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CHILD ABUSE AND NEGLECT: A SHARED COMMUNITY CONCERN

MARCH 1989

NCJRS

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ACQUISITIONS

Clearinghouse on Child Abuse and Neglect Information
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INTRODUCTION

Over the past 20 years our understanding of the complex problems of child abuse and neglect has increased dramatically. This increased knowledge has improved our ability to intervene effectively in the lives of troubled families. Likewise, we have a better grasp of what we can do to prevent child abuse and neglect from occurring. Clearly, we have made great strides. However, our efforts to prevent and treat child abuse and neglect must continue to grow and improve.

Just what have we learned? We have learned that a child of any age, sex, race, religion, and socioeconomic background can fall victim to child abuse and neglect. We have learned that a large number of children who are abused and neglected are never reported to the authorities who can help them and their families. We have learned that we need to provide help and support to abused and neglected children as well as to their parents. And most important, we have learned that child abuse and neglect is a community concern. No one agency or professional alone can prevent and treat the problem; rather all concerned citizens must work together to effectively identify, prevent, and treat child abuse and neglect.

This booklet will help you better understand the problems of child abuse and neglect as well as prevention and intervention efforts. To begin our discussion, we must have a common understanding of how we define child maltreatment.

HOW DO WE DEFINE CHILD ABUSE AND NEGLECT?

The Child Abuse Prevention and Treatment Act (Public Law 100-294) defines child abuse and neglect as "the physical or mental injury, sexual abuse or exploitation, negligent treatment, or maltreatment

- o of a child under the age of 18, or except in the case of sexual abuse, the age specified by the child protection law of the State
- o by a person (including any employee of a residential facility or any staff person providing out-of-home care) who is responsible for the child's welfare
- o under circumstances which indicate that the child's health or welfare is harmed or threatened thereby..."

The Act defines sexual abuse as the use, persuasion, or coercion of any child to engage in any sexually explicit conduct (or any simulation of such conduct) for the purpose of

- o producing any visual depiction of such conduct, or
- o rape, molestation, prostitution, or
- o incest with children.

As a result of the Child Abuse Amendments of 1984 (P.L. 98-457), the Act also includes the withholding of medically indicated treatment for an infant's life-threatening conditions. The Act defines this provision as "...the failure to respond to the infant's life-threatening conditions by providing treatment (including appropriate nutrition, hydration, and medication) which, in the treating physician's or physicians' reasonable medical judgment, will most likely be effective in ameliorating or correcting all such conditions..."

The four types of child abuse and neglect are physical abuse, child neglect, sexual abuse, and mental injury (also referred to as emotional/psychological abuse). Let us take a brief look at each form of child maltreatment.

Physical Abuse

Physical abuse is characterized by inflicting physical injury by punching, beating, kicking, biting, burning, or otherwise harming a child. Although the injury is not an accident, the parent or caretaker may not have intended to hurt the child. The injury may have resulted from over-discipline or physical punishment that is inappropriate to the child's age.

Child Neglect

Child neglect is characterized by failure to provide for the child's basic needs. Neglect can be physical, educational, or emotional. The latest national incidence study defines these three types of neglect as follows. Physical neglect includes refusal of or delay in seeking health care, abandonment, expulsion from home or not allowing a runaway to return home, and inadequate supervision. Educational neglect includes permission of chronic truancy, failure to enroll a child of mandatory school age, and inattention to a special educational need. Emotional neglect includes such actions as chronic or extreme spouse abuse in the child's presence, permission of drug or alcohol use by the child, and refusal of or failure to provide needed psychological care. It is very important to distinguish between willful neglect and a parent's or caretaker's failure to provide necessities of life because of poverty or cultural norms.

Sexual Abuse

Sexual abuse includes fondling a child's genitals, intercourse, incest, rape, sodomy, exhibitionism, and sexual exploitation. To be considered child abuse these acts have to be committed by a person responsible for the care of a child (for example, a parent, a babysitter, or a day care provider). If a stranger commits these acts, it would be considered sexual assault and handled solely by the police and criminal courts.

Many experts believe that sexual abuse is the most under-reported form of child maltreatment because of the secrecy or "conspiracy of silence" which so often characterizes these cases.

Mental Injury (Emotional/Psychological Abuse)

This form of child abuse and neglect includes acts or omissions by the parents or other person responsible for the child's care that have caused, or could cause, serious behavioral, cognitive, emotional, or mental disorders. In some cases of emotional/psychological abuse the parental acts alone, without any harm evident in the child's behavior or condition, are sufficient to warrant Child Protective Services (CPS) intervention. For example, the parents/caretakers use extreme or bizarre forms of punishment, such as torture or confinement of a child in a dark closet. For less severe acts, such as habitual scapegoating, belittling, or rejecting treatment, demonstrable harm to the child is often required for CPS to intervene.

Although any of the forms of child maltreatment may be found alone, we often find them occurring in combination. And, emotional abuse is almost always present when other forms are identified.

HOW WIDESPREAD IS THE PROBLEM?¹

The most recent national incidence study estimates that more than 1 million children nationwide experienced demonstrable harm as a result of maltreatment in 1986. According to the same study, more than 1.5 million children nationwide experienced abuse or neglect if children "at risk of or threatened with harm" are included in the estimate. In addition, 1,100 children are known to have died as a result of abuse or neglect in 1986. In

¹Study Findings: Study of National Incidence and Prevalence of Child Abuse and Neglect: 1988. U.S. Department of Health and Human Services, Office of Human Development Services, Administration for Children, Youth and Families, Children's Bureau, National Center on Child Abuse and Neglect.

comparing the 1986 overall incidence rate to the 1980 rate, the number of children who experienced demonstrable harm from abuse or neglect increased 66 percent. The national incidence study concludes that this increase is probably more reflective of increased recognition than of an actual increase in incidence. The number of children reported to CPS increased nearly 57 percent since 1980. CPS officially substantiated 53 percent of the cases that were reported and accepted for investigation in 1986. This reflected an increase of 10 percent in the number of substantiated cases since 1980.

