



**Roma R. Morris**  
*Director*

## **PRINCE EDWARD COUNTY** **DEPARTMENT OF SOCIAL SERVICES**

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**Board Members**  
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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 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 visit <https://youtu.be/hkbSl4XKvrE> for a brief YouTube video overview of the new portal.

Local departments of social services (LDSS) are responsible for receiving reports of abuse and neglect, determining the validity of CPS reports, conducting investigations, 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, VDSS is offering this streamlined, user friendly portal as an additional option, to ensure timely receipt and follow up for 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 "transmits" the information to VDSS Hotline staff.
- Stakeholders' input was utilized in the development and design of the portal.
- The portal is intuitive and user friendly.
- The portal contains helpful resources.

VDSS is pleased to make this tool available to all Mandated Reporters across the Commonwealth. 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 note that if unable to access the website due to security firewalls, access can typically be requested through agency/organization IT departments to whitelist the Portal website (grant access). Over the month of November, VDSS will be continuing to receive feedback and make improvements to the Portal. Please do not hesitate to reach out with any questions or feedback via [virginiaonlinereporting@dss.virginia.gov](mailto:virginiaonlinereporting@dss.virginia.gov).

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