



County of Sacramento

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**June 1, 2009**

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**CPS improvements to be highlighted at June 2 board hearing**

*Agency will report on system improvements, new computer technology, CWLA contract*

SACRAMENTO — County supervisors will hear a progress report from Child Protective Services (CPS) on Tuesday, June 2 that will detail recent improvements the agency has made.

Improvements include:

- **Installation of a new telephone system to record incoming calls to the Child Abuse Hotline.** Having a digital record of calls will help social workers verify accuracy of information and resolve customer service disputes. The \$19,000 voice recording system will record approximately 4,700 calls that CPS Emergency Response intake social workers receive each month.

Sacramento County joins seven California counties in recording child abuse calls. The new system is expected to be fully functional by July 1.

- **A plan to purchase mini-laptops that will let workers access statewide child welfare records and complete safety assessments from the field.** Workers will be able to make direct entries into the statewide database in real time rather than taking notes and typing them into the database later. The devices will also help workers complete a risk and safety assessment tool called Structured Decision Making.
- **Finalization of a consulting contract with the Child Welfare League of America (CWLA).** CPS will ask the Board of Supervisors to approve a six-month contract with the CWLA to provide technical assistance in improving the agency's effectiveness. Priority areas include enhancing practices to keep children safe, improving the use of risk and safety assessment tools, and addressing the impacts of high caseloads.

Established in 1920, the private, non-profit agency is considered a national authority for professionals who work with abused, neglected or abandoned children.

These three changes were recommended by the 2008-09 Grand Jury report on CPS.

The Board of Supervisors will also hear about CPS' improved performance on key statewide measures, including timely response to reports of abuse and staff completion of risk and safety assessments.

The hearings begin at 3 p.m. with the 2007-2008 Child Death Review Team report, followed by CPS' response to the Grand Jury and a progress report.