



The Mandatory Reporting Task Force | Meeting 14

Meeting Minutes

March 13, 8:00 am-10:00 am Virtual Meeting (Zoom)

Facilitators: Trace Faust, Doris Tolliver

Members: See Appendix A

<p>Welcome & Approval of Minutes</p>	<ul style="list-style-type: none"> ● Chair Stephanie Villafuerte welcomed the task force, and took attendance. She then asked for any edits to the minutes; there were none. Margaret Ochoa motioned and Adriana Hartley seconded. The minutes were approved. Stephanie then moved to the meeting recap. Margaret said that the introduction part lists the Timothy Montoya Task Force. Margaret motioned to approve as edited; Michelle Dossey seconded. The recap was approved.
<p>Procedure</p>	<ul style="list-style-type: none"> ● Trace Faust outlined the agenda for the day. They shared slides describing the upcoming meetings. Trace asked people to check if they have the new meetings and to send Addie Fischer a note if they do not have the meetings. ● Trace displayed the list of meetings on their screen. They explained that today's meeting will continue the conversation about alternative processes and services. They also explained the roadmap of the next meetings. <ul style="list-style-type: none"> ○ March 20: Responses to draft recommendations, vote on recommendation approval. Trace also reminded the task force of the upcoming meeting schedule. <ul style="list-style-type: none"> ■ Phase 1 <ul style="list-style-type: none"> ● Training subcommittee <ul style="list-style-type: none"> ○ Standardized training for implicit bias (Directive III) ○ Standard training regarding the requirements of the law (Directive V) ○ Training requirements for people applying/renewing professional licenses (Directive XV) ○ Standard training for county departments in determining which reports meet the threshold for assessment (Directive XVII) ● Reporting Process Subcommittee <ul style="list-style-type: none"> ○ Definition of "immediately" and timeframes for reporters (Directive VI) ○ Whether mandatory reporters have a duty that extends beyond their professional capacity (Directive IX) ○ Reporting process for two or more mandatory reporters who have joint knowledge (Directive XII) ○ Whether the duty to report may be delegated to another (Directive XIII) ○ Whether institutions may develop internal



	<p>policies regarding mandatory reports (Directive XIV)</p> <ul style="list-style-type: none">■ Phase 2<ul style="list-style-type: none">● Specialized occupations subcommittee<ul style="list-style-type: none">○ Reporting timeframes when domestic violence, sexual assault or stalking is involved (Directive VII)○ Reports involving children/youth who are the victim of dating violence or sexual assault (Directive XI)○ Reporting requirements for employees/agents of attorneys providing legal representation (Directive X)○ Reporting medical child abuse, standards and processes (Directive VIII)● Data subcommittee<ul style="list-style-type: none">○ Analyzing the personal information of a child collected for a report (Directive XVII)○ Benefits of an electronic reporting platform (Directive XVIII)○ Process for inter- and intra-agency communications, confirming receipt of reports and, in some circumstances, sharing the outcome of reports with certain mandatory reporters (Directive XIX)● Trace provided a reminder about the materials regarding decision tools, consultations, and warmlines. These are the examples CPO pulled from; task force members can pull from outside resources.● Trace shared the survey results about the 3 above topics. The survey asked “should CO pursue policies that would encourage or require decision tools to aid mandatory reporters in choosing whether a case meets a threshold requiring a report?”. 87.5% responded yes, they are comfortable with moving forward around a recommendation for a decision tool. There were no responses in the negative. There will be a conversation today to clarify anything people are unsure of. The survey also asked ‘which examples presented in the resources would be most worthy of replication in CO?’. About 67% indicated support for Evident Change’s model.● The survey asked ‘should CO pursue creating policies that would encourage or require consultations to aid mandatory reporters in choosing whether a case meets a threshold requiring a report?’. 70.8% responded yes; 12.5% responded no. 16.7% responded unsure. The survey also asked ‘which examples presented in the resources would be most worthy of replication in CO?’. 62.5% chose the Arapahoe County model.● Finally, the survey asked, ‘should CO pursue creating policies that would create a warmlines system to potentially connect families in need of assistance to
--	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------



