

Title of Proposed Rule: Referral and Assessment

CDHS Tracking #: 17-03-02-01

Office, Division, & Program:
OCYF, Child Welfare; Child
Protection Services.

Rule Author:
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STATEMENT OF BASIS AND PURPOSE

Summary of the basis and purpose for new rule or rule change.

Social Services Rules for Referral and Assessment, 7.101 DOCUMENTATION OF REFERRALS went into effect on January 1, 2015 with the implementation of the statewide child abuse and neglect reporting hotline system. After one year of the statewide hotline system, the Hotline Steering Committee and the Child Welfare Sub-Policy Advisory Committee (Sub-PAC) determined it was necessary to form a subcommittee to review current hotline rules and make any recommendations for revision. The rules had been developed prior to the hotline system's full implementation and the steering committee requested a review of the rules after one year of full implementation. The Hotline Rules Review Subcommittee was formed with the approval of the Policy Advisory Committee (PAC) and the Child Welfare Sub-PAC and began meeting in January 2016. The subcommittee included participation from several counties, large, medium, and small, the Hotline County Connection Center, Administrative Review Division and Division of Child Welfare.

State Board Authority for Rule:

Code	Description
26-1-107, C.R.S. (2015)	State Board to promulgate rules
26-1-109, C.R.S. (2015)	State department rules to coordinate with federal programs
26-1-111, C.R.S. (2015)	State department to promulgate rules for public assistance and welfare activities.

Program Authority for Rule: Give federal and/or state citations and a summary of the language authorizing the rule-making function AND authority.

Code	Description
26-5-111, (4) (c) C.R.S. (2016)	State department to adopt rules based on recommendations of the hotline steering committee

Does the rule incorporate material by reference?

Yes

No

Does this rule repeat language found in statute?

Yes

No

If yes, please explain.

26-5-111(3) (B), C.R.S., 26-5-111(4) (E), C.R.S., 26-5-111 C.R.S.

Document 1

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REGULATORY ANALYSIS

1. List of groups impacted by this rule.

Which groups of persons will benefit, bear the burdens or be adversely impacted by this rule?

County Hotline Screeners
County Hotline Supervisors
Administrative Review Division
Hotline County Connection Center
Division of Child Welfare
County Departments of Human/Social Services

2. Describe the qualitative and quantitative impact.

How will this rule-making impact those groups listed above? How many people will be impacted? What are the short-term and long-term consequences of this rule?

The proposed revisions will provide consistency, clarify intent, and simplify language for all identified groups. The rule change will not change the number of people impacted and will provide guidance to those impacted by these rules.

3. Fiscal Impact

*For each of the categories listed below explain the distribution of dollars; please identify the costs, revenues, matches or any changes in the distribution of funds even if such change has a total zero effect for any entity that falls within the category. If this rule-making requires one of the categories listed below to devote resources without receiving additional funding, please explain why the rule-making is required and what consultation has occurred with those who will need to devote resources. **Answer should NEVER be just "no impact" answer should include "no impact because..."***

State Fiscal Impact (Identify all state agencies with a fiscal impact, including any Colorado Benefits Management System (CBMS) change request costs required to implement this rule change)

No additional fiscal impact identified because request is to revise current Hotline related rules. Rule changes are concurrent to Trails Modernization process.

County Fiscal Impact

No additional fiscal impact identified because request is to revise current Hotline related rules, and have been determine to have little to no impact to county workload.

Federal Fiscal Impact

No additional fiscal impact identified because request is to revise current Hotline related rules. Additionally, the Hotline is a state initiative only.

Other Fiscal Impact (such as providers, local governments, etc.)

No additional fiscal impact identified because request is to revise current Hotline related rules.

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4. Data Description

List and explain any data, such as studies, federal announcements, or questionnaires, which were relied upon when developing this rule?

Trails report for Referral *Confirm Receipt*, Statewide Hotline System call data, and Trails Hotline Application *Hotline Queue* information.

5. Alternatives to this Rule-making

Describe any alternatives that were seriously considered. Are there any less costly or less intrusive ways to accomplish the purpose(s) of this rule? Explain why the program chose this rule-making rather than taking no action or using another alternative.

The Hotline Rules in section 7.101-1.103.2 went into effect on January 1, 2015, with the implementation of the statewide child abuse and neglect reporting hotline system. After completion of the first year of the statewide hotline system, the Hotline Steering Committee and the Child Welfare Sub-Policy Advisory Committee (Sub-PAC) determined that a subcommittee was needed to review the hotline rules and make recommendations for revisions. The existing rules were developed prior to the hotline system's full implementation. The Hotline Rules Review Subcommittee was formed and began meeting in January 2016. The subcommittee included representation from small, medium and large counties; metro and rural, Hotline County Connection Center; Administrative Review Division; and, the Division of Child Welfare. No other alternatives were considered as rule clarification and simplification offers the best response to meet practice expectations.

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Compare and/or contrast the content of the current regulation and the proposed change.