Every State has a child abuse and neglect reporting law that requires certain categories of professionals (for example, social workers, medical personnel, educators, child care staff) to report suspected child abuse and neglect. In addition, States either require or suggest that the general public report suspected incidents of child maltreatment. (Reporting is discussed in detail in "Who Should Report Child Abuse and Neglect?")

Which type of child maltreatment occurs most often?²

The 1986 National Incidence Study found that the majority of child maltreatment cases (63 percent) involved neglect (1,003,600 children or 15.9 per 1,000) and less than half (43 percent) involved abuse (675,000 children or 10.7 per 1,000). Let us break down the numbers by the major forms of child maltreatment.

- o Physical Abuse. A total of 358,300 children or 5.7 children per 1,000 were physically abused in this country in 1986.
- o Emotional Abuse. The next most frequently occurring type of abuse is emotional abuse, involving 211,100 children or 3.4 children per 1,000.
- o Sexual Abuse. Although sexual abuse remains the least frequent type of abuse, its incidence is not far behind that of emotional abuse. The national incidence study found that 155,900 children, or 2.5 per 1,000, were sexually abused in 1986. In addition, it is important to note that the known incidence of sexual abuse more than tripled since 1980.

²The statistics from the Study of National Incidence and Prevalence of Child Abuse and Neglect reflect the revised definition of child abuse and neglect, which includes the combined totals of children who were demonstrably harmed and threatened with harm.

- o Neglect. There are a number of different types of neglect, each with differing incidence rates. Physical neglect is the most frequently occurring type of neglect, involving 571,600 children or 9.1 per 1,000. The second most frequent type of neglect is educational neglect, with 292,100 children or 4.6 per 1,000. The least frequent type is emotional neglect, involving 223,100 children or 3.5 per 1,000.

WHY DOES CHILD ABUSE AND NEGLECT OCCUR?

There are many factors that may contribute to the occurrence of child abuse and neglect. Each family is different; each family's story is unique. We have, however, identified some conditions or situations that may make child abuse and neglect more likely to occur. For discussion purposes, these factors will be divided into three categories.

- o Individual Characteristics.

- Parents may be more likely to maltreat their children if they are emotionally immature or needy; are isolated, with no family or friends to depend on; were emotionally deprived, abused, or neglected as children; feel worthless and have never been loved or cared about; are in poor health; or abuse drugs or alcohol. Many abusive and neglectful parents do not intend to harm their children and often feel remorse about their maltreating behavior. However, their own problems may prevent them from stopping their harmful behavior and may result in resistance to outside intervention. It is important to remember that diligent and effective intervention efforts may overcome the parents' resistance and help them change their abusive and neglectful behavior.

- Children may be more likely to be at risk of maltreatment if they are unwanted, resemble someone the parent dislikes, or have physical or behavioral traits which make them different or especially difficult to care for.

- o Family Interactions. Each member of a family affects every other member of that family in some way. Some parents and children are fine on their own, but just cannot get along when they are together, especially for long periods of time. Some characteristics commonly observed in abusive or neglectful families include social isolation and parents turning to their children to meet their emotional needs.

- o **Environmental Conditions.** Changes in financial condition, employment status, or family structure may shake a family's stability. Some parents may not be able to cope with the stress resulting from the changes and may experience difficulty in caring for their children.

In addition to these contributing factors, some societal values may perpetuate child abuse and neglect. For example, the acceptance of violence as a way of life, the conviction that parents have the right to treat children as they please, and the desire to avoid outside involvement in family life may influence the occurrence of child abuse and neglect. Although individuals and families have a right to privacy, no one has a right to abuse or neglect a child. Fear or mistrust of outside intervention should not prevent families from seeking and/or accepting help in ending abusive or neglectful situations.

The research conducted over the last 10 years has helped us better understand why abuse and neglect occurs. Recent significant findings from the national incidence study are presented below.

Age of Child. In 1986, the incidence of physical abuse was lowest among children up to 2 years of age. However, when these children did experience physical abuse they were more likely than older children to sustain serious or fatal injuries. In addition, the incidence of emotional neglect and educational neglect differed according to the child's age. The risk for these two types of neglect increased with age.

Gender. There was no significant difference in the incidence of neglect associated with the sex of the child. However, females experienced more abuse than males. This difference reflected the female's greater susceptibility to sexual abuse. The rate of sexual abuse for females was nearly four times the rate for males (121,000 females or 3.9 per 1,000 females and 34,300 males or 1.1 per 1,000 males).

Family Income. Children from families whose income was less than \$15,000 experienced maltreatment at a rate five times higher than children from higher income families.

Family Size. Families with four or more children showed higher rates of both physical abuse and physical neglect.

Race. A child's race/ethnicity has no significant impact on incidence of maltreatment.

Geographic Location. Child abuse can occur in any community--urban, suburban, or rural.

HOW CAN WE RECOGNIZE CHILD ABUSE AND NEGLECT?

The most common way we identify child abuse and neglect is through the child's and parent's condition and behavior. We need to look for combinations of physical and behavioral indicators in children as well as combinations of parental and child indicators. An example would be a case in which a child who has frequent unexplained injuries has just sustained a broken arm and seems afraid of his or her parents. The parents offer conflicting and unconvincing explanations for the injury.

Sometimes a single physical indicator in a child will be sufficient to make a report, such as a spiral fracture in a 3-month-old infant. Some unusual or alarming child behaviors may, in and of themselves, clearly warrant a report. However, some behaviors may have possible explanations other than child abuse and neglect, such as a child who runs away or engages in delinquent behavior. Therefore, behavioral indicators alone may not clearly indicate the child is being abused or neglected, so judgment must be exercised. The individual who suspects that maltreatment is occurring should report these suspicions. Background information about the child and family is helpful but is not necessary to warrant a report.

