

2018 COSA SPECIAL ED CONFERENCE

Oregon Child Abuse Hotline

Safety | Consistency | Customer Service

Kristen Khamnohack
Hotline Manager

Kym Lindberg
Hotline Consultant

Presentation Overview

AGENDA

1 Background and Overview of ORCAH

2 Who we are
Vision & Values

3 Reporting Child Abuse
Process and Data

4 Next Steps
Ongoing Engagement & Implementation Timeline

5 Questions

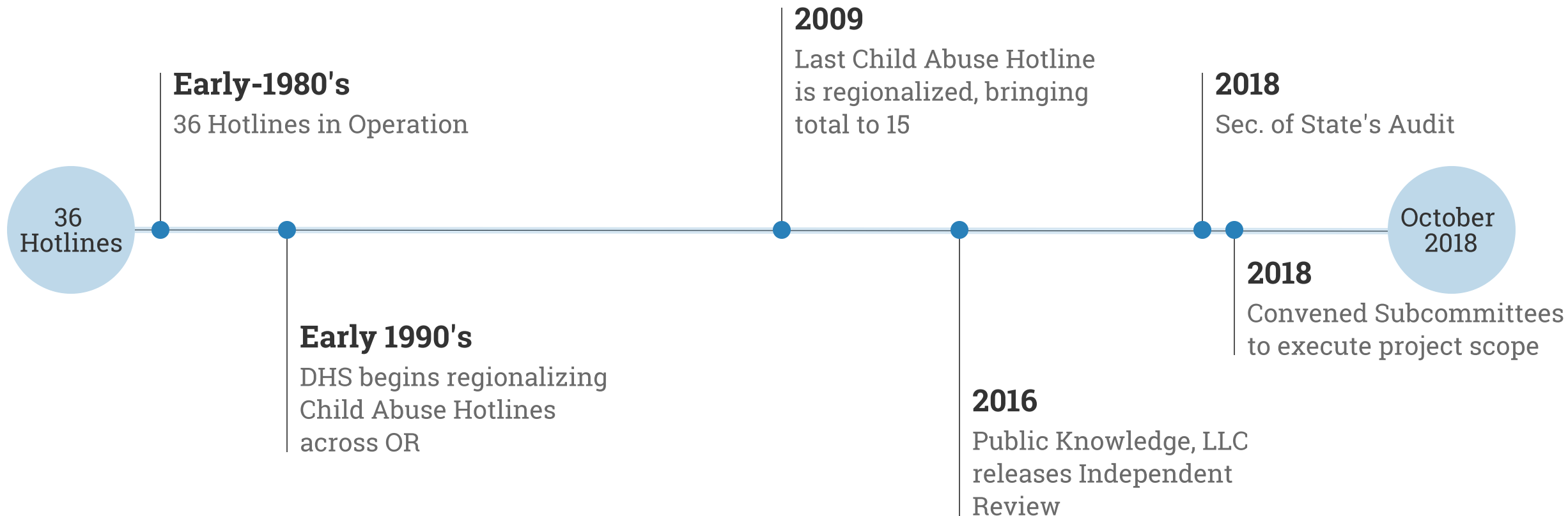
**Have you ever reported
child abuse?**

Who we are

ORCAH: Background and Overview

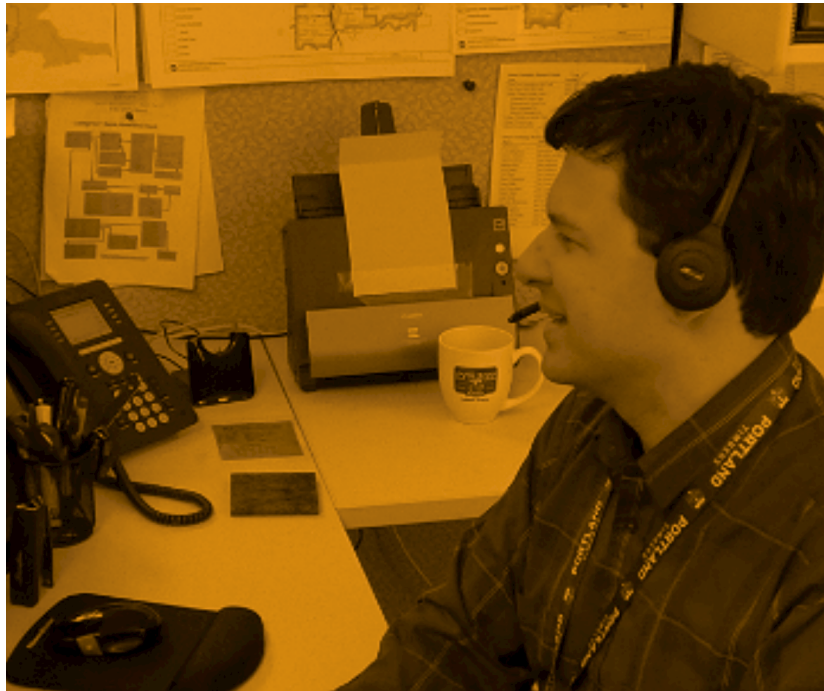
A History of the Oregon Child Abuse Hotline

How Did We Get Here?
1980-2018





We are...