	<p>services?’ Almost 80% responded yes. The survey also asked, ‘which examples presented in the resources would be most worthy of replication in CO?’. Almost 41% responded with NY’s HEARS line. These results were more mixed.</p> <ul style="list-style-type: none"> • All of the topics received a majority so the task force will move forward with refining recommendations for these topics. • Trace explained that today there will be 3 separate conversations for each topic. There are key questions to work through and this will be replicated for all three topics/recommendations. This is to refine this into policy language.
Decision Support Tools	<ul style="list-style-type: none"> • Doris started the conversation around the decision support tools. These are designed to help mandatory reporters decide what decision is best in situations and what situations rise to the threshold where a report is required by law. There was overwhelming agreement of CO adopting some sort of decision support tool and many liked Evident Change’s support tool. Doris asked for thoughts around this to be reflected into recommendation language. Cris Menz said that she liked the example website where users could play with an existing tool [from Humboldt County, California]. She liked that there was autonomy in helping make the decision. The user would not be on hold and it is an easy to use tool. Once the tool helps make the decision, the tool can also provide the next steps with detailed information. She explained that she sat in a pre-class for mental health that talked about the mental health hotline. The questions require people to make decisions that are not within the scope of the caller’s knowledge. She told the class that she would raise this at this meetings. Doris thanked her. • Michelle Dossey said that she thinks it would be great to have it usable on a computer and on a cell phone. She also thinks it would be great to have some verification that someone used the tool. She also mentioned adding the address to know what county the child lives in to connect them to the correct phone number would be helpful. Doris thanked her. • Margaret Ochoa said that people should have simple language. Evident Change has simpler language and a softer approach to implicit bias than seen in the New York decision tree. Doris asked what she meant by a softer touch for implicit bias. Margaret said that it felt more baked into the entire process. Doris thanked her. • Jessica Dotter said that she loves the Evident Change model. She liked the examples of healthy sexual development versus sexual abuse indicators. She said that she prefers the options where it is not another human listening and making opinions since this brings up conversations about training these people and managing their biases. She also mentioned liability either for the reporter, the person that they told, and the call taker. The liability gets more unclear when there is more potential for human error. She also wonders how much this costs. She also mentioned websites; she found great resources and likes how NY set up their website which includes a page on what to report and when to report as well as advocates to connect to for obtaining resources. She valued an ability to see a map to locate resources. Ease of access is important; having an option for warmlines will need to consider if they are advising to report or if they are



connecting to services. Doris thanked her and appreciated her bringing up the interconnectedness of the topics.

- Roshan Kalantar said that she hopes that domestic violence advocates would be removed as mandatory reporters but if not she worries about confidentiality when using a decision support tool. Currently, calls made to the abuse hotline are recorded. She wants to keep this in mind. Maybe the tool should not keep confidential information. Doris thanked her.
- Ida Drury said that she appreciates the “just in time” aspect of Evident Change’s model. It presents an opportunity to gather data to inform systems improvements, continually. This is complementary to training because of the data provision. Doris thanked her.
- Gina Lopez said that she wants to lift up trusted adults versus peers in the sexual abuse questions. There was not a distinction in the tool for this. Doris asked what tool this was a part of. Gina said it was with Evident Change. She liked the NY tool. She also mentioned working through the reporting process between children and law enforcement. She also mentioned age and that teens are abused by people they trust. She is not looking for a carve out but some consideration around teens not cooperating with law enforcement due to their trust with their abuser. She also mentioned a confidentiality piece and stretching the abuse algorithm in the tool. Doris thanked her.
- Sam Carwyn said that she appreciates questions about talking to the families and keeping this front of mind. This is for not only talking with the family but asking them what they want. This is about keeping families involved. She liked the combo line so people feel comfortable calling instead of a child protection line. She was also wondering about NY’s model and wanting more examples. She also thinks that these decision support tool documents should be available in print form to make sure everyone can use the tools regardless of access to the internet. She also thinks having documentation that shows that they went through the tool would be helpful for many reasons. Doris thanked her.
- Doris asked for more comments. Ashley Chase said that she likes this idea. She is not a mandated reporter but, listening to reporters, there is a lot of worry about liability. A decision tree would instill confidence in the decisions made. She also sees that the trees can find the off ramp to avoid reporting when it is not a child welfare case. It was clear in the tools when to provide resources. She thought that there should be more information to provide the resources to ensure that the off ramp happens. Doris thanked her and highlighted Ida’s chat about poverty versus neglect.
- Dawn Alexander said that this could solve problems in the child care industry to keep families out of the system. Doris thanked her.
- Dr. Kathi Wells said that she agrees with everything said; she is sitting with a tension about involving families and how it can be hard to talk about these things with them, especially sexual abuse. This can lead to asking too much and messing with an investigation. There should be guidance in the tool on how to engage with families. Doris thanked her.
- Doris asked for barriers in rolling out the tool and ways to mitigate them.



