VIRGINIA DEPARTMENT OF SOCIAL SERVICES

Virginia Abuse & Neglect Hotline

Data Overview

Total Number of Hotline Calls

Jan-April 2022

49,018 CALLS

Jan-April 2023

51,610 CALLS

Total Number of MRP Reports

SFY 2021

1,838

MRP REPORTS

SFY 2022

5,397

MRP REPORTS

SFY 2023

7,850

MRP REPORTS..

AND COUNTING!

January-April 2022 Call Data

AVERAGE # OF INBOUND CALLS WEEKLY

2,035

AVERAGE NUMBER OF ABANDONED CALLS WEEKLY

573

AVERAGE WAIT TIME

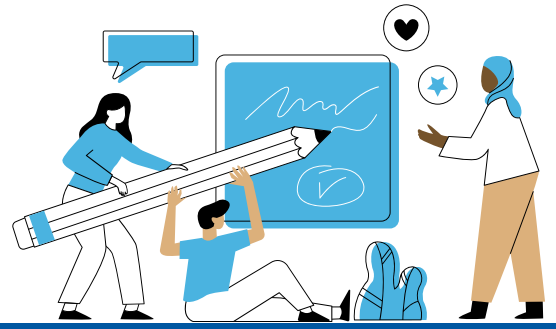
20 MIN

PERCENTAGE OF CALLS ANSWERED IN 10 MINUTES OR LESS

64%

CALL DATA

8 MINUTES



January-April 2023 Call Data

AVERAGE # OF INBOUND CALLS WEEKLY

2,123

AVERAGE NUMBER OF ABANDONED CALLS WEEKLY

314

CALL DATA

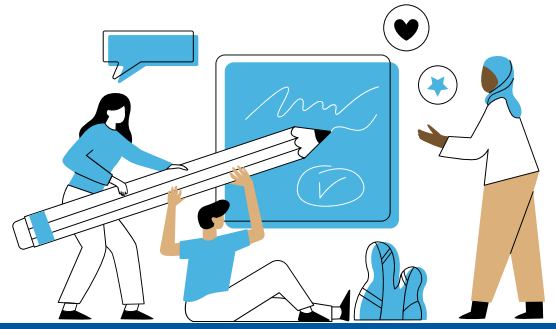
AVERAGE WAIT TIME

5 MIN

PERCENTAGE OF CALLS ANSWERED IN 10 MINUTES OR LESS

85%

6 MINUTES



Duties of a Hotline Specialist

- **Process calls received by the State Hotline**

Average Handle Time = 17 Minutes

Processing Time: Average 35 Minutes

(depends on type of call)

- **Respond to the State Hotline email inbox**
- **Process CPS reports through the Mandated Reporter Portal**
- **Attend meetings and trainings**

Level of Effort/Availability

Full Time Employee
(40 Hours)

Full Time Contractor
(40 Hours)

Part Time Employee
(24 Hours)

Part Time Contractor
(20 Hours)

AVAILABILITY TO TAKE CALLS:

