



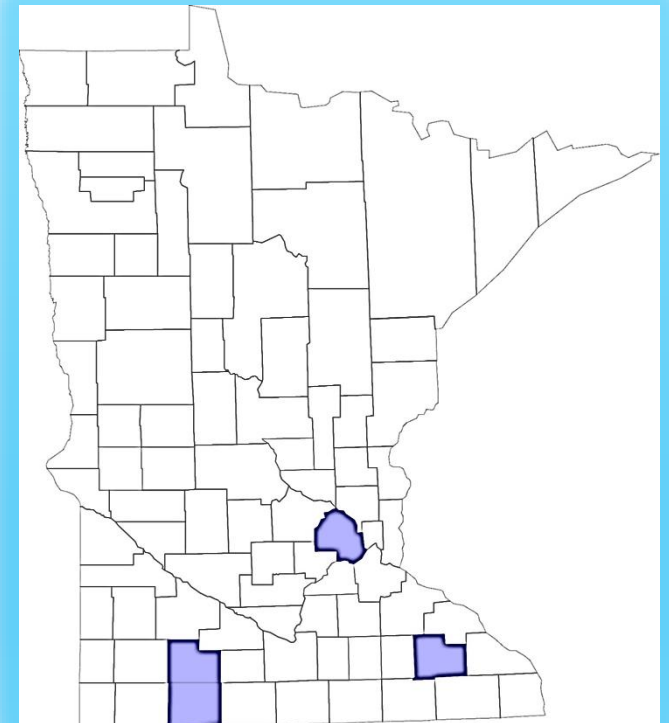
24/7 Child Protection MACSSA Presentation

Presented to MN Child Protection Legislative Task Force

February 25, 2016

Introductions

- ❖ Des Moines Valley Health and Human Services:
Craig Myers
- ❖ Hennepin County Human Services:
Terrence Stark
- ❖ Olmsted County Child and Family Services:
Jodi Wentland



Presentation Outline

- ❖ Currently 24/7 Child Protection response models vary based upon County demographics, geography, and resource capacity.
- ❖ Goal is for statewide enhancement of the present 24/7 Child Protection response system.
- ❖ Presentation will include the following:
 - ✓ Current 24/7 System: Olmsted County
 - ✓ Current On-call System & Planning Efforts for 24/7 System: Hennepin County
 - ✓ Current On-Call System: Des Moines Valley Health and Human Services

Olmsted County Child and Family Services

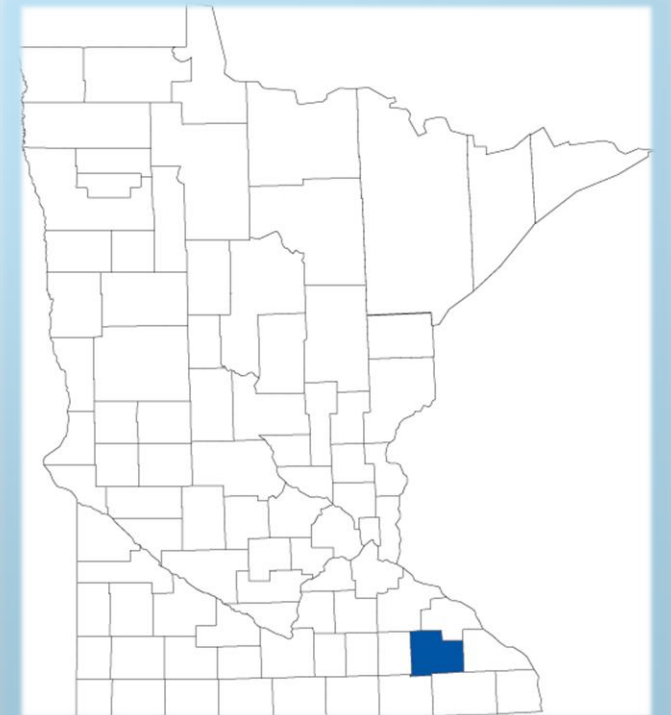
Jodi Wentland, Associate Director



Olmsted County

In 2014, the population of Olmsted County was estimated at 150,287.

- ❖ 20% increase since 2000
- ❖ 1/4 of the population is under age 18
- ❖ 18.3% are minorities (including Hispanic or Latino)



History – Olmsted County

AHSW (After Hours Social Workers)

**February
1982**

Funded initially by Federal grant targeted at keeping children out of detention.

