

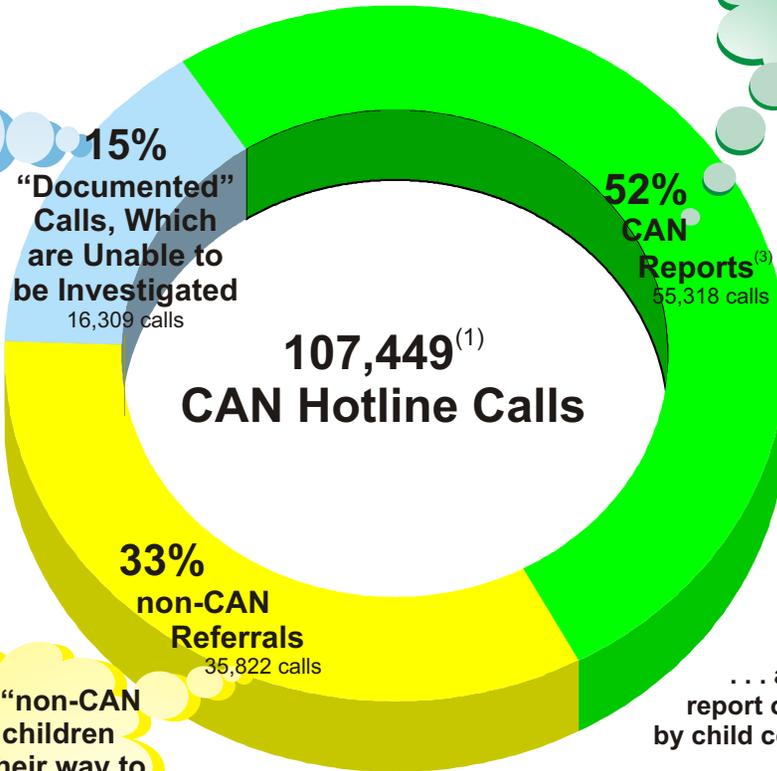
Child Abuse and Neglect (CAN) Hotline Calls in SFY-2009

Why are we unable to investigate some calls?

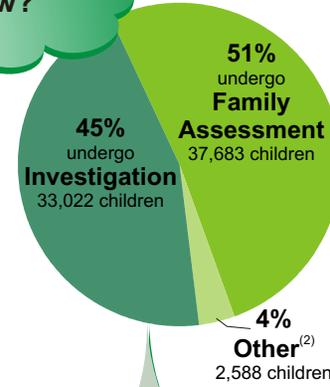
- No child abuse/neglect allegation
- Out of state report from non-mandated reporter
- No name, address, directions or other means of locating families
- Victim is 18 or older and not in Children's Division custody
- Child and incident are outside Missouri

Other Administrative Functions⁽⁴⁾

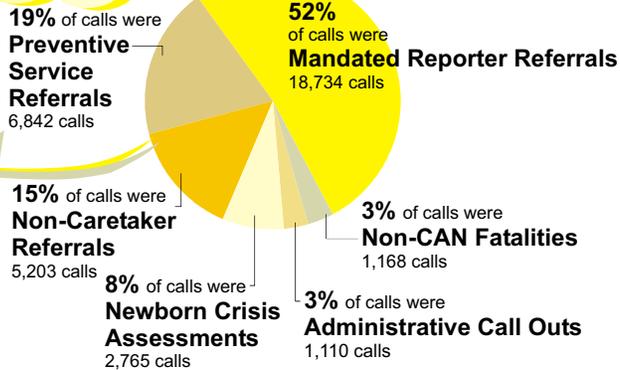
- Requests for prior checks from medical examiners/coroners on child fatalities
- County call outs after hours
- Questions about CAN
- Request for a county office number
- Request for follow up on a report the caller made previously
- Request for another state's hotline number
- Call transfers



What tracks do "report" children follow?⁽²⁾



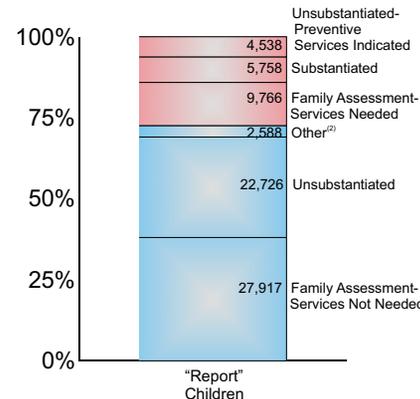
How are "non-CAN referral" children finding their way to DSS?



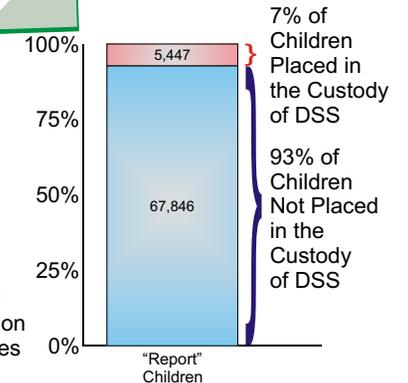
... and Children's Division may ...

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

... and the report outcomes⁽³⁾ 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 21,058 calls were received and classified as administrative functions. These 21,058 calls are not included in the 107,449 count of CAN Hotline calls.