28.92 Hours/week

32.76 Hours/week

21.15 Hours/week

16.65 Hours/week

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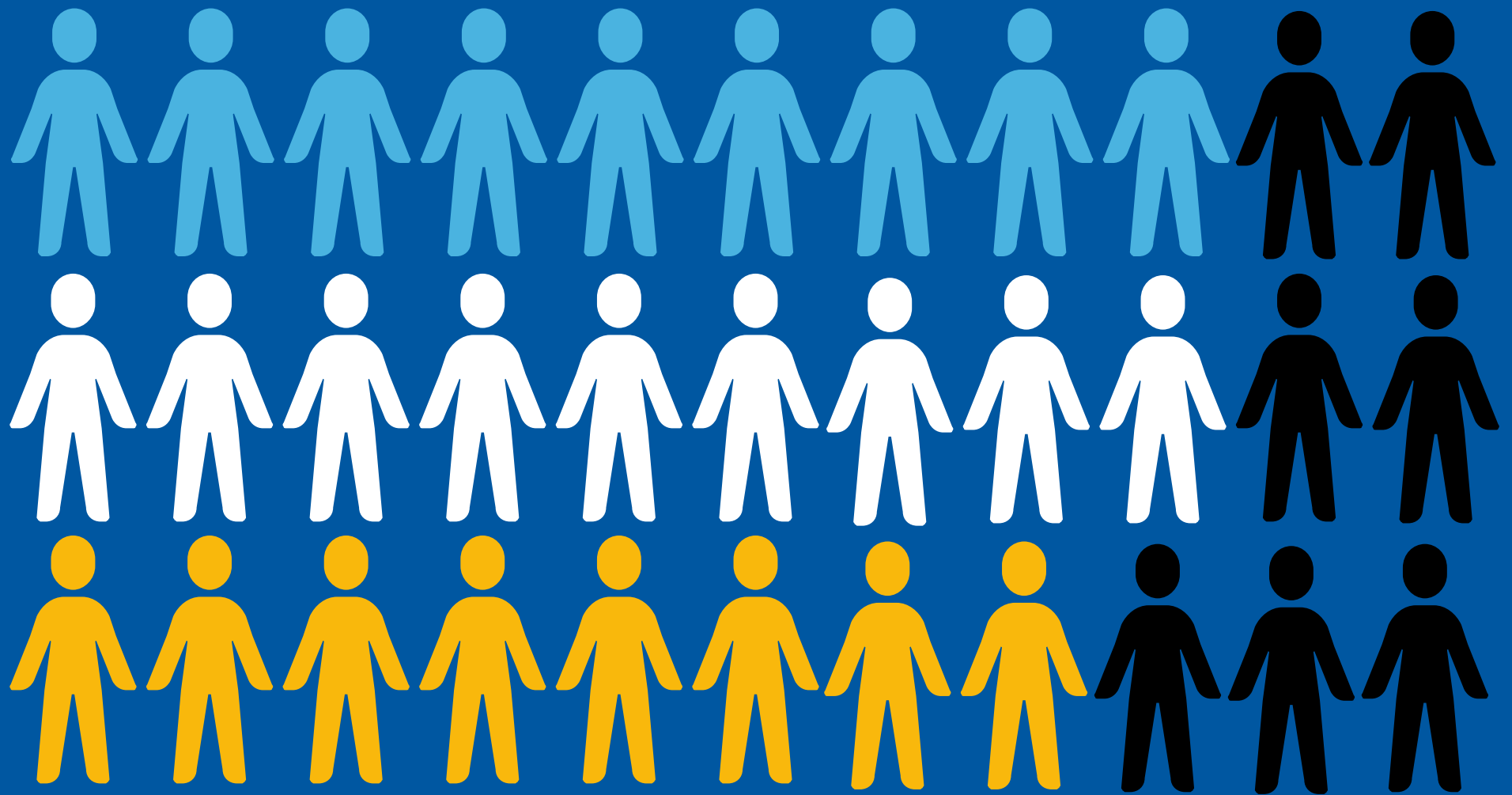
Our Hotline Team – January 2023



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Hotline Specialists

Minutes Available to Take Calls Per Week = 50,452

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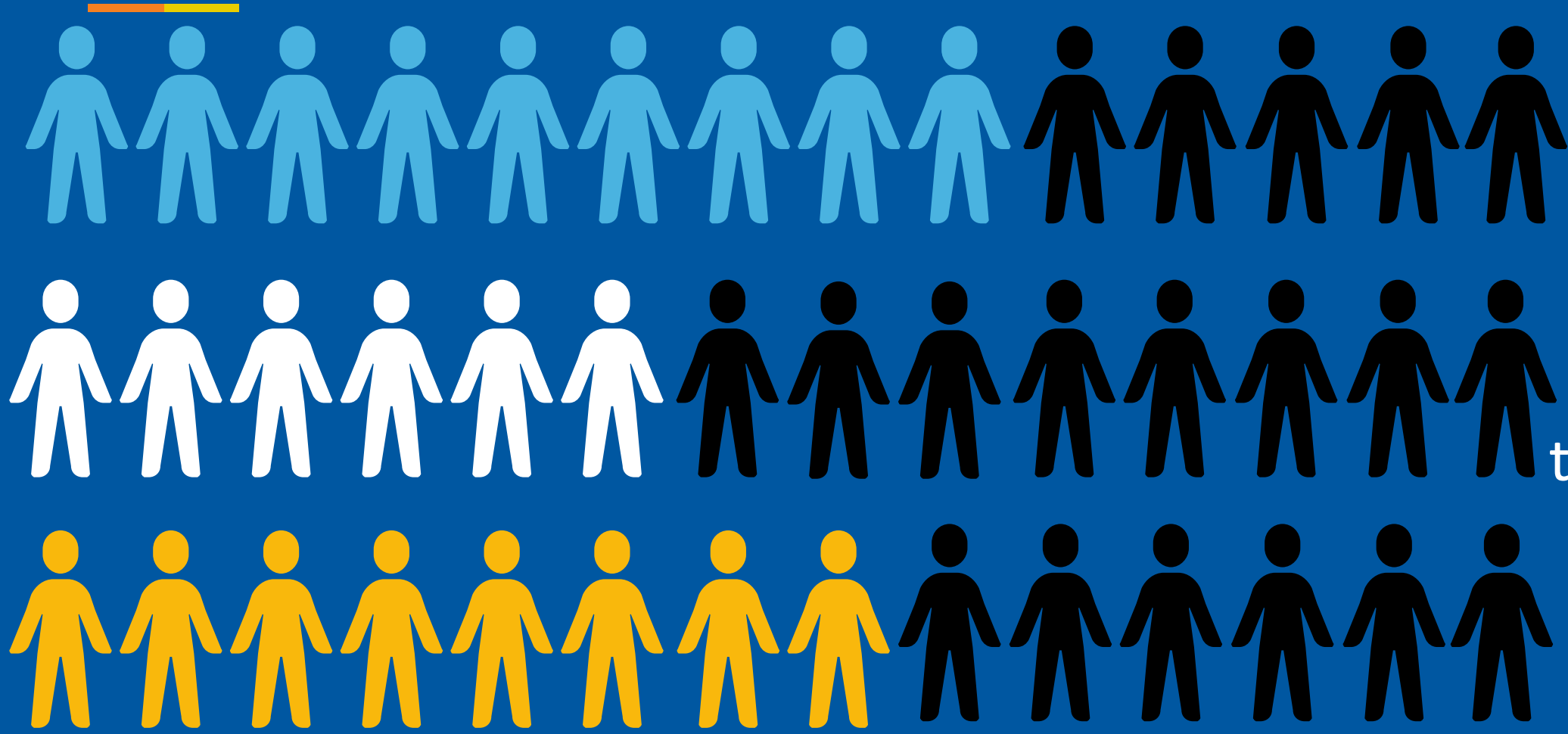
Our Hotline Team – Present



