



Roll Call Training Bulletin

Produced by: Captain Ethan Hanson, Office of Investigations
Prepared by: Sergeant Echeverria, SACA, Officer Bassett, PSU

Katherine Lester, Chief of Police
Volume 25-9

SCAR REPORTS AND ESCARS

2-27-2025

In California, the Child Abuse and Neglect Reporting Act (CARNA) mandates that certain professionals (mandated reporters) must report suspected child abuse and neglect to the Department of Child, Family, and Adult Services (DCFAS), local law enforcement, and the county district attorney's office. The district attorney oversees the response and results of each investigation. Due to outdated and inefficient communication methods, such as faxed or mailed hard-copy forms, many California counties struggle with timely cross-reporting. This has resulted in numerous high-profile lawsuits across the state. The Electronic Suspected Child Abuse Reporting System (ESCARS) was created to address these issues by ensuring all reports of child neglect and abuse, including physical, sexual, and emotional abuse, are entered into a centralized system.

To achieve an immediate and thorough response to suspected child abuse reports, the department will use a triad approach involving Communications, Operations, and Investigations. Below is an introduction to ESCARS and an outline of roles and responsibilities for each entity. This system will ensure that reports of suspected child abuse are promptly accepted, triaged, and investigated, protecting children, and ensuring compliance with the Child Abuse and Neglect Reporting Act (CANRA) in accordance with Penal Code §§ 11164-11174.3

A. IMPLEMENTATION OF ESCARS

1. With the implementation of ESCARS, the Sacramento Police Department (SPD) will treat every Suspected Child Abuse Report (SCAR) as a call for service, ensuring compliance with CANRA and the immediate protection of children.

B. COMMUNICATIONS DIVISION RESPONSIBILITIES

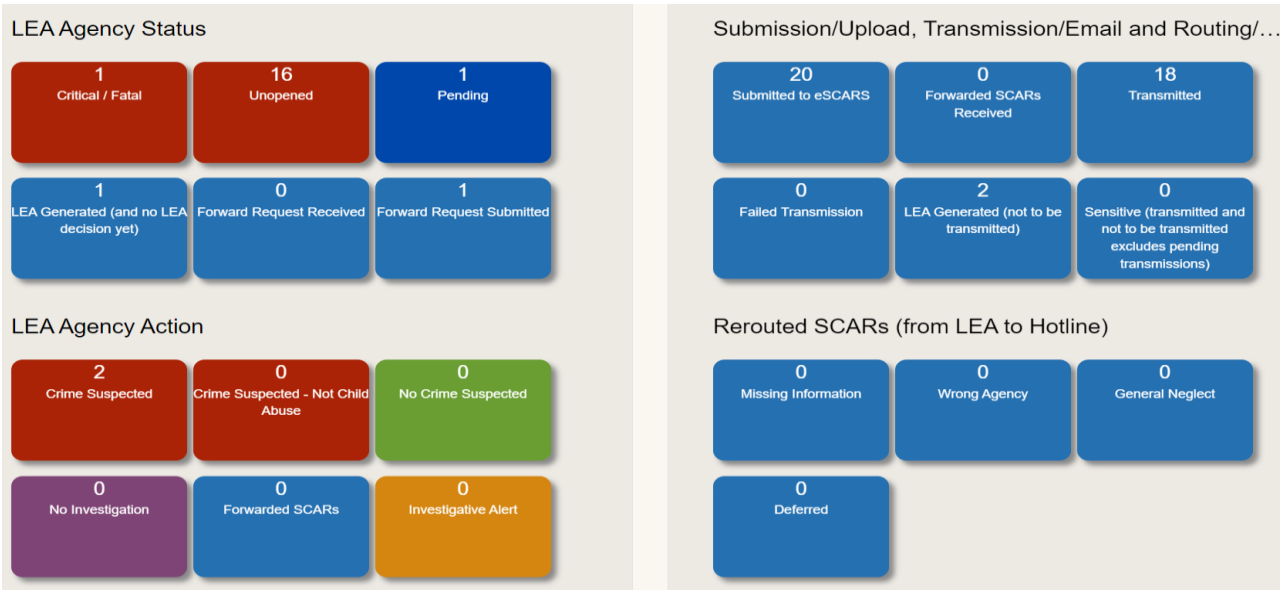
1. 24-Hour Coverage: Monitor the DCFAS ESCARS system daily.
2. Call for Service: All applicable ESCARS will be entered as calls for service and entered into CAD with an appropriate police incident type code. The priority can be upgraded or downgraded depending on incident details. Use the term ESCARS at the beginning of the text of the call.
3. Logging on to ESCARS.
 - a. Log on to the LIVE Sacramento County Electronic Suspected Abuse Report System website <https://escars.sacda.org/home> using your department outlook credentials.
 - b. Once logged in, you will see a dashboard that contain tiles grouped into four areas:
 - (1) LEA Agency Status
 - (2) LEA Agency Action
 - (3) Submission/Upload, Transmission/Email and Routing/Forwarding
 - (4) Rerouted SCARs (from LEA to Hotline)
4. The numbers on the tiles indicate the number of ESCARS, in that category, received during the selected date range.