	<ul style="list-style-type: none"> • Adriana Hartley said that she likes having people with training making the decisions. She is concerned about funding and recruitment for these individuals. Doris thanked her. • Ashley said that one of the biggest barriers is how to actually get this in the hands of mandatory reporters. There is not a central agency for each group. They need to get the tool and have the training on it. They need to be strategic on this. Doris thanked her. • Doris asked for any other challenges. Sam mentioned bias and helping people understand that making a call can have negative outcomes. There needs to be strong campaigning on why to not make calls. She also said that most people think they know developmentally appropriate behaviors but the tool will help them understand that more. There should be a focus on development age and not chronological age. DEI bias should be something done before a report not in the middle of it. Doris thanked her. • Roshan said that there is not always closure when it comes to resourcing; resources are stretched so there could be a delayed response time. Doris thanked her. • Michelle Dossey said that reporting parties complain about the amount of time it takes to make a report. They use an enhanced screening which takes time. Her concern is asking people to take more time to use the tool prior to calling. She said that they should narrow it more. Doris thanked her. • Gina said that there already is a bias against DEI and sex education in many communities. Her answer to this is formally putting these ideas into law. Doris thanked her. • Zane Grant said that he is concerned with the law enforcement part. There are instances when situations happen right in front of him that he had to report with nothing but a license plate number. They should think through all kinds of scenarios. Doris thanked him.
<p>Consultations</p>	<ul style="list-style-type: none"> • Trace pivoted the discussion around consultations. Zane said that he informally finds himself in this role and he was wondering what other agencies do. Trace mentioned that Margaret said the same in the chat. Margaret continued that she works with training mandatory reporters and these questions are in the training. The situations in the training are from real life, rather than hypotheticals. She gets these calls frequently from people who do not know what to do. She can give people an idea of what should go to the hotline or law enforcement or both. She can also let people know what she has been told from child welfare about what would be screened out and how to bolster a case. She teases out more information from people to gather more information beyond the presenting situation. She defaults to: "if someone is concerned, they should call the hotline". Trace thanked her. Trace asked who does this role more formally. • Kevin Bishop asked for clarification around installing a consultation within the reporting system or within the system people are working in. He is the consultation person in his organization and there might be organizations that lack



the resources to provide this. Trace highlighted his point about where this would be, either in DHS or somewhere else.

