

# Provider Notice

*This is being sent on behalf of the Virginia Department of Medical Assistance Services (DMAS).*

The Virginia Department of Social Services' (VDSS) Division of Family Services (DFS) is pleased to announce the release of a new Mandated Reporter Portal, which provides a streamlined and an easily accessible way for Mandated Reporters in Virginia to submit reports of suspected abuse and neglect. The Portal can be accessed at <https://vacps.dss.virginia.gov/>. Please also feel free to view a [brief YouTube video](#) overview of the new Portal. **We are requesting that you share this information with your Mandated Reporter constituents by December 15, 2020 in order to ensure that all Mandated Reporters in Virginia are aware of this new reporting option.**

[Local departments](#) of social services (LDSS) are responsible for receiving reports of abuse and neglect, determining the validity of Child Protective Services (CPS) reports, and providing services that enhance child safety and prevent further abuse and neglect. VDSS operates a 24/7 CPS Hotline that performs the intake function for LDSS on a full-time basis for some agencies and after business hours and on holidays for others. Now, we are offering this streamlined, user-friendly portal as an additional option for submitting reports of suspected abuse and neglect.

Benefits of using the Mandated Reporter Portal include:

- Reduced wait time for Mandated Reporters making a report; online offers a quicker option to file a report
- Mandated Reporters create a secure account, which will minimize the amount of time needed in making subsequent reports
- Information will be more accurate, entered directly by the Mandated Reporter

Information about the Portal:

- Data from the Mandated Reporter Portal securely transmits the information to VDSS Hotline staff
- Stakeholder input was utilized in the development and design of the portal
- The Mandated Portal is intuitive and user friendly
- The Mandated Portal contains helpful resources

We are pleased to make this tool available to all Mandated Reporters across the Commonwealth, and invite you, as a state agency partner, to spread the word through your network of providers and through use of the [social media kit](#). The linked social media kit can be utilized to post information on your agency social media platforms and other relevant platforms.

We thank you for your partnership in communicating the availability of this tool to support the safety and well-being of Virginia’s children, youth, families and adults. Please do not hesitate to reach out with any questions or feedback via [virginiaonlinereporting@dss.virginia.gov](mailto:virginiaonlinereporting@dss.virginia.gov).