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5. Monitoring Specific Tiles.

- a. The Communications Division is responsible for monitoring the UNOPENED and FORWARD REQUEST RECEIVED tiles under the LEA AGENCY STATUS category. All other categories will be monitored by the Investigations Division. The list of categories under LEA AGENCY STATUS include:
 - (1) Critical/Fatal – ESCARS flagged by the Child Abuse Hotline and appended with an alert flag on the ESCAR details page. These ESCARS shall be monitored by the Investigations Division.
 - (2) Unopened – ESCARS received through the DCFAS hotline will be processed by the Communication Center. These ESCARS are from various mandated reporters and the general public. These are any ESCARS that are not generated by law enforcement.
 - (3) Pending – ESCARS placed into pending status by the Communications Division once a call for service is generated. The Investigations Division shall monitor all pending ESCARS on the back end and will be responsible for updating the final disposition of the ESCAR based on the outcome of the call.
 - (4) LEA Generated – ESCARS initially reported to the Hotline by law enforcement that need to be triaged and added to the related law enforcement report. These ESCARS shall be monitored and triaged by the Investigations Division.
 - (5) Forward Request Received – ESCARS sent from another Sacramento County LEA that shall be accepted or denied by a communications division employee once it's confirmed whether or not the incident occurred within city limits.
 - (6) Forward Request Submitted – Forwarded ESCARS in which SACPD discovers that the alleged incident of abuse occurred in another law enforcement agency's jurisdiction and the SCAR requires forwarding in ESCARS.

6. Procedures for Handling ESCARS.

- a. Receiving an ESCAR:
 - (1) Verify the incident location is within city limits.
 - (2) Confirm no prior related law enforcement response regarding this incident.
 - (3) Note the 19-digit ESCAR reference number on the CAD call for service.



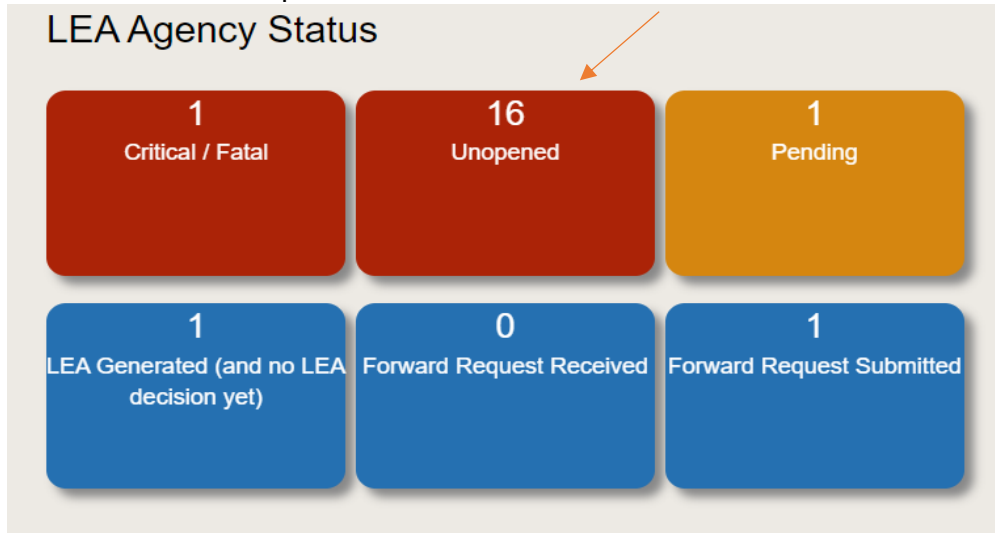
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7. Opening an Unopened ESCAR.