Our Vision

Child Safety through Engagement

ORCAH's **vision** is to **respond** to community reports of child abuse or neglect in a comprehensive and transparent way. ORCAH will do so, while ensuring that our children and youth, in their own communities, are safe.

What makes the screening process unique?



Screener

- Highly Trained
- Trauma-Informed
- Apply law and statute



Screening Supervisors

- Clinical Supervision and Coaching
- Case-by-case consultation
- Quality Assurance



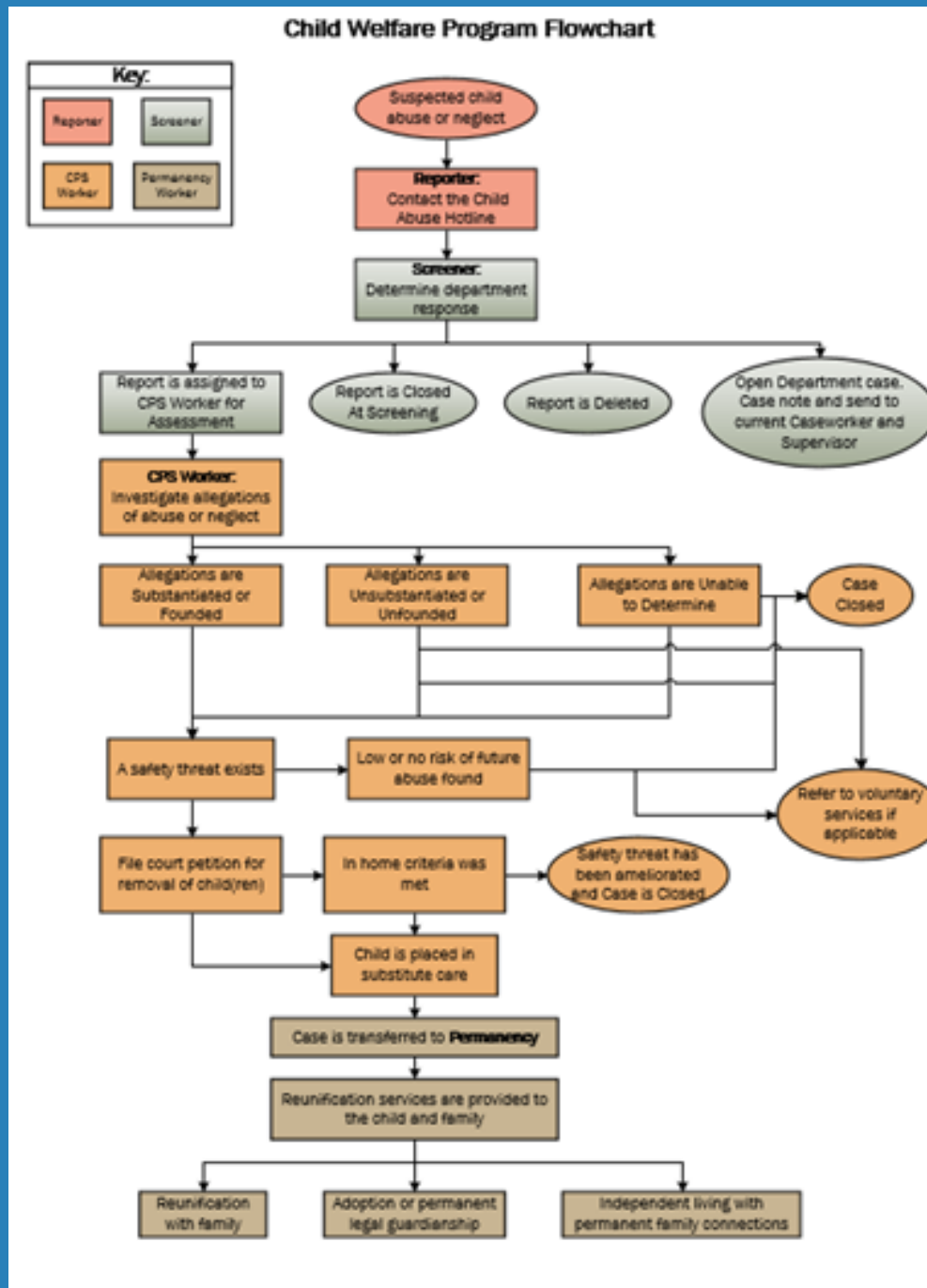
Children & Families

- Understanding family functioning
- Family-centered questions
- Refer services or agency intervention

Our Process

ORCAH: How do we **receive**
and **respond** to your reports?

