is there anything in the home potentially dangerous such as household violence, weapons, drugs, or animals the Children's Division workers should be aware of?' with checkboxes for Yes, Unknown, Dangerous Weapons, Drugs/Alcohol, Vicious Animals, Household Violence, and Other (Please Describe); and a text box for additional information. At the bottom are 'Previous' and 'Submit Report' buttons.

After the Mandated Reporter chooses to submit the report, the system will display a message asking if ready to submit.



If the Mandated Reporter chooses the OK button, the report will be submitted, and the system will display a message indicating the report has been submitted.



Once OK is selected, the system will navigate the user to the Department of Social Services Home page.

9. What to Expect after the Report of Concern is Submitted

After the report is submitted, the Hotline staff will be notified that a report was submitted. The Children's Division (CD) Hotline staff will access the submitted report and review it for valid information. Once it is initially verified, the Hotline staff will accept the submitted report and it will be added to the Family and Children Electronic Services (FACES) application. When it is initially added, it will be added as an incomplete call. The trained Hotline staff will perform a further review of the concern and classify the call.

The CD Hotline staff will review the information carefully, and if further clarification is needed, the Hotline worker may call the Mandated Reporter for further explanation or details. Once the Hotline staff submits the report to field staff, an email will be generated to the Mandated Reporter with the assigned call number and the classification of either (1) Report (2) Referral or (3) Documented Call. If the mandated reporter has any questions, they can call the Hotline at 1-800-392-3738 with the call number as reference.

*****For technical assistance with OSCR contact the FACES Help Desk at 1-800-392-8725 Option #3, during business hours Monday-Friday 8:00am-5:00pm.*****