Rule section Number	Issue	Old Language	New Language or Response	Reason / Example / Best Practice	Public Comment No / Detail
7.101	Report types meeting definition of a referral		for intrafamilial, third party, or institutional abuse and/or neglect	Clarify language regarding reports that meet the definition of a referral.	None
7.102.1, D	Timeframe for reports and inquiry documentation		by the end of the next business day following receipt	Add clarifying language from 7.103.9, A.	None
7.102.2, C	Duplicative language	County request and approval requirements for Hotline County Connection Center to gather and document reports of abuse and/or neglect	Included CRS 26-5-111(3) (B) in 7.102.3, A and CRS 26-5-111(4) (E) in 7.102.3, B	Remove duplicative language	None
7.102.3, A	Conflicting language with Statute	County request and approval requirements for Hotline County Connection Center to gather and document reports and inquires	Changed 7.102.3, A to specific language from CRS 26-5-111(3) (B), and added 7.103.3, B for specific language from CRS 26-5-111(4) (E)	Reduce confusion between rule and statute	None
7.102.3, B	Additional requirement not part of statute	State Department's Executive Director or his/her designee approval for natural disaster or other emergency coverage	Changed to 7.102.3, C and removed unnecessary language	Created unforeseen obstacle not supported by statute	None
7.102.3, C	Defined requirements for reports and inquiries taken		Changed to 7.102.3, D and added 26-5-111, C.R.S. and reference to Section 7.102.1, D and 7.103	Clarify references included in what county department or the Hotline County Connection Center must follow	None
7.102.3, D	Transfer of referral to appropriate county department	Section 7.102.3, D	Replaced with 7.102.3, E, 1-2	Revise timeframe for timely transfer of referral and notification methods during regular and outside of regular business hours	Small counties concern that even with expanding timeframe and notification methods, they will continue to not meet rule

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Rule section Number	Issue	Old Language	New Language or Response	Reason / Example / Best Practice	Public Comment No / Detail
7.102.3, E	Confirm receipt of referral by county department	7.102.3, E one hour through personal contact	Changed to 7.102.3, F with one hour for confirm receipt revised to two hours and removed personal contact	Data average for counties confirming receipt of referral transfers was ≈ 90 minutes, so increasing timeframe incorporated direct feedback from counties about realistic expectations and personal contact was redundant to notification of transfer	Counties concern they do not always have access to complete Confirm Receipt in State Automated Case Management System
7.102.3, F	Transfer of inquiry to appropriate county department	Section 7.102.3, F, 1	Changed to 7.102.3, G, 1, Child Welfare Inquiries with one hour for transfer revised to two hours and removed personal contact and added 7.102.3, G, 1, a, for notification outside of regular business hours	Clarify type of inquiry to be transferred and expand timeframe	Small counties concern that even with changing timeframe and notification methods, they will continue to not meet rule
7.102.3, F	Transfer of inquiry to appropriate county department	Section 7.102.3, F, 2	Changed to 7.102.3 G, 2, requests for information (non-Child Welfare) with one hour for transfer revised to two hours	Clarify type of inquiry to be transferred and expand timeframe	Small counties concern that even with changing timeframe they will continue to not meet rule
7.102.3, G	Confirm receipt of inquiry by county department	Section 7.102.3, G, 1	Changed to 7.102.3, H, 1, confirm receipt of Child Welfare Inquiries with one hour revised to two hours and removed inquiries regarding an open case and added 7.102.3, H, 1, a, for confirm receipt outside of regular business hours	Clarify timeframe for confirm receipt of a particular inquiry type and not have the circumstance too narrow with open case	Counties concern they do not always have access to complete Confirm Receipt in State Automated Case Management System
7.102.3, G	Confirm receipt of inquiry by county department	Section 7.102.3, G, 2	Changed to 7.102.3, H, 2, request for information (non-Child Welfare)	Clarify inquiry type	None
7.103	Receipt of referral information to be gathered	Section 7.103, A-U	Changed to 7.103, A, 1(a-f), 2(a-g), 3(a-f), 4(a-g), 5(a-d), 6-10	Clarify documentation and reformat information to be gathered upon receipt of an intrafamilial or third party abuse and/or neglect referral	None

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Rule section Number	Issue	Old Language	New Language or Response	Reason / Example / Best Practice	Public Comment No / Detail
7.103	<i>Receipt of referral information to be gathered</i>	Section 7.103, A-U	Added Section 7.103, B, C (1-2)	Allows for further use of screening guide based on allegations and adds report and documentation requirements when a county department becomes aware of sex trafficking allegations	Counties question when law enforcement is the reporting party do they still have to make a report to local law enforcement
7.103.2	<i>Receipt of referral information to be gathered</i>	Section 7.103.2, A-L (1-4)	Changed to 7.103..2, A 1(a-e), 2(a-g), 3(a-e), 4(a-c 1-2), 4(d-f), 5(a-e), 6(a-d), 7(a-b), 8	Clarify documentation and reformat information to be gathered upon receipt of an institutional abuse and/or neglect referral	No
7.103.2	<i>Receipt of referral information to be gathered</i>	Section 7.103.2, A-L (1-4)	Added Section 7.103.2, B, C (1-2)	Allows for further use of screening guide based on allegations and adds report and documentation requirements when a county department becomes aware of sex trafficking allegations	Counties question when law enforcement is the reporting party do they still have to make a report to local law enforcement

