

Child Protective Services (CPS) Oversight Committee

December 16, 2013



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Arizona Child Abuse Hotline



Arizona's Child Abuse Hotline

What is the Hotline?

The Arizona Child Abuse Hotline is the “front door”. This is the first contact that is received about children in Arizona who may be or are at risk of being abused or neglected by their parent or caregiver.

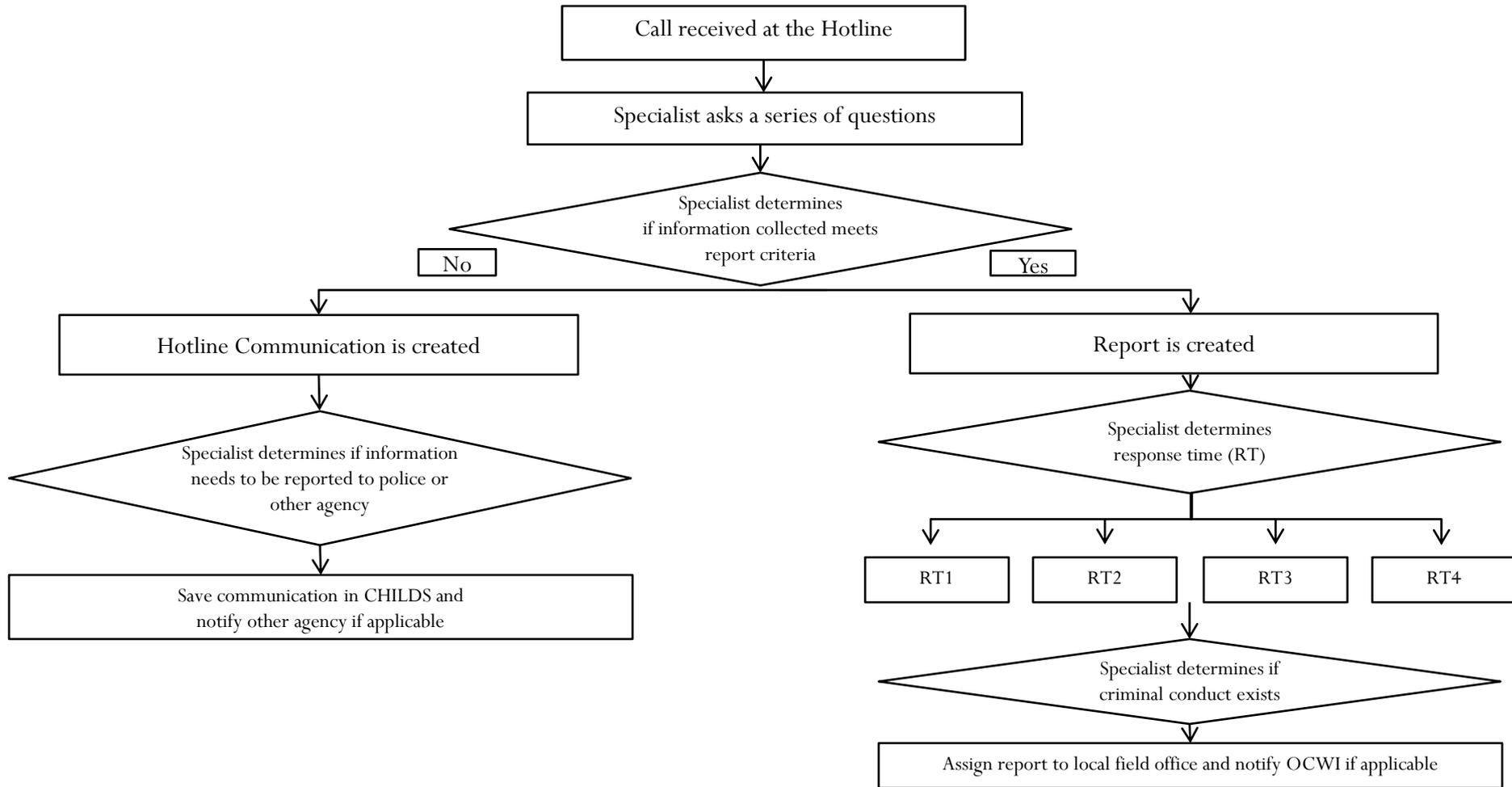


Primary Hotline Functions

- Assess *child safety* on all incoming calls and documentation received
- Process calls from two Hotline telephone numbers:
 - Law enforcement
 - Other mandated reporters and general public
- Process online reporting requests (Pilot Phase)



Child Safety Decision Flow Chart



CPS Report Criteria

To determine whether an incoming communication meets the criteria for a CPS report for investigation, it must contain an allegation that:

