

CHILD WELFARE UPDATE

Title:	24/7 Centralized Intake Implemented January 4 th
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Program Manager:	Roxanne Riesberg, Child Protection Program Manager, rriesbe@dhs.state.ia.us
Background Information:	<p>Background Information: The Centralized Service Intake Unit (CSIU) was established in 2010 as a call center for all reports of suspected child and dependent adult abuse in the state. This was the first time the intake unit was staffed during business hours with dedicated intake workers who did not carry caseloads and intake supervisors who were not responsible for supervising ongoing assessments. After business hours, all calls were answered by the State Training School and relayed to the local child protection worker (CPW) or supervisor on-call for that specific service area. The intakes processed afterhours were reviewed by the CSIU the following business day. While it has been a long time coming, 24/7 centralized intake has been implemented and there is no longer a need for an afterhour's process. As of 7:30 AM on Monday, January 4, 2021, all reports to the child and dependent adult abuse hotline (1-800-362-2178) are answered by the CSIU, no matter the day or time.</p> <p>Stakeholder Engagement: Various DHS stakeholders have been engaged over the years in evaluating the intake process and have overwhelmingly supported 24/7 centralized intake.</p> <p>Reason for the Change: Implementation of 24/7 centralized intake is a best practice initiative that has been underway for a number of years.</p>
What Is Changing:	What Is Changing: Rather than directing calls to the State Training School and requiring field staff to collect and process the intake information after business hours, all calls are now answered and processed by dedicated intake staff at the CSIU. A workgroup consisting of field CPWs, Field Supervisors, Intake staff, and local administrators

	<p>representing all DHS service areas were part of the effort to develop processes required for a move to 24/7 Centralized Intake.</p> <p>Who Is Impacted: DHS intake and field staff will feel the biggest impact as they transition to 24/7 support for this essential function. Mandatory reporters should experience little change and positive improvements. There will be no callbacks necessary, as all calls will go directly to an intake worker.</p>
<p>What Is Not Changing:</p>	<p>For mandatory reporters and all individuals wishing to report suspected child or dependent adult abuse, the hotline number remains the same (1-800-362-2178) and the questions asked during the intake process remain unchanged.</p>
<p>Expected Benefits:</p>	<p>24/7 Centralized Intake will provide best practice that leads to streamlined processes and increased consistency statewide.</p>