

# Child Abuse and Neglect (CAN) Hotline Calls in SFY-2006

## Why are we unable to investigate some calls?

- No child abuse/neglect allegation
- Out of state report from non-mandated reporter
- No name, address, directions or other means of locating families
- Victim is 18 or older and not in Children's Division custody
- Child and incident are out of Missouri

**14%**  
"Documented"  
Calls, Which are Unable  
to be Investigated  
14,103 calls

**53%**  
CAN  
Reports<sup>(3)</sup>  
53,997 calls

**101,050<sup>(1)</sup>**  
CAN Hotline Calls

## Other Administrative Functions<sup>(4)</sup>

- Requests for prior checks from medical examiners/coroners on child fatalities
- County call outs after hours
- Questions about CAN
- Request for a county office number
- Request for follow up on a report the caller made previously
- Request for another state's hotline number
- Call transfers
- Wrong numbers

## How are "non-CAN referral" children finding their way to DSS?

**33%** non-CAN Referrals  
32,950 calls

**22%** of calls were  
Preventive  
Services  
7,031 calls

**51%** of calls were  
Mandated  
Reporters  
16,888 calls

## ... and Children's Division may ...

- Follow up with mandated reporters
- Follow up with family
- Make referrals to community resources
- Offer services
- Notify law enforcement
- Assess newborn home

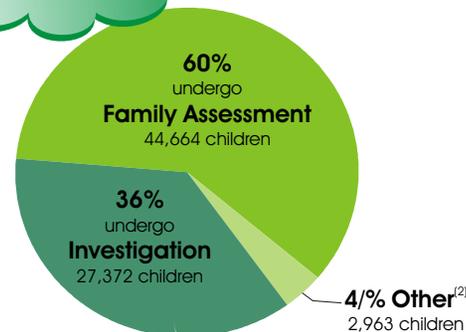
**13%** of calls were  
Non-Caretaker  
4,389 calls

**8%** of calls were  
Newborn Crisis  
Assessment  
2,555 calls

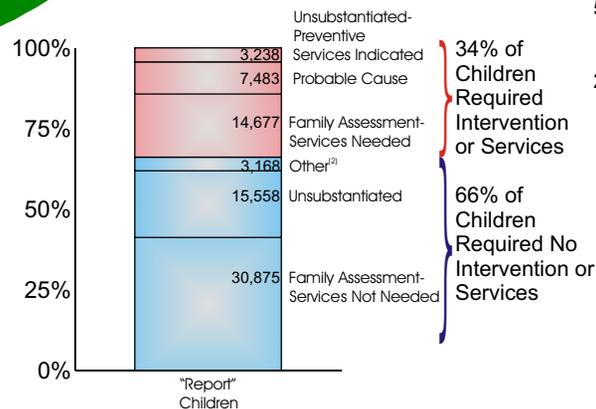
**3%** of calls were  
Non-CAN Fatalities  
1,019 calls

**3%** of calls were  
Administrative Call Outs  
1,068 calls

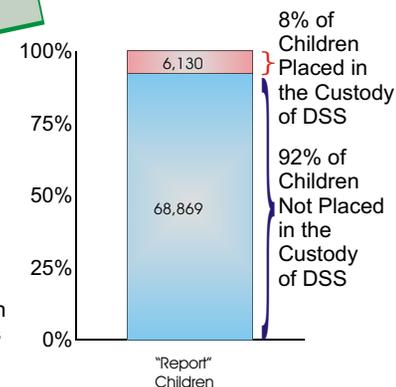
## What tracks do "report" children follow?<sup>(2)</sup>



## ... and the report outcomes<sup>(3)</sup> by child count were ...



## ... and the custody outcomes by child count were ...



(1) Calls are screened and classified by the Child Abuse and Neglect Hotline Unit.  
 (2) Includes unable to locate, inappropriate report, located out of state and home schooling  
 (3) Includes calls from mandated reporters if the situation rises to the level of child abuse and neglect  
 (4) Another 22,614 calls were received that were classified as administrative functions.