**Current
System**

- Takes child maltreatment reports after 5 pm, weekends, and holidays.
- Provides child protection immediate response.
- Does safety checks for active child protection cases.

Current Staffing – Olmsted County

After Hours Social Workers

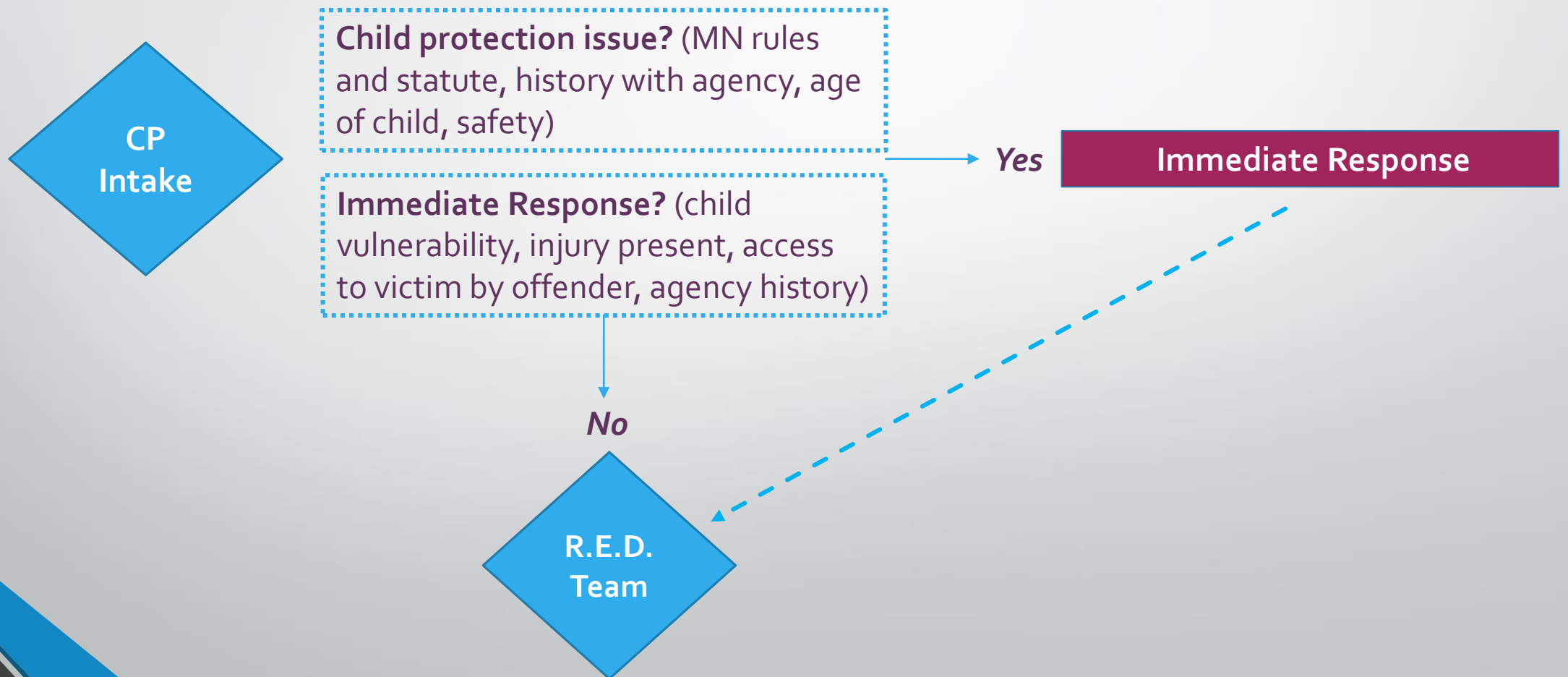
- 5 FTE's After Hour Social Workers
- Staffing pattern reflects 2 FTE's during "peak" hours and 1 FTE during "off-peak" hours.
- On-call staff to support planned and unplanned leave – i.e. vacations, sick, etc

Supervision

- 24/7 Supervision by Assessment/Investigative Unit supervisors for cases involving children 6 years of age or younger and "imminent danger" cases.
- On-call rotation of Child and Family Services Supervision team for all other child welfare issues.

