

December 18, 2018

W. Charles Smithson
Secretary of Senate
State Capitol Building
LOCAL

Carmine Boal
Chief Clerk of the House
State Capitol Building
LOCAL

Dear Ms. Boal and Mr. Smithson

Enclosed please find a copy of a report to the General Assembly relative to the Child Abuse Registry Annual Report.

This report was prepared pursuant to the directive contained in Iowa code 235A.23.

Sincerely,



Mikki Stier
Deputy Director

MS: mm

Enclosure

Kim Reynolds, Governor
Senator Amanda Ragan
Senator Mark Costello
Representative David Heaton
Representative Lisa Heddens
Legislative Service Agency
Kris Bell, Senate Democrat Caucus
Josh Bronsink, Senate Republican Caucus
Natalie Ginty, House Republican Caucus
Kelsey Thien, House Democrat Caucus



Department of
HUMAN SERVICES

***Child Abuse Registry
Annual Report***

December 2018

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Executive Summary:

Iowa Code 235A.14 requires the Department of Human Services (DHS) to organize and staff a central registry for child abuse information.

Iowa Code 235A.23 requires the DHS to issue an annual report on the central registry regarding its administrative operation and data relevant to child abuse information.

Introduction:

In accordance with Iowa Code 235A.23, the DHS shall issue an annual report on its administrative operation, including information as to the number of requests for child abuse data, the proportion of requests attributable to each type of authorized access, the frequency and nature of irregularities, and other pertinent matters.

Overview:

The Central Abuse Registry is an electronic database used to store report data and disposition data, in accordance with Iowa Code section 232.71D, relating to a particular case of alleged child abuse which has been determined to be founded (confirmed and placed on the registry). This database is part of the Statewide Tracking of Assessment Reports (STAR) system, which was converted into a web-based system referred to as Joining Applications and Reports from Various Information Systems (JARVIS) on January 1, 2014. The DHS maintains the Registry at central administrative offices in Des Moines, Iowa.

The DHS collects, maintains, and disseminates child abuse information from the Registry as provided in Iowa Code chapter 235A. The Registry contains report data and disposition data, which includes the names of child abuse victims and the names of persons responsible for the child abuse and links these names to the type of abuse identified in the Child Protective Assessment report.

The existence of the Registry is imperative for the protection of victims and potential victims of child abuse by serving as a single, statewide source of child abuse data. This data is also used to facilitate research on child abuse and as an employment-screening tool for authorized employers and licensing boards. Iowa Code sections 135C.33 and 235A.15 define who has authorized access to the child abuse data listed on the Registry.

As a central, front door component of the Registry, the DHS maintains a toll-free telephone line (1-800-362-2178), which is available twenty-four hours a day, seven days a week, including holidays. The DHS staff and all other persons may use this line to report cases of suspected child abuse.

Upon receipt of a report of suspected child abuse, the records of the Registry are searched to determine if the records reveal any previous report of child abuse involving the same child, or any other child in the same family, or the person alleged responsible, or other pertinent information with respect to those individuals. This information is provided to the appropriate DHS personnel and law enforcement if applicable.

Law Changes Impacting Child Abuse:

1989 through 1995

The Automated Child Abuse and Neglect (ACAN) system was used to store only Registry data (founded child abuse reports) for all Child Abuse Investigations prior to the full implementation of STAR in 1997.

August 1996

The STAR system was developed to store all child abuse data. Prior to this time, there were 19 counties that had implemented Child Protective Assessments (replacing Child Abuse Investigations) and entered child abuse data into Starbase, an interim data base system utilized from December 1995 to August 1996.

On August 19, 1996, the remaining counties also began implementing Child Protective Assessments and entering child abuse data in the STAR system.

July 1997

The ACAN system was no longer used for new Child Abuse Intakes after June 30, 1997. The ACAN system continued to be utilized for child abuse record checks for incidents prior to July 1, 1997.

Child abuse data for all incidents reported statewide, with an intake date of July 1, 1997 or later, were entered in the STAR system.

Child Protective Assessments were fully implemented statewide during fiscal year 1998 (July 1, 1997 - June 30, 1998). Polk County was the exception, postponing implementation until September 1998. Child Protective Assessments eliminated the use of Child Abuse Investigations and drastically changed the DHS approach to allegations of child abuse by creating a more positive and strength based approach to working with families.

