# ■ The Child Abuse and Neglect Hotline Process



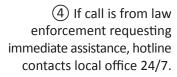
1 Hotline receives call of report of child abuse or neglect. (Law enforcement has priority access code.)



② Intake specialist (IS) answers the call.



③ IS enters report into case management system, MaGIK.





7 IS determines if report meets legal definition of abuse or neglect and assigns an appropriate response time.



(6) If report is from parent or professional source, IS provides report recommendation. If screenout is recommended, community resources may be provided.



(5) IS finalizes report, ensuring accuracy.



8 Hotline supervisor reviews report.





(10) Family case manager contacts family. Assessment completed within 45 days, substantiated based on preponderance of evidence.



(1) If substantiated, DCS enters into plan with family or opens a child in need of services (CHINS) case.

# by the #s

### Number of calls

2009: 109,489 2018: 203,602 86% increase

## **Quality Assurance Reviews**

Regular scores of 95% or higher

#### **Response Time**

Determined by statute: imminent danger – 2 hours; physical or sexual abuse – 24 hours; neglect – 5 days.

### Staff

124 FCMs, 21 FCM supervisors, 3 upper managers, 8 clerical. High retention: only 3.2% negative turnover.

