



County of Los Angeles CHIEF EXECUTIVE OFFICE

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WILLIAM T FUJIOKA
Chief Executive Officer

Board of Supervisors
GLORIA MOLINA
First District

YVONNE B. BURKE
Second District

ZEV YAROSLAVSKY
Third District

DON KNABE
Fourth District

MICHAEL D. ANTONOVICH
Fifth District

November 21, 2007

To: Supervisor Zev Yaroslavsky, Chairman
Supervisor Gloria Molina, First District
Supervisor Yvonne B. Burke, Second District
Supervisor Don Knabe, Fourth District
Supervisor Michael D. Antonovich, Fifth District

From: William T Fujioka
Chief Executive Officer

STATUS ON THE REVIEW OF THE LOS ANGELES COUNTY CHILD PROTECTION HOTLINE

On August 28, 2007, on motion of Supervisor Burke, the Board instructed the Chief Executive Officer (CEO) to work in concert with the Auditor-Controller (Auditor) and the Director of Children and Family Services (DCFS) to: 1) conduct a review of a statistically valid number of calls made to the Child Protection Hotline within the last year, examining issues such as response times, quantity and nature of calls, current mechanisms for quality control, reasons for dropped calls and the utilization of the callback message system; and 2) report back to the Board within 30 days with findings and recommendations.

On September 26, 2007, we notified your Board that due to the complexity and volume of information being analyzed, we would need an additional 45 days to complete our review. However, after reviewing the data, some of which is manual data, we will need an additional 30 days to complete our analysis and work with the Auditor and DCFS to complete our report back to your Board.

If you have any questions or need additional information, please contact me, or your staff may contact Brian Mahan at (213) 974-1318.

WTF:SRH:LN
GP:BM:lm

c: Auditor-Controller
Department of Children and Family Services