Iowa Code amendments in 1997 resulted in a differentiation of findings or outcomes of Child Protective Assessments and a determination made as to whether the incident would be placed on the Registry. This resulted in a significant change in the maintenance of case records, authorized access, and dissemination procedures. Cases where the abuse was not confirmed and cases where abuse was confirmed but not placed on the Registry were not maintained on the Registry,

but rather these cases were maintained at the local county offices and collectively within the STAR system.

July 1999

STAR programming had not been completed for the production of cumulative statewide reports on all data elements as reported on the A-4 report produced from ACAN data for the past decade. The five regions were providing monthly STAR data to the program manager for data needs until STAR reports were fully available.

July 2000

STAR data became accessible as a test site on the DATA Warehouse link.

July 2005

Child abuse data became available on the DHS website, currently located at: <http://dhs.iowa.gov/reports/child-abuse-statistics>

July 2011

Iowa Acts 2011, chapter 28/House File 562:

- Amended Iowa Code section 232.68 to add medical or mental health treatment, and supervision and modified the standard for failure to provide adequate supervision to mean “the person failed to provide proper supervision of a child that a reasonable and prudent person would exercise under similar facts and circumstances and the failure resulted in direct harm or created a risk of harm to the child”.
- Amended Iowa Code section 232.68 to clarify that “child abuse” or “abuse” shall not be construed to hold a victim responsible for failing to prevent a crime against the victim.
- Amended Iowa Code section 232.71D to restrict the name of an alleged perpetrator of sexual abuse who is age thirteen or younger from being placed on the central abuse registry and with a court order finding good cause, to restrict the name of an alleged perpetrator of sexual abuse who is age fourteen through seventeen from being placed on the central abuse registry.
- Amended Iowa Code section 235A.19 to change the timeframe to appeal a child abuse report from six months to ninety days.
- Directed the DHS to continue work to ensure the due process rights of a person alleged to have committed child abuse are addressed in a timelier manner while also ensuring that children are protected from abuse. As a result, the following actions were put into place:
 - The DHS director agreed to add a staff position to process appeals from the proposed administrative law judge decisions filed and taken by the DHS to the director.

- The Attorney General's Office and the Department of Inspections and Appeals implemented procedure to expedite appeals in cases where employment is at risk, offering the parties the opportunity to have an appeal heard as quickly as six weeks after notification of the appeal.
- The Attorney General's Office agreed to temporarily shift resources to add additional assistant attorneys if necessary to prevent back logs and delays in expedited appeals (those having employment implications).

July 2012

Iowa Acts 2012, chapter 1082/House File 2226:

- Amended Iowa Code section 235A.19 to require that any proposed decisions made after July 1, 2012 will be the final decision after 45 days if there is not a final decision made prior to that time.
- Amended Iowa Code section 235A.18 to require that a person named on the Registry as having abused a child shall have their name removed from the Registry if that person has not had another founded subsequent report within the ten-year period.
- Directed the DHS to provide recommendation to the General Assembly regarding the length of time a person named in a child abuse report as having abused a child should remain on the registry and the circumstances under which the DHS may remove the name of a person named in the report as having abused a child from the report and disposition data prior to the expiration of a ten-year period.
- Charged the DHS with completing a comprehensive review to determine whether to recommend implementation of a differential response to child abuse reports. Upon implementation, a differential response system would ultimately decrease the number of persons listed on the Registry for less serious types of abuse.

January 2014

Iowa Acts 2013, chapter 115/House File 590:

- Amended Iowa Code Chapter 232 to implement a differential response system to include two discrete pathways to respond to accepted reports of child abuse. The child abuse assessment pathway requires a determination of abuse and a determination of whether criteria for placement on the Registry are met. The family assessment pathway identifies the families strengths and needs, connects the family to the appropriate services needed, and does not include a determination of abuse or a determination of whether criteria for placement on the Registry are met. The federal Child Abuse Prevention and Treatment Act (CAPTA) also support the use of Differential Response Systems.

- Amended Iowa Code section 232.71D to require the child abuse information from a confirmed report of abuse to be placed in the Registry as a case of founded child abuse if the person responsible has a previous confirmed or founded case within the previous 5 years.
- Amended Iowa Code section 235A.18 to require a person's name to be removed from the Registry after 5 years if that person committed physical abuse, denial of critical care (DCC), or presence of illegal drugs in a child's body (PIDS) and the child abuse did not result in the child's death or serious injury and that person has no further abuse within that 5-year period.

