

**Governor's Task Force on the Protection of Children
Final Report and Recommendations
March 2015**

*Pages 10-11 of Report

Longer-Term Reforms:

24. DHS should work with counties, tribes and other stakeholders and experts to examine the possible development of a statewide child abuse and neglect reporting system creating one number with a system to route calls to the appropriate local child welfare agency. Local county and tribal child welfare agencies would be permitted to maintain practices for accepting reports of suspected maltreatment and the decision making authority on how to handle the reports would remain with counties. The statewide system should be able to route calls 24 hours per day, seven days per week, necessitating counties to have designees in place to accept calls outside of normal business hours. In designing this new system, the following items should be considered:
- a) Creation of a steering committee composed of state, county, and community stakeholders as well as individuals with telephone experience.
 - b) Review of New York's and Colorado's statewide systems and outcomes to see if they have created greater quality in intake and screening leading to increased child safety.
 - c) Promotion of one 24/7 statewide child abuse reporting hotline with calls routed to the appropriate county or tribe.
 - d) Review for impact recording may have on a reporter's willingness to freely share critical information regarding a child and a family
 - e) Exploration of a "cloud" system for interactive voice response, call data, call recording, and consideration for data practices implications.

- f) Accommodations for callers who do not speak English and accessibility for people who are deaf or have hearing impairments.
 - g) A public awareness campaign to promote the statewide hotline and reporting of suspected child maltreatment.
 - h) Central record-keeping and tracking of both “reports” and “inquiries”.
 - i) Process by which counties can opt to have DHS or another county to receive reports and inquiries on their behalf.
 - j) Standardized training and certification for all staff prior to taking reports and inquiries.
 - k) Consistency in information gathering.
 - l) Adequate staffing and resources for counties and the state to implement the hotline, especially with anticipated increased reports with the visibility of a single state-wide number.
 - m) Continuous quality improvement: listening to audio taped calls and providing training, feedback, coaching to workers and supervisors.
 - n) System-side data collection.
 - o) State hotline administration/unit, help desk functions and escape features from automated system to talk to a live person.
25. DHS should, as part of redesign review, engage an independent reviewer with expertise in child protection services to review Minnesota’s child maltreatment screening statutes, guidelines, and practice and make recommendations on needed changes to complete the shift to a system focused on the best interest of the child. The review should address and provide recommendations on the following:
- Appropriateness of the rate of screened out reports and screened in reports and the resulting impact on child safety
 - Are the parameters reflected within the scope of Minnesota’s child maltreatment screening statutes appropriately designed to ensure child safety
 - Are the parameters reflected within the scope of Minnesota’s screening guidelines appropriately designed to ensure child safety