Let us examine some situations that caused professionals and the general public to suspect child abuse and neglect, and report their concerns to CPS.

REPORT: An 18-month-old boy was brought to the emergency room with second and third degree burns on his legs and buttocks. The doctor noted that the burns extended to a different level on each leg--at mid-calf on the left leg, and mid-knee on the right. In addition, there was an area on the right buttock that was burned. The mother told the doctor that she left her son in the bathtub while she went to answer the telephone. The mother believed that the boy turned on the hot water while she was gone. The doctor did not believe that the mother's explanation was consistent with the injury. The doctor thought that there were two factors which made it unlikely that burns could have occurred as a result of the child turning on the hot water. First, it takes a long time to raise the temperature of normal bath water to the scalding point. Second, if the injuries had occurred as the mother described, the injuries would have been the same. The doctor thought that the injury could have occurred by holding the child and dangling his feet into scalding water.

REASONS: The doctor reported this case to CPS because:

- o The child had sustained a serious injury;
- o The parent's explanation of the cause of the child's injury was implausible; and
- o In his clinical opinion, the injury could likely have been caused by the parent.

REPORT: Susan, aged 7, was in her first grade class when her teacher noticed that she had difficulty sitting and had some unusually shaped marks on her arm. Susan was sent to the school nurse to be examined. The nurse noted approximately 12 linear and loop-shaped marks on her back and buttocks. These marks ranged in length from 6 to 10 inches. The nurse believed that the marks were inflicted by a belt and belt buckle. The marks were purple, blue, brown, and yellow, indicating that the bruises were sustained at different times. Susan said she did not know how she got the bruises. The nurse spoke with the principal, who called CPS.

REASONS: The school principal reported this case to CPS because:

- o The child had sustained a physical injury;
- o The bruises were inflicted at different times, perhaps days apart. (Even if the bruises had been inflicted at one time this case should still be reported. The fact that the bruises were in different stages of healing raises greater concern for the child's safety); and
- o The nurse's clinical opinion was that the injuries were inflicted by a belt and belt buckle.

REPORT: When Cindy was 8 years of age, her teacher called CPS. Cindy was the only child in her family who wore old tattered clothing to school and was not given the same privileges and opportunities as her brothers and sisters. The other children were allowed to join in after school activities; however, Cindy was not allowed to participate in any outside activities. Cindy became very withdrawn at school. She stopped speaking in class and would not engage in play activities with her classmates. Her academic performance declined rapidly. Finally, Cindy became incontinent and had "accidents" in class.

REASONS: The reasons the teacher reported this case to CPS were:

- o Serious differential treatment of one child in the family;
- o Marked decline in academic performance and class participation; and
- o Incontinence.

REPORT: A neighbor called CPS because a 5-year-old boy wandered around the apartment complex unsupervised, often until 10 or 11 p.m. The child was usually inappropriately dressed for the weather; it was 45 degrees and the child was wearing a short sleeved shirt, long pants, and torn shoes. The child was constantly asking neighbors for food. He always had a runny nose and recently had developed a deep cough. In addition, he picked fights with younger children in the neighborhood. The neighbor thought the boy's mother worked at night; however, she rarely saw her at all.

REASONS: This case was reported because of a combination of factors:

- o A young child was unsupervised late at night;
- o The child was not dressed appropriately for the weather;
- o The neighbor believed that the child was not receiving sufficient nourishment, as indicated by his constant requests for food; and
- o The neighbor believed the mother was unconcerned about her child's welfare.

REPORT: A neighbor called to report possible sexual abuse of Janise, aged 12. Janise had confided in the neighbor's daughter that her father had been "fooling around" with her for several years. The neighbor talked with Janise before making the report. Janise reported that her dad touched her private parts and made her "do it" with him. When Janise was asked if her mom knew what was going on between her and her dad, Janise replied, "Yes, she does!" Janise became frightened when the neighbor said she was going to call CPS. Janise begged her not to call, screaming, "He told me that they'll take me away!" Although the neighbor was horrified that this was

happening, she believed that Janise was telling the truth.

REASONS: The reasons the neighbor called CPS were:

- o Janise disclosed that her dad had been sexually abusing her; and
- o The neighbor was concerned about Janise, even though it was very difficult to believe that her father might have done this.

WHO SHOULD REPORT CHILD ABUSE AND NEGLECT?

Child abuse and neglect is everyone's responsibility. In order to help maltreated children and their families, professionals and the general public must report suspected child abuse and neglect. You do not have to prove that a child is being abused or neglected; you only have to suspect maltreatment is occurring in order to report. When you report your suspicions to your local child protection agency, you should be prepared to provide information about the abuse and/or neglect, the child, and the family.

For families living on military installations, reports should be made to the Family Advocacy Program. Each branch of the military service has a Family Advocacy Program, commonly referred to as FAP, designed to address the prevention, identification, and treatment of child abuse and neglect.

Today, every State, the District of Columbia, American Samoa, Guam, Puerto Rico, and the Virgin Islands have child abuse reporting laws. These laws mandate or require the reporting of suspected child maltreatment. Your State child abuse reporting law specifies the individuals who must report. Your State law also describes the penalties for not reporting and the specific situations that should be reported to CPS.

If you report suspected child abuse and neglect in accordance with the law, you are immune or protected from civil and criminal liability. For more information on your State child abuse reporting law, check with your local or State CPS agency.

WHAT HAPPENS AFTER THE REPORT IS MADE?

After the report is made to CPS, a staff member will talk with the child and the family, and other people involved with the

family to determine if child abuse or neglect has occurred or is likely to occur. In some communities, a law enforcement investigator or both a CPS worker and a police officer will conduct the investigation to determine whether abuse or neglect has occurred. Family Advocacy Program staff on military installations typically cooperate with the responsible civilian authorities and work with CPS to conduct the investigation. They also provide appropriate treatment such as counseling and medical services.