July 2016

Iowa Acts 2016, chapter 1063/Senate File 2258:

- Implemented federal requirements from the Preventing Sex Trafficking and Strengthening Families Act (P.L. 113-183) which required:
 - Efforts to combat Human Trafficking
 - Reasonable and Prudent Parent Standard for Foster Care
 - Another Planned Permanent Living Arrangement for only those 16+
 - Transition Planning for 14+
- Implemented federal requirements from the Justice for Victims of Trafficking Act of 2015 (P.L. 114-22, an amendment to the Child Abuse Prevention Treatment Act), which required:
 - Child Sex Trafficking to be a new type of child abuse
 - Workers to identify, assess, and provide services for victims of sex trafficking
- Modified the child abuse definition of sexual abuse to include a perpetrator as any person who resides in a home with the child.
- Directed a stakeholder workgroup be established to address Drug Endangered Children.

July 2017

Iowa Acts 2017, chapter 86/House File 543:

- Amended the definition of child in need of assistance to include cocaine, heroin, and other synthetic opioids to the list of dangerous substances for which a child could be adjudicated as a child in need of assistance.
- Expanded the child abuse category "Manufacturing/Possession of a Dangerous Substance with intent to manufacture", now referred to as "Dangerous Substance" to include cocaine, heroin, and other synthetic opioids to the list of dangerous substances for which a Child Abuse Assessment is required to be assigned, rather than a Family Assessment.
- Modified mandatory reporting laws to require healthcare providers involved in the delivery or care of an infant affected by any substance abuse or withdrawal symptoms resulting from prenatal drug exposure or Fetal Alcohol Spectrum Disorder to notify the Iowa DHS.

Iowa Acts 2017, chapter 117 /House File 526:

- Amended the definition of Invasion of Privacy-Nudity (sub-category of Sexual Abuse) to reflect that a person no longer has to have knowledge of being viewed, photographed, or filmed to meet the definition.

Child Abuse Record Checks:

In accordance with Iowa Code, the DHS processes Registry requests for child abuse background checks for employers, licensing, registration, and certification. In addition, the DHS completes background checks for the general public with signed authorization of the individual being checked. In 2017, the DHS manually processed a total of 55,268 Registry requests and authorizations for child abuse information.

In addition to Registry requests that are manually processed, authorized employers have access to the Single Contact Repository (SING*) application to perform background checks which report whether there is or is not a "hit" on the Registry for the potential employee. SING does not provide the details as to the type of abuse or the circumstances surrounding the abuse. If the potential employers of a statutorily defined program requests approval to hire, the DHS will review criteria as defined in Iowa Administrative Code and indicate whether the employee is or is not prohibited from serving in the specific employment role based upon the registry placement. In 2017, there were 237,111 total requests through SING.

Considering both manual requests and SING requests, there were a total of 292,379 Registry requests for child abuse information. The DHS is also responsible for the Registry of Dependent Adult abuse record checks and record maintenance. This information is available in the Annual Dependent Adult Abuse Registry Report.

*SING is an internet application developed and sponsored by the Office of the Chief Information Officer (originally by the State Department of Administrative Services until 2014) and the Information Technology Enterprise that allows registered users to perform background checks on potential employees, volunteers, and students doing clinicals, from a single web screen. The application lets a user check Iowa criminal history, 3 abuse registries (child, dependent adult, and sex offender) and over 40 Public Health professional license types from one click on the screen.

A historical overview of how the record check process has evolved over time is provided by State Fiscal Year (SFY):

SFY 1996

The field offices opted to process child abuse record checks in the local county offices for day care registration, day care center licensure, adoption and foster care. This process became necessary as a result of the significant time period for the Registry to process the employment checks due to the increasing volume of checks.

Iowa Code section 235A.15 was amended to implement the Open Registry law. This law allows anyone to check the child abuse record of another with that person's authorization. Data regarding this access and usage method by the public is provided in the table below entitled "Authorizations to Release Child Abuse Information".

SFY 1999

Iowa Code section 235A.15 was amended to include access to child abuse information for the Department of Justice, Prosecutors Review Committee and for the general public to have access to child abuse information in cases of child fatalities and near fatalities.