- a. Click on the tile labeled "Unopened" to view an ESCAR.



- b. Click on the column labeled "Created Date in ESCARS." This will display the oldest ESCAR first, which is where you always want to start because it has been in the queue the longest.

Drag a column header here to group by that column

REFERRAL NUMBER	CREATED DATE (IN ESCARS)	CWS HOTLINE UPDATED DATE
1000-0000-0000-0000255 Test-River Swimmer	1/30/2024	
1000-0000-0000-0000254 Test-Sally Surfer	1/30/2024	

- c. Click on the "19-digit Referral Number" highlighted in blue.

Drag a column header here to group by that column

REFERRAL NUMBER	CREATED DATE (IN ESCARS)	CWS HOTLINE UPDATED DATE
1000-0000-0000-0000255 Test-River Swimmer	1/30/2024	
1000-0000-0000-0000254 Test-Sally Surfer	1/30/2024	

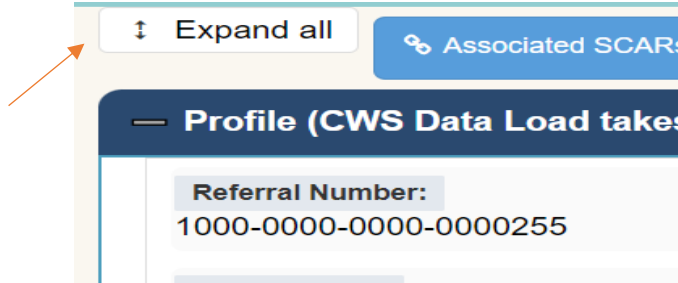
- d. In the top left-hand corner, click on the tab that says, "Expand All." This will allow you to review all the information on the page.



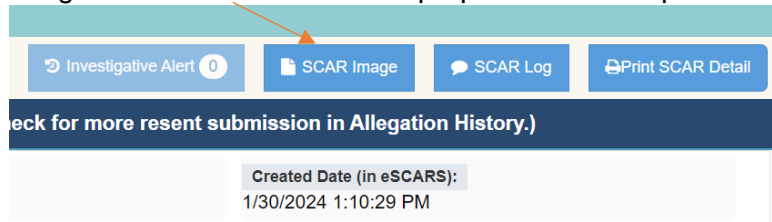
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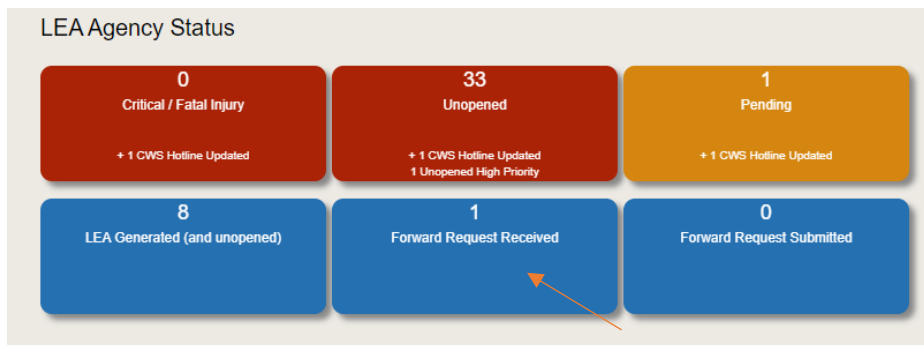
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- e. At the top of the page, click on the blue tab labeled “SCAR Image.” This will open the ESCAR document for viewing. Review the ESCAR and prepare it to be dispatched.



- 8. Exceptions for Dispatch.
 - a. The incident occurred outside of city limits.
 - b. Patrol supervisor approval when the incident does not meet criteria for suspected child abuse defined under Penal Code § 11166(a)(1).
 - c. Duplicate ESCAR or when law enforcement has already responded, investigated, and documented the incident.
- 9. Opening a Forward Request Received ESCAR.
 - a. Click on the tile labeled “Forward Request Received” to view an ESCAR.



- b. Click on the “19-digit Referral Number” highlighted in blue.