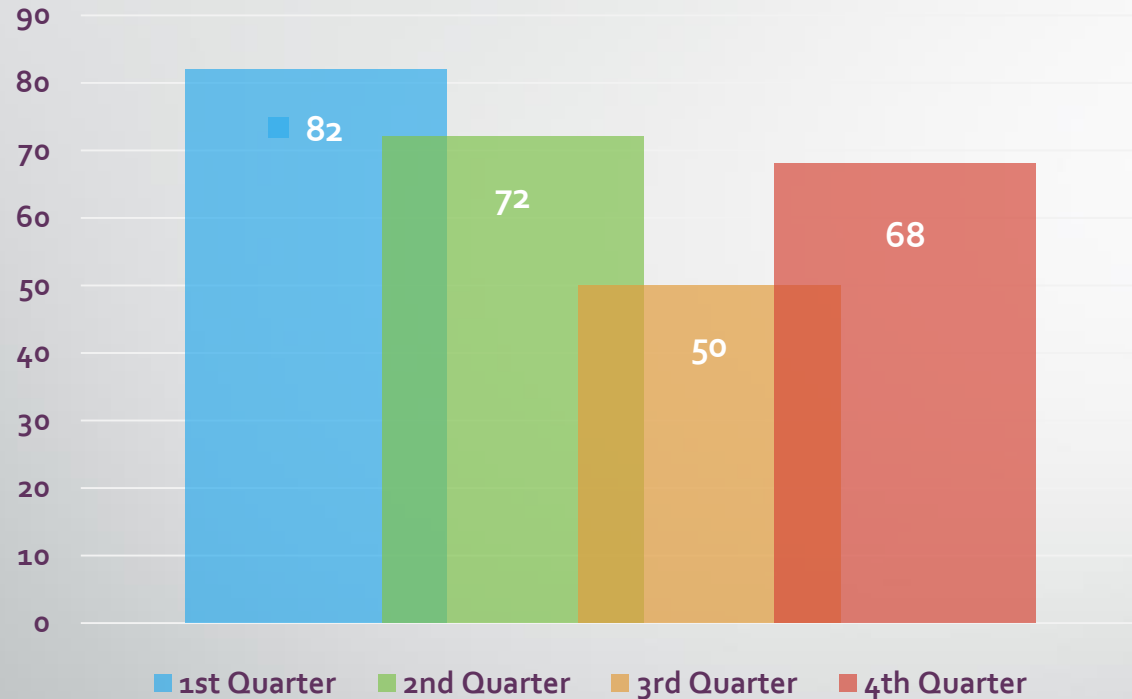
Priority Levels – Olmsted County

Guides decision-making regarding Immediate Response (Neglect, Physical Abuse, Sexual Abuse, Mental/Emotional Injury)



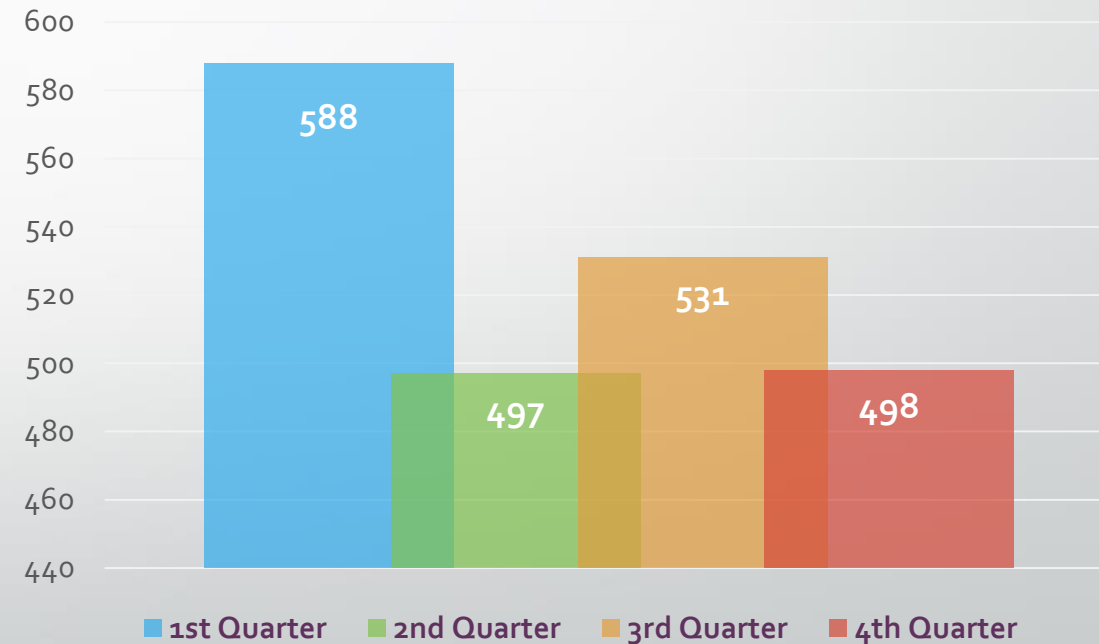
2015 Data – Olmsted County

Child Protection Intakes



Yearly Child Protection Intakes = 272

Child Protection Follow-ups



Yearly Child Protection Follow-ups = 2,114

Additional responsibilities include out of home placement needs during evenings, weekends, and holidays, and mental health response.