1. The victim is a child under 18 years of age.
2. A parent, guardian, or custodian (i.e., any adult living with the child) committed or allowed abuse or neglect.
3. There is sufficient information to locate the child in Arizona.
4. Actual or potential abuse or neglect are alleged:
 - a. Abuse, including
 - i. Physical Injury
 - ii. Confinement
 - iii. Serious emotional damage
 - b. Sexual abuse
 - c. Neglect
 - i. Unreasonable risk of harm
 - ii. Reckless disregard: exposure of a minor to sexual content



Tools Used for Decision Making

- Hotline Procedure Manual
- Interview questionnaire by call type:
 - Law Enforcement
 - Mandated Reporter
 - Non-Mandated Reporter
- Safety Decision Tool
- Criminal Conduct Decision Tool
- Supervisory Consultation/ Clinical Supervision
- Quality Improvement Unit



Criminal Conduct Training

- With the introduction of OCWI in May of 2013, criminal conduct assessments were enhanced to better define criminal conduct according to Arizona Statute.
- Hotline staff were trained on criminal conduct assessments in May 2013.
- The new Criminal Conduct Decision Tool was incorporated into the new employee Hotline training curriculum in June 2013.



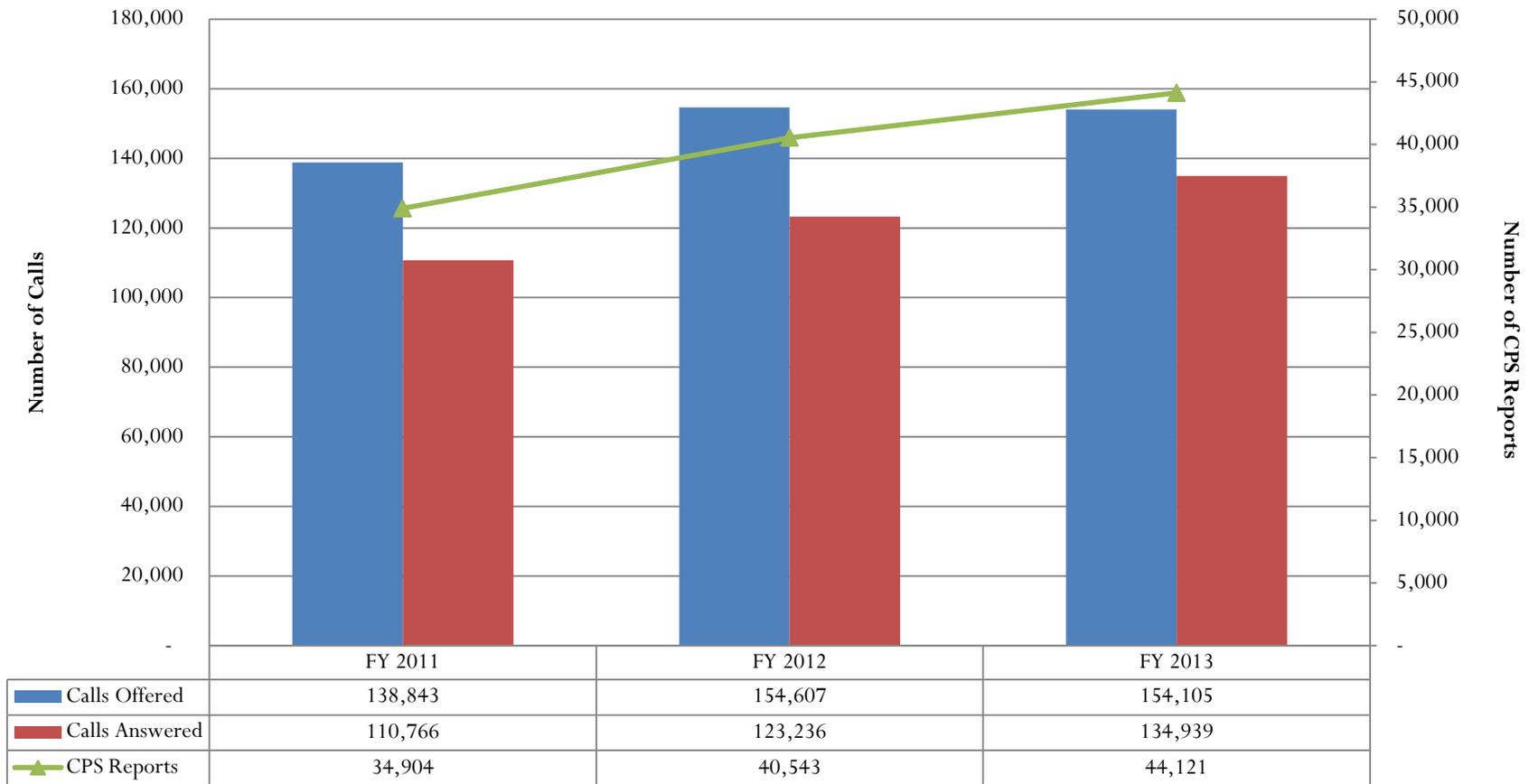
Criminal Conduct Decision Tool

- In collaboration with OCWI, a tool was created to determine if criminal conduct exists.
- The tool outlines sixteen examples of criminal conduct allegations.
- If one or more incidents of criminal conduct are present in the CPS report, the criminal conduct tracking characteristic needs to be assigned to the CPS report.