In addition to determining whether abuse or neglect has occurred, or is likely to occur, CPS will evaluate whether the child's life or health is threatened. The primary role of CPS is to ensure that children are protected from harm. If CPS concludes that a child's safety is threatened, it will take action to protect the child. CPS will make all efforts to keep the family together and, at the same time, ensure the child's safety. Sometimes, however, that is not possible and CPS must, through the civil (juvenile or family) courts, remove the child from his or her parents and place the child in foster care.

Whether or not a child is removed, if child abuse or neglect has occurred or is likely to occur in a family, CPS will provide services or refer the family to other community agencies or professionals to help the family members change their unhealthy patterns of behavior that led to the problem.

CPS emphasizes the protection of children and treatment of families. Sometimes abusers are prosecuted in criminal court (most often in cases of sexual abuse or severe physical abuse) in order to ensure that the abuser accepts and follows through with treatment and to ensure that a criminal act is appropriately deterred.

HOW CAN WE HELP THESE CHILDREN AND FAMILIES?

There are still many unanswered questions about child abuse and neglect and how we can prevent and treat it. We have, however, learned enough from research, model programs, and clinical efforts to develop some guiding principles.

- o Child maltreatment is a family problem. Consequently, our treatment efforts must focus on individual family members as well as the family as a whole. Treatment must be provided to abused and neglected children as well as their parents. Unless children receive the support and treatment for the trauma they have suffered, they may suffer permanent physical, mental, or emotional handicaps.

- o Although we cannot predict with certainty who will abuse or neglect their children, we do know the signs indicating high risk. People at high risk include young parents who are ill-prepared for the parenting role, families experiencing great stress who have poor coping skills and have no one to turn to for support, and parents who have difficulty with or who have not developed an emotional bond with their infant. We need to be alert to these and other high risk indicators and offer assistance, support, counseling, and/or parent education to families "at risk" before their children are harmed.
- o Families "at risk" may be most receptive to help soon after the birth of their first child.
- o Child sexual abuse prevention programs aimed at school-aged children appear to be useful in helping children avoid sexually abusive situations and say no to inappropriate touch by adults. However, prevention programs must be carefully examined and selected. These programs must be responsive to the learning capacities and developmental stages of the children involved. Inappropriately designed programs may frighten young children or fail to teach them what they can do to protect themselves.
- o Volunteers can be very effective with some abusive and neglectful parents--especially with those parents who are experiencing stress, who have been emotionally deprived, and who lack knowledge of child development and effective parenting skills. Volunteers must be carefully screened, trained, and supervised.

Clearly, if we are going to stop child abuse and neglect and help the child victims and their families, we all must work together. Efforts must occur at the Federal, State, and local levels.

HOW DOES THE FEDERAL GOVERNMENT SUPPORT STATE AND LOCAL CHILD PROTECTION EFFORTS?

The primary responsibility for responding to cases of child abuse and neglect rests with the State and local agencies. In each community, reports of child abuse and neglect are investigated by CPS and/or the police. Also, prevention and treatment for both children and families are provided by public and private community agencies. Volunteer organizations and self-help groups also provide assistance and support to families.

Further, each military installation has a child abuse and neglect program called the Family Advocacy Program (FAP).

The Federal Government furthers these State and local efforts in many different ways. The National Center on Child Abuse and Neglect (NCCAN) was created by the Child Abuse Prevention and Treatment Act of 1974 (P.L. 93-247).^{*} It is the agency responsible for appropriating funds for programs mandated by P.L. 100-294 and coordinating the Federal Government's child abuse and neglect activities. NCCAN provides State grants, funds for disabled infants, Children's Justice Act grants, and challenge grants and funds to child protection agencies that are in compliance with Federal regulations.

NCCAN awards basic State grants to States and Territories for assistance in developing, strengthening, and carrying out child abuse and neglect prevention and treatment programs. In fiscal year 1988, 54 awards were made.

NCCAN provides funds to States that have programs or procedures in their child protection systems that enable them to respond to reports of medical neglect, including instances of withholding of medically indicated treatment from disabled infants with life-threatening conditions. In 1988, 42 States received funds for this program.

Through the Children's Justice and Assistance Act of 1986, NCCAN provides grants to assist States in developing, establishing, and operating programs designed to improve the handling of child abuse cases, especially those involving sexual abuse, in a manner that reduces additional trauma to the child and improves procedures for the investigation and prosecution of child abuse cases, particularly child sexual abuse. To be eligible for funds, a State must have a State Task Force that reviews the State's judicial and administrative procedures for handling child abuse cases and recommends improvements. Funds for this program are allocated from the Department of Justice's Victims of Crime Fund. Grants were awarded to 27 States in September 1988.

Since 1985, NCCAN has provided Challenge Grants to States to encourage the establishment and maintenance of trust funds or other funding mechanisms to support child abuse and neglect prevention activities. To receive these funds, States must have established, in the year prior to the funding request, a trust fund or other funding mechanism available only for child abuse

* The Act that dictates the current functions of NCCAN is P.L. 100-294, Child Abuse Prevention, Adoption, and Family Services Act of 1988, April 25, 1988.

and neglect prevention programs. In fiscal year 1988, 42 States received grants.

NCCAN conducts research into the causes, prevention, and treatment of child abuse and neglect; funds demonstration programs to identify the best means of preventing maltreatment and treating troubled families; and funds the development and implementation of training programs.

Since 1975, NCCAN has provided funds on a competitive basis for more than 700 projects to State and local agencies and organizations nationwide. These projects focus on every aspect of the prevention and treatment of child abuse and neglect. In 1988, NCCAN funded new child abuse and neglect projects in the following areas.

- o Programs designed to prevent serious or fatal child maltreatment.
- o Programs designed to address child abuse and neglect among minorities.
- o Programs designed to prevent child abuse and neglect using the combined resources of public-private partnerships.
- o Programs that train volunteers to serve as advocates for children in criminal court proceedings.
- o Programs designed to develop family-based treatment approaches for intrafamilial child sexual abuse.
- o Programs for diagnosing and treating chronically neglecting families.
- o Research on the relationships between child abuse and neglect and teenage pregnancy.
- o Research on the impact of "screening out" families who have been reported to CPS.
- o Field initiated research for child abuse and neglect.