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STAKEHOLDER COMMENT SUMMARY

Development

The following individuals and/or entities were included in the development of these proposed rules (such as other Program Areas, Legislative Liaison, and Sub-PAC):

County child welfare staff
Hotline County Connection Center
Child Welfare Training Unit
Child Protection Task Group
Permanency Task Group
Institutional Abuse Review Team
Administrative Review Division
Child Welfare Sub-Policy Advisory Committee (Sub-PAC)

This Rule-Making Package

The following individuals and/or entities were contacted and informed that this rule-making was proposed for consideration by the State Board of Human Services:

Child Welfare Sub-Policy Advisory Committee (Sub-PAC)
Policy Advisory Committee (PAC)
Administrative Review Division

Other State Agencies

Are other State Agencies (such as HCPF or CDPHE) impacted by these rules? If so, have they been contacted and provided input on the proposed rules?

Yes No

If yes, who was contacted and what was their input?

Sub-PAC

Have these rules been reviewed by the appropriate Sub-PAC Committee?

Yes No

Name of Sub-PAC	Child Welfare		
Date presented	12/8/16		
What issues were raised?	Hotline related training rules 7.603.1 – increase Hotline Workers recertification hours 25% (from 6 to 10 hours annually). (Continued) requirement to notify appropriate county department of a transferred inquiry outside of regular business hours.		
Vote Count	For	Against 0	Abstain
If not presented, explain why.			

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PAC

Have these rules been approved by PAC?

Yes No

Date presented	12/8/16		
What issues were raised?	Hotline related training rules 7.603.1 – increase Hotline Workers recertification hours 25% (from 6 to 10 hours annually).		
Vote Count	<i>For</i>	<i>Against 0</i>	<i>Abstain</i>
If not presented, explain why.			

Other Comments

Comments were received from stakeholders on the proposed rules:

Yes No

If “yes” to any of the above questions, summarize and/or attach the feedback received, including requests made by the State Board of Human Services, by specifying the section and including the Department/Office/Division response. Provide proof of agreement or ongoing issues with a letter or public testimony by the stakeholder.

Hotline Steering Committee reviewed 12/15/16

Webinars held 1/30/16 and 1/13/17

Feedback received about concern counties cannot meet timeframe for notification and/or confirm receipt of referral or child welfare inquiries. DCW response was to clarify current rule timeframe is 1 hour for both notification and confirmation; rule change proposal is to expand timeframe to 2 hours for both.

DEPARTMENT OF HUMAN SERVICES

Social Services Rules

REFERRAL AND ASSESSMENT

12 CCR 2509-2

7.100 REFERRAL AND ASSESSMENT [~~Eff. 1/1/15~~]

7.101 DOCUMENTATION OF REFERRALS [~~Eff. 1/1/15~~]

All reports that meet the definition of a referral FOR INTRAFAMILIAL, THIRD PARTY, OR INSTITUTIONAL ABUSE AND/OR NEGLECT shall be entered into the state automated case management system. Any time a case is opened, it shall come through the referral or assessment process in the state automated case management system with the exception of Interstate Compact on the Placement of Children (ICPC), out of state subsidized adoption, and Division of Youth Corrections (DYC) Medicaid-only.

7.102 HOTLINE REQUIREMENTS [Eff. 1/1/15]

The establishment of a statewide child abuse and neglect reporting hotline system is intended to provide an additional resource for the public to make an initial report of suspected or known abuse and/or neglect.

7.102.1 COUNTY HOTLINE RESPONSIBILITIES [~~Eff. 1/1/15~~]

- A. County departments shall establish a dedicated child abuse and neglect reporting telephone line to receive calls from the statewide child abuse and neglect reporting hotline system.
- B. County departments shall ensure that all calls received through the statewide child abuse and neglect reporting hotline system will be answered by a live person designated by the county, which may include county staff, local law enforcement, the Hotline County Connection Center, and/or an answering service.
- C. County departments shall ensure that any county department staff that responds to inquiries regarding child abuse and/or neglect or gathers information for reports of child abuse and/or neglect are trained and annually certified according to the requirements outlined in Section 7.603 (12 CCR 2509-7).
- D. County departments shall ensure that all reports and inquiries received through the statewide child abuse and neglect reporting hotline system are documented in the state automated case management system BY THE END OF THE NEXT BUSINESS DAY FOLLOWING RECEIPT as defined in Section 7.103.9.
- E. When county departments select a routing method in the statewide child abuse and neglect reporting hotline system that prevents call data from being collected by the hotline system, county departments shall provide the State Department with designated monthly reports.
 - 1. County Departments shall use a uniform template, provided by the State Department, to report the following:
 - a. Call volume,
 - b. Average call duration; and,

- c. Average wait time.
- 2. The monthly reports shall be due to the State Department by the third business day of the following month.