Forward Request Received (1 count)

Drag a column header here to group by that column

REQ. ID	REFERRAL NUMBER	REQUEST DATE	FORWARD FROM	FORWARD TO
7	0378-7940-5478-0058867 0378-7940-5478-0058867		Elk Grove Police Department	Sacramento City Police Department

15

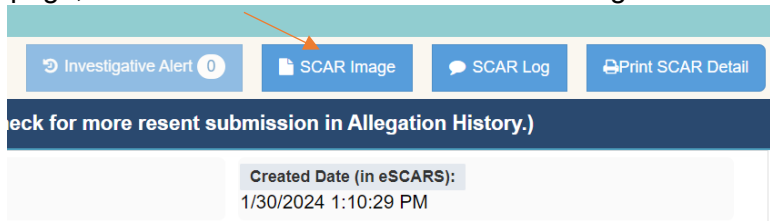


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- c. At the top of the page, click on the blue tab labeled "SCAR Image."



- d. This will open the ESCAR document for viewing:
(1) Verify incident location is within city limits.
- e. Scroll down to the middle of the page to locate the dark blue "LEA Action ribbon. Then click on the blue tab that is labeled "decision."

LEA Action

LEA Name: Elk Grove Police Department\Elk Grove Police Department LEA Report No: no value LEA Status: Unopened

Reroute Status: Reroute Reason: Reroute Comment:

Forward History

REQUEST DATE	FORWARD FROM	FORWARD TO	CONTACT PERSON	CONTACT PHONE	CONTACT EMAIL	STATUS	DECISION
5/22/2024 1:07:27 PM	Elk Grove Police Department	Sacramento City Police Department	Rebecca Allen	(111)-111-1111	rallen@sytechsolutions.com	PENDING	Decision

- f. This will bring up a box that says SCAR Forward Decision. Complete the drop-down box to accept or deny the SCAR and complete the required comments. Click save and then you are done.
(1) Note: The ESCAR will move to the unopened box once accepted.

SCAR Forward Decision

Referral Number 0378-7940-5478-0058867

Request Agency Elk Grove Police Department Receiving Agency Sacramento City Police Department

Request Department Elk Grove Police Department Receive Department Sacramento City Police Department

Request Person Request Person Rebecca Allen

Contact Phone Phone (111)-111-1111

Contact Email rallen@sytechsolutions.com Email rallen@sytechsolutions.com

Report Taken ? NO

Request Comment Testing forwarding to Elk Grove / INCIDENT LOCATION: Sacramento City

Forward Decision * (dropdown menu with options: ACCEPT, DENY)

Decision Comment *

Close Save



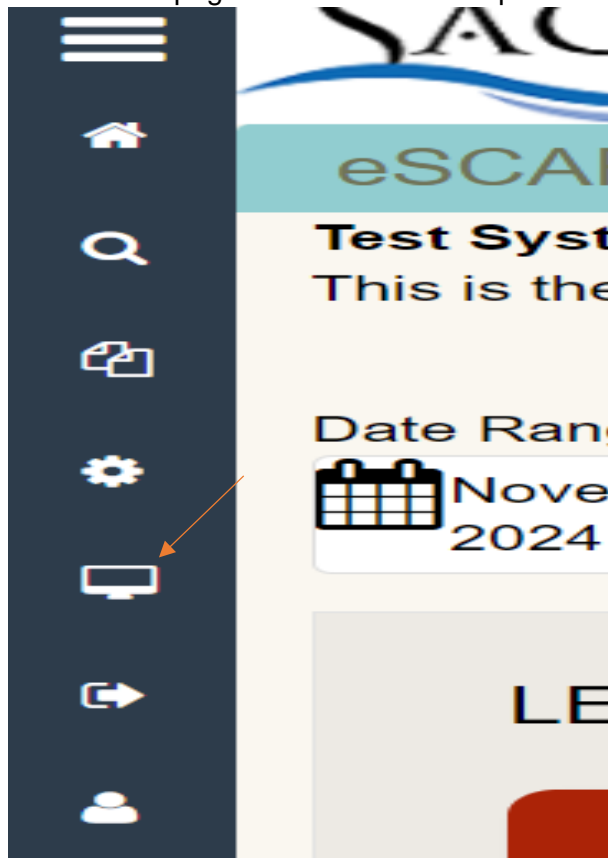
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10. Forwarding an ESCAR.

