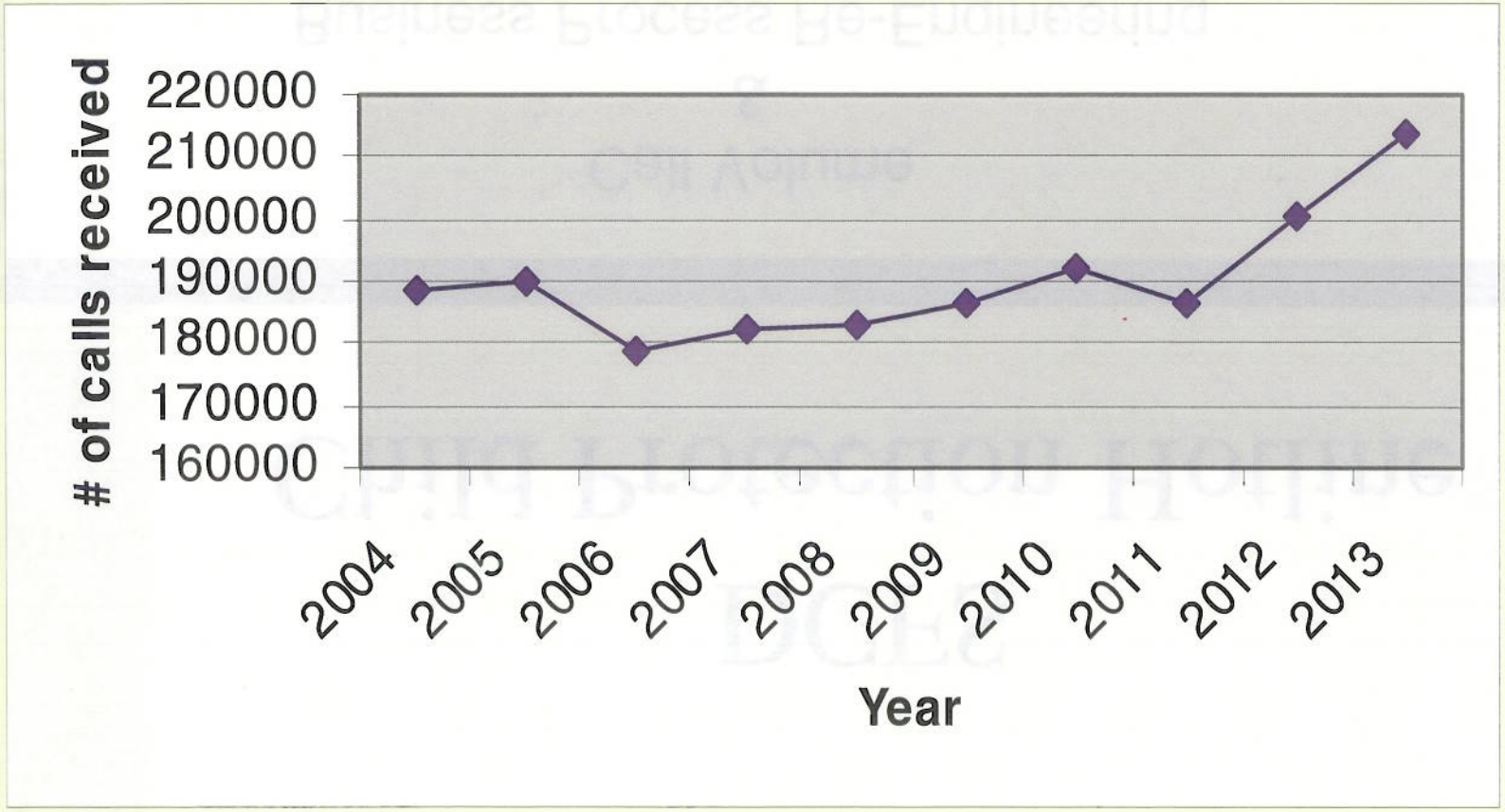
