

## **Child Protective Services**

Age Requirements

0-5

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5-22

Available 24/7

Yes

Other Eligibility Criteria

Anyone can report suspected child abuse or neglect to a local Department of Social Services or to the CPS Hotline. The alleged victim is under the age of 18 at the time of the report. The alleged abuser is in a caretaking role. The alleged abuse or neglect meets the definition of abuse or neglect as defined by the CPS laws, regulations, and policies.

Family

Yes

Intake Process

Call to report abuse or neglect or for information.

Intake Contact Telephone

(800) 552-7096

Provider Refer

Yes

Report Problems

Call the Agency

Residency Requirements

Serves children and adolescents residing in Virginia.

Self Refer

Yes

Virginia Department of Social Services (VDSS)

<https://www.dss.virginia.gov>

<https://www.dss.virginia.gov/family/cps/index.cgi>

Main

(804) 786-8536

Toll-Free

(800) 552-7096

5600 Cox Road  
23060 VA  
United States

Monday: 8:15 am-5:00 pm

Tuesday: 8:15 am-5:00 pm

Wednesday: 8:15 am-5:00 pm

Thursday: 8:15 am-5:00 pm

Friday: 8:15 am-5:00 pm

Saturday: Closed

Sunday: Closed

#### Additional Availability Comments

The Child Protective Services hotline operates 24 hours per day, every day including holidays.

#### Fee Structure

No Fee

#### Languages Spoken

English

The goal of Child Protective Services (CPS) is to identify, assess and provide services to children and families in an effort to protect children, preserve families, whenever possible, and prevent further maltreatment. Child Protective Services is non-punitive in its approach and is directed toward enabling families to provide adequate care for their children.

[Local Departments of Social Services](#) are responsible for receiving reports of abuse and neglect; conducting investigations to determine the validity of the CPS reports and providing services that enhance child safety and prevent further abuse and neglect to families and children.

The Virginia Department of Social Services operates a statewide Child Protective Services (CPS) Hotline 24 hours per day, every day to support local Departments of Social Services by receiving reports of child abuse and neglect and referring them to the appropriate local department of social services. The CPS Hotline is staffed by trained Protective Service Hotline Specialists.

CPS Hotline staff may provide general information and educational materials about child abuse or neglect to callers from the general public, childcare providers, school

educators, and medical professionals on recognizing and reporting suspected child abuse or neglect.

Service Area(s)

Statewide