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Sub Comm - Human Res.  
varn, Lloyd Jones, Rittner

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SENATE FILE 249  
BY DIELEMAN

Passed Senate, Date \_\_\_\_\_ Passed House, Date \_\_\_\_\_  
Vote: Ayes \_\_\_\_\_ Nays \_\_\_\_\_ Vote: Ayes \_\_\_\_\_ Nays \_\_\_\_\_  
Approved \_\_\_\_\_

A BILL FOR

1 An Act relating to procedures for intake of child abuse reports  
2 by the department of human services.  
3 BE IT ENACTED BY THE GENERAL ASSEMBLY OF THE STATE OF IOWA:

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1 Section 1. Section 235A.14, subsection 3, Code 1993, is  
2 amended to read as follows:

3 3. a. The department shall maintain a toll-free telephone  
4 line, which shall be available on a twenty-four hour a day,  
5 seven-day a week basis and which the department of human  
6 services and all other persons may use to report cases of  
7 suspected child abuse and that all persons authorized by this  
8 chapter may use for obtaining child abuse information.

9 b. The department shall provide full-time personnel,  
10 specifically trained to receive, record, and make dispositions  
11 concerning child abuse reports, as central intake staff to  
12 staff the toll-free telephone line on a twenty-four hour a  
13 day, seven-day a week basis. An investigation of reported  
14 child abuse shall not proceed until the report has been  
15 reviewed by a member of the central intake staff.

16 c. The department shall establish a registry of persons  
17 reporting child abuse indexed by name, home address, telephone  
18 number, place of employment, profession, and date of report.  
19 In the case of a mandatory reporter, the indexed information  
20 shall include the reporter's profession and license number.  
21 The reporter registry shall be updated with information from  
22 the child abuse registry. The central intake staff shall note  
23 information or activity initiated on the child abuse registry  
24 which was not initiated through the intake staff and shall  
25 list those cases which have been initiated by the intake staff  
26 for which information regarding investigations or other  
27 activities required by statute or rule is not present in the  
28 child abuse registry.

29 d. The department shall not assign intake staff duties to  
30 any individual if any of the following circumstances apply:

31 (1) The individual is on probationary employment status.

32 (2) The individual is subject to a progressive discipline  
33 process.

34 (3) The individual holds a professional practice license  
35 but the license is not current or is under suspension.

1     (4) The individual has been indicted or convicted of a  
2 criminal offense in any state.

3     (5) A sworn complaint has been filed against the  
4 individual in an administrative process.

5     (6) The individual has not completed the minimum training  
6 required for intake employees.

7     e. An intake employee who works alone and any intake staff  
8 supervisor must have a merit system classification of at least  
9 social worker III or an equivalent level for a supervisory  
10 personnel classification.

11    f. The intake staff shall do all of the following:

12    (1) Review procedural updates and notes from staff members  
13 working earlier shifts prior to assuming duty each day.

14    (2) Receive, record, and log all calls.

15    (3) Verify the reports by returning calls to the telephone  
16 number given by the person reporting the abuse. A report may  
17 be verified by voice recognition if the staff person knows the  
18 person reporting the abuse. Any inconsistency elicited during  
19 the verification process shall be logged.

20    (4) Inquire of the person reporting the abuse whether  
21 other individuals exist who may have access to the child and  
22 have information which would support or refute the report.

23    (5) Utilizing established procedures, make a determination  
24 of the merits of the report for further investigation and, if  
25 a referral for further investigation is rejected, log the  
26 reason for the rejection.

27    (6) Issue notifications to parents or guardians of the  
28 child who is the subject of the report and to the child  
29 immediately upon making the determination that the report  
30 merits further investigation. The notification shall include  
31 a comprehensive disclosure of the rights of the parents,  
32 guardian, alleged perpetrator, and the child.

33    (7) Log requests for child abuse information and transfer  
34 the request to the central registry as needed.

35    (8) Maintain and update procedures, checklists, and

1 questions to be asked during the intake of the child abuse  
2 report. The director of human services shall review and  
3 approve any procedure, checklist, and questions used,  
4 following review and comment by the administrator of the  
5 division of criminal investigation of the department of public  
6 safety and the auditor of state.

7 (9) Determine whether a given report classifies as one  
8 indicating imminent danger to the child and take the following  
9 action as necessary:

10 (a) Contact the designated field dispatcher in each  
11 service area and relay accurately the data from the person  
12 making the report.

13 (b) Follow up on any imminent danger report, and record a  
14 description of the nature of any delay which occurs in  
15 investigating the report and the time of the initial  
16 investigation contact.

17 (c) Follow up on imminent danger and other reports until a  
18 child protection worker informs the intake staff that an  
19 investigation has been initiated and that the report has been  
20 verified or refuted. The time and date the intake staff is  
21 informed shall be logged.

22 EXPLANATION

23 This bill establishes a centralized intake staff in the  
24 department of human services to make initial determinations on  
25 the merits of a report of child abuse in accordance with  
26 uniform procedures.

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