NCCAN continues to fund the National Resource Center on Child Abuse and Neglect (to improve the capability of public and private agencies to respond effectively to child abuse and neglect), the National Child Abuse and Neglect Clinical Resource Center (to improve frontline clinical work in child protection), and the National Resource Center on Child Sexual Abuse (to assist the field in all aspects of dealing with child sexual abuse).

Finally, one of NCCAN's most critical responsibilities is to disseminate up-to-date information on child maltreatment. This is done primarily through the Clearinghouse on Child Abuse and Neglect Information, which is a major resource for professionals and concerned citizens interested in child maltreatment issues. Publications distributed by the Clearinghouse include bibliographies, training materials, and research reviews. The Clearinghouse maintains a database of resources for professionals, which is available to the public through DIALOG Information Services, Inc. (File 64). In addition, the Clearinghouse staff will perform searches on specific topics for users.

If you would like more information about the problems of child abuse or neglect or Federal, State, and local prevention and treatment efforts, you should contact the Clearinghouse.

Clearinghouse on Child Abuse and
Neglect Information
P.O. Box 1182
Washington, DC 20013
703-821-2086

**STATE CHILD PROTECTION AGENCIES: REPORTING
PROCEDURES**

Because the responsibility for investigating reports of suspected child abuse and neglect rests at the State level, each State has established a Child Protective Services (CPS) reporting system. Listed below are the name and address of the CPS agency in each State, followed by the procedures for reporting suspected child maltreatment. A number of States have toll-free (800) telephone numbers that can be used for reporting. Some States have two numbers, one for individuals calling within the State and the other for those calling outside of the State. Normal business hours vary from agency to agency, but are typically from 8 or 9 a.m. to 4:30 or 5 p.m.

Alabama:

Alabama Department of Human
Resources
Division of Family and
Children's Services
Office of Protective
Services
64 North Union Street
Montgomery, AL 36130-1801

During business hours, make reports to the County Department of Human Resources, Child Protective Services Unit. After business hours, make reports to local police.

Make reports to the Department of Human Resources at (684) 633-4485.

Arizona:

Department of Economic
Security Administration
for Children, Youth and
Families
P.O. Box 6123
Site COE 940A
Phoenix, AZ 85005

Make reports to Department of Economic Security local offices.

Alaska:

Department of Health and
Social Services
Division of Family and Youth
Services
Box H-05, Juneau, AK 99811

Ask the operator for Zenith 4444 to make reports in-State. Out-of-State, add area code 907. This telephone number is toll free.

Arkansas:

Arkansas Department of Human
Services
Division of Children and
Family Services
P.O. Box 1437
Little Rock, AR 72203

Make reports in-State to (800) 482-5964.

American Samoa:

Government of American Samoa
Office of the Attorney
General
Pago Pago, AS 96799

California:

Office for Child Abuse
Prevention
Department of Social
Services
714-744 P Street, Room 950
Sacramento, CA 95814

Make reports to County
Departments of Welfare and
the Central Registry of
Child Abuse (916) 445-7546,
maintained by the Department
of Justice.

Colorado:

Department of Social
Services Central Registry
P.O. Box 181000
Denver, CO 80218-0899

Make reports to County
Departments of Social
Services.

Connecticut:

Connecticut Department of
Children and Youth
Services
Division of Children and
Protective Services
170 Sigourney Street
Hartford, CT 06105

Make reports in-State to
(800) 842-2288 or out-of-
State to (203) 344-2599.

Delaware:

Delaware Department of
Services for Children,
Youth and Their Families
Division of Child Protective
Services
330 East 30th Street
Wilmington, DE 19802

Make reports in-State to
(800) 292-9582.

District of Columbia:

District of Columbia
Department of Human Services
Commission on Social
Services
Family Services
Administration
Child and Family Services
Division

500 First Street N.W.
Washington, DC 20001

Make reports to (202) 727-
0995.

Florida:

Florida Child Abuse Registry
1317 Winewood Boulevard
Tallahassee, FL 32301

Make reports in-State to
(800) 342-9152 or out-of-
State to (904) 487-2625.

Georgia:

Georgia Department of Human
Resources
Division of Family and
Children Services
878 Peachtree Street, N.W.
Atlanta, GA 30309

Make reports to County
Departments of Family and
Children Services.

Guam:

Department of Public Health
and Social Services
Child Welfare Services
Child Protective Services
P.O. Box 2816
Agana, GU 96910

Make reports to the State
Child Protective Services
Agency at (671) 646-8417.

Hawaii:

Department of Social
Services and Housing
Public Welfare Division
Family and Children's
Services
P.O. Box 339
Honolulu, HI 96809

Make reports to each
Island's Department of
Social Services and Housing
CPS reporting hotline.

Idaho:

Department of Health and
Welfare
Field Operations Bureau of
Social Services and Child
Protection
450 West State, 10th Floor
Boise, ID 83720

Make reports to Department
of Health and Welfare
Regional Offices.

Illinois:

Illinois Department of
Children and Family
Services
Station 75
State Administrative Offices
406 East Monroe Street
Springfield, IL 62701

Make reports in-State to
(800) 25-ABUSE or out-of-
State to (217) 785-4010.

Indiana:

Indiana Department of Public
Welfare-Child Abuse and
Neglect
Division of Child Welfare-
Social Services
141 South Meridian Street
Sixth Floor
Indianapolis, IN 46225

Make reports to County
Departments of Public
Welfare.

Iowa:

Iowa Department of Human
Services
Division of Social Services
Central Child Abuse Registry
Hoover State Office Building
Fifth Floor
Des Moines, IA 50319

Make reports in-State to
(800) 362-2178 or out-of-

State (during business
hours) to (515) 281-5581.