24-Hour Coverage and 24-Hour Screening Requirements – Olmsted County

- ❖ **Impacts ability to utilize full multi-disciplinary screening team (R.E.D.) for non-imminent reports.**
- ❖ **Requires increase staffing to meet screening requirement**
 - ✓ Increased supervision due to increase screening during evening, weekends, and holidays.
 - ✓ Requires increase staffing to meet timely response measurements due to screening of all reports within 24 hour receipt of Child Protection report.

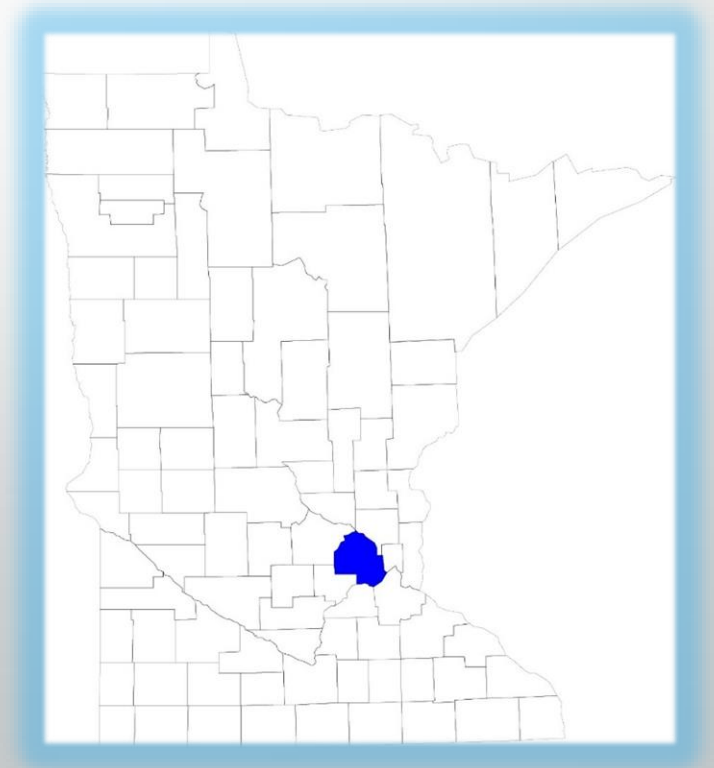


Hennepin County Human Services

Terrence Stark, Program Manager

Hennepin County

In 2013, the US Census Bureau estimated the population of Hennepin County at **1,212,064**.



Current Evening, Weekend, & Holiday System Hennepin County

- ❖ Contracted Intake System - Catholic Charities
- ❖ On-call Child Protection Supervisor (evenings, weekends, & holidays)
 - ❖ 2 Child Protection Screeners on weekends (2 pm -10 pm)

Immediate Response Decision Making Hennepin County

❖ Safety Factor Considerations:

- ✓ Access to Victim
- ✓ Vulnerability of Victim
- ✓ Presence of Injury
- ✓ Presence Safe Caregiver that can protect the child

❖ On-call Supervisor Assessment:

- ✓ If imminent – referral to law enforcement
- ✓ If not imminent – screening within next business day

24/7 Planning Efforts Hennepin County

Phase 1 Phased Roll-out begins Effective February 27, 2016	Phase 2 Expanded coverage added to Phase 1	Phase 3 Full roll-out Effective May 31, 2016
<ul style="list-style-type: none"> ✓ 2 Child Protection Screeners on weekends covering the hours of 7 am to 5 pm 	<ul style="list-style-type: none"> ✓ 2 Child Protection Assessment/ Investigators on duty during weekend day hours to respond to imminent harm or reports requiring 24 hour response 	<ul style="list-style-type: none"> ✓ 24/7 System
<ul style="list-style-type: none"> ✓ 1 Child Protection Assessment/Investigator Supervisor on duty during weekend day hours 	<ul style="list-style-type: none"> ✓ On-call Child Protection Assessment / Investigators during evening hours 	<ul style="list-style-type: none"> ✓ All Child Protection calls will be received by Hennepin County Human Services
<ul style="list-style-type: none"> ✓ On-call Child Protection Assessment/Investigator Supervisor during evening hours 		