- Kathi said that it is not uncommon to get a call about requirements. It is a challenging position. The liability is challenging. She can answer if an injury is consistent with an accident but there is more concern around answering if something should be a report or not. Trace said that they will come back to this.
- Bryan Kelley said that he was going to say the same thing. He and Jordan Steffen will draft recommendations based on the conversation so they are happy to hear where they think the consultations should live, state provided or not. Trace said that they will come back to this.
- Stephanie Villafuerte said that when she thinks of a consult, she thinks of it being staffed by child welfare or public health. Responding to Michelle Dossey's point about extending time spent on reports, she wonders about segmenting out mandated reporters. She wonders about the top 10 reporters getting priority when calling; medical staff can have immediate response time. She suggested getting creative with the mandated reporter list. She suggested separating calls and prioritizing them based on data. Trace thanked her.
- Jade Woodard said that she agrees with Stephanie. She said that the recommendation will look different based on what recommendations move forward. She brought up how all of the recommendations operate together. She said that the informal nature feels dangerous for many people for many reasons including human error. Trace said that all three recommendations will move forward. Jade clarified that even if they recommend all three, all three might not be implemented. Doris asked for specific conditions that would need to be included to make the consultation model effective. Jade said that she loves the models, she is nervous about how it happens now. She is wondering about how to provide recommendations to the general assembly in a way that would mitigate gaps that would occur if one recommendation is not implemented. Trace suggested writing in that these recommendations are a package.
- Roshan said that mandated reporters are in their own boxes so it would be helpful to have someone to bring them more context and considerations. She thinks the consult should be bigger and more of an umbrella to back up and look at the bigger picture. She wants to lift up the fear around informal consult since they are very dangerous due to different information. Some counties have a great CHS office that people can call but some do not. This also makes it hard to consult. She suggests having an umbrella model to make sure the consult works through many disciplines. Trace said that what she is suggesting is what the task force is trying to accomplish.
- Bryan said that Evident Change mentioned that the NH attorney general released a memo stating that if a reporter used the tool, that would fulfill the mandate to report. He said that they could work on something similar in the consultation part. They could have a print out to show the outcome of the consultation. He mentioned this because many people have mentioned legal liability. The print out could hold legal water. Trace asked Michelle Dossey what she thinks.



	<ul style="list-style-type: none"> Michelle Dossey said that it is more than consultation; it is coaching and education. It's more than whether you report or not. She gets a lot of questions around statutory rape. She said that it is not just about child welfare but also about law enforcement. She is not the decision maker around what is a crime. She gets a lot of questions about neglect. She gets questions about past incidents. She also gets questions about domestic violence. She said that the program was evaluated by Kempe who recommended housing it outside of CPS to increase comfort levels for those with reservations about calling for preventative services. She said that she personally knows a lot about CPS but she also knows that she holds biases. There is liability in any consultation that they provide. She said every person will give a different decision about a situation. Child welfare law is hard and it is vague so people struggle to understand this. They should try to clear up the law both for reporters and for internal staff. This is a challenge. The last piece is that she can look at the TRAILS database with what folks consult about. There might not be structure to see what is already there if it is housed outside of CPS. She can place consult situations in a context with this tool. There are also arguments to be had about weaponizing TRAILS data. Sometimes people call with the last piece of information to initiate a report. Trace thanked her. Sam responded to Michelle Dossey about ongoing interaction with the system. She brought up her own personal experience with CPS. She thinks that people with negative experience with counties will not call counties. On the other hand, there are 211 numbers that people know to call for resources. She mentioned people who are not reporters calling. She also mentioned consultations are to pull out facts and remove it from the feelings. It can be hard to see the bias and the negative aspects when people have been working in the system for a long time. Trace thanked her and asked Roshan for her thoughts. They also mentioned that there will probably need to be creative solutions about where the consultations are housed. Roshan said that Sam made the point she was going to. She also wonders about it being housed in CDPHE as a prevention service resource. Jade said that CDEC has a family strengthening unit with the child abuse prevention task force which could be an interesting connection. She brought up prenatal substance exposure reporting. She mentioned a baby testing positive at birth for methadone. This is a situation when reporters are asked to know about the impact to the child and a threat to wellbeing and health as well as seeing a positive test. This is hard for reporters. A consultation could be an interesting way to test how this would work. They see this come up a lot but how to deal with it in practice is hard. Trace thanked her and mentioned chats about WI's consultation offerings. Trace said that the task force can respond to the survey to provide further feedback on this. Trace asked for public comment.
Warmlines	<ul style="list-style-type: none"> Doris started the conversation about warmlines as an alternative approach when child maltreatment is not alleged and a different pathway might be appropriate to connect families to services outside of the child welfare system. She asked for



components that would make a warmline successful in CO. Michelle said that she worries that families will get hung up that a report was made and then be less likely to use services. She suggested being careful about that transition to make families feel supported. She thought about a marketing campaign to encourage families to ask for what they need. Doris thanked her and mentioned training around that.