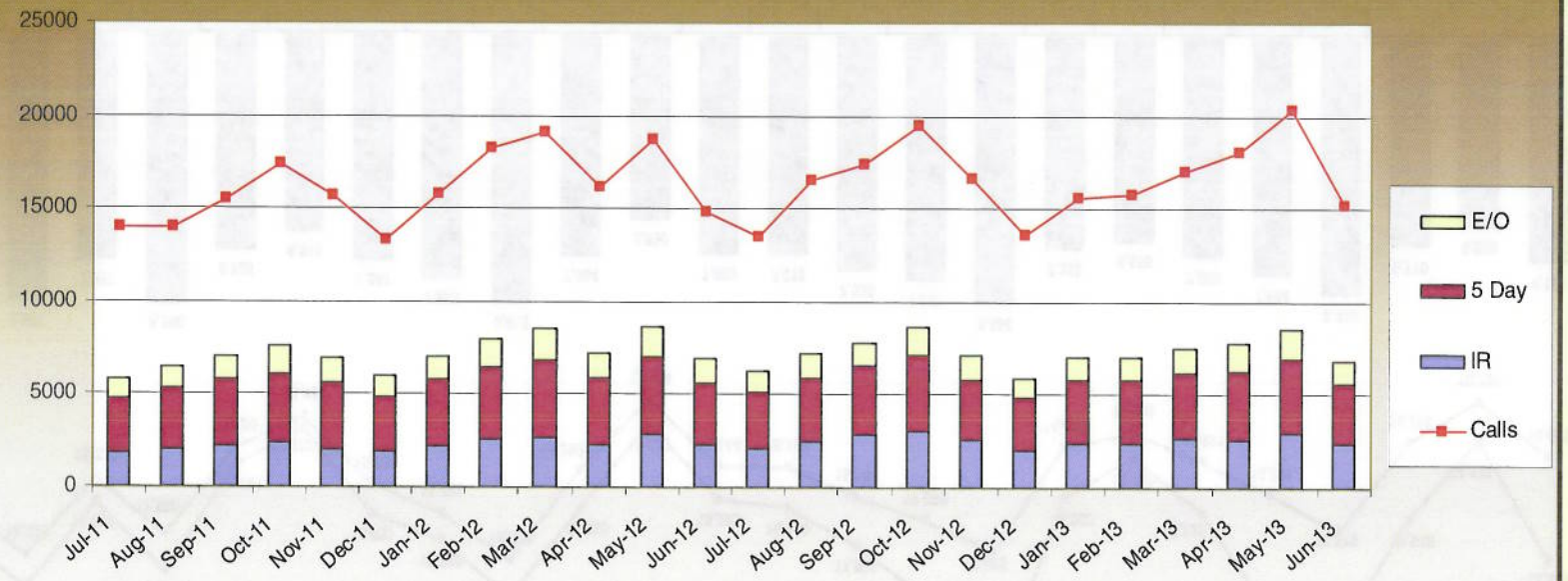
DCFS
Child Protection Hotline