7.102.2 HOTLINE COUNTY CONNECTION CENTER RESPONSIBILITIES [Eff. 4/1/15]

- A. Hotline County Connection Center staff shall be continuously available twenty-four (24) hours a day, seven (7) days a week to receive and immediately route hotline calls to the appropriate county department.

The appropriate county department shall be determined by the following criteria in order of priority:

- 1. Residence of the child;
- 2. Current location of the child; or,
- 3. Incident location.
- B. All Hotline County Connection Center staff shall be trained and annually certified according to the requirements outlined in Section 7.603 (12 CCR 2509-7).
- C. Hotline County Connection Center staff shall ensure that all hotline calls are documented in the state automated case management system.

~~When requested by a county department and approved by the county's Board of County Commissioners and the Department's Executive Director, Hotline County Connection Center staff shall gather and document all information concerning intrafamilial, institutional, and third party reports of abuse and/or neglect as defined in Sections 7.101, 7.103.1, and 7.103.2.~~

7.102.3 TRANSFER OF HOTLINE RESPONSIBILITIES [Eff. 4/1/15]

- ~~A. County departments may request the Hotline County Connection Center to receive reports and inquiries from the child abuse and neglect reporting hotline on behalf of the county department subject to the Board of County Commissioners' approval and subsequent approval by the State Department's Executive Director. The request must be submitted in writing and approved by the State Department prior to implementation.~~
- A. WITH THE EXPRESS WRITTEN CONSENT OF THE BOARD OF COUNTY COMMISSIONERS OF A COUNTY, A COUNTY DEPARTMENT MAY REQUEST THAT THE STATE DEPARTMENT ASSIST THAT COUNTY WITH THE TAKING OF CALLS OR INITIAL CONTACTS FROM THE PUBLIC OF REPORTS OF POSSIBLE CHILD ABUSE OR NEGLECT OR OF INQUIRIES. THE EXECUTIVE DIRECTOR OF THE STATE DEPARTMENT MUST APPROVE THIS ARRANGMENT IN WRITING (26-5-111(3) (B), C.R.S.).
- B. A COUNTY DEPARTMENT MAY REQUEST THAT THE STATE DEPARTMENT RECEIVE AFTER-HOURS REPORTS OR INQUIRES ON BEHALF OF THE COUNTY DEPARTMENT BY SUBMITTING A WRITTEN REQUEST TO CDHS [THE STATE DEPARTMENT]. THE BOARD OF COUNTY COMMISSIONERS MUST OFFICIALLY APPROVE THE USE OF THE HOTLINE SYSTEM ON BEHALF OF THE COUNTY. APPROVAL OF SUCH ARRANGEMENT SHALL BE APPROVED BY THE STATE DEPARTMENT EXECUTIVE DIRECTOR OR HIS/HER DESIGNEE (26-5-111(4) (E), C.R.S.).
- BC. In the event of a natural disaster or other emergency situation in which county departments cannot receive reports or inquiries from the statewide child abuse and neglect reporting hotline system, county departments may request that the Hotline County Connection Center receive their

reports or inquiries, until they are able to resume normal operations., ~~by contacting the State Department's Executive Director or his/her designee.~~

- GD. County departments may request another county department to receive reports and inquiries from the statewide child abuse and neglect reporting hotline system on behalf of the county department subject to the Board of County Commissioners' approval. Documentation of agreement from both county departments must be submitted to the State Department's Executive Director or his/her designee prior to implementation.

Reports and inquiries taken by a county department or the Hotline County Connection Center on behalf of another county department must follow the requirements defined in 26-5-111, C.R.S. AND Sections 7.101, 7.101.1, 7.102.1 D., 7.103, 7.103.1, and 7.103.2.

- ~~D. When the Hotline County Connection Center or another county department enters a report of child abuse and/or neglect into the state automated case management system on behalf of another county department, it shall transfer the referral to the appropriate county department through personal contact and the state automated case management system within one hour after the call is completed.~~

- E. WHEN THE HOTLINE COUNTY CONNECTION CENTER OR ANOTHER COUNTY DEPARTMENT ENTERS A REPORT OF CHILD ABUSE AND/OR NEGLECT INTO THE STATE AUTOMATED CASE MANAGEMENT SYSTEM ON BEHALF OF ANOTHER COUNTY DEPARTMENT, IT SHALL TRANSFER THE REFERRAL TO THE APPROPRIATE RESPONSIBLE COUNTY DEPARTMENT THROUGH THE STATE AUTOMATED CASE MANAGEMENT SYSTEM WITHIN TWO (2) HOURS AFTER THE CALL IS COMPLETED. THE METHOD FOR NOTIFICATION IS AS FOLLOWS:

1. WHEN A REFERRAL IS SENT DURING REGULAR BUSINESS HOURS, NOTIFICATION SHALL BE THROUGH TELEPHONE CALL, VOICEMAIL, E-MAIL, TEXT, OR OTHER EMERGING TECHNOLOGY, AND SHALL BE DOCUMENTED IN THE STATE AUTOMATED CASE MANAGEMENT SYSTEM; OR,
2. WHEN A REFERRAL IS SENT OUTSIDE OF REGULAR BUSINESS HOURS, NOTIFICATION SHALL BE THROUGH [PERSONAL CONTACT TO A] TELEPHONE CALL TO A LIVE PERSON WHO IS THE APPROPRIATE COUNTY DEPARTMENT REPRESENTATIVE, AND SHALL BE DOCUMENTED IN THE STATE AUTOMATED CASE MANAGEMENT SYSTEM.