- a. If it is determined that an ESCAR incident occurred outside of city limits, then it shall be forwarded to the appropriate agency or rerouted back to DCFAS.
- b. The following Sacramento County law enforcement agencies utilize ESCARS:
 - (1) Sacramento City Attorney's Office
 - (2) Citrus Heights Police Department
 - (3) Child Protective Services
 - (4) Department of Justice
 - (5) Elk Grove Police Department
 - (6) Folsom Police Department
 - (7) Galt Police Department
 - (8) Sacramento Police Department
 - (9) Sacramento County Sheriff's Office
 - (10) Sacramento County District Attorney's Office
- c. Forwarding Instructions:
 - (1) Identify the law enforcement agency being forwarded to
 - (2) Locate contact information on ESCARS
 - (3) On the website, go to the home page and click on the help icon.



- (4) Click on box #4 that says ESCARS LEA Department Email List (receiving SCAR upload and forward notifications). Make note of the contact information listed which is required to forward the ESCAR.



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eSCARS Application Help

- 1. Quick Guide
- 2. Video Clips
- 3. eSCARS Agency Contact List (for support and questions)
- 4. eSCARS LEA Department Email List (receiving SCAR upload and forward notifications)
- 5. eSCARS Release Notes
- 6. Install ESCARS Word VSTO Addin (for uploading SCARS)

(5) Go back to the ESCAR that you want to forward, open it, and then click on the dark blue ribbon labeled “LEA Action” to expand it.

+ Involved Parties (CWS Data Load takes 2-3 days. If data is missing, see SCAR Image or check for more recent submission in Allegation History.)
ESCARS Load Date:5/23/2024 3:49:58 AM, CWS-CMS Data Date:5/22/2024 12:06:00 AM

+ LEA Action

+ Comments

+ District Attorney

+ CWS Conclusion (CWS Data Load takes 2-3 days. If data is missing, check for more recent submission in Allegation History.)
ESCARS Load Date:5/23/2024 3:49:58 AM, CWS-CMS Data Date:5/22/2024 12:06:00 AM

(6) Click on the blue tab labeled “Forward.”

Reroute Comment:

Update Reroute Forward Assign Inv

(7) Complete the ESCAR forward Request To box and click Forward. You are done.

(a) Note: The ESCAR will show in the unopened box until the receiving agency accepts the forwarded ESCAR.



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SCAR Forward Request To

Referral Number
1000-0000-0000-0000255



Agency
Select Agency



Department
Select Department



Contact Person *



Incident Location



Contact Phone *



Request Comment *



Contact Email
(Dept will also be emailed)

Close

Forward

11. Rerouting an ESCAR.

- a. If it is determined that the address provided is invalid or the incident occurred in a different jurisdiction, you have the option to reroute the ESCAR back to DCFAS for further review.
- b. Reroute Instructions:
 - (1) Click on the reroute button under the LEA Action ribbon.

LEA Action

LEA Name:
Sacramento City Police Department\Sacramento City Police Department

LEA Report No:
no value

Reroute Status:

Reroute Reason:

Update

Reroute

Forward

Assign Investigator

Forward History



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(2) Select reroute reason, add comments, and click on the blue button that says reroute.

NO data

Reroute

Referral Number
0610-5245-9942-0152422

Reroute Reason *
Select

Comments
the incident occurred in Citrus Heights. Please reroute to Citrus Heights PD. |

Close Reroute

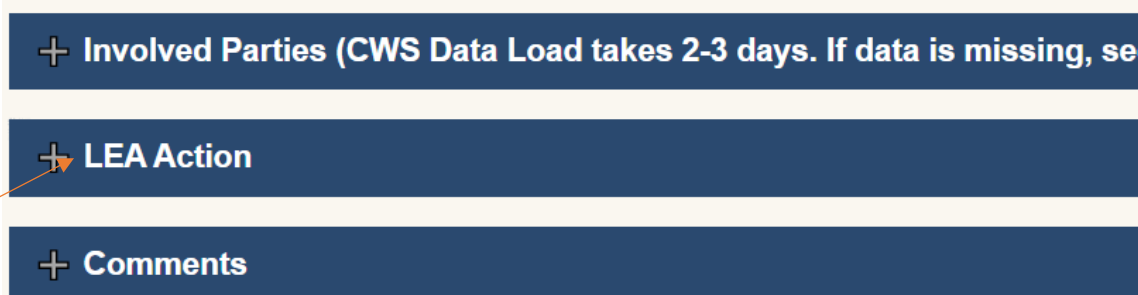
(3) You are done.

