



Effective Date: 11/1/1992

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Responsible Administrator:

Sarah Azevedo, Intake and Investigation Program Manager

Authorized Signature: Trenee Parker, DFS Director

POLICY 202 – CONFIDENTIALITY OF REPORTER IDENTITY AND REPORT LINE RECORDING

A. POLICY

Recordings of reports made to the DFS Child Abuse Report Line, as well as reporter identity, are held in strictest confidence, as required by federal law. Per CAPTA, DFS may only disclose this confidential information to federal, state, or local government entities who have the need for such information in order to carry out their responsibilities under law to protect children from abuse and neglect.

Legal Reference: Title 42- Public health and Welfare; Chapter 67- CAPTA (Child Abuse Prevention and Treatment and Adoption Reform; subchapter I §5106. Grants to States, Indian tribes or tribal organizations, and public or private agencies and organizations. (b)(D) (iv)

B. PROCEDURES

1. All requests for recordings of hotline reports, written copies of hotline reports, and reporter identity must be made to the Division of Family Services in writing on letterhead or by subpoena. An email request from a verifiable source will suffice as a written request.
2. Written requests on letterhead or by verifiable email must outline the provisions under CAPTA by which the request is being made.
3. Written requests must be reviewed by the Regional Administrator and approved prior to the release of the requested records.
4. Any subpoena received by DFS requesting hotline information, either from a private party or a government entity (federal, state or local), will be forwarded to the DOJ for consultation prior to releasing the requested records.
5. All records released according to the above requirements must be accompanied by a Reporter/Report Line Disclosure Letter and recorded in a Report Line Disclosure Log.
6. Child Abuse Report Line recordings and reporter identity shall not be shared with any party who is not a DFS employee or contractor with a need to know and only with approval from the Intake and Investigation Program Manager.

C. FOCUS

No FOCUS functionality.

D. FORMS

Use the DFS policy website to access any forms:

<https://kids.delaware.gov/policies/dfs-policies>

1. Reporter/Report Line Disclosure Letter