

# Oregon Child Abuse Hotline

## The Basics

- The state has begun to transition to one central hotline for reports of child abuse.
- The Oregon Child Abuse Hotline will go live in April 2019 with a focus on safety, consistency and customer service.
- When in full operation, the Hotline will be open 24 hours a day, 7 days a week, 365 days a year.



## Background

Currently, there are 15 decentralized hotlines in operation across Oregon. Most counties have hotlines within their districts. Screening practice at hotlines varies significantly across the state; including these:

- Interpretation of rule
- Interpretation of the Child Welfare procedure manual
- Screen-in and out rates

Over the past decade, inconsistent screening practices have been identified in the below as a barrier to achieving positive outcomes for child safety:

- Internal audits
- Numerous Critical Incident Response Team (CIRT) cases
- Litigation
- External reports

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## Improvements in safety for children and vulnerable families

In the United States, over half of the states have a central system to receive and respond to reports of child abuse. National data reveals that more families are assessed and found eligible for support services with this model.

Starting in April 2019, the hotline will receive calls 24 hours a day, 7 days a week, 365 days a year. The hotline will take reports of suspected abuse from both mandated and non-mandated reporters. It will serve as the central reporting center for allegations of child abuse and neglect in Oregon.

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## Benefits of the central hotline

### A focus on safety

- Improved training for screening staff through a robust screening academy.
- Better training for staff through a new curriculum.

### A focus on consistency

- Call center technology will capture real time data.
- The ability to train, coach and provide information.

- Built in quality assurance and continuous improvement processes.
- Clearer roles and responsibilities.
- Reliable customer service.

### A focus on customer service

- Trained screeners and supervisors will be able to respond to child abuse reports 24 hours a day, 7 days a week, 365 days a year.

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## Hotline location and structure

The central hotline will be located in Northeast Portland. The location was announced in January after a statewide search was conducted. The location has ample size,

secured for night time work and able to support the technological needs. The location is also able to support the ongoing training for hotline employees.

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## Improvement in the community

Oregon's design of centralizing screening prioritizes child safety and recognizes the importance of engaging the community. Each DHS office will maintain their local relationships with CPS (Child Protective Services) and other caseworkers.

Relationships with communities are expected to improve as decision-making becomes more consistent. Furthermore, relationships should improve with services offered 24 hours a day, 7 days a week, 365 days a year.

***Please contact us with any questions***

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