



National Child Care Health and Safety Hotline Project – Hotline Summary of State Interviews

ICF International conducted 10 interviews in the winter of 2016 with Child Care and Development Block Grant (CCDBG) grantees to learn more about the existing child care health and safety complaint reporting structures and possible technical assistance (TA) needs. Participants included persons who provide oversight for licensing, child abuse and neglect hotlines, license exempt providers, Child Care and Development Fund (CCDF) subsidy contracts, and CCDF Administrators. Attention was given to identifying at least one state from every Administration for Children and Families Region with a variety of current capacity and readiness.

Highlights of the interviews are as follows:

- Most states have separate, but collaborative departments for health and safety violations and child abuse and neglect complaints. Complaints about license exempt providers, if taken by the state instead of being referred to local police or CPS, might be handled by a third department.
- Most, but not all states accept anonymous complaints. All have strict rules about confidentiality, especially for sharing information about suspected child abuse or neglect.
- For varying reasons, if not prevented in state statute, states report that providing the national hotline with information about dispositions of cases would not be possible without technical support and/or funding.
- States are worried about possible caller confusion. States expressed concern that marketing for a national hotline could overshadow state marketing of their child abuse and health and safety numbers or that callers might contact the national hotline first to make a complaint.
- States are concerned about duplication of complaint reports if a caller were to call both the national hotline and make a complaint at the state level.
- States want the national hotline to transfer the caller to the state or territory as quickly as possible for the state to make the determination of violation or child abuse. However, they worry that if the call is made first to the national hotline and then is transferred to a state complaint line, the caller might become frustrated and drop the call. States are also concerned about making a caller repeat the report information more than one time.
- In this sample, most states are still developing how they will monitor license exempt providers and take complaints. Many currently refer reports of child abuse and neglect in a license-exempt setting directly to the local police department and may refer health and safety violations to the local health department.
- States may need technical support with language-line transfers from the national hotline.

For more information go to <http://www.acf.hhs.gov/occ/national-website-and-hotline-project>.

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