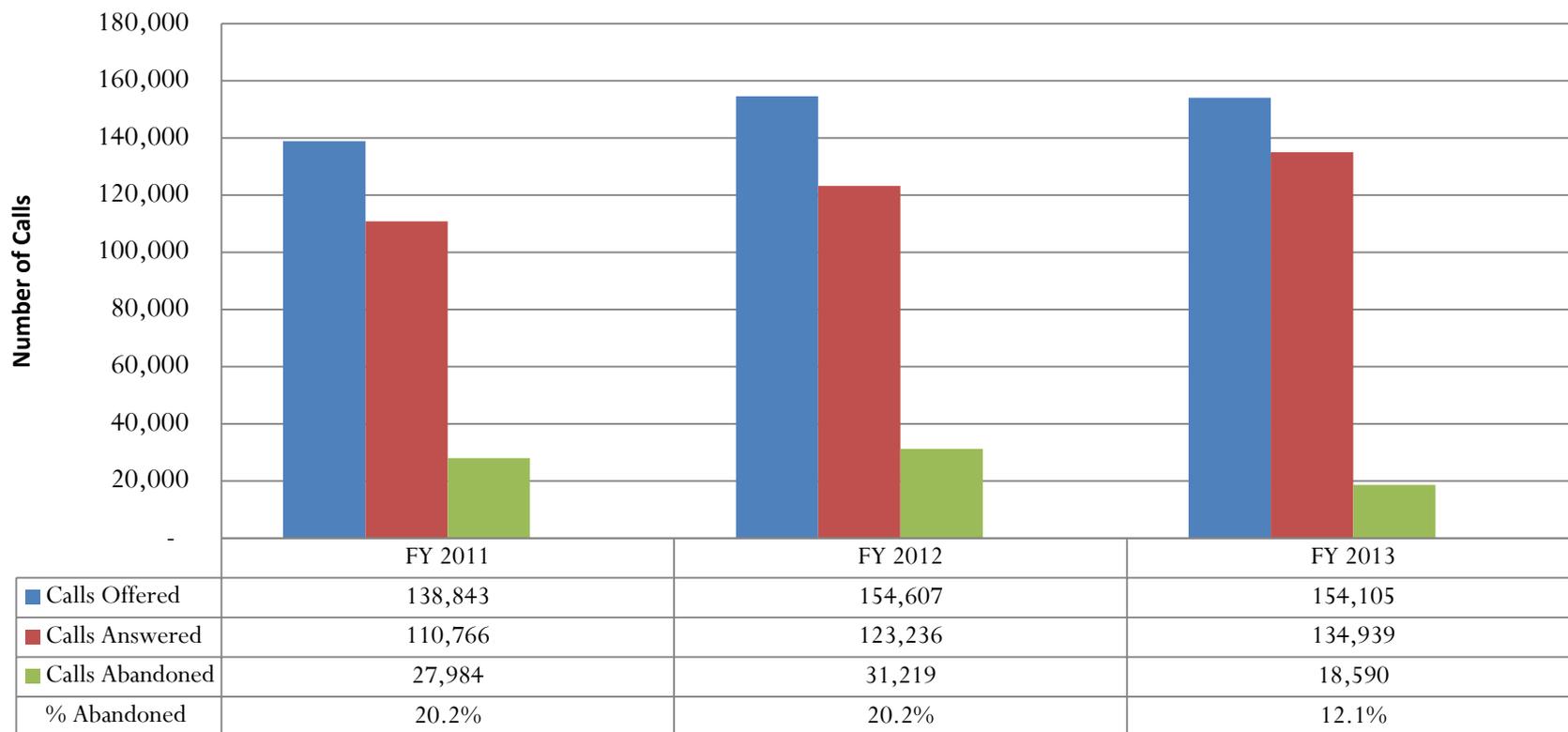
Hotline Statistics

Calls to the Hotline vs. CPS Reports



Hotline Statistics

Calls to the CPS Hotline



Non-Active Cases Update



Non-Active Cases

- Non-Active Cases are defined as *cases that had no case notes or service authorizations for 60 days or more. These cases may be ready for closure; however, required final documentation has not been entered.*



How did we get here?