Call Volume
&
Business Process Re-Engineering
Changes

Annual Call Volume 2004-2013

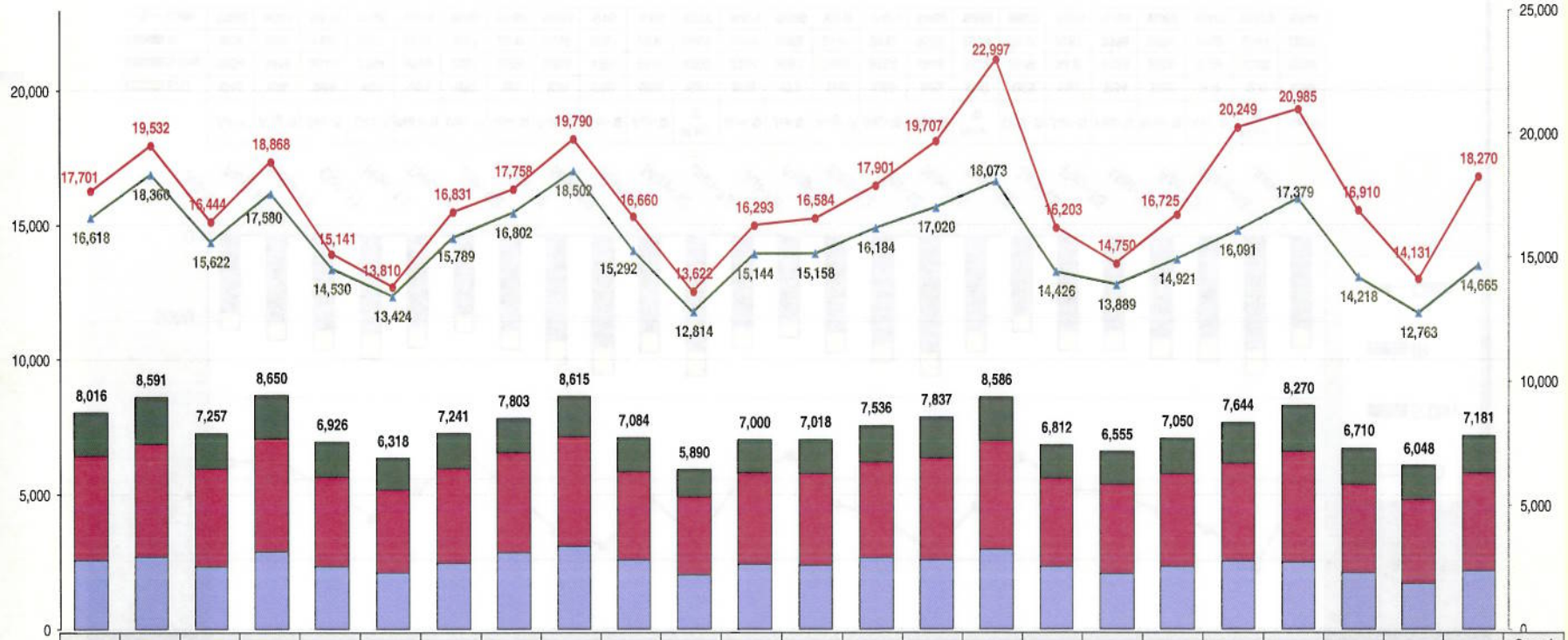


DEPARTMENT OF CHILDREN AND FAMILY SERVICES
CHILD PROTECTION HOTLINE
MONTHLY REFERRAL AND CALL VOLUME
7/1/2012 TO 6/30/2013



	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13
E/O	1046	1136	1260	1429	1363	1132	1311	1591	1760	1325	1591	1293	1173	1312	1269	1485	1243	1025	1198	1254	1350	1517	1610	1238
5 Day	2954	3414	3649	3764	3526	2961	3556	3859	4150	3616	4200	3334	3087	3489	3724	4048	3302	2848	3415	3426	3558	3758	4032	3245
IR	1808	1950	2158	2367	2043	1887	2210	2566	2681	2316	2859	2299	2058	2440	2810	3082	2539	2017	2387	2338	2628	2562	2944	2329
Calls	13992	14005	15513	17425	15686	13298	15780	18260	19110	16126	18770	14821	13529	16518	17421	19466	16659	13622	15631	15783	16968	18047	20378	15245