12. Dispatching an ESCAR.

- Once an ESCAR call has been created, the communications division employee shall update the ESCAR by placing it into "PENDING" status and adding the call/report number to the designated box. There is nothing further to do after this step.
- This will also be completed when a communications division employee comes across a duplicate ESCAR or where law enforcement has already responded, investigated, and documented the incident.

13. Placing an ESCAR into Pending Status.

- To place an ESCAR into pending status, scroll down to the middle of the page and click on the dark blue ribbon labeled "LEA Action" to expand the page.





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b. Click on the “update” tab.

Reroute Comment:

Update Reroute Forward Assign Investigator Inves

Forward History

REQUEST DATE	FORWARD FROM	FORWARD TO	CONTACT PERSON	CONTACT PHONE
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c. Enter the call/report number and select “pending” from the drop-down box. Click the update box again to submit. There is nothing further to do after this step.

Status Update

Referral Number
1376-6401-0354-8058867

LEA Report Number
24-11111

LEA Comments

Status *
Select...
Pending
No Crime Suspected
Crime Suspected
No Investigation
Crime Suspected - Not Child Abuse

Close Update

14. Delaying dispatch of an ESCAR.

a. Delay requires patrol supervisor approval.

(1) If the decision is made to dispatch a patrol unit at a later time, the supervisor shall ensure appropriate arrangements are made with the Communications Center for the call to be reassigned within the next 24 hours.

b. Consider factors like time, day, location, and available resources.

(1) Example: An ESCAR describing minor bruising on a 10-year-old child is received at 0200 hours. Since dispatching a unit would most likely require both the child and the parents to be



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awakened, the supervisor decides to approve the delay of dispatching a unit until the next morning when the child is in school and can be interviewed in a neutral setting at a more convenient time.

15. Unable to make contact or locate victim.

- a. Officers must consult their supervisor if unable to contact or locate the reporting party or victim.
- b. The supervisor shall review the call and give guidance to the patrol unit on how to proceed. The supervisor shall determine if the alleged abuse is serious enough to require the continuing efforts of the officers to locate the victim or whether another unit can be dispatched at a later time.

16. Canceling the Call.

- a. Exhausted all leads:
 - (1) When all reasonable efforts have been made to locate the reporting party or an alleged victim, the call can be dispositioned with patrol supervisor approval.
- b. Communications Division:
 - (2) The communications division employee shall place the ESCAR into pending status, add the call number, leave comments in the narrative section, and click update.
- c. Patrol Officer's Documentation:
 - (3) Responding officers shall document in the appropriate report the steps they took during their investigation and that contact was not made with the victim or reporting party.

17. Hard Copy SCARS.

- a. The Communications Division is only responsible for monitoring suspected child abuse reports generated via ESCARS. Any hard copy SCARS received outside of ESCARS are the responsibility of the Sexual Assault Child Abuse (SACA) Investigations Unit (See further under Office of Investigations responsibilities).

C. OFFICE OF OPERATIONS RESPONSIBILITIES

1. Dispatched to an ESCAR Call for Service.

- a. Conduct an independent investigation for dispatched ESCARS.
- b. Write the applicable report when investigating any reports of suspected child abuse.
- c. In accordance with Penal Code § 11167(d)(1) SPD officers are required to protect the identity of all reporting persons, including mandated reporters, when responding to reports of suspected child abuse.
- d. Any identifying information shall remain confidential and only be shared among other law enforcement agencies (i.e., CPS, DA's Office, other federal, state, and local law enforcement), with a licensing agency when abuse or neglect in out-of-home care is reasonably suspected, or by court order.
- e. Contact the on-call DCFAS social worker immediately.
- f. Note the ESCAR reference number in the report.
 - Note: A patrol unit is not required to complete another SCAR form unless a separate incident has been discovered. This mandate has already been fulfilled by the original ESCAR.
 - If an additional victim or separate incident is discovered, officers are responsible for generating a new SCAR in compliance with GO 540.02 (Reporting Child Abuse, Neglect, Molestation, or Sexual exploitation Cases).