The implementation of the STAR system is the only automation change for the Registry since ACAN was implemented in 1989. Microfilm continued to be a method of storage.

SFY 2001

Iowa Code section 235A.15 was amended to add school districts to the authorized list of entities with access for employee and volunteer record checks. Access was also added for professional licensing boards.

SFY 2002

Iowa Code chapter 235A was amended to increase access to the Registry. The child abuse record checks for childcare staff employment was centralized to a single unit (from field offices to the central office) after reorganization January 14, 2002.

Iowa Code section 235A.15 was also amended to add hospitals to the authorized list of entities with access for current and prospective employee record checks.

SFY 2004

Iowa Code section 235A.19 was amended to eliminate the Registry review requirement in the appeal process. A person appealing a founded abuse report is no longer required to have a Registry review decision in order to proceed to an administrative hearing. All appeals are processed through the DHS Appeals Division.

SFY 2005

Iowa Code section 235A.15 was amended to allow access by providers of care for children who are victims of abuse or to the records of persons responsible for abuse. Access was also added for the Early Access services, or a federal, state or local governmental unit or agency of the unit that has a need for information in order to carry out its responsibilities under law to protect children from abuse and neglect.

SFY 2006

Iowa Code section 235A.15 was amended to allow access by nursing school programs and mandate the Board of Educational Examiners to submit child abuse record checks.

SFY 2012

Iowa Code section 135C.33 (Senate File 2164) was amended to allow for an exemption from requirements of reevaluation of record checks for health care facility employment if an evaluation by the DHS previously approved employment and current record checks do not indicate a crime was committed or founded abuse record was entered subsequent to that evaluation.

Iowa Code section 237A.5 (Senate File 2164) was amended to add that a person employed by a child care facility or child care home provider who is hired by another child care facility or child care home provider, shall be subject to a record check. This amendment also allowed for an exemption from any requirements for reevaluation of record checks if an evaluation by the DHS previously approved employment and current record checks do not indicate there is a transgression that was committed subsequent to that evaluation.

SFY 2013

Iowa Code chapters 135B and 135C (Senate File 347) were amended to allow for conditional employment in a hospital or a health care facility and also for conditional participation in a training program for up to 60 calendar days pending completion of the evaluation.

These amendments established that if an evaluation was previously performed by the DHS and the DHS determined the person's criminal and abuse backgrounds did not warrant prohibition of employment a person who is or was employed by a hospital and is hired by another hospital the person may commence employment or a new employee may commence employment after 30 days, if the conditions specified in the Act are met.

SFY 2017

Iowa Code chapter 135C.33 was amended (2017 Iowa Acts, chapter 58/House File 576) to require temporary staffing agencies to conduct criminal, child abuse, and dependent adult abuse record checks and have an evaluation completed by the DHS prior to hiring certain health care providers.

Data Summary:

The DHS processed 9,507 requests for entities with authorized access for employment and licensure in Calendar Year (CY) 2017. This includes a check and documentation on an individual's abuse record or provision of the written report. The following table indicates the types of requests received since State Fiscal Year (SFY) 1998.

Requests for Child Abuse Information

Year	Child Care*	Foster Home*	Adoption*	Employment	CCR&R	Schools	General	Total*
SFY 1998	1,211	1,382	1,884	11,115	1,529	NA	1,893	19,014
SFY 1999	334	990	1,990	8,402	2,282	NA	2,493	16,491
SFY 2000	248	858	2,338	15,817	1,909	NA	3,679	24,849
SFY 2001	38	872	2,392	17,030	2,071	NA	3,823	25,754
SFY 2002	102	1,444	2,298	16,481	2,766	3,053	2,654	28,798
CY 2003	214	-	2,498	15,129	3,647	6,159	1,767	29,414
CY 2004	240	903	2,025	12,028	1,680	6,320	430	23,626
SFY 2005	301	1,396	2,468	13,082	2,558	6,555	592	26,952
SFY 2006	179	2,037	2,511	9,070	2,078	6,507	771	23,153
CY 2007	325	876	2,314	6,396	2,075	6,604	1,169	19,759
CY 2008	180	224	1,950	8,078	2,152	4,579	1,192	18,365
CY 2009	586	691	1,598	7,879	1,582	1,199	1,102	14,637
CY 2010	413	1,055	1,439	5,729	1,688	1,015	1,868	13,207
CY 2011	390	1,071	1,470	3,886	1,173	666	1,906	10,531
CY 2012	48	1,949	1,449	3,831	1,107	299	2,430	11,113
CY 2013	270	994	1,474	3,155	877	1,384	2,185	10,339
CY 2014	174	1,523	1,868	4,256	1,077	2,088	3,858	14,844
CY 2015	89	716	804	1,916	680	1,828	4,266	10,299
CY 2016	314	937	918	3,863	446	568	1,801	8,847
CY 2017	465	1,210	931	2,844	585	1,751	1,721	9,507

