



NEW HAMPSHIRE RESPONSE GUIDE DISCOVERY PHASE PRESENTATION

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RECOGNIZING TRADITIONAL OWNERS OF THE LAND

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We partner with systems professionals and communities to get to the root of their biggest challenges, and we give them the tools and knowledge to achieve better outcomes for everyone involved. Because when we join forces with those who work in our systems and the people they serve, we make our systems—and our society—more equitable from the inside out.



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AGENDA

1 Introduction

2 Explanation of Discovery Research

3 Context, Trends, and History

4 Findings

5 Breakout Discussions

6 Final Thoughts

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MULTICULTURAL GUIDELINES



“Try on”



Okay to disagree; not okay to blame, shame, or attack ourselves or others



Practice “self-focus,” and use “I” statements



Be aware of intent and impact



Notice both process and content



Practice “both/and” thinking



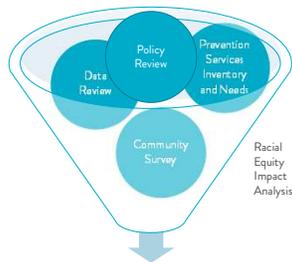
Confidentiality

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UNDERSTANDING CHILD PROTECTION REPORTING IN NEW HAMPSHIRE



Discovery Phase Presentation

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INTRODUCTION: CONTEXT FOR MANDATED REPORTING

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UNDERSTANDING THE CONTEXT OF MANDATED REPORTING

- Universal vs. mandated reporting
- Nationally, professionals make about **67%** of all reports.
- The largest proportion of reports come from 1) school personnel, 2) legal and law enforcement personnel, and 3) social services personnel.
- Reports from professional sources are **more likely** to be **substantiated**.
- Reports from professionals are **more likely** to result in a child entering **foster care**.

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UNDERSTANDING THE CONTEXT OF MANDATED REPORTING

A decision to report can be complicated and make a large impact on a family.

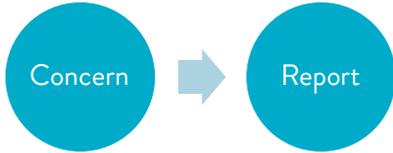
Research finds:

- Multiple factors impact the decision to report.
- People do not always report when they suspect.
- Mandated reporter training is the main intervention aimed at preparing reporters and addressing barriers to reporting.
- Most existing training models do not fully address barriers to reporting.

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EXPECTED PROCESS (FROM POLICY, TRAINING, AND COMMUNICATION)



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PERSPECTIVE

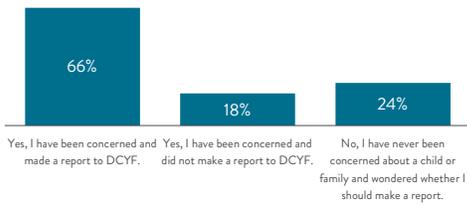


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REPORTING EXPERIENCE

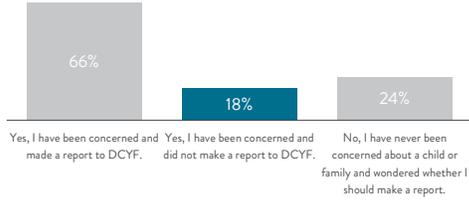
Have you ever been concerned about a child or family and wondered whether you should make a report to DCYF?



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REPORTING EXPERIENCE

Have you ever been concerned about a child or family and wondered whether you should make a report to DCYF?



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REASONS CITED FOR NOT REPORTING



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PROCESS WE ARE OBSERVING

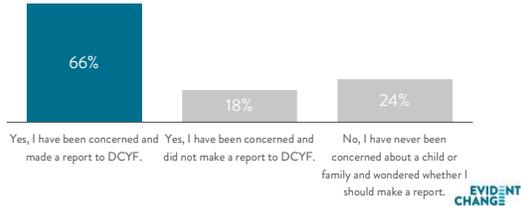


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REPORTING EXPERIENCE

Have you ever been concerned about a child or family and wondered whether you should make a report to DCYF?



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ON AVERAGE, 1,600 REFERRALS WERE MADE PER MONTH



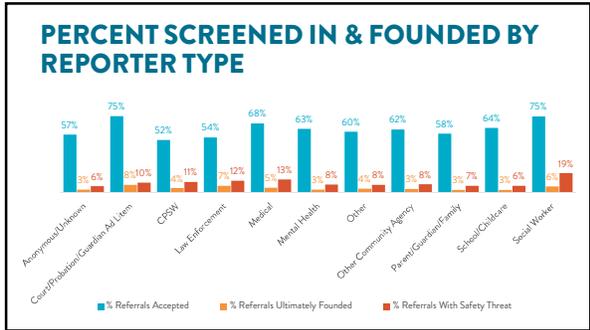
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WHAT TYPES OF REPORTERS ARE RESPONSIBLE FOR MOST REFERRALS?