Kansas:

Kansas Department of Social
and Rehabilitation
Services
Division of Social Services
Child Protection and
Family Services Section
Smith-Wilson Building
2700 West Sixth Street
Topeka, KS 66606

Make reports to Department
of Social and Rehabilitation
Service Area Offices.

Kentucky:

Kentucky Cabinet of Human
Resources
Division of Family Services
Children and Youth Services
Branch
275 East Main Street
Frankfort, KY 40621

Make reports to County
Offices in 14 State
districts.

Louisiana:

Louisiana Department of
Health and Human Resources
Office of Human Development
Division of Children, Youth,
and Family Services
P.O. Box 3318
Baton Rouge, LA 70821

Make reports to parish
Protective Service Units.

Maine:

Maine Department of Human
Services
Child Protective Services
State House, Station 11
Augusta, ME 04333

Make reports to Regional
Office of Human Services;

in-State to (800) 452-1999
or out-of-State to (207)
289-2983. Both operate 24
hours a day.

Maryland:

Maryland Department of Human
Resources
Social Services
Administration
Saratoga State Center
311 West Saratoga Street
Baltimore, MD 21201

Make reports to County
Departments of Social
Services or to local law
enforcement agencies.

Massachusetts:

Massachusetts Department of
Social Services
Protective Services
150 Causeway Street
11th Floor
Boston, MA 02114

Make reports to Area Offices
or Protective Screening Unit
or in-State to (800) 792-
5200.

Michigan:

Michigan Department of
Social Services
Office of Children and Youth
Services
Protective Services Division
300 South Capitol Avenue
Ninth Floor
Lansing, MI 48926

Make reports to County
Departments of Social
Services.

Minnesota:

Minnesota Department of
Human Services
Protective Services Division
Centennial Office Building
St. Paul, MN 55155

Make reports to County
Departments of Human
Services.

Mississippi:

Mississippi Department of
Public Welfare
Bureau of Family and
Children's Services
Protection Department
P.O. Box 352
Jackson, MS 39205

Make reports in-State to
(800) 222-8000 or out-of-
State (during business
hours) to (601) 354-0341.

Missouri:

Missouri Child Abuse and
Neglect Hotline
Department of Social Service
Division of Family Services
DFS, P.O. Box 88
Broadway Building
Jefferson City, MO 65103

Make reports in-State to
(800) 392-3738 or out-of-
State to (314) 751-3448.
Both operate 24 hours a day.

Montana:

Department of Family
Services
Child Protective Services
P.O. Box 8005
Helena, MT 59604

Make reports to County
Departments of Family
Services.

Nebraska:

Nebraska Department of
Social Services
Human Services Division
301 Centennial Mall South
P.O. Box 95026
Lincoln, NE 68509

Make reports to local law enforcement agencies or to local social services offices or in-State to (800) 652-1999.

Nevada:

Department of Human Resources
Welfare Division
2527 North Carson Street
Carson City, NV 89710

Make reports to Division of Welfare local offices.

New Hampshire:

New Hampshire Department of Health and Welfare
Division for Children and Youth Services
6 Hazen Drive
Concord, NH 03301-6522

Make reports to Division for Children and Youth Services District Offices or in-State to (800) 852-3345 (Ext. 4455).

New Jersey:

New Jersey Division of Youth and Family Services
P.O. Box CN717
One South Montgomery Street
Trenton, NJ 08625

Make reports in-State to (800) 792-8610. District offices also provide 24-hour telephone services.

New Mexico:

New Mexico Department of Human Services
Social Services Division
P.O. Box 2348
Santa Fe, NM 87504

Make reports to County

Social Services offices or in-State to (800) 432-6217.

New York:

New York State Department of Social Services
Division of Family and Children Services
State Central Register of Child Abuse and Maltreatment
40 North Pearl Street
Albany, NY 12243

Make reports in-State to (800) 342-3720 or out-of-State to (518) 474-9448.

North Carolina:

North Carolina Department of Human Resources
Division of Social Services
Child Protective Services
325 North Salisbury Street
Raleigh, NC 27611

Make reports in-State to (800) 662-7030.

North Dakota:

North Dakota Department of Human Services
Division of Children and Family Services
Child Abuse and Neglect Program
State Capitol
Bismarck, ND 58505

Make reports to County Social Services Offices.

Ohio:

Ohio Department of Human Services
Bureau of Children's Protective Services
30 East Broad Street
Columbus, OH 43266-0423

Make reports to County

Departments of Human
Services.

Make reports to (809) 724-
1333.

Oklahoma:

Oklahoma Department of Human
Services
Division of Children and
Youth Services
Child Abuse/Neglect Section
P.O. Box 25352
Oklahoma City, OK 73125

Make reports in-State to
(800) 522-3511.

Oregon:

Department of Human
Resources
Children's Services Division
Child Protective Services
198 Commercial Street, S.E.
Salem, OR 97310

Make reports to local
Children's Services Division
Offices and to (503) 378-
4722.

Pennsylvania:

Pennsylvania Department of
Public Welfare
Office of Children, Youth
and Families
Child Line and Abuse
Registry
Lanco Lodge, P.O. Box 2675
Harrisburg, PA 17105

Make reports in-State to
CHILDLINE (800) 932-0313 or
out-of-State to (713) 783-
8744.

Puerto Rico:

Puerto Rico Department of
Social Services
Services to Family With
Children
P.O. Box 11398
Fernandez Juncos Station
Santurez, PR 00910

Rhode Island:

Rhode Island Department for
Children and Their
Families
Division of Child Protective
Services
610 Mt. Pleasant Avenue
Bldg. #9
Providence, RI 02908

Make reports in-State to
(800)RI-CHILD or 742-4453 or
out-of-State to (401) 457-
4996.

South Carolina:

South Carolina Department of
Social Services
1535 Confederate Avenue
P.O. Box 1520
Columbia, SC 29202-1520

Make reports to County
Departments of Social
Services.