- EF. When a county department receives referrals from the Hotline County Connection Center or another county department, the county department shall confirm receipt of the referral within TWO (2) ~~one hourS~~ through ~~personal contact~~ or the state automated case management system.

- FG. When the Hotline County Connection Center or another county department enters an inquiry into the state automated case management system on behalf of another county department, they shall transfer the inquiry to the appropriate county department as follows:

1. CHILD WELFARE inquiries regarding child abuse and/or neglect or ~~inquiries regarding families involved in an open~~ WITH child welfare INVOLVEMENT ~~case~~ shall be transferred to the appropriate county department through ~~personal contact~~ and the state automated case management system within TWO (2) ~~one hourS~~ after the call is completed.
 - A. WHEN A CHILD WELFARE INQUIRY IS SENT OUTSIDE OF REGULAR BUSINESS HOURS, NOTIFICATION SHALL BE THROUGH [PERSONAL CONTACT TO] A TELEPHONE CALL TO A LIVE PERSON WHO IS THE APPROPRIATE COUNTY DEPARTMENT REPRESENTATIVE, AND SHALL BE DOCUMENTED IN THE STATE AUTOMATED CASE MANAGEMENT SYSTEM.

2. All other inquiries AND REQUESTS FOR NON-CHILD WELFARE INFORMATION shall be transferred to the appropriate county department through the state automated case management system within TWO (2) ~~one~~ hourS after the call is completed.

GH. When a county department receives an inquiry from the Hotline County Connection Center or another county department, the county department shall confirm receipt of the inquiry as follows:

1. CHILD WELFARE inquiries regarding child abuse and/or neglect or ~~inquiries regarding families involved in an open~~ WITH child welfare INVOLVEMENT case shall be confirmed through ~~personal contact~~ or the state automated case management system within TWO (2) ~~one~~ hourS of receipt.
 - A. WHEN A CHILD WELFARE INQUIRY IS RECEIVED OUTSIDE OF REGULAR BUSINESS HOURS THE COUNTY DEPARTMENT SHALL ALSO CONFIRM RECEIPT THROUGH PERSONAL CONTACT WITH THE APPROPRIATE COUNTY DEPARTMENT REPRESENTATIVE, AND SHALL BE DOCUMENTED IN THE STATE AUTOMATED CASE MANAGEMENT SYSTEM.
2. All other inquiries AND REQUESTS FOR NON-CHILD WELFARE INFORMATION shall be confirmed through the state automated case management system by the close of the next business day.

7.103 RECEIPT OF REFERRAL ALLEGING INTRAFAMILIAL OR THIRD PARTY ABUSE AND/OR NEGLECT– INFORMATION TO BE GATHERED [~~Eff. 1/1/15~~]

~~Upon receipt of a referral alleging intrafamilial or third party abuse and/or neglect, county departments shall gather and document as much of the following information, as available:~~

- ~~A. Reporting party's name, address, and telephone number, e-mail, fax, role, agency and relationship to the alleged victim child(ren) and family;~~
- ~~B. Alleged victim child(ren)'s name, address, current specific location, school (if applicable), birth date(s), and extent of injuries;~~
- ~~C. Family and household members, names, dates of birth, relationship to each other, and relationship to the alleged victim child(ren);~~
- ~~D. Name, date of birth, present location, and current or last known address of the person alleged to be responsible for the abuse and/or neglect;~~
- ~~E. The presenting problems and specific allegations of the abuse and/or neglect, and the nature of the environment;~~
- ~~F. The duration and nature of the alleged abuse and/or neglect and whether the conditions have worsened, improved, or remained unchanged;~~
- ~~G. The date, time and location the alleged victim child(ren) were last seen by the reporting party;~~
- ~~H. The nature of any concerns regarding the interactions between the caregivers;~~
- ~~I. The nature of any law enforcement involvement with the family;~~
- ~~J. Whether there are any weapons in the home;~~
- ~~K. The nature and extent of any drug use by family or household members;~~

- ~~L. The nature of any other environmental hazards in the home (e.g., vicious animals, methamphetamine labs, criminal activity, etc.);~~
- ~~M. The name, address and telephone number of other individuals who may have information about the referral;~~
- ~~N. The identity and contact information of collateral agencies and individuals involved with the family;~~
- ~~O. Records check result of internal and state automated case management system inquiries;~~
- ~~P. Date and time referral received;~~
- ~~Q. Family strengths and supports;~~
- ~~R. Possible solutions for resolving the presenting problem;~~
- ~~S. Race and primary language of the child and family;~~
- ~~T. Information as to whether or not the children have American Indian or Alaskan Native heritage, and if so, the Tribal affiliation; and,~~
- ~~U. Any actions taken by the referral source or reporting party.~~

A. UPON RECEIPT OF A REPORT ALLEGING INTRAFAMILIAL OR THIRD PARTY ABUSE AND/OR NEGLECT, THE COUNTY DEPARTMENTS OR THE HOTLINE COUNTY CONNECTION CENTER SHALL GATHER AND DOCUMENT THE FOLLOWING INFORMATION, WHEN AVAILABLE.

