

# **Guidance on 24/7 Coverage for Child Protective Services Minnesota Department of Human Services; July 2016**

## **Required 24/7 coverage for child maltreatment reports**

Local agencies must be available 24 hours, 7 days a week, including holidays, to receive reports of child maltreatment. All child maltreatment reports must be evaluated for imminent danger. Whenever possible, reports should be screened by an on-call staff and a supervisor or his/her designee.

To meet this requirement, local agencies may provide one or more of: after-hours crisis response, on-call, or some other contracted service and access to supervisory consultation. It does not include delegation solely to law enforcement. Local agencies are encouraged to work with their county or tribal administration, or regionally, to accomplish this requirement. Local agencies may also develop a regional response system.

## **Imminent danger reports**

Reports involving imminent danger must be screened and responded to immediately. When children are in imminent danger situations, the local agency must have immediate (no later than 24 hours) face-to-face contact with the alleged victim and their primary caregiver. [Minn. Stat. 626.556, subd. 10(j)] Imminent danger means that a child is threatened with immediate and present maltreatment that is life threatening or likely to result in abandonment, sexual abuse, or serious physical injury. [Minn. Admin. Rule 9560.0214, subp. 12] The determination of whether imminent danger is made based on the initiating fact presentation, which includes children who are placed on a police protective hold.

When SSIS is not immediately available, the report may be documented in SSIS on the next business day, however should be documented according to the date the report was received and screened.

## **Non-imminent danger reports**

When reports do not involve imminent danger, a full screening of the child maltreatment report may occur and be documented in SSIS on the next business day.

## **Cross-agency agreements**

DHS will provide direction, technical assistance, planning for creation of formal written cross-agency and/or regional agreements to meet staffing and protocol requirements. Agreements must be submitted for DHS approval prior to enactment.

This response system must be in place no later than January 1, 2017. Legislative changes will be pursued in 2017 to clarify 24/7 coverage.