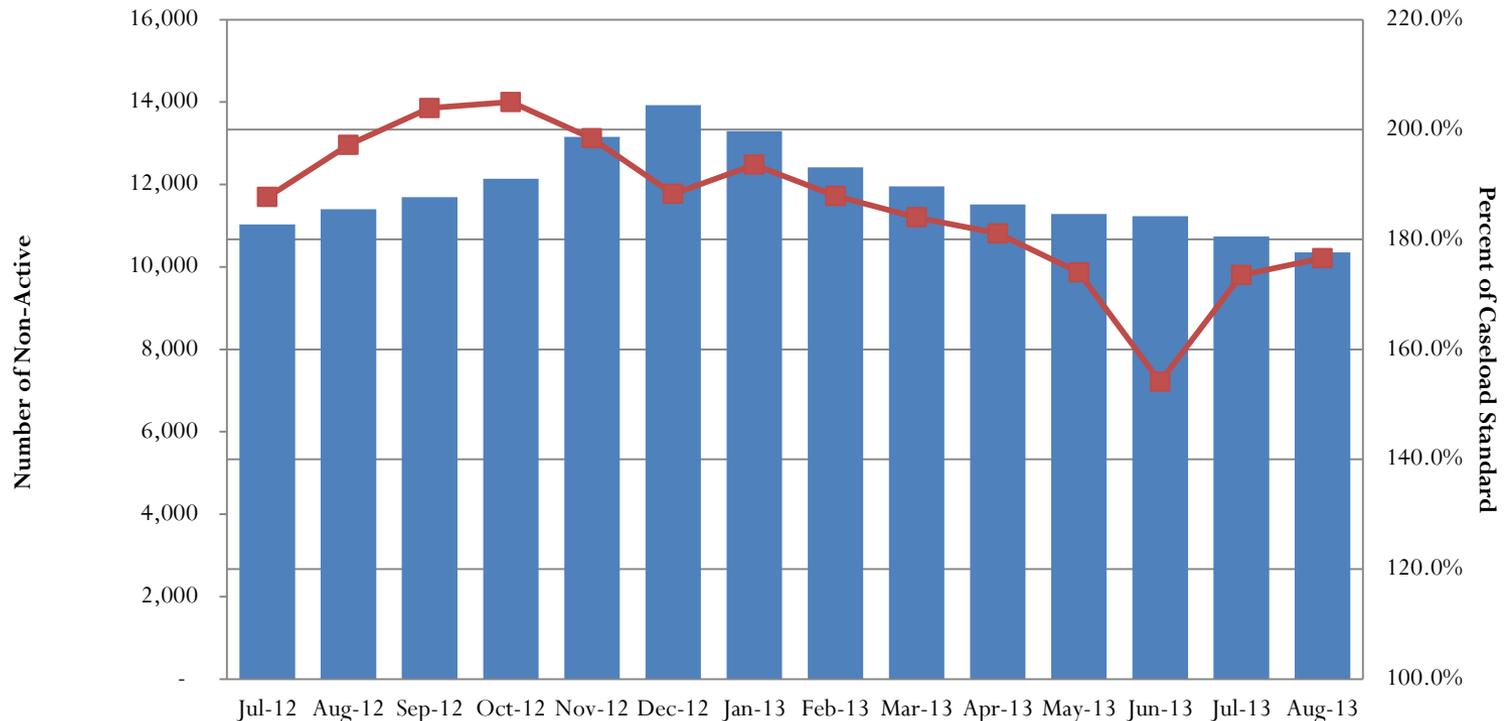
- **Backlog: accumulation of cases that are not active**
 - Reports and caseloads significantly increased
 - Staffing patterns remained unchanged
 - CPS Specialists resign and leave their caseloads for which others must assume responsibility
- **Solutions to the backlog:**
 - 200 additional Staff authorized by the legislature in SFY 2013
 - Redistribution of caseloads
 - Monthly internal work group of CPS Supervisors that provides clear goals and target dates to reduce backlog
 - SWAT
 - Monitoring/tracking data to address backlog
 - Mentoring CPS case carrying specialists
 - Clinical Supervision
 - Support Process Improvements



Backlog of Inactive Cases

- Since the enactment of the FY 2013 Supplemental request, the backlog of cases has been reduced by 2,941 cases.

Cases Identified as Non-Active & Caseload Standard



	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13
■ Cases Identified as Non-Active	11,027	11,398	11,696	12,139	13,152	13,928	13,292	12,419	11,951	11,512	11,284	11,231	10,735	10,351
—■ Caseload Standard	187.7%	197.2%	203.9%	205.0%	198.4%	188.3%	193.6%	187.9%	184.0%	181.1%	174.0%	154.1%	173.5%	176.6%



Thank you Questions?

Additional Information:

www.azdes.gov/dcyf