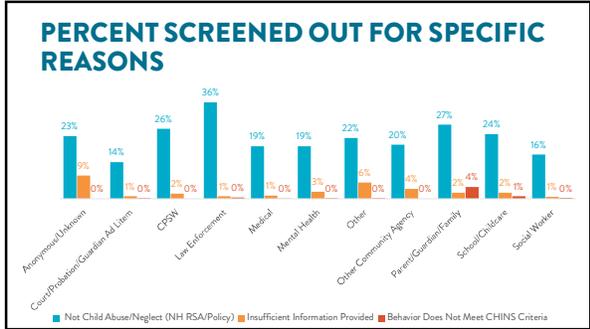


- Education/childcare (21%)
- Law enforcement (20%)
- Parent/guardian/family (13%)

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IMPACT OF HIGH NUMBER OF CALLS

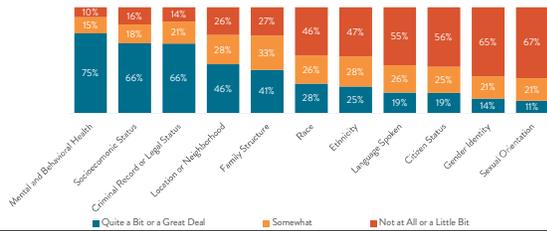
- Increased number of reports
- Median process time from call to supervisor approval was 70 hours in March 2018
- Steady staffing levels
- Delays in workers seeing children and assessing safety

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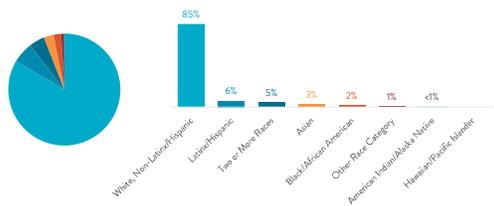
LIKELIHOOD OF DCYF INVOLVEMENT

How much do you think the following affects the likelihood of DCYF involvement? (reported, assessed/investigated, helped, removed from home, or length of involvement)



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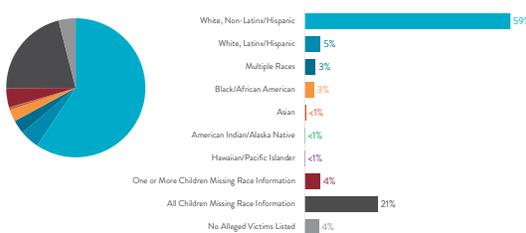
NEW HAMPSHIRE CHILD POPULATION BY RACE/ETHNICITY, 2019



Source: The Annie E. Casey Foundation Kids Count Data Center, <https://datacenter.kidscount.org/data>

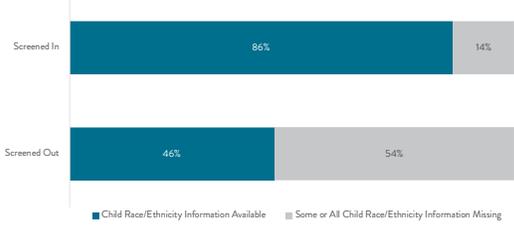
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RACE/ETHNICITY OF FAMILIES ON REFERRALS



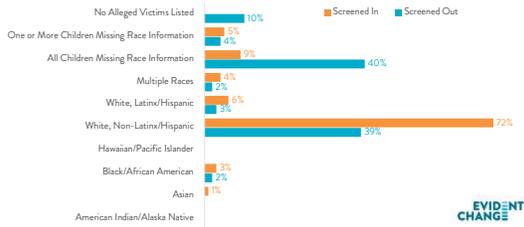
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AVAILABILITY OF RACE/ETHNICITY DATA BY SCREENING DECISION



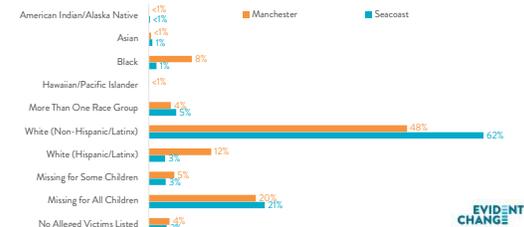
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RACE/ETHNICITY OF FAMILIES ON REFERRALS BY SCREENING DECISION