South Dakota:

Department of Social
Services
Child Protection Services
Richard F. Kneip Building
700 Governors Drive
Pierre, SD 57501

Make reports to local social
services offices.

Tennessee:

Tennessee Department of
Human Services
Child Protective Services
Citizen Bank Plaza
400 Deadrick Street
Nashville, TN 37219

Make reports to County
Departments of Human
Services.

Texas:

Texas Department of Human
Services
Protective Services for
Families and Children
Branch
P.O. Box 2960, MC 537-W
Austin, TX 78769

Make reports in-State to
(800) 252-5400 or out-of-
State to (512) 450-3360.

Utah:

Department of Social
Services
Division of Family Services
P.O. Box 45500
Salt Lake City, UT 84110

Make reports to Division of
Family Services District
Offices.

Vermont:

Vermont Department of Social
and Rehabilitative
Services
Division of Social Services
103 South Main Street
Waterbury, VT 05676

Make reports to District
Offices or to (802) 241-
2131.

Virgin Islands:

Virgin Islands Department of
Human Services
Division of Social Services
P.O. Box 550
Charlotte Amalie
St. Thomas, VI 00801

Make reports to Division of
Social Services (809) 774-
9030.

Virginia:

Commonwealth of Virginia
Department of Social
Services
Bureau of Child Protective
Services
Blair Building
8007 Discovery Drive
Richmond, VA 23229-8699

Make reports in-State to
(800) 552-7096 or out-of-
State to (804) 281-9081.

Washington:

Department of Social and
Health Services
Division of Children and
Family Services
Child Protective Services
Mail Stop OB 41-D
Olympia, WA 98504

Make reports in-State to
(800) 562-5624 or local
Social and Health Services
Offices.

West Virginia:

West Virginia Department of
Human Services
Division of Social Services
Child Protective Services
State Office Building
1900 Washington Street East
Charleston, WV 25305

Make reports in-State to
(800) 352-6513.

Wisconsin:

Wisconsin Department of
Health and Social Services
Division of Community
Services
Bureau for Children, Youth,
and Families
1 West Wilson Street
Madison, WI 53707

Make reports to County
Social Services Offices.

Wyoming:

Department of Health and
Social Services
Division of Public
Assistance and Social
Services
Hathaway Building
Cheyenne, WY 82002

Make reports to County
Departments of Public
Assistance and Social
Services.

NATIONAL ORGANIZATIONS CONCERNED WITH CHILD MALTREATMENT

Action for Child Protection
428 Fourth Street, Suite 5B
Annapolis, MD 21403
(301) 263-2509

Professional and institutional inquiries only.

American Academy of Pediatrics
141 Northwest Point Boulevard
P.O. Box 927
Elk Grove Village, IL
60009-0927
(800) 433-9016

For professional and public educational materials contact the Publications Department. For information on activities of the AAP Task Force on Child Abuse and Neglect, contact James Harisiades (Ext. 7937).

American Bar Association
National Legal Resource Center
for Child Advocacy and
Protection
1800 M Street, N.W., Suite 200
Washington, DC 20036
(202) 331-2250

Professional and institutional inquiries only.

American Humane Association
American Association for
Protecting Children
9725 East Hampden Avenue
Denver, CO 80231
(303) 695-0811
(800) 227-5242

Professional publications and public inquiries regarding child protective services and child abuse and neglect.

American Medical Association
Health and Human Behavior
Department
535 North Dearborn
Chicago, IL 60610
(312) 645-5066

American Public Welfare Association
810 First Street, NE
Suite 500
Washington, DC 20002
(202) 682-0100

Contact: Karen Bonner or
Toshio Tatara

Association of Junior Leagues
660 First Avenue
New York, NY 10016
(212) 683-1515

Contact: For legislative information, Public Policy Director; for individual Junior League programs and child abuse and neglect information, League Services Department.

Boys Clubs of America
Government Relations Office
611 Rockville Pike, Suite 230
Rockville, MD 20852
(301) 251-6676

Contact: Robbie Callaway

1,100 clubs nationwide serving 1.3 million boys and girls. Offers child safety curriculum.

**C. Henry Kempe Center for
Prevention and Treatment of
Child Abuse and Neglect**
1205 Oneida Street
Denver, CO 80220
(303) 321-3963

Contact: Gail Ryan for publications.

Child Welfare League of America
440 First Street, N.W.
Suite 310
Washington, DC 20001
(202) 638-2952

Contact: Beverly Jones

Professional and institutional inquiries only.

Childhelp USA
6463 Independence Avenue
Woodland Hills, CA 91367
Hotline: (800) 4-A-CHILD or
(800) 422-4453

Provides comprehensive crisis counseling by mental health professionals for adult and child victims of child abuse and neglect, offenders, parents who are fearful of abusing or who want information on how to be effective parents. The Survivors of Childhood Abuse Program (SCAP) disseminates materials, makes treatment referrals, trains professionals, and conducts research.

General Federation of Women's Clubs
1734 N Street, N.W.
Washington, DC 20036
(202) 347-3163

Contact: Program Office

10,000 clubs nationwide. Provides child abuse and neglect prevention and education programs, nonprofessional support, and legislative activities.

Programs are based on needs of community.

Military Family Resource Center (MFRC)
Ballston Centre Tower Three
Ninth Floor
4015 Wilson Boulevard
Arlington, VA 22203
(202) 696-4555

Recommends policy and program guidance to the Assistant Secretary of Defense (Force Management and Personnel) on family violence issues and assists the military services to establish, develop, and maintain comprehensive family violence programs.

National Association of Social Workers
7981 Eastern Avenue
Silver Spring, MD 20910
(301) 565-0333

Professional and institutional inquiries only.

National Black Child Development Institute
1463 Rhode Island Avenue, N.W.
Washington, DC 20005
(202) 387-1281

Provides newsletter, annual conference, and answers public inquiries regarding issues facing black children/youth.