1. REPORTING PARTY'S:
 - A. NAME;
 - B. ADDRESS;
 - C. TELEPHONE NUMBER;
 - D. REPORTER TYPE; AND,
 - E. RELATIONSHIP TO THE ALLEGED VICTIM CHILD(REN) [YOUTH].
2. ALLEGED VICTIM CHILD(REN) [YOUTH]'S:
 - A. NAME;
 - B. ADDRESS;
 - C. CURRENT SPECIFIC LOCATION;
 - D. SCHOOL OR CHILD CARE (IF APPLICABLE);
 - E. BIRTH DATE(S) OR ESTIMATED AGE(S);
 - F. INFORMATION AS TO WHETHER OR NOT THE CHILD(REN) [YOUTH] HAVE AMERICAN INDIAN OR NATIVE ALASKAN HERITAGE, AND IF SO, THE TRIBAL AFFILIATION;

- FG. ANY DEVELOPMENTAL DELAYS, PHYSICAL HANDICAPS, [DISABILITIES, COMPETENCY OR CULTURAL CONSIDERATIONS] AND/OR MENTAL HEALTH CONCERNS; AND.
3. FAMILY AND HOUSEHOLD MEMBERS:
 - A. NAMES;
 - B. BIRTH DATE(S) OR ESTIMATED AGE(S);
 - C. RELATIONSHIP TO EACH OTHER;
 - D. RELATIONSHIP TO THE ALLEGED VICTIM CHILD(REN)/[YOUTH].;
 - E. ANY DEVELOPMENTAL DELAYS, PHYSICAL HANDICAPS, [DISABILITIES, COMPETENCY OR CULTURAL CONSIDERATIONS] AND/OR MENTAL HEALTH CONCERNS.
 4. PERSON(S) ALLEGED TO BE RESPONSIBLE FOR THE ABUSE AND/OR NEGLECT:
 - A. NAME;
 - B. BIRTH DATE(S) OR ESTIMATED AGE(S);
 - C. PRESENT LOCATION;
 - D. CURRENT OR LAST KNOWN ADDRESS;
 - E. RELATIONSHIP TO THE ALLEGED VICTIM CHILD(REN)/[YOUTH].;
 - F. ANY DEVELOPMENTAL DELAYS, PHYSICAL HANDICAPS, [DISABILITIES, COMPETENCY OR CULTURAL CONSIDERATIONS] AND/OR MENTAL HEALTH CONCERNS; AND,
 5. NARRATIVE DESCRIBING THE PRESENTING PROBLEMS AND SPECIFIC ALLEGATIONS OF THE ABUSE AND/OR NEGLECT, INCLUDING BUT NOT LIMITED TO:
 - A. WHEN IT OCCURRED;
 - B. LOCATION;
 - C. WITNESS(ES) OF THE INCIDENT; AND,
 - D. DESCRIPTION OF ANY INJURY THAT WAS SUSTAINED.
 6. THE DATE, TIME, AND LOCATION THE ALLEGED VICTIM CHILD(REN)/[YOUTH] WERE LAST SEEN BY THE REPORTING PARTY.
 7. THE NATURE OF ANY OTHER ENVIRONMENTAL HAZARDS IN THE HOME [WHICH MAY IMPACT CHILD(REN)/YOUTH OR WORKER SAFETY].
 8. THE NAME AND CONTACT INFORMATION OF ANY INDIVIDUALS WHO MAY HAVE INFORMATION ABOUT THE REFERRAL, AND/OR THE IDENTITY AND CONTACT INFORMATION OF COLLATERAL AGENCIES AND INDIVIDUALS INVOLVED WITH THE FAMILY.

9. DATE AND TIME REFERRAL RECEIVED.
 10. FAMILY STRENGTHS AND SUPPORTS, AND/OR OTHER PROTECTIVE FACTORS OR ACTIONS TAKEN.
- B. IF AT ANY POINT DURING THE REFERRAL PROCESS, A COUNTY DEPARTMENT BECOMES AWARE OF AN ALLEGATION THAT A CHILD(REN)/YOUTH IS, OR MAY BE, A VICTIM OF SEX TRAFFICKING, THE COUNTY DEPARTMENT SHALL:
1. REPORT IMMEDIATELY, AND NO LATER THAN TWENTY-FOUR (24) HOURS FROM WHEN THE COUNTY DEPARTMENT BECOMES AWARE, TO THE LOCAL LAW ENFORCEMENT AGENCY; AND,
 2. DOCUMENT THE DETAILS OF THE REPORT TO LAW ENFORCEMENT IN THE STATE AUTOMATED CASE MANAGEMENT SYSTEM.

