

House Bill 3052

Sponsored by Representative BOLES; Representatives NOBLE, PILUSO, Senator HEARD

SUMMARY

The following summary is not prepared by the sponsors of the measure and is not a part of the body thereof subject to consideration by the Legislative Assembly. It is an editor's brief statement of the essential features of the measure **as introduced**.

Directs Department of Human Services to report to Legislative Assembly regarding transition to centralized child abuse hotline call center by May 1, 2019.

Declares emergency, effective on passage.

A BILL FOR AN ACT

1
2 Relating to child abuse hotline; and declaring an emergency.

3 **Be It Enacted by the People of the State of Oregon:**

4 **SECTION 1. No later than May 1, 2019, the Department of Human Services shall submit**
5 **a report to the appropriate committees of the Legislative Assembly regarding the status of**
6 **the centralization of the child abuse hotline described in ORS 417.805, including the following:**

7 (1) **The number of staffing vacancies as of April 1, 2019, in the new centralized child abuse**
8 **hotline call center and an explanation for the number of vacancies.**

9 (2) **The number of child abuse reports initiated on or before April 1, 2019, that have not**
10 **been closed at screening or assigned for assessment, or that are pending or incomplete due**
11 **to the screener's workload.**

12 (3) **In the six-month period ending April 1, 2019, the average:**

13 (a) **Monthly volume of calls in aggregate and per screener.**

14 (b) **Length of time a caller was placed on hold.**

15 (c) **Number of calls that were disconnected by callers who were placed on hold.**

16 (4) **A description of any other delays that are affecting the department's successful**
17 **transition to the centralized child abuse hotline call center.**

18 (5) **Recommendations for legislative changes required, if any, for the department to suc-**
19 **cessfully implement the transition to the centralized child abuse hotline call center.**

20 (6) **A request for additional appropriations, if any, necessary for the department to suc-**
21 **cessfully implement the transition to the centralized child abuse hotline call center.**

22 **SECTION 2. This 2019 Act being necessary for the immediate preservation of the public**
23 **peace, health and safety, an emergency is declared to exist, and this 2019 Act takes effect**
24 **on its passage.**

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NOTE: Matter in **boldfaced** type in an amended section is new; matter [*italic and bracketed*] is existing law to be omitted. New sections are in **boldfaced** type.