Child abuse reporting process



New ORCAH Features

Improved Efforts in Child Safety

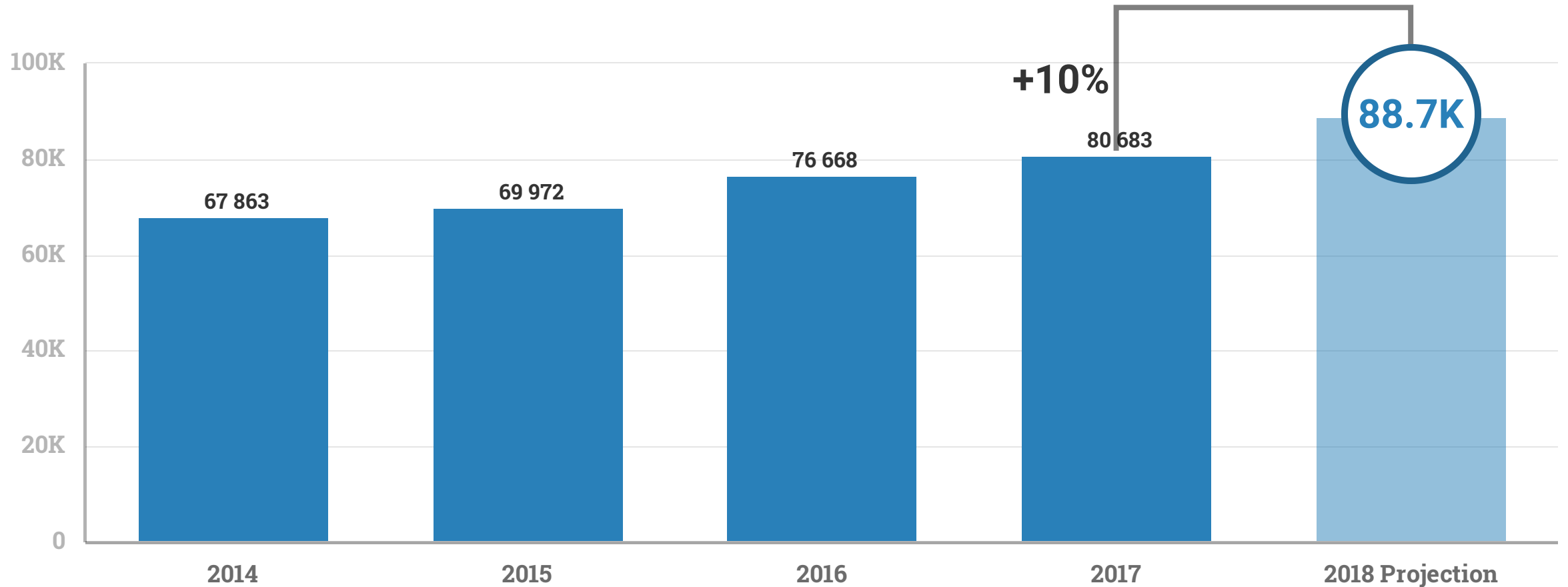
- 1 **Statewide communication campaign and engagement**
- 2 **New screener training academy**
- 3 **Quality assurance program and data analytics**
- 4 **Enhanced focus on customer service and service equity**
- 5 **Revised rules and procedures for more consistent responses**

Data Snapshot

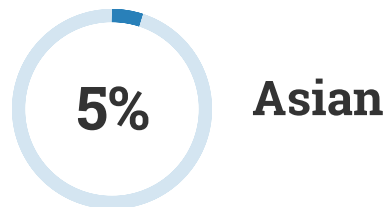
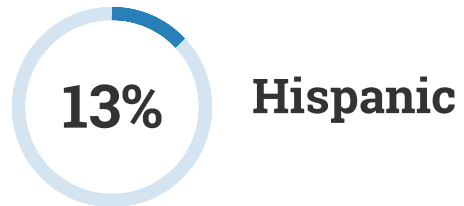
Reporting Child Abuse: By the numbers