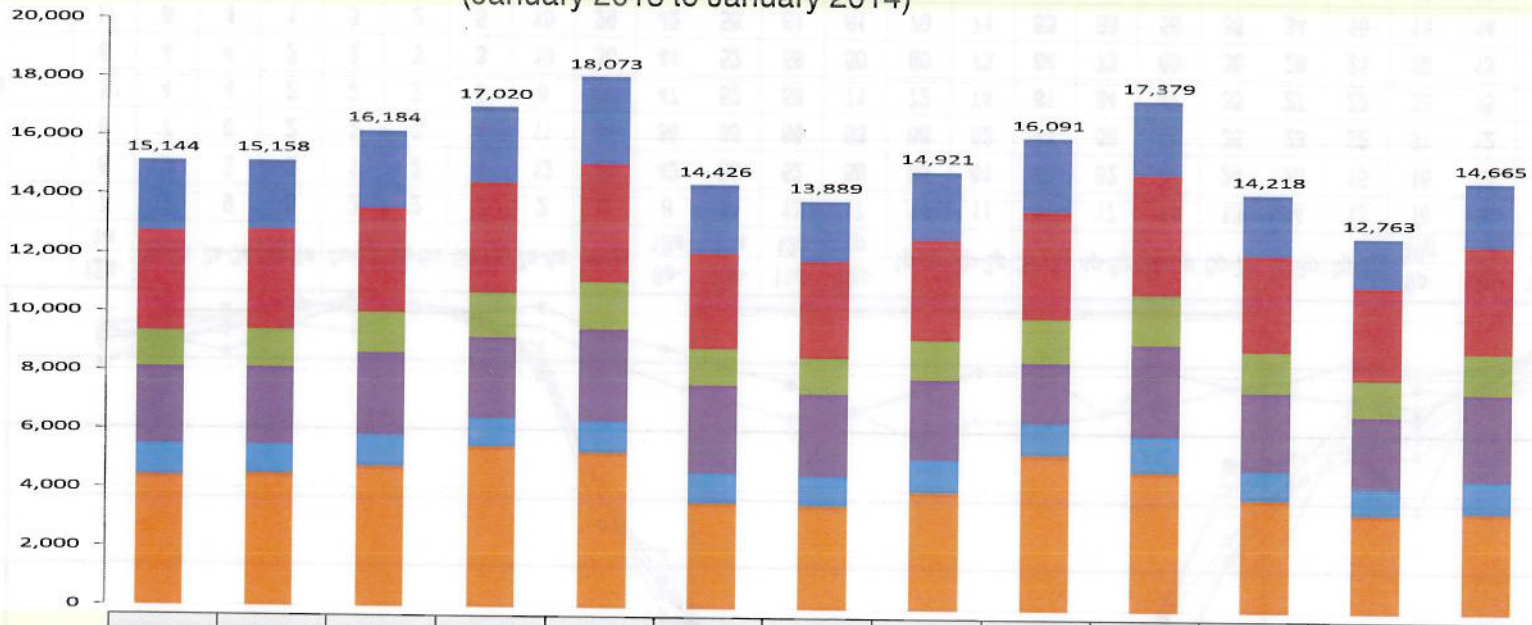
Child Protection Hotline
Monthly Referral and Call Volume
(February 2012 to January 2014)



	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Grand Total
E/O	1,[illegible]91	1,760	1,325	1,591	1,293	1,173	1,312	1,269	1,485	1,243	1,025	1,198	1,254	1,350	1,517	1,610	1,238	1,222	1,305	1,505	1,686	1,377	1,246	1,392	32,967
5 Day	3,[illegible]59	4,150	3,616	4,200	3,334	3,087	3,489	3,724	4,048	3,302	2,848	3,415	3,426	3,558	3,758	4,032	3,245	3,294	3,443	3,642	4,094	3,257	3,124	3,652	85,597
IR	2,[illegible]56	2,681	2,316	2,859	2,299	2,058	2,440	2,810	3,082	2,539	2,017	2,387	2,338	2,628	2,562	2,944	2,329	2,039	2,302	2,497	2,490	2,076	1,678	2,137	58,074
Total Referrals	**8,016**	**8,591**	**7,257**	**8,650**	**6,926**	**6,318**	**7,241**	**7,803**	**8,615**	**7,084**	**5,890**	**7,000**	**7,018**	**7,536**	**7,837**	**8,586**	**6,812**	**6,555**	**7,050**	**7,644**	**8,270**	**6,710**	**6,048**	**7,181**	**176,638**
Calls	17,701	19,532	16,444	18,868	15,141	13,810	16,831	17,758	19,790	16,660	13,622	16,293	16,584	17,901	19,707	22,997	16,203	14,750	16,725	20,249	20,985	16,910	14,131	18,270	417,862
Answered Calls	16,618	18,360	15,622	17,580	14,530	13,424	15,789	16,802	18,502	15,292	12,814	15,144	15,158	16,184	17,020	18,073	14,426	13,889	14,921	16,091	17,379	14,218	12,763	14,665	375,264

Note: Data provided by Child Protection Hotline Team.