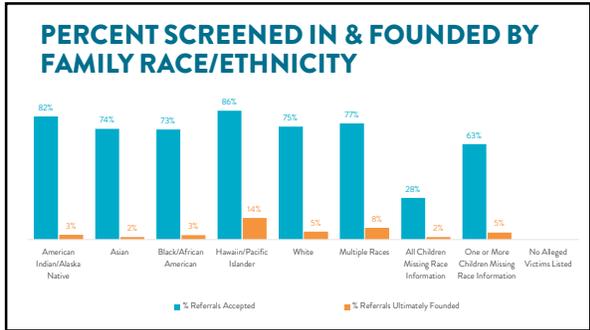


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RACE/ETHNICITY OF FAMILIES ON REFERRALS BY OFFICE



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REPORTER EXPERIENCE

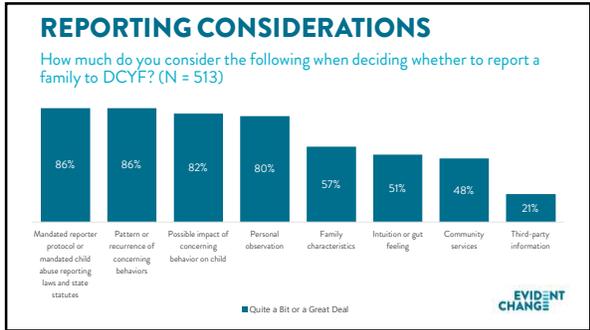
- Confidence in reports
- Agreement with decision
- Alternatives to DCYF

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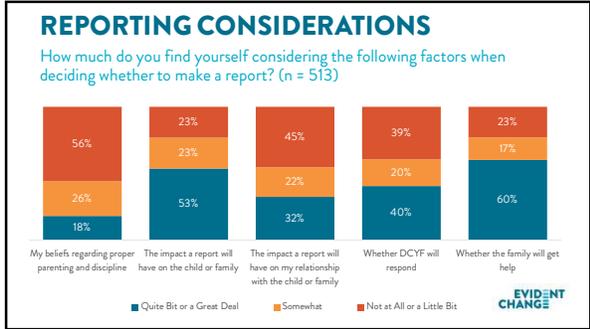
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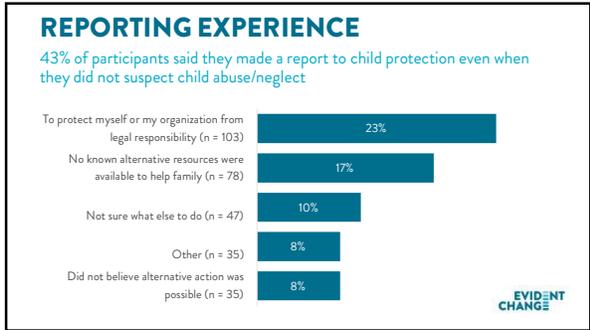
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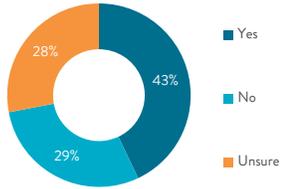
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AGREEMENT WITH DCYF RESPONSE

Have you made any reports to DCYF that did not receive a response when you felt they should have? (n = 450)



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BREAKOUT SESSION

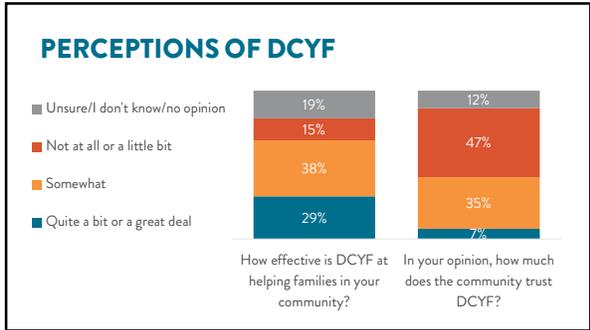
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CONNECTING THE DOTS: DCYF AND THE COMMUNITY

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COMMUNITY ALTERNATIVES TO DCYF

26% of respondents think that current resources in the community could better help meet family needs than reporting for child abuse and neglect.

36% of respondents know of family situations where DCYF became involved when the family would have benefited more from community services.

49% of DCYF staff know of reports screened in at intake in the last six months that they believe should have been screened out.

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ISSUES IN NEED OF COMMUNITY HELP

- Parenting skills and support services
- Educational neglect
- Basic needs (housing, clothing, food)
- Advocate, case management, support
- Co-parenting and custody
- Youth needs
- Parent mental and physical health
- Parental substance use

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UTILITY OF RESPONSE GUIDE

If you were concerned about a child, how helpful would it be to have an interactive online guide walk you through the decision to report or refer to community resources for help? (N = 675)

| Response | Percentage |
|--------------------------|------------|
| Quite a bit/a great deal | 71% |
| Somewhat | 14% |
| None at all/a little | 13% |
| Unsure | 3% |

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WHAT IF THE PROCESS WAS DIFFERENT?

Concern + Thought Process + Decision-Support Tool = Response

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BREAKOUT SESSION

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REFLECTIONS

How can I apply what I learned today to how I think about the reporting decision?

What parts of this project can I help support going forward?

What will I do differently to better support New Hampshire families?

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THANK YOU & QUESTIONS

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(800) 306-6223
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