



Indiana Child Abuse and Neglect Hotline

Presented by

Midwest Child Welfare Implementation
Center
and

Indiana Department of Child Services

Cheryl Yoder, MCWIC Project Manager
Katie Rounds, DCS Deputy Chief of Staff
Andrea Goodwin, DCS Hotline Director



Midwest Child Welfare Implementation Center

Who Is MCWIC?

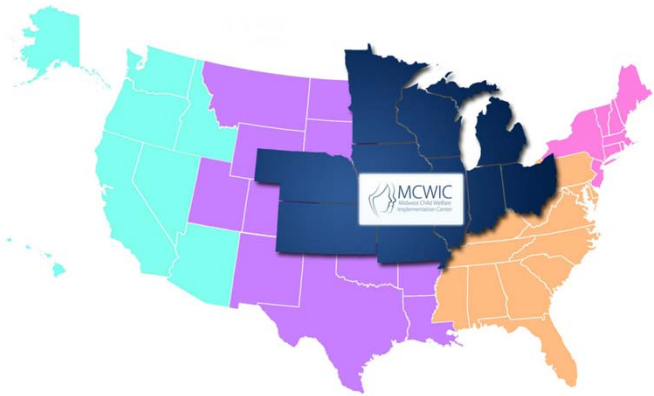
- The Midwest Child Welfare Implementation Center (MCWIC) is one of five Child Welfare Implementation Centers.
- Our role is to support and facilitate communication and networking across public child welfare systems and to assist States and Tribes with a multi-year strategic plans for sustainable systems change.
- Each Child Welfare Implementation Center is regionally-focused, serving two of the ten Federal regions. MCWIC works with States and Tribes in Regions V and VII.





Midwest Child Welfare Implementation Center – Regions V & VII

Child Welfare Implementation Centers



Who We Are Who We Serve What We Do Events Ongoing Projects Project Application Process Resources





Midwest Child Welfare Implementation Center

The Midwest Child Welfare Implementation Center (MCWIC) is one of five Child Welfare Implementation Centers established by cooperative agreement with the Children's Bureau in October 2008. Our role is to support and facilitate communication and networking across public child welfare systems, and to assist States and Tribes to develop and execute multi-year strategic plans for sustainable systems change to improve the quality and effectiveness of child welfare services. These changes will be focused on organizational culture, administration, and direct practice with children and families. Each Child Welfare Implementation Center is regionally-focused, serving two of the ten Federal regions. The MCWIC will work with the States and Native American Tribes in Region V (Ohio, Indiana, Michigan, Wisconsin, Illinois, and Minnesota) and Region VII (Nebraska, Iowa, Missouri, and Kansas).

Upcoming Events

- 08/27/2009 - Tama, IA

[More...](#)

Mailing List & E-mail Discussion Sign-up

Enter your email address:

[More Info...](#)

© 2009 Midwest Child Welfare Implementation Center | 206 S. 13th Street, Suite 1000, Lincoln, NE 68588-0227 | (888) 523-8055

A member of the National Child Welfare Training & Technical Assistance Network
A service of the Children's Bureau, U.S. Department of Health and Human Services



Midwest Child Welfare Implementation Center

Implementation Projects:

- MCWIC issued Request for Proposals for multi-year projects from states and tribes in its regions.
- Each proposal was independently scored.
- Project originated from a proposal by DCS.
- Children's Bureau approval process helped revise project.
- Initial site work began.



Developing the Guiding Tools

- **Logic Model** to show how inputs and activities flow into outputs, outcomes and system impacts.
- **Work plan** to coordinate resources, establish timeframes and to define scope.
- **Evaluation plan** to measure the outcomes and system impacts.





Implementation Framework

Stages of Implementation:

- Exploration and Adoption
- Program Installation
- Initial Implementation
- Full Operation
- Innovation
- Sustainability

Informed by the National Implementation Research Network (NIRN):
<http://www.fpg.unc.edu/~nirn/>



Implementation Framework

Drivers to Effect System Change:

- Training
- Coaching
- Systems Intervention
- Facilitative Administration
- Leadership

Informed by the National Implementation Research Network
(NIRN): <http://www.fpg.unc.edu/~nirn/>





Evaluation Plan

Evaluation Plan:

- Internal staff pre-hotline survey
- External sentinel pre-hotline survey
- Practice indicator data comparisons
- Internal and external follow up post-hotline surveys
- QA data from case reads



DON'T WAIT—CALL NOW!