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3. Unable to make contact, locate, or the call is canceled by a patrol supervisor.
 - a. Officers must consult their supervisor if unable to contact or locate the reporting party or victim.
 - b. The supervisor shall review the call and give guidance to the patrol unit on how to proceed. The supervisor shall determine if the alleged abuse is serious enough to require the continuing efforts of the officers to locate the victim or whether another unit can be dispatched at a later time.
4. Canceling the Call.
 - a. Exhausted all leads.
 - When all reasonable efforts have been made to locate the reporting party or an alleged victim, the call can be dispositioned with patrol supervisor approval.
 - b. Patrol Unit Documentation
 - Responding officers shall document in the appropriate report the steps they took during their investigation and that contact was not made with the victim or reporting party.
5. Patrol Supervisor Responsibilities.
 - a. Monitor ESCAR Investigations and provide guidance to responding officers.
 - b. Ensure compliance with legal mandates and preliminary investigative steps.
 - c. Use discretion when canceling ESCAR calls that don't meet the threshold of suspected child abuse as defined in penal code §§ 11166(a)(1) (i.e., mental/emotional abuse, general neglect).
 - (1) 11166(a)(1) PC states, "reasonable suspicion" means that it is objectively reasonable for a person to entertain a suspicion, based upon facts that could cause a reasonable person in a like position, drawing, when appropriate, on the person's training and experience, to suspect child abuse or neglect. "Reasonable suspicion" does not require certainty that child abuse or neglect has occurred, nor does it require a specific medical indication of child abuse or neglect; any "reasonable suspicion" is sufficient.
 - (2) Child Abuse or Child Neglect is defined in penal code section 11165.6 as a physical injury or death inflicted non accidentally upon a child by another person and further incorporates the meaning of sexual abuse, neglect, with willful harming or injuring of a child or the endangering of the person or health of a child, and unlawful corporal punishment or injury.
 - (3) If categorized it would include:
 - (a) Sexual Abuse (to include sexual assault, child molestation, and sexual exploitation)
 - (b) Physical Abuse
 - (c) General Neglect
 - (d) Severe Neglect
 - (e) Severe Emotional Abuse
 - d. Child Abuse or Child Neglect does not include:
 - (1) Corporal punishment alone without cruel or inhumane behavior or a traumatic condition which is any type of injury. Temporary pain is not a traumatic condition and does not meet the criteria of suspected child abuse.
 - (2) Emotional abuse alone. It must be severe emotional abuse which is defined as when a person causes or permits a child to suffer unjustifiable or significant mental suffering.
 - (3) A mutual affray between minors is not suspected child abuse unless you can articulate bullying, one party is clearly the aggressor, and age/size difference can be considered for a 273-pc charge.
 - (4) Any injury caused by an officer who uses objectively reasonable force.



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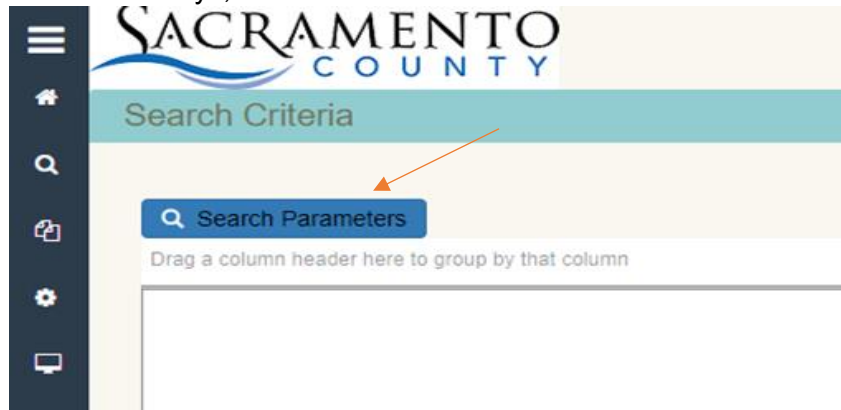
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- (5) Injuries related to a child by a school employee to stop a fight or control a student causing physical harm and endangering others. (Case by case basis)
- e. If the decision is made to dispatch the call at a later time, the patrol supervisor shall ensure appropriate arrangements are made with the Communications Division to be re-dispatched within the next 24 hours.
6. Watch Commander Responsibilities.
 - a. Ensure all supervisors monitor ESCAR investigations.
7. Search Function.
 - a. To utilize the search function, click on the magnifying glass in the dark gray vertical ribbon on the left side of the home screen.



- b. Click on the blue tab that says, "Search Parameters."



- c. Enter the applicable data into the appropriate fields. Note: Sometimes less is better in helping to find information. Also, take into consideration date ranges for each search. If you leave the date ranges blank, it will default to a 7-day window which might limit your search.