7.103.1 Jurisdiction for Referrals Concerning Intrafamilial and Third-Party Abuse and/or Neglect [Eff. 1/1/15]

- A. The county department with jurisdiction for responding to a referral concerning intrafamilial or third-party abuse is the department for the county in which the alleged victim child(ren) resides the majority of the time except when custody of the alleged victim child(ren) is shared equally between caregivers. When custody is shared equally between caregivers, the county department with jurisdiction is the department for the county in which the person(s) alleged to be responsible for the abuse and/or neglect reside, if known.
- B. When a family is homeless as defined in 42 U.S.C. Section 11302, the county department with jurisdiction is the department for the county in which the alleged victim child(ren)'s primary nighttime residence is located.
- C. If the jurisdiction is unable to be determined by A or B, above, the county department with jurisdiction is the department for the county in which the alleged victim child(ren) are currently present, as set forth in Section 19-3-201, C.R.S.
- D. County departments shall use available resources to determine jurisdiction including, but not limited to:
 1. Colorado benefits management system;
 2. Alleged victim child(ren)'s school or daycare;
 3. History within the state automated case management system;
 4. Colorado courts;
 5. Where services may be provided.

7.103.11 Transfer of Jurisdiction [Eff. 1/1/15]

- A. If the county department that receives a referral determines that another county department has jurisdiction, the county department that received the referral shall:
 1. Gather and document all information as available in Section 7.103.1, A;
 2. Gather and document all information necessary to determine jurisdiction; and
 3. Contact the county determined to have jurisdiction within the following timeframes:

- a. If the referral is assigned an immediate response, within four (4) hours of determining jurisdiction.
 - b. If the referral is assigned either a three (3) day or five (5) day response, within one (1) business day of determining jurisdiction.
- B. The county determined to have jurisdiction shall screen the referral.
- C. When the county department that received the referral makes a decision based upon the referral prior to determining jurisdiction, the county department determined to have jurisdiction shall uphold that decision including assignment and response time, unless:
- 1. Additional or new information is gathered by the county department determined to have jurisdiction.
 - 2. The additional or new information shall relate to the safety of the child.
 - 3. The child welfare or county department director of the county department determined to have jurisdiction overrides the decision.
 - 4. The authorization, information, and justification for any change shall be documented in the referral notes.
- D. If an immediate response is necessary, the county department where the child is located at the time of the referral is the responsible county department while jurisdiction is determined.

7.103.2 RECEIPT OF REFERRAL ALLEGING INSTITUTIONAL ABUSE AND/OR NEGLECT – INFORMATION TO BE GATHERED [Eff. 1/1/15]

~~Upon the receipt of a referral alleging institutional abuse and/or neglect, the county department shall gather as much of the following information, as available:~~

- ~~A. Reporting party's name, address, telephone number, e-mail, facsimile, role, and relationship to alleged victim child(ren) and family;~~
- ~~B. Alleged victim child(ren)'s name, address, current specific location, school (if applicable), birth date(s), and extent of injuries;~~
- ~~C. The presenting problems and specific allegations of the abuse and/or neglect;~~
- ~~D. Name, address, and present location of the person(s) alleged to be responsible for the abuse and/or neglect. If the person(s) is a staff person(s), determine if the person(s) is still on duty or off duty. If the person(s) is another resident, determine where he/she is at the time this information is obtained;~~
- ~~E. Any indication that other children in the institution are or have been injured, abused, and/or neglected, and if so, their names addresses and current location;~~
- ~~F. Time, date, location and witness(es) of the incident;~~
- ~~G. Any other information which might be helpful in establishing the cause of the injury, abuse and/or neglect;~~
- ~~H. Name, address, and contact information of the parent(s)/guardian(s) of the alleged victim child(ren);~~

- I. ~~Name, address and telephone number of the institution and whether there is an after-hours telephone number for the institution;~~
- J. ~~Name and address of the agency holding legal custody of the alleged victim child(ren);~~
- K. ~~Historical and current information regarding the alleged victim child(ren), the facility and the person(s) alleged to be responsible for the abuse and/or neglect.~~
- L. ~~Whether the institution has been apprised of the allegation and if so, the action(s) that have been taken by the institution, such as:~~
 - 1. ~~Notification of the custodial county/agency.~~
 - 2. ~~Notification of the parent(s)/guardians.~~
 - 3. ~~Separation of the alleged victim child(ren) from the person(s) alleged to be responsible for the abuse and/or neglect.~~
 - 4. ~~Provision of medical treatment, and if no medical treatment has been provided whether in the reporter's opinion, an injury was sustained which would constitute a medical emergency.~~

A. UPON RECEIPT OF A REPORT ALLEGING INSTITUTIONAL ABUSE AND/OR NEGLECT THE COUNTY DEPARTMENTS OR THE HOTLINE COUNTY CONNECTION CENTER SHALL GATHER AND DOCUMENT THE FOLLOWING INFORMATION WHEN AVAILABLE.