*Many record checks for child care home providers and licensed center staff are processed by the county offices and therefore not included in the totals indicated in the table above. The foster parent and adoptive parent record checks processed by the county offices are also not included in the total number of requests for child abuse information.

The public is allowed to submit a request for information on an individual if that individual provides signed authorization. In CY 2017, the DHS processed 45,761 requests from the entities identified in the table below. Authorizations received since SFY 1998 are included.

Authorization for the Release of Child Abuse Information

Year	Churches	Schools	Medical Facilities	Sports Related or Employment	Others	Volunteers	Total
SFY 1998	150	499	165	545	0	802	2,161
SFY 1999	203	973	111	1,939	0	657	3,919
SFY 2000	427	2,032	439	2,178	0	2,289	7,365
SFY 2001	226	2,814	324	915	0	3,294	7,563
SFY 2002	476	3,366	512	1,541	122	2,922	8,939
CY 2003	1,089	1,442	351	3,317	125	4,249	10,573
CY 2004	1,862	3,298	1	6,039	7	4,530	15,337
SFY 2005	1,848	6,368	9	4,316	131	5,876	18,679
SFY 2006	582	9,876	13	9,452	57	6,025	26,005
CY 2007	285	7,624	7	12,234	143	7,089	27,382
CY 2008	408	6,639	39	14,863	198	11,882	33,729
CY 2009	888	5,278	2	15,436	282	12,496	34,382
CY 2010	938	5,074	15	14,593	448	10,307	32,375
CY 2011	411	7,206	16	14,602	442	10,042	32,719
CY 2012	110	8,308	0	17,677	552	11,437	38,084
CY 2013	4,632	9,784	3,208	29,451	508	7,073	54,656
CY 2014	3,439	10,418	2,147	38,594	1,204	5,841	61,643
CY 2015	3,463	10,827	173	13,991	803	4,859	34,116
CY 2016	3,448	12,248	102	20,116	675	3,349	39,938
CY 2017	5,079	12,745	530	21,419	1,077	4,911	45,761

At the close of each year, the DHS generates statistics for child abuse and neglect. The following table provides the total number of reports of suspected abuse that were accepted for assessment of child abuse and neglect and the breakout of findings for those assessments.

General Child Abuse Data and Findings

Fiscal Year	Accepted Assessments	Abuse Founded	Abuse Confirmed	Abuse Not Confirmed	Family Assessment
SFY 1998	20,852	4,550	2,219	14,083	NA
SFY 1999	18,632	4,728	1,760	12,144	NA
SFY 2000	20,039	5,344	7,204	12,835	NA
SFY 2001	25,105	6,731	8,691	16,414	NA
SFY 2002	24,246	6,452	8,062	16,184	NA
CY 2003	25,490	9,509	unavailable	15,981	NA
CY 2004	25,270	7,756	1,934	15,580	NA
CY 2005	27,039	7,874	2,041	17,124	NA
CY 2006	24,789	7,529	1,728	15,532	NA
CY 2007	22,991	6,610	1,874	13,507	NA
CY 2008	23,236	6,141	1,840	15,255	NA
CY 2009	25,814	7,011	1,856	16,947	NA
CY 2010	26,413	6,794	2,187	17,432	NA
CY 2011	30,747	7,119	2,593	21,035	NA
CY 2012	28,918	7,132	2,484	19,302	NA
CY 2013	26,129	6,678	2,233	17,218	NA
CY 2014	23,562	4,380	1,154	10,259	7,769
CY 2015	24,298	4,811	1,231	10,787	7,469
CY 2016	25,707	5,266	1,218	11,766	7,457
CY 2017	33,418	7,023	1,535	17,724	7,136

The data counts each accepted assessment of child abuse and neglect. Each assessment may address one or multiple children; this data counts only the assessment and not individual children. Data is counted by CY, effective 2003 to conform to federal data reports.