Challenges - Hennepin County

- ❖ Workforce – recruitment, hiring, and training
- ❖ Labor Agreements – contract negotiations to include shift responsibilities/work hours
- ❖ Fiscal resources to support increased Child Protection infrastructure



Des Moines Valley Health and Human Services (DVHHS)

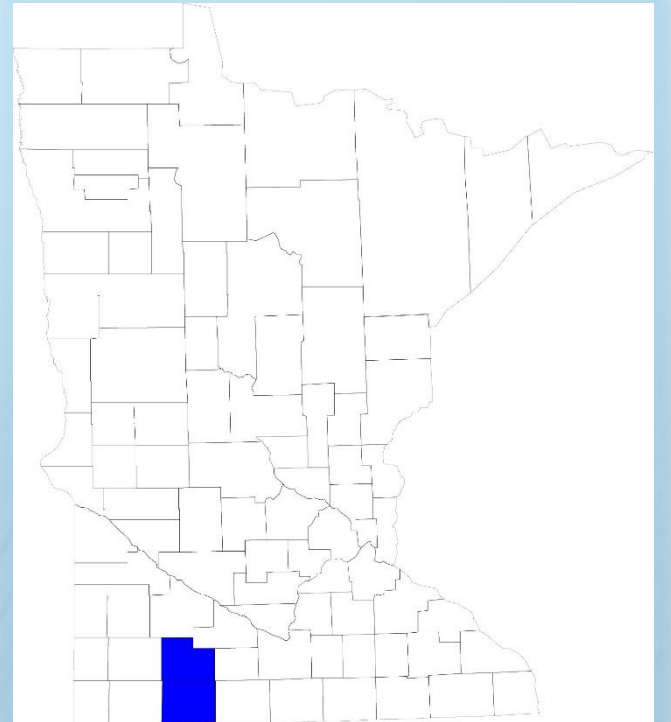
Craig Myers, Director

DVHHS

Serving Cottonwood and Jackson Counties

In 2013, the US Census Bureau estimated the population of Cottonwood and Jackson Counties at:

- ❖ Cottonwood County - 11,616
- ❖ Jackson County - 10,260



History - DVHHS

Serving Cottonwood and Jackson Counties

- ❖ **July 2011** - Jackson & Cottonwood County Boards study a joint health and human services agency
- ❖ **March 2012** - Jackson and Cottonwood County Boards adopt resolution with the intent of forming a joint health and human services agency
- ❖ **December 2012** - Jackson and Cottonwood County Boards sign a Temporary Joint Powers Agreement for 3 separate public agencies:
 - ✓ **Jackson County Human Services**
 - ✓ **Cottonwood County Family Services**
 - ✓ **Cottonwood-Jackson Community Health Services**
- ❖ **January 1, 2014** - Cottonwood & Jackson county residents are served in 4 'service centers' by approximately 90 staff & additional contracted staff. DVHHS model serves:
 - ✓ **90 different human services programs**
 - ✓ **77 public health programs**

Current Staffing - DVHHS

Serving Cottonwood and Jackson Counties

On-Call Social Workers

- Social Work positions with DVHHS that include on-call rotation in job description
- Staff must remain available within 30 minutes travel time of the Cottonwood/Jackson County border/line at all times while on "on-call" status.

Supervision

- 1 Supervisor that provides support to On-call staff.

Immediate Response Decision Making - DVHHS

Serving Cottonwood and Jackson Counties

❖ Safety Factor Considerations:

- ✓ Access to Victim
- ✓ Vulnerability of Victim
- ✓ Presence of Injury
- ✓ Presence Safe Caregiver that can protect the child

24 Hour Coverage and 24 Hour Screening Requirements - DVHHS

Serving Cottonwood and Jackson Counties

- ❖ **Requires increase staffing to meet screening requirement**
 - ✓ Increased supervision due to increase screening during evening, weekends, and holidays.
 - ✓ Requires increase staffing to meet timely response measurements due to screening of all reports within 24 hour receipt of Child Protection report.

Considerations

- ❖ Utilization of standard decision making guide to determine priority level response - Immediate Response.
- ❖ Screening of non-imminent reports to occur no later than the next business day.
- ❖ Financing