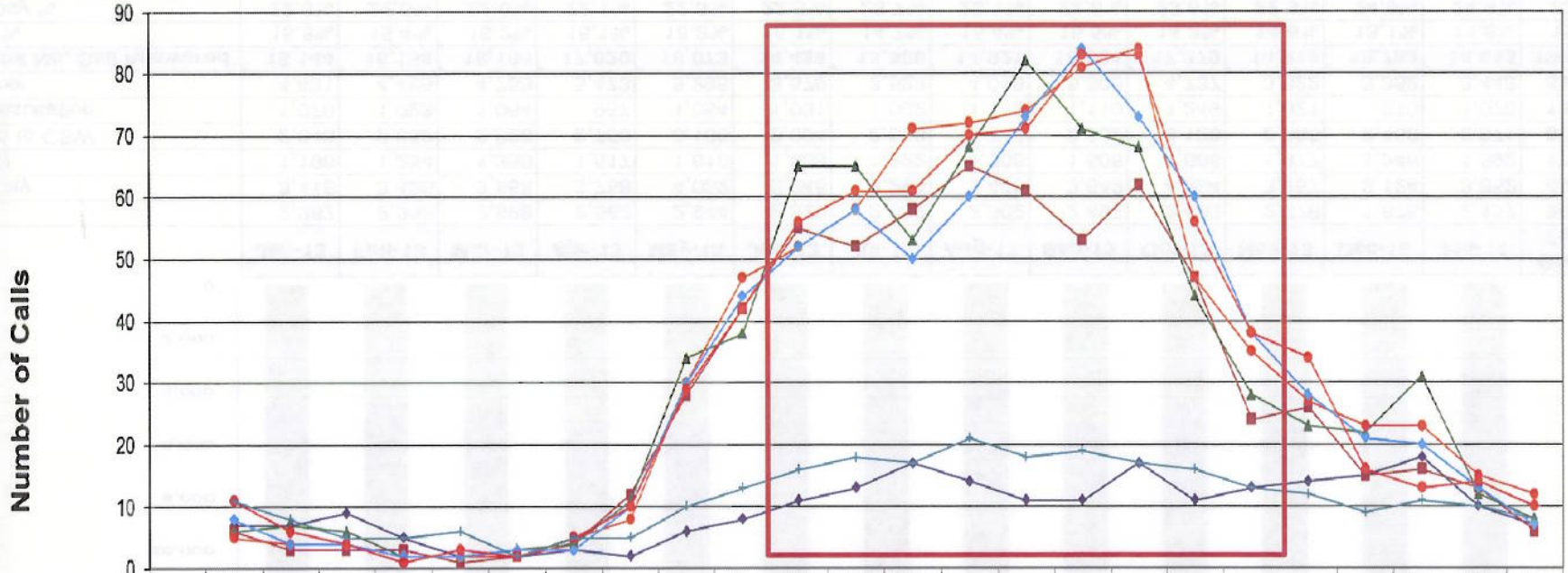
Child Protection Hotline
Call Answered
(January 2013 to January 2014)



