



KEEPING KIDS SAFE AND FAMILIES HEALTHY 2.0

Child Abuse and Neglect Hotline

	FY 2012-13	FY 2013-14	FY 2014-15
Total Funds	\$200,000	\$0	\$0
General Fund	\$200,000	\$0	\$0

Summary of Request

The Department of Human Services is requesting \$200,000 General Fund with roll-forward authority in FY 2012-13 to plan for the development of a statewide hotline for reporting of child abuse and neglect. The Department will work with subject matter experts, and consultants in the hotline field along with county partners, to develop the most optimal hotline system for the state. Based on consultant findings, the Department will submit a FY 2013-14 supplemental request for funding to implement the hotline.

Problem/Opportunity

Currently, each county in Colorado has its own published child welfare reporting phone number and may have different numbers for after-hours reporting. In addition, access to county child welfare offices varies by each individual county's hours of operation. This creates an inconsistent system for reporters of child abuse and neglect in the state, leading to possible confusion the potential for missed calls, and insufficient data tracking.

Proposed Solution and Anticipated Outcomes

The Department is proposing to develop a consistent system with one statewide hotline number for reporters of child abuse and neglect available to the public 24/7. As a first step in this process, the Department is requesting funding to hire hotline subject matter experts to help guide and plan the implementation of a statewide hotline. Given the intricacies of the child welfare reporting system, the expertise needed at the hotline and the counties role in the screening and assessment process, the Department is requesting planning funds to ensure that an optimal hotline system is implemented in the state. The Department anticipates that the planning funds will help determine the best approach to implementing a hotline.