Annual Calls to Child Abuse Hotline

2014-2017

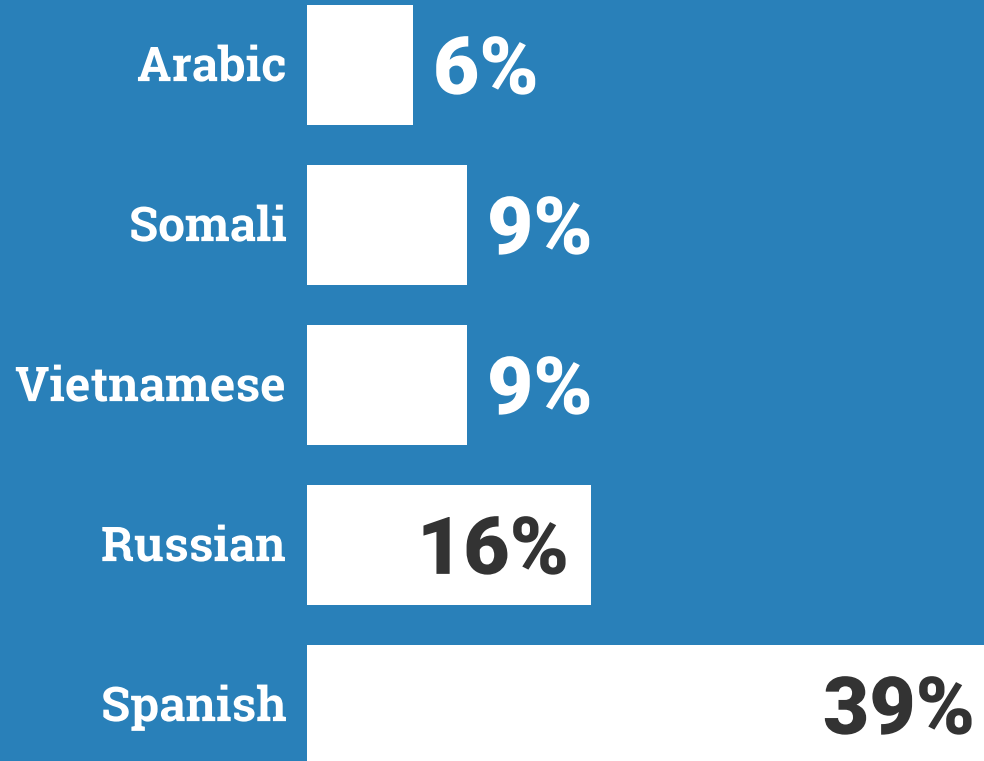


Largest Racial Demographics in Oregon



Top 5 Non-English Languages Used

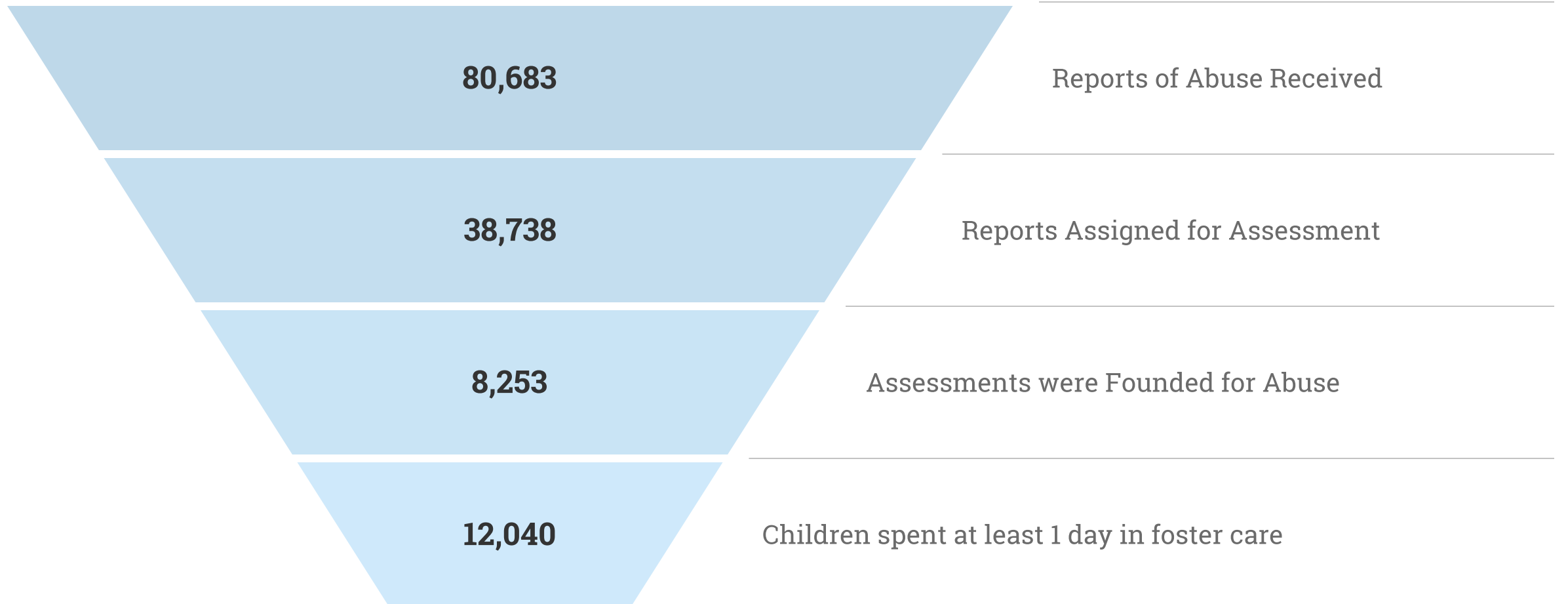
Language Line Services Provided by DHS



Key Data Outcomes



2017 Child Welfare Databook



Next Steps

Ongoing Engagement and Implementation Timeline

What Educators are Saying

- **I don't know what happens after the report is made.**

Law requires that each reporter is notified of the screening decision.

- **Will my information be kept confidential?**

DHS maintains reporter confidentiality based on Oregon Revised Statute.

- **My school's protocol is to report to my principal or school counselor. Does that suffice?**