National Center for Child Abuse and Neglect (NCCAN)
Children's Bureau
Administration for Children, Youth and Families
Office of Human Development Services
Department of Health and Human Services
P.O. Box 1182
Washington, DC 20013

Responsible for the Federal Government's child abuse and neglect activities. Administers grant programs to States and organizations to further research and demonstration projects, service programs, and other activities related to the identification, treatment, and prevention of child abuse and neglect.

Clearinghouse provides selected publications and information services on child abuse and neglect.
(703) 821-2086

National Center for Missing and Exploited Children
1835 K Street N.W., Suite 700
Washington, DC 20006
(202) 634-9821 or
(800) 843-5678

Toll-free number for reporting missing children, sightings of missing children, or reporting cases of child pornography. Provides free written materials for the general public on child victimization as well as technical documents for professionals.

National Committee for Prevention of Child Abuse
332 South Michigan Avenue
Chicago, IL 60604
(312) 663-3520

68 local chapters (in all 50 States). Provides information and statistics on child abuse and maintains an extensive publications list. The National Research Center provides information for professionals on promising programs, methods for

evaluating programs, and research findings.

National Council of Juvenile and Family Court Judges
P.O. Box 8970
Reno, NV 89507
(702) 784-6012

Contact: James Toner

Primarily professional and institutional inquiries.

National Council on Child Abuse and Family Violence
1050 Connecticut Ave. N.W., Suite 300
Washington, DC 20036
(800) 222-2000

Contact: Mary-Ellen Rood

National Crime Prevention Council
733 15th Street N.W., Rm. 540
Washington, DC 20005
(202) 393-7141

Contact: Terry Modglin,
Director of Youth Programs

Provides personal safety curricula, including child abuse and neglect prevention school children and model prevention programs for adolescents. Educational materials for parents, children, and community groups are available.

National Education Association (NEA)
Human and Civil Rights Unit
1201 16th Street N.W., Rm. 714
Washington, DC 20036
(202) 822-7711

Contact: Mary Faber

Offers training to NEA members. Sells child abuse and neglect training kits and supplemental materials to professionals and the general public.

**National Exchange Club
Foundation for Prevention of
Child Abuse**
3050 Central Avenue
Toledo, OH 43606
(419) 535-3232

Contact: George Mezinko,
Director of Foundation
Services.

Provides volunteer parent aide services to abusive and neglecting families in 37 cities.

**National Network of Runaway
and Youth Services**
905 Sixth St. N.W., Ste. 411
Washington, DC 20024
(202) 488-0739

Contact: Renee Woodworth

Provides written materials, responds to general inquiries regarding runaways and adolescent abuse, and serves as a referral source for runaways and parents.

**National Organization for
Victim Assistance (NOVA)**
717 D Street N.W.
Washington, DC 20004
(202) 393-NOVA

Provides information and referral for child victims as well as crisis counseling.

**National Runaway Switchboard
Metro-Help, Inc.**
2080 N. Lincoln
Chicago, IL 60657
800-621-4000 (toll-free)
(312) 880-9860 (business
phone)

Contact: Beverly Edmonds

Provides toll-free information, referral, and crisis counseling services to runaway and homeless youth and their families. Also serves as the National Youth Suicide Hotline

Parents Anonymous
7120 Franklin Avenue
Los Angeles, CA 90046
(800) 421-0353 (toll-free)
(213) 410-9732 (business
phone)

Contact: Margot Fritz, Acting
Executive Director

1,200 chapters nationwide. National program of professionally facilitated self-help groups. Each State has different program components.

**Parents United/Daughters and
Sons United/Adults Molested as
Children United**
P.O. Box 952
San Jose, CA 95108
(408) 280-5055

150 chapters nationwide. Provides guided self-help for sexually abusive parents as well as child and adult victims of sexual abuse.

VOCAL

- o Victims of Child Abuse Laws
(VOCAL)
P.O. Box 11335
Minneapolis, MN 55412
(612) 521-9714

NATIONAL CHILD WELFARE RESOURCE CENTERS

**National Child Abuse and
Neglect Clinical Resource
Center**

Kempe National Center
University of Colorado
Health Sciences Center
1205 Oneida Street
Denver, CO 80220
(303) 321-3963

**National Child Welfare
Resource Center for
Management and
Administration**

University of Southern Maine
96 Falmouth Street
Portland, ME 04103
(207) 780-4430
(800) HELP-KID

**National Legal Resource
Center for Child Welfare**

American Bar Association
1800 M Street N.W.
Suite S-200
Washington, DC 20036
(202) 331-2250

**National Resource Center for
Foster and Residential
Care**

Child Welfare Institute
1430 N. Peachtree St.
Suite 510
Atlanta, GA 30309
(404) 876-1934

**National Resource Center for
Special Needs Adoption**

A Division of Spaulding for
Children
3660 Waltrous Road
P.O. Box 337
Chelsea, MI 48118
(313) 475-8693

**National Resource Center
for Youth Services**

The University of Oklahoma
125 North Greenwood Ave.
Tulsa, OK 74120
(918) 585-2986

**National Resource Center on
Child Abuse and Neglect**

American Association for
Protecting Children
American Humane Association
9725 East Hampden Avenue
Denver, CO 80231
(303) 695-0811

**National Resource Center on
Child Sexual Abuse**

11141 Georgia Avenue
Suite 310
Wheaton, MD 20902
(301) 949-5000 (Maryland)
(205) 533-KIDS (Alabama)
(800) KIDS-006

**National Resource Center on
Family Based Services**

The University of Iowa
School of Social Work
Oakdale Campus, N240 OH
Oakdale, IA 52319
(319) 335-4123

**National Resource Institute
on Children and Youth
with Handicaps**

Child Development and
Mental Retardation Center
University of Washington
Mailstop WJ-10
Seattle, WA 98195
(206) 543-2213

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- Steinmetz, S. and Straus, M. (Eds.). Violence in the Family. New York: Harper and Row, 1974.