	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Grand Total
IR	2,387	2,338	2,628	2,562	2,944	2,329	2,039	2,302	2,497	2,490	2,076	1,678	2,137	30,407
5 Day	3,415	3,426	3,558	3,758	4,032	3,245	3,294	3,443	3,642	4,094	3,257	3,124	3,652	45,940
E/O	1,198	1,254	1,350	1,517	1,610	1,238	1,222	1,305	1,505	1,686	1,377	1,246	1,392	17,900
Info to CSW	2,643	2,632	2,826	2,753	3,138	3,004	2,809	2,742	2,032	3,123	2,665	2,453	2,971	35,791
Consultation	1,070	1,023	1,064	957	1,054	1,031	1,002	1,113	1,110	1,249	1,021	910	1,070	13,674
Other	4,431	4,485	4,758	5,473	5,295	3,579	3,523	4,016	5,305	4,737	3,822	3,352	3,443	56,219
Total No. Call Answered	**15,144**	**15,158**	**16,184**	**17,020**	**18,073**	**14,426**	**13,889**	**14,921**	**16,091**	**17,379**	**14,218**	**12,763**	**14,665**	**199,931**
IR %	15.8%	15.4%	16.2%	15.1%	16.3%	16.1%	14.7%	15.4%	15.5%	14.3%	14.6%	13.1%	14.6%	15.2%
5 Day %	22.6%	22.6%	22.0%	22.1%	22.3%	22.5%	23.7%	23.1%	22.6%	23.6%	22.9%	24.5%	24.9%	23.0%
E/O %	7.9%	8.3%	8.3%	8.9%	8.9%	8.6%	8.8%	8.7%	9.4%	9.7%	9.7%	9.8%	9.5%	9.0%
% of Info to CSW	17.5%	17.4%	17.5%	16.2%	17.4%	20.8%	20.2%	18.4%	12.6%	18.0%	18.7%	19.2%	20.3%	17.9%
% of Consultation	7.1%	6.7%	6.6%	5.6%	5.8%	7.1%	7.2%	7.5%	6.9%	7.2%	7.2%	7.1%	7.3%	6.8%
% of Other	29.3%	29.6%	29.4%	32.2%	29.3%	24.8%	25.4%	26.9%	33.0%	27.3%	26.9%	26.3%	23.5%	28.1%
Total %	*100.0%*	*100.0%*	*100.0%*	*100.0%*	*100.0%*	*100.0%*	*100.0%*	*100.0%*	*100.0%*	*100.0%*	*100.0%*	*100.0%*	*100.0%*	*100.0%*

Note: Data provided by Child Protection Hotline Team.

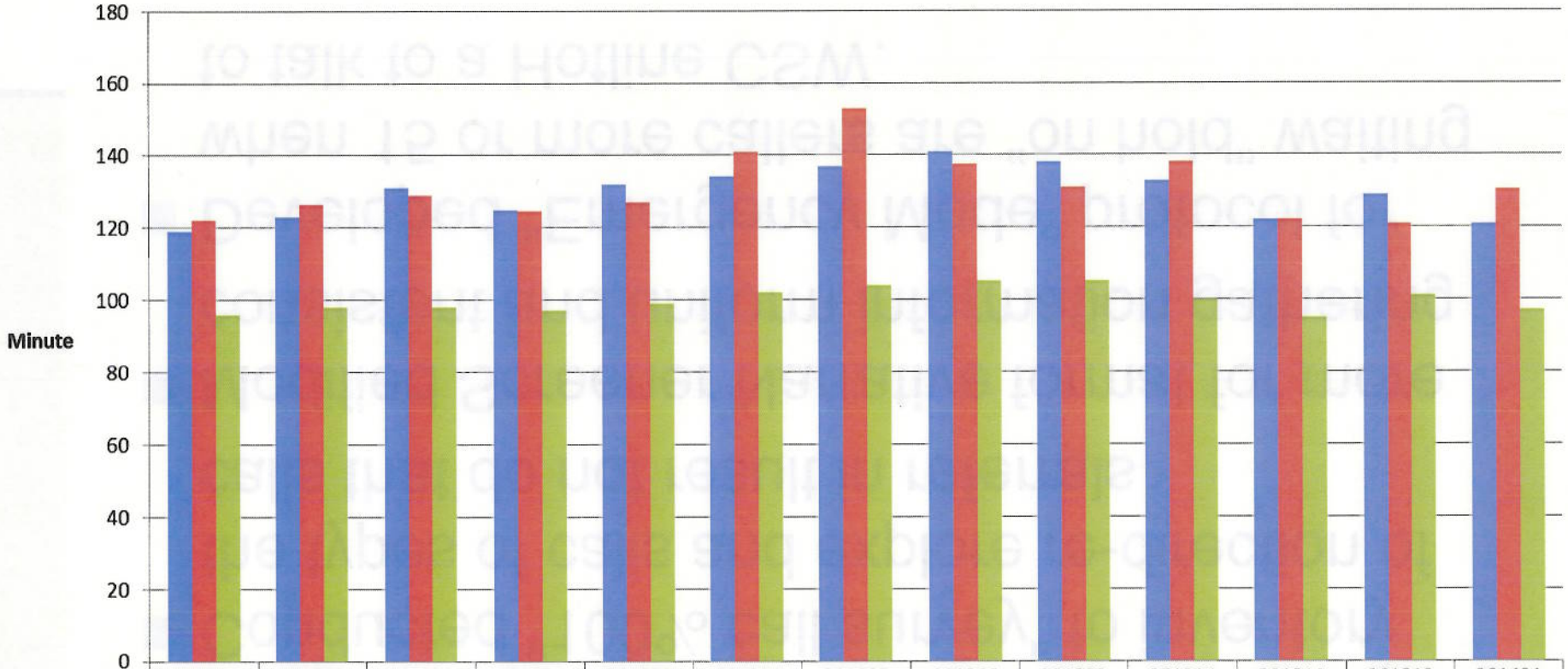
Average Number of Hotline Calls Per Hour Sorted by Day
January 2014*
N=17,745