It's important to note, the total number of accepted assessments in CY 2011 does not particularly reflect an increase in the number of children abused, but rather, was a result of reports of suspected abuse that were required to be split into multiple assessments due to a change in practice that further protected confidential information. This is supported by the findings regarding abuse for unique children, as this number decreased nearly 7 percent from CY 2010.

In CY 2014, the total number of accepted assessments decreased 10 percent from 2013. However, this total is considered to be within normal variation year to year. Most assessments are Not Confirmed, aligned with National data. As expected with the implementation of differential response, 33% of all accepted cases were assigned as Family Assessments and 67% were assigned as Child Abuse Assessments.

The significant increase in the total number of accepted assessments for CY 2017 stems in part from a practice change that restructured the way the DHS addressed additional allegations which arose while there was already an open child abuse assessment. Prior to February 2018, if a new abuse allegation was accepted for assessment during the course of an open child abuse assessment, those additional allegations were added to the open child abuse assessment. Effective February 2018 through September 2018, a change in practice required a separate child abuse assessment for any additional allegations accepted; no longer allowing the additional allegations to be rolled into the open assessment. This practice was temporary until an update to the child welfare information system, which houses all child protective assessment information, could be implemented to allow additional allegations to be formally linked to the open child abuse assessment; no longer requiring a separate report. With the system implementation completed in September 2018, the total number of accepted assessments is expected to decrease in CY 2018.

A law change which became effective July 1, 2017, also played a significant role in the 8% decrease in assessments that were eligible for the Family Assessment path. This law change added cocaine, heroin, and opium/opiates to the legal definition of a “dangerous substance” and required these allegations to go down the child abuse assessment path. As a result, there was an 8% increase in the total number of child abuse assessments from the previous year. Because the law change was only effective for half of the CY, the percent of total child abuse assessments is expected to increase in CY 2018.

Conclusion:

The Central Abuse Registry includes a statewide listing of persons who were found to have abused or neglected a child. Access to the Registry is limited to persons or entities with authorized access, as provided by Iowa law. The annual Child Abuse Registry Report provides the General Assembly with non-confidential data related to the purpose of the Registry and serves as a tool for ongoing data analysis.

Overall, requests for child abuse information have increased by just under 700 since last year. There was an increase in requests from the majority of categories, with the school category having the largest increase at just under 1,200. Employment and general categories had fewer requests than last year. The most significant decrease in requests came from the employment category with just over 1,000 less requests. The DHS is not aware of factors that may have impacted these changes.

Authorizations for the release of child abuse information have increased overall by just under 6,000 for the second year in a row. This increase resulted from jumps in the number of authorizations requested in all six categories. While schools, medical facilities, and the other category had approximately 400 more authorization requests, the remaining three categories had over 1,000 more authorization requests. The sports related/employment category submitted just over 1,300 more authorizations and the volunteer category submitted just over 1,500 more. The largest increase in authorizations requests came from the churches category at just over 1,600. Unfortunately, the Registry is not able to classify these authorizations more specifically as they are frequently not provided with information identifying their customer purpose.

In review of child abuse and neglect data, there was a significant increase with over 33,000 assessments accepted in CY 2017. As captured in the "General Child Abuse and Data Findings" table, 7,136 (21%) of all accepted reports of suspected child abuse were assigned as a Family Assessment and had no finding/outcome. The remaining 26,282 (79%) were assigned as a Child Abuse Assessment. Of those Child Abuse Assessments, 67% were not confirmed, which is similar to past years and also aligns with National data. There was Confirmed or Founded abuse in the remaining 33%, which included 11,236 unique children. Of those unique children, 1,797 were subjects of Confirmed abuse and 9,439 were subjects of Founded abuse. The perpetrators of the Founded abuse were all added or remained (from previous incidents of Founded abuse) on the Child Abuse Registry, in accordance with Iowa Code sections 232.71D and 235A.19.

Please see the Children and Family Services Reports on the DHS website for more information on child abuse outcomes, statistics, and Differential Response:
<http://dhs.iowa.gov/reports/children-and-family-services>.