Delegating the report to another person inhibits the preservation of first-hand information.

- **I'm unsure if abuse occurred. Should I still make the call?**

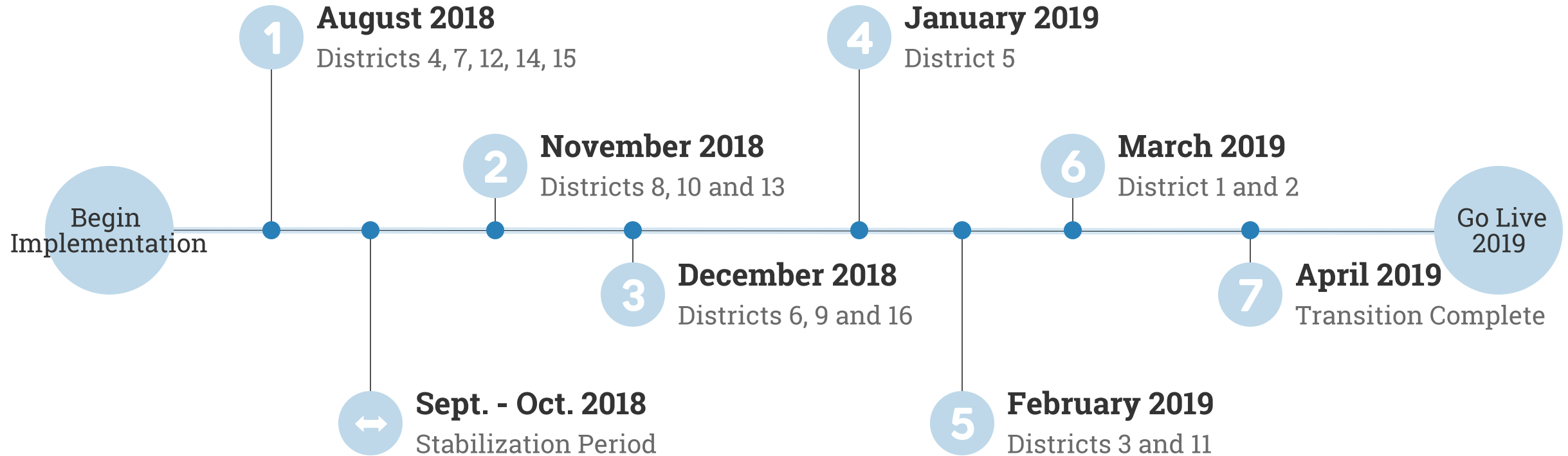
You do not need to **prove** abuse occurred. If you are concerned please call.

- **I'm concerned that making a report will negatively impact the child or my relationship with them.**

We understand the difficulty in reporting child abuse. ORCAH screeners will determine the best course of action for the child and family based on multiple sources of information.

District Implementation Timeline

August 2018 - April 2019



Questions?

childsafety.hotlineproject@state.or.us

Kristen Khamnohack
kristen.n.khamnohack@state.or.us
971-673-5357

Kym Lindberg
kym.lindberg@state.or.us
971-673-7111