	12a-1a	1a-2a	2a-3a	3a-4a	4a-5a	5a-6a	6a-7a	7a-8a	8a-9a	9a-10a	10a-11a	11a-12p	12p-1p	1p-2p	2p-3p	3p-4p	4p-5p	5p-6p	6p-7p	7p-8p	8p-9p	9p-10p	10p-11p	11p-12a
Sunday Average	7	7	9	5	2	2	3	2	6	8	11	13	17	14	11	11	17	11	13	14	15	18	10	7
Monday Average	6	3	3	3	1	2	4	12	28	42	55	52	58	65	61	53	62	47	24	26	15	16	13	6
Tuesday Average	6	7	6	2	2	3	4	11	34	38	65	65	53	68	82	71	68	44	28	23	22	31	12	8
Wednesday Average	5	4	4	2	2	2	5	8	30	47	52	58	71	72	74	81	84	47	35	27	23	23	15	12
Thursday Average	8	4	4	2	2	3	3	10	30	44	52	58	50	60	73	84	73	60	38	28	21	20	13	7
Friday Average	11	6	4	1	3	2	5	10	29	42	56	61	61	70	71	83	83	56	38	34	16	13	14	10
Saturday Average	11	8	5	5	6	2	5	5	10	13	16	18	17	21	18	19	17	16	13	12	9	11	10	8

*Notes: 1. *Holidays (January 1st and January 20th) are not included.*
2. Data Source: GNAV

Child Protection Hotline
Referrals Processing Time: Median Time by Minute
(January 2013 to January 2014)



	201301	201302	201303	201304	201305	201306	201307	201308	201309	201310	201311	201312	201401
5 Day	119	123	131	125	132	134	137	141	138	133	122	129	121
Evaluate Out*	122	126.5	129	124.5	127	141	153	137.5	131	138	122	121	130.5
Immediate	96	98	98	97	99	102	104	105	105	100	95	101	97

*Note: * Processing Time include time periods from CPHL worker assignment to CPHL inbox, and then to ER inbox.*
Evaluate Out referrals are not assigned to ER inbox.

