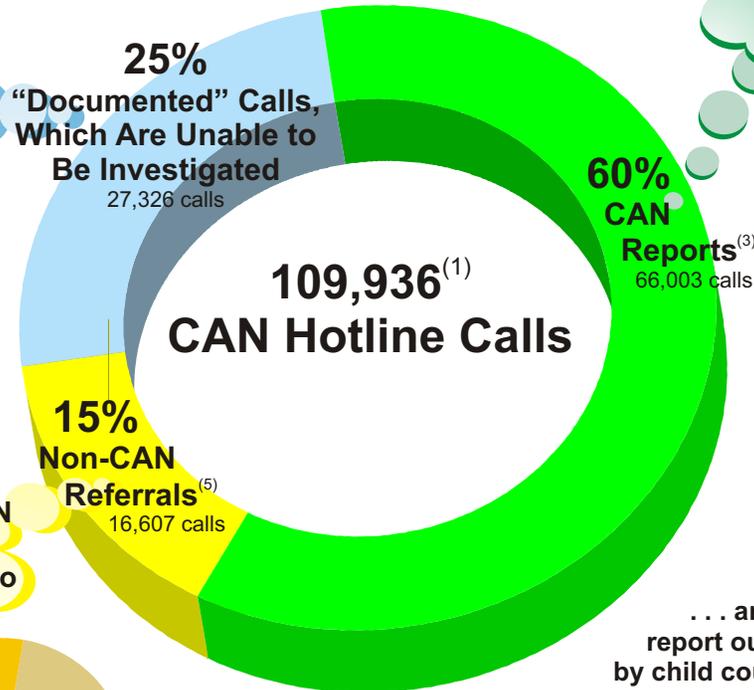


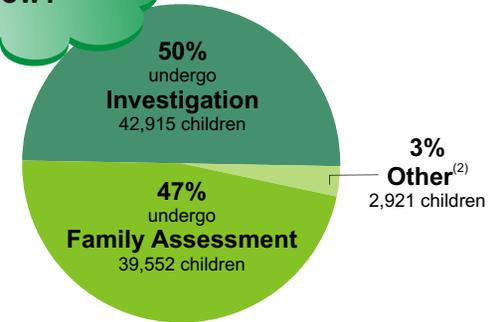
Child Abuse and Neglect (CAN) Hotline Calls in SFY-2011

Why are we unable to investigate some calls?

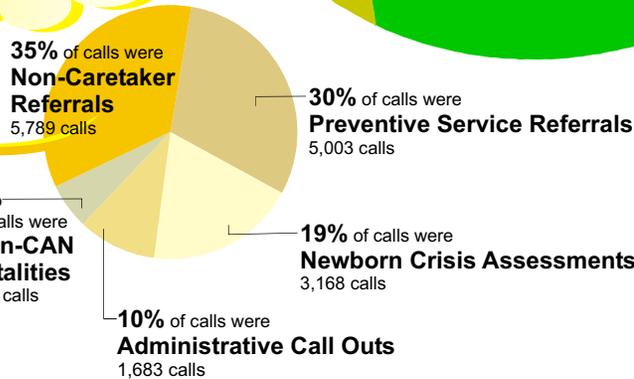
- No child abuse/neglect allegation
- Out of state report from non-mandated reporter
- No name, address, directions or other means of locating families
- Victim is 18 or older and not in Children's Division custody
- Child and incident are outside Missouri



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



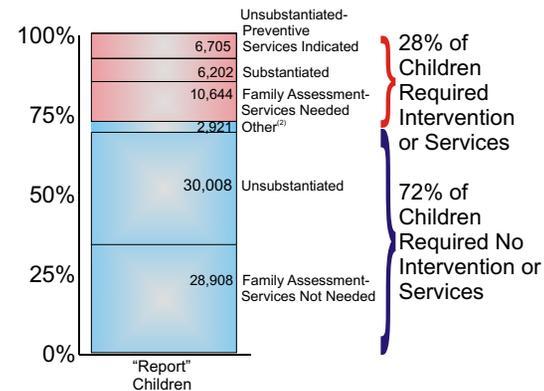
How are "non-CAN referral" children finding their way to DSS?



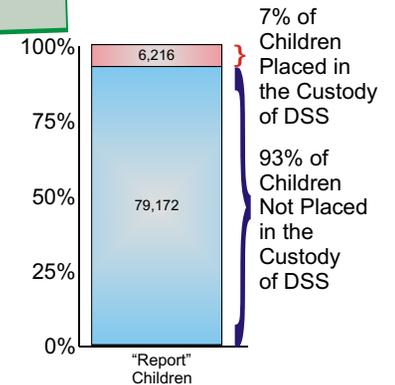
... and Children's Division may ...

- Follow up with 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 ...



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
- Wrong numbers

(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 21,730 calls were received and classified as administrative functions. These 21,730 calls are not included in the 109,936 count of CAN Hotline calls.

(5) Beginning July 2010, mandated reporter referrals are no longer being taken by the CAN Hotline Unit.