



Office of Temporary and Disability Assistance

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General Information System (GIS) Message

Section 1

Transmittal:	24DC048 Upstate and New York City
Date:	July 26, 2024
To:	Subscribers
Suggested Distribution:	Commissioners, TA Directors, Housing/Homeless Services Directors
From:	Cheryl Contento, Deputy Commissioner Division of Shelter Oversight and Compliance
Subject:	Updated Training for Mandated Reporters of Suspected Child Abuse or Maltreatment
Effective Date:	Immediately
Contact Information:	Division of Shelter Oversight and Compliance at (518) 486-4040 or otda.sm.css.bss@otda.ny.gov

Section 2

Background

Part JJ of Chapter 56 of the Laws of 2021 amended Social Services Law (SSL) Sec. 413 in regard to training for persons who are designated as mandated reporters of suspected child abuse or maltreatment. This law requires the New York State Office of Children and Family Services (OCFS) to update the training it offers on mandated reporting. Specifically, OCFS is required to update materials to address implicit bias, adverse childhood experiences and guidelines on how to recognize signs of child abuse or maltreatment virtually.

The new training will also help mandated reporters identify when concerns do not rise to a level legally requiring a report be made to the SCR. The training will help mandated reporters determine whether a family could instead be supported by directing them to culturally responsive, effective and community-based programs through OCFS' new H.E.A.R.S. family line (1-888-55HEARS).

As a reminder, pursuant to SSL section 413 all existing and new employees of publicly-funded emergency shelters for families with children are mandated reporters of suspected child abuse or maltreatment.

Program Implications

This directive updates 17-ADM-06 to advise districts that this new law requires all mandated reporters take OCFS' updated training by April 1, 2025. All existing and new employees of publicly-funded emergency shelters for families with children must take the updated training, regardless of whether they have previously taken a mandated reporter training. Districts are responsible for communicating this information to the relevant shelters and ensuring, along with OTDA, that shelters are in compliance with all requirements for mandated reporters.

The required training is web-based and is approximately two hours long. It is available here ([New York State Mandated Reporter Resource Center - Training \(nysmandatedreporter.org\)](https://nysmandatedreporter.org)). The training may be paused and returned to if it cannot be completed in one sitting.

Mandated reporters are strongly encouraged to print or screenshot information that shows they have completed this training and complied with the statutory requirement.

Please note that many entities offer mandated reporter training. However, to meet the requirement, the participant must show that they have taken OCFS' revised mandated reporter training. As a part of the inspection process, beginning in 2025, OTDA's Division of Shelter Oversight and Compliance (DSOC) staff will confirm that shelters for families subject to 18 NYCRR Part 900 are in compliance with Social Services Law Sec. 413.