Indiana Child Abuse and Neglect Hotline

1-800-800-5556



**Do you suspect a child is a victim of abuse or neglect?
Don't wait—CALL NOW!**



Children thrive in safe, caring, supportive families and communities



Indiana Child Abuse and Neglect Hotline

About the Agency:

- Cabinet Level Agency established in 2005
- Support of Governor's Office and Legislature
- Managed regionally with offices in all 92 counties
- DCS Mission
- Transforming child welfare in Indiana through consistency and management by data



Indiana Child Abuse and Neglect Hotline

How the Hotline Accomplishes These Goals:

- One single point for all reports of abuse and neglect
- Specialized Intake Specialists trained through a standardized curriculum
- A comprehensive intake guidance tool that allows Specialists to gather as much information as possible from the report source
- Uniform process and decision trees





Indiana Child Abuse and Neglect Hotline

Other Advantages:

- Better documentation regarding worker safety issues
- Data Tracking and Quality Assurance
- Ability to record all calls and attach them to reports
- Ability to patch in field workers during immediate assistance or one hour response calls so they can have all of the known facts when they arrive on scene



Indiana Child Abuse and Neglect Hotline

How we did it:

- Calls and site visits to other states
- Creation of subcommittees
- Application for MCWIC implementation project
- Allocation of staff from local offices to the Hotline
- Development of logic model to guide implementation
- Phased roll out





Indiana Child Abuse and Neglect Hotline

Staff Training and Process:

- Specialized Training
- Intake and decision making tools
- In order to be sure to identify safety issues and risk factors each caller is asked about:
 - Domestic Violence
 - Mental Health Issues
 - Substance Abuse Issues



Indiana Child Abuse and Neglect Hotline

- Law Enforcement Calls
 - Law Enforcement has an access code that allows them to go to the top of the calling list for immediate assistance.
 - Access cards were distributed to the law enforcement community.
 - We also have an option to patch in an FCM with the officer to share information with the local office quickly.





Indiana Child Abuse and Neglect Hotline

Law Enforcement (cont.)

- When receiving a call from LEA, we only ask for critical information; we typically don't have the opportunity to utilize the intake guidance tool.
 - All children involved
 - Location
 - Officers name, telephone number, badge number
 - Approximate age of children if don't know exact ages
 - Reason why LEA was called to the address/allegations



Indiana Child Abuse and Neglect Hotline

Quality Assurance:

- All calls are tape recorded
- The recording can be attached to the referral to the local office, i.e. the FCM in the field can hear the actual call
- Supervisors have an ability to listen in to active calls
- Supervisors can see how many calls are in queue waiting for an Intake Specialist
- Weekly Screen Out Committees





Indiana Child Abuse and Neglect Hotline

Screen Out Committees:

- A Screen Out Committee meets weekly to review a percentage of the screen outs that were approved the previous week.
- The Screen Out Committee is comprised of:
 - DCS Field Supervisors (2)
 - DCS Field FCM(s) (2)
 - Attorney (1)
 - Local Office Director (1)
 - Central Office Staff (Legal, Policy)



Indiana Child Abuse and Neglect Hotline

Hotline Facts: 2010

- The hotline handled 102,686 calls in 2010.
- The average speed of answer for 2010 was 01:43 for non-LEA callers, 00:44 for LEA callers.
- The average caller spent 11:23 speaking with an agent.
- The hotline took an average of 354 calls per business day in 2010.
- The hotline took an average of 468 calls per business day and 125 calls per weekend day from Sept through Dec 2010 (post statewide rollout).
- The hotline took an average of 100 calls per weekend day in 2010.





Indiana Child Abuse and Neglect Hotline

Hotline Facts: May 2011

- The hotline handled 12,923 calls in May.
- The average speed of answer for May was 03:08 for non-LEA callers, 00:41 for LEA callers.
- The average caller spent 11:21 speaking with an agent.
- The hotline took an average of 541 calls per business day.
- The hotline took an average of 163 calls per weekend day.



Indiana Child Abuse and Neglect Hotline

Next Steps: 2011 Initiatives

- Structured Decision Tool
- Protective Factors Training
- Web-based Reporting
- Laptop Refresh
- 10 contractual workers hired to cover weekends and high call volume hours





Indiana Child Abuse and Neglect Hotline

Next Steps: 2011 Initiatives (cont.)

- QAR established and completed to measure progress.
 - Overall performance
 - Individual performance
 - identifying minutes in not ready status;
 - average talk time; and
 - number of reports completed.



Indiana Child Abuse and Neglect Hotline

Things to Consider (Lessons Learned):

- Outreach
- Notification / Communication with Local Offices
- Staffing and Scheduling
- Performance Expectations
- Disaster Planning





Indiana Child Abuse and Neglect Hotline

Questions?



Indiana Child Abuse and Neglect Hotline

- For additional information on MCWIC or implementation projects please visit: www.mcwic.org.
- For additional information on the Indiana Child Abuse and Neglect Hotline please visit www.in.gov or contact Andrea Goodwin at andrea.goodwin@dcs.in.gov or Katie Rounds at katie.rounds@dcs.in.gov.