BPR Improvements

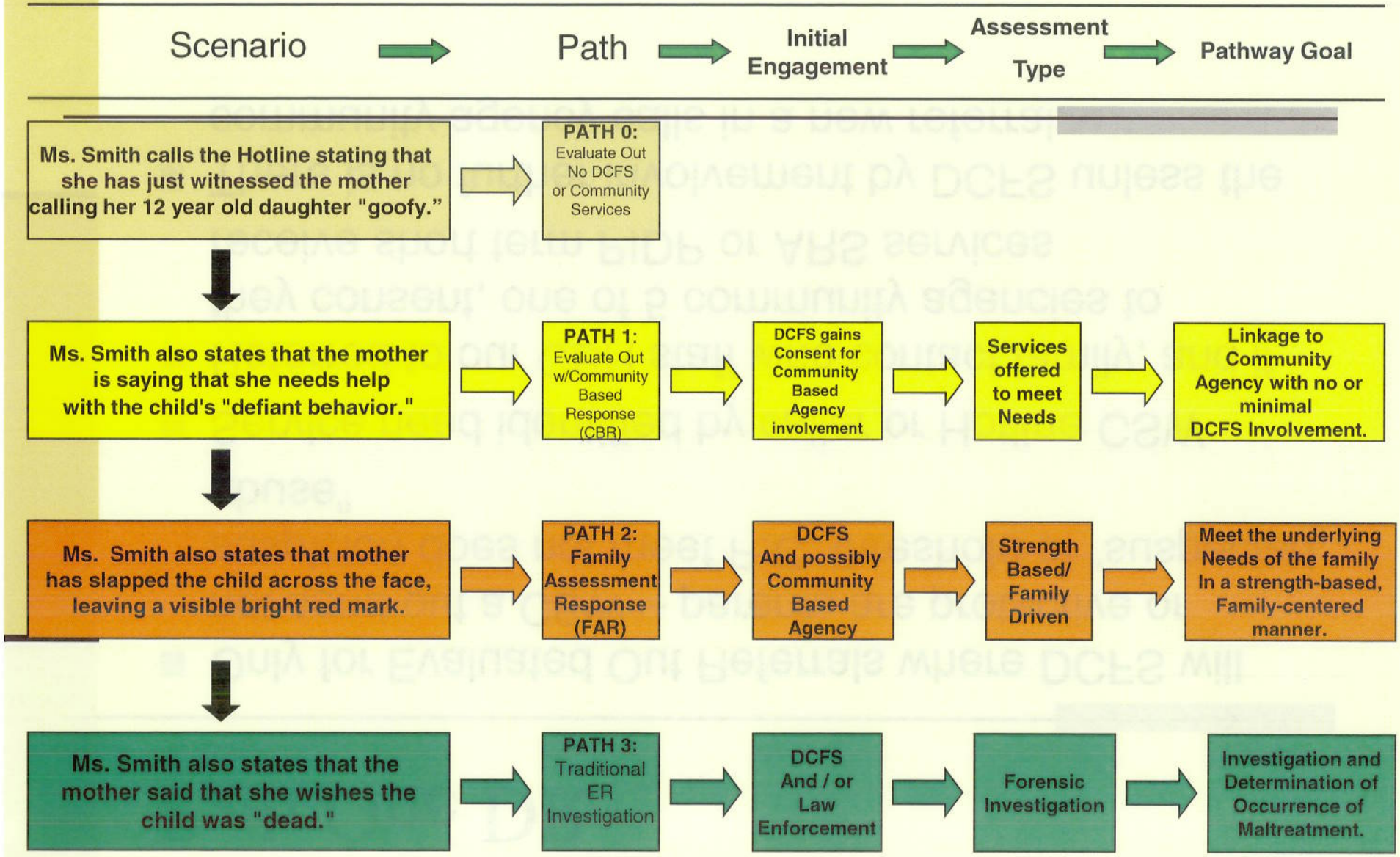
- Conducted "100% call survey" to inventory the types of calls and explore re-direction of calls that do not result in referrals
- Modified Screener Narrative format for more consistent and uniform information gathering
- Developed "Emergency Mode" protocol for when 15 or more callers are "on hold" waiting to talk to a Hotline CSW.

Differential Response Planning

Planning steps so far

- **2/13/14** – Exploratory session held for Exec Team and former Directors from Ohio, Illinois and Nebraska that have strong DR programs
- Proposal developed for Exec Team presentation on **3/11/14** with proposal for expansion of current Path One and development of Path Two Family Assessment Track
- Reseached how DR is working in other California Counties and reported to Exec Ops on **4/10/14**
- Now asked to research legal challenges and work arounds used by other large counties

Path One DR

- Only for Evaluated Out Referrals where DCFS will not send out a CSW – parents are protective or suspicion does not meet P.C. threshold of "suspected abuse"
- Service need identified by caller or Hotline CSW
- Referred to our CBR staff who contact family, and if they consent, one of 5 community agencies to receive short term PIDP or ARS services
- There is no further involvement by DCFS unless the community agency calls in a new referral.

Envisioned Differential Response Path Flow