

- Colorado has improved its timeliness of conducting initial responses to assigned child maltreatment referrals.
- Timely response rates have improved from **72%** in 2007 to **89%** in 2014.
- The State and counties continue to work together to improve timely response rates.
- In 2014, **73%** of Abuse or Neglect (A/N) assessments were assigned a five-day response time, **17%** were assigned a three- day response time, and **10%** were assigned a same-day/immediate response time.
- Compliance reviews and Trails reports have been developed to help counties monitor their performance in this area.

**TIMELINESS OF INITIAL RESPONSE**

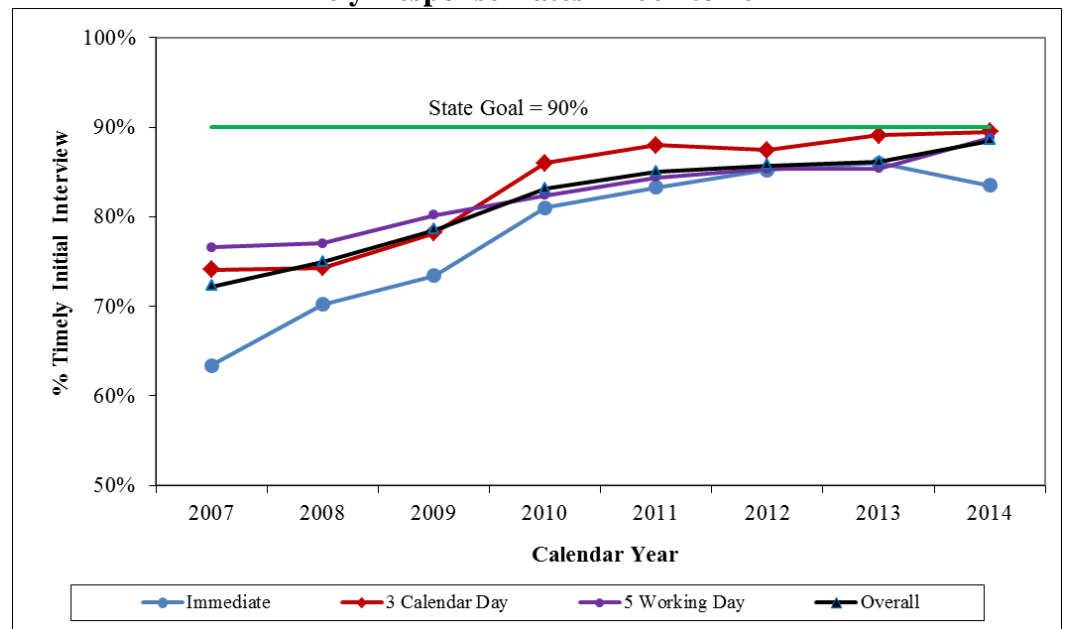
Timely initial response to reports of suspected child maltreatment within the assigned timeframe is an important factor in assessing child safety. When a report of suspected child maltreatment is assigned for assessment, the county caseworker must make contact with the child/caregiver within one of three strict timeframes set by the State. The timeframe is assigned based on set criteria regarding the level of threat to the child’s safety:

- 1) **Immediate or Same-Day** - the report indicates there is present danger with a clearly observable threat to child safety.
- 2) **Three (3) Calendar Days** - the report indicates impending danger - no current threats to child safety but safety concerns are likely to occur in the near future.
- 3) **Five (5) Working Days** - there is a risk of maltreatment but no present or impending danger.

Colorado is showing an improvement in the timeliness of initial response measure, which looks at whether the initial response was conducted within the assigned timeframe.

In the last eight calendar years, the overall timely response rate has improved by **17%** statewide, from a timely response rate of **72%** in 2007 to an **89%** timely response rate for assessments conducted in 2014. The state goal for this measure has been established at **90%**. The most significant improvement over the last eight years has been in the Immediate (or Same-Day) response rate, which improved from **63%** in 2007 to **84%** in 2014.

**Timely Response Rates – 2007 to 2014**



Source: Trails / Results Oriented Management (ROM) System