



1-855-503-SAFE (7233)

**SAFETY
CONSISTENCY
CUSTOMER SERVICE**

This Week's Top News & Updates

April 5, 2019

MESSAGE FROM HOTLINE MANAGER KRISTEN KHAMNOHACK

It's been quite a journey and lots of hard work, but Monday is the official launch of the Oregon Child Abuse Hotline (ORCAH). We started the centralized hotline project in 2016 and staff, community partners and stakeholders have come together to make this launch day possible. Although Monday, April 8, marks a milestone in the project, it is not the end. We want to make sure you are updated with the most current ORCAH information as we move forward, so we plan on providing news to staff, law enforcement and our community partners weekly via this update throughout April. And, as always, please contact Hotline with any questions through our feedback link: Feedback.OregonChildAbuseHotline@dhsosha.state.or.us

April is National Child Abuse Prevention Month. The Oregon Child Abuse Hotline will be another tool in our response and prevention efforts to provide enhanced safety for the children of Oregon, assist more families at risk in a consistent way and help our vulnerable neighbors access services and thrive.

WHAT YOU NEED TO KNOW THIS WEEK

- All Districts have transitioned to ORCAH. District 2 Hotline's phones merged last night, 4/4/19.
- ORCAH will provide 24/7 response on 4/8/19 for four Districts 1, 2, 15, and 16. Remaining Districts will transition to 24/7 throughout the month of April.
- When reporting child abuse, please call ORCAH directly at **1-855-503-SAFE (7233)**.
- We are in a learning curve with screening staff at various levels of training daily and we recognize that wait times have impacted many of you. We are committed to ensuring that we have adequate staffing for calls received at any time of the day.
- Effective Monday, 4/8/19 revised OAR (Oregon Administrative Rules) and Child Welfare Procedure relating to screening/ORCAH will be released. Highlights include:
 - Integration of our practice model. This provides the critical thinking structure to how we document information, assess information, and make decisions.
 - Change to a three-tiered response system for reports assigned to CPS:
 - Within 24 hours = Report indicates Present Danger
 - Within 72 hours = Report indicates Impending Danger
 - Within 10 business days = Report indicates no Present or Impending Danger
 - When there is sufficient information to make a screening decision the screener will not contact collaterals and the review and analysis of Child Welfare history will be limited.
 - Cross reporting by law enforcement is now to ORCAH and not to the local office. Cross reporting by ORCAH will be to the designated law enforcement agency where the alleged abuse occurred.