- Margaret said that she is concerned about sustainability and an appropriate fiscal note to keep it going. She also mentioned keeping resources current and clear about what they provide and how they are different. There are many nuances. She wants people to not feel like this is just paper work. Doris thanked her.
- Jade said clarity on who the warmline is for (families or reporters) is important. She also mentioned fitting it in with other tools like 211. She wonders if these tools are being used. She is wondering if warmlines are still the tool to access help. Doris asked for a recommended path forward on who would access the warmline. Jade said that there are many options. The NY model had families with lived experience answering the phone; this was an interesting model. She wonders about utilization of those and how it is different from 211. With implementation, she wonders about navigators and how long the navigators would work with families which might be out of the warmline concept. She is also wondering about consultation being the warmline for reporters and other warmlines being for families. Doris thanked her.
- Doris highlighted a question in the chat from Yolanda Arredondo about if the warmline is separate from 211. Doris asked about building off of a current approach or to stand up a separate line. She asked how people are leaning and why.
- Sam said that she likes what Jade said about 2 warmlines; one in 211 for families and everyday people and another one for mandated reporters. She suggested using systems that are already there. Doris thanked her and highlighted chats about 211; 211 provides lists but not connections to resources.
- Bryan said that in the resource sent out, most of the warmlines built off existing structures. NY spoke about working in existing structures. He also mentioned 211 San Diego. The question is how to embed it. The task force doesn't need to start from scratch. Many examples build on and amplify structures by adding state power or legal structures. Doris thanked him.
- Jade said that the behavioral health administration provides resources to families; it is being heavily promoted. She wonders if the recommendation could be to do an inventory of existing warmlines and then make strategic decisions on where to place it. Doris thanked her and flagged Bryan's note about including navigators or other mechanisms to provide a connection to resources and a follow up.
- Dawn said that some funds should be appropriated to the warmline to market to property owners who make rental spaces available. Housing is the toughest piece right now so increasing landlord awareness would be a great support. Doris thanked her.
- Stephanie followed up on what Jade said about recommendations. Some are more helpful than others. The task force is not developing the program itself. As



	<p>they explore the services, could they think about a third party to recommend how the state can plug in concepts into the existing structure. The struggle is finding the mid-level. This is years of work. She asks the task force if the level of recommendation is something they are in support of. Doris thanked her.</p> <ul style="list-style-type: none"> ● Doris moved to an electronic poll about making a recommendation about having analysis and inventory about warmlines. <ul style="list-style-type: none"> ○ Michelle ○ Jade ○ Zane ○ Michelle ○ Stepahnie ○ Dawn ○ Kathi ○ Yolanda ○ Adriana ○ Leanna ○ Aletha ○ Ida ○ Margaret
Public Comment	<ul style="list-style-type: none"> ● Doris invited public comment. Crystal Allen Ward said that she appreciates the task force not making a recommendation on a specific thing yet but this conversation was very rich and included many key elements to be successful. They have a lot of the research already. They might need more before making a next step but they listed a lot of research already. She also wanted to share that Larimer County has a consult warm system called Supported Families, Stronger Communities. They hired folks with lived experience to be navigators. In some ways it is housed in DHS, but overall it is a hybrid thing. It is being evaluated and will have a formal evaluation soon as well as a cost benefit evaluation. It serves as a warmline system. She acknowledged that not every county can afford to hire folks so they might want to consider something more regional or statewide. She said that there will be data on it within the year. Doris thanked her.
Next Steps and Adjourn	<ul style="list-style-type: none"> ● Trace thanked everyone. The task force will be back next week to continue the conversation.

Appendix A:

Dawn Alexander
Yolanda Arredondo
Kevin Bishop
Ashley Chase
Jill Cohen
Michelle Dossey
Jessica Dotter



Tara Doxtater
Ida Drury
Leanna Gavin
Zane Grant
Adriana Hartley
Jennifer Ely
Gina Lopez
Cris Menz
Sara Pielsticker
Margaret Ochoa
Roshan Kalantar
Dr. Kathi Wells
Jade Woodard
Aletha Jenkins
Bryan Kelley
Stephanie Villafuerte
Trace Faust
Ashley Prow