- 1. REPORTING PARTY'S:
 - A. NAME,
 - B. ADDRESS,
 - C. TELEPHONE NUMBER
 - D. REPORTER TYPE; AND,
 - E. RELATIONSHIP TO THE ALLEGED VICTIM CHILD(REN) [YOUTH].
- 2. ALLEGED VICTIM CHILD(REN) [YOUTH]'S:
 - A. NAME,
 - B. ADDRESS,
 - C. CURRENT SPECIFIC LOCATION,
 - D. SCHOOL OR CHILD CARE (IF APPLICABLE),
 - E. BIRTH DATE(S) OR ESTIMATED AGE(S),
 - F. ANY DEVELOPMENTAL DELAYS, PHYSICAL HANDICAPS, [DISABILITIES, COMPETENCY OR CULTURAL CONSIDERATIONS] AND/OR MENTAL HEALTH CONCERNS; AND,
 - G. PRIMARY LANGUAGE.

3. NARRATIVE DESCRIBING THE PRESENTING PROBLEMS AND SPECIFIC ALLEGATIONS OF THE ABUSE AND/OR NEGLECT, INCLUDING BUT NOT LIMITED TO:
 - A. TIME AND DATE,
 - B. LOCATION,
 - C. WITNESS(ES) OF THE INCIDENT,
 - D. IF ANY INJURY WAS SUSTAINED; AND,
 - E. PROVISION OF MEDICAL TREATMENT, AND IF NO MEDICAL TREATMENT HAS BEEN PROVIDED WHETHER IN REPORTER'S OPINION THE INJURY SUSTAINED REQUIRES MEDICAL SERVICES.
4. PERSON(S) ALLEGED TO BE RESPONSIBLE FOR THE ABUSE AND/OR NEGLECT:
 - A. NAME,
 - B. BIRTH DATE(S) OR ESTIMATED AGE(S),
 - C. PRESENT LOCATION,
 1. IF THE PERSON(S) IS A STAFF PERSON(S), DETERMINE IF THE PERSON(S) HAS BEEN MOVED TO A NON-CHILD CONTACT ROLE, AND/OR SEPARATED FROM THE ALLEGED VICTIM CHILD(REN)/[YOUTH].
 2. IF THE PERSON(S) IS ANOTHER RESIDENT, DETERMINE WHERE HE/SHE IS IN RELATION TO THE ALLEGED VICTIM CHILD(REN)/[YOUTH].
 - D. CURRENT OR LAST KNOWN ADDRESS,
 - E. ANY DEVELOPMENTAL DELAYS, PHYSICAL HANDICAPS, [DISABILITIES, COMPETENCY OR CULTURAL CONSIDERATIONS] AND/OR MENTAL HEALTH CONCERNS; AND,
 - F. TELEPHONE NUMBER.
5. INSTITUTION WHERE THE INCIDENT OCCURRED:
 - A. NAME,
 - B. ADDRESS,
 - C. TELEPHONE NUMBER,
 - D. WHETHER THE INSTITUTION HAS BEEN NOTIFIED OF THE ALLEGATION; AND,
 - E. ANY ACTIONS TAKEN BY THE INSTITUTION.
6. PARENT(S)/GUARDIAN(S) OF THE ALLEGED VICTIM CHILD(REN)/[YOUTH]:
 - A. NAME,

- B. ADDRESS,
 - C. TELEPHONE NUMBER; AND,
 - D. WHETHER THE PARENT(S)/GUARDIAN(S) HAVE BEEN NOTIFIED.
7. DETERMINE WHO HAS LEGAL CUSTODY OF THE ALLEGED VICTIM CHILD(REN)/YOUTH].

WHEN A COUNTY DEPARTMENT OR OTHER STATE HOLDS LEGAL CUSTODY;

- A. OBTAIN THE AGENCY'S NAME, TELEPHONE NUMBER AND/OR STAFF REPRESENTATIVE'S NAME AND TELEPHONE NUMBER; AND,
 - B. WHETHER THE INSTITUTION HAS COMPLETED NOTIFICATION OF THE CUSTODIAL COUNTY/AGENCY.
8. DATE AND TIME REFERRAL RECEIVED.

B. IF AT ANY POINT DURING THE REFERRAL PROCESS, A COUNTY DEPARTMENT BECOMES AWARE OF AN ALLEGATION THAT A CHILD(REN)/YOUTH IS, OR MAY BE, A VICTIM OF SEX TRAFFICKING, THE COUNTY DEPARTMENT SHALL:

- 1. REPORT IMMEDIATELY, AND NO LATER THAN TWENTY-FOUR (24) HOURS FROM WHEN THE COUNTY DEPARTMENT BECOMES AWARE, TO THE LOCAL LAW ENFORCEMENT AGENCY; AND,
- 2. DOCUMENT THE DETAILS OF THE REPORT TO LAW ENFORCEMENT IN THE STATE AUTOMATED CASE MANAGEMENT SYSTEM.