D. OFFICE OF INVESTIGATIONS RESPONSIBILITIES

1. Sexual Assault and Child Abuse (SACA) Unit.
 - a. Monitor the overall ESCARS database.
 - b. Oversee specific ESCAR tiles and ensure proper status updates.
2. ESCAR Tiles.



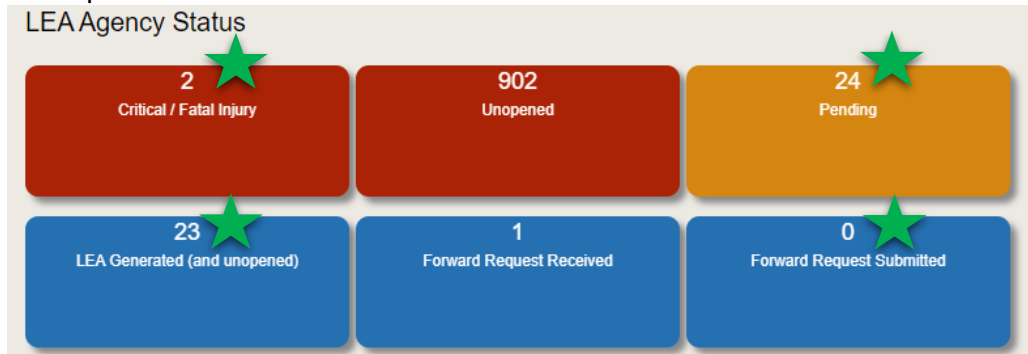
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The SACA Unit is responsible for monitoring the following tiles under the LEA AGENCY STATUS category.

- a. Critical / Fatal Injury.
- b. Pending.
- c. LEA Generated.
- d. Forward Request Submitted.



- 3. Critical / Fatal Injury.
 - a. Determine law enforcement involvement or if a response is required.
 - b. Update status of ESCAR to:
 - (1) Pending - No decision has been made whether a crime has been suspected or not.
 - (2) Crime Suspected – Law enforcement investigation and crime suspected.
 - (3) No Crime Suspected – Law enforcement investigation and no crime suspected.
 - (4) Crime Suspected – (No Child Abuse) – Law enforcement investigation and crime is suspected that is not child abuse (i.e., domestic violence).
 - (5) No Investigation – Law enforcement did not investigate the incident. (i.e., mental / emotional abuse, general neglect, courtesy report taken for another agency)

Status Update >

Referral Number
0946-2072-0447-6152422

LEA Report Number
24-117175

LEA Comments

Status *

- No Crime Suspected
- Pending
- No Crime Suspected
- Crime Suspected
- No Investigation
- Crime Suspected - Not Child Abuse

Close Update

- c. Attach ESCARs to report, CAD call, or Street Check in VERSADEX.
- 4. Pending.
 - a. Review and update ESCARs in pending status to the applicable disposition listed above.
 - b. Attach the ESCAR to the report or CAD call in VERSADEX.
 - c. Assign or suspend cases for investigation.
- 5. LEA Generated.
 - a. Review and update ESCAR to the applicable disposition listed above.
 - b. Attach ESCAR to the report or CAD call in VERSADEX.



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- c. Assign or suspend cases for investigation.
6. Forward Request Submitted.
 - a. ESCARs forwarded to other agencies where the incident occurred outside city limits.
 - b. If an ESCAR is in pending status for more than 5 days, the forwarding request shall be cancelled and rerouted back to DCFAS.
7. Handling SCAR Forms outside ESCARS.
 - a. The department still receives hard-copy SCAR forms on a regular basis. These reports are from out of county agencies who do not participate in ESCARS, agencies from other states, or other mandated reporters who contact DCFAS from another jurisdiction. When this occurs, these hard-copy forms are forwarded to the SACA Unit for processing and triaging.
 - b. When a hard-copy SCAR is received and it is determined that a patrol response is needed, the SACA supervisor shall relay all pertinent information to the Communications Division via e-mail to CommIAP@pd.cityofsacramento.org.
 - c. The SACA Unit shall follow up with the outcome of the call and attach the SCAR form to the related report or cad call.
 - d. If the SCAR form does not require a patrol response, the SCAR shall be attached to a street check and dispositioned as "no investigation."
8. By clarifying roles, responsibilities, and procedures, this document aims to enhance the efficiency and effectiveness of handling suspected child abuse reports within the Sacramento Police Department.