42
Hotline Specialists

Minutes Available to Take Calls Per Week = 56,544

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Hiring Update

+ 14,745 minutes per week to answer calls

10

Vacancies

2 Full Time Employees

2 Full Time Contractors

1 Part Time Contractor

5 Part Time Employees

Putting The Puzzle Together

2,123 Calls Weekly

x 35 Minutes Average Time to Process Calls

= 74,305 Available Minutes Needed

74,305

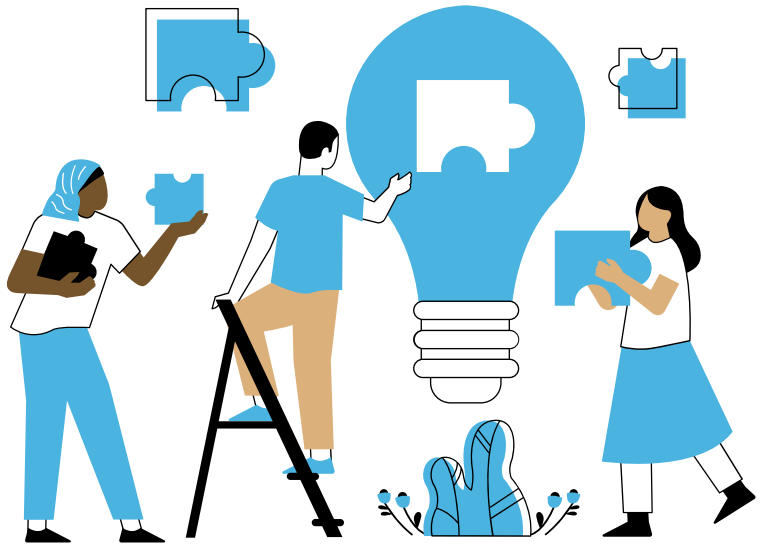
Available Minutes Needed

56,544

Available Minutes Currently

71,289

Available Minutes when Fully Staffed



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Our Need = 3,016 Minutes/Week

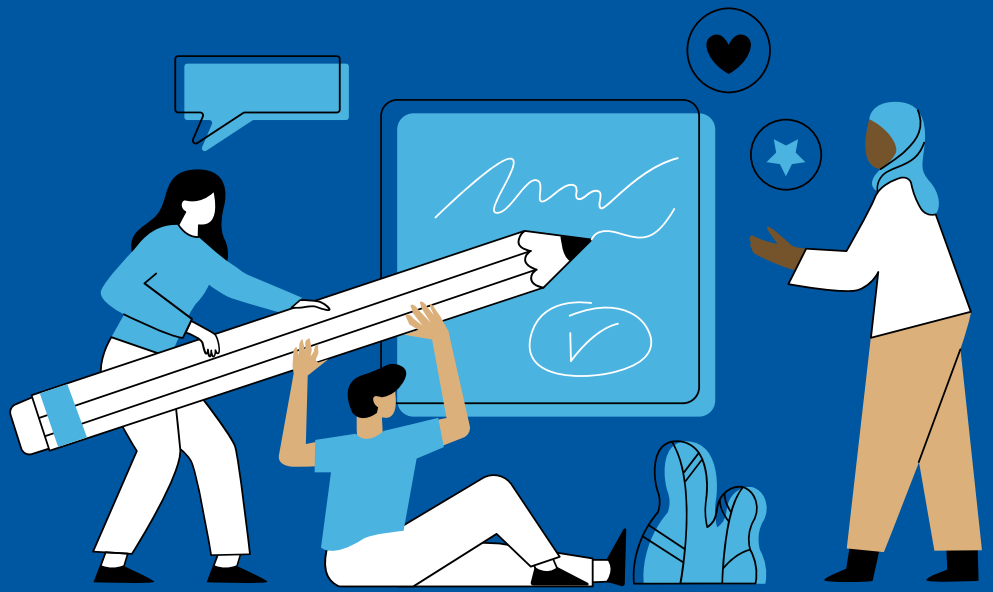
10

Full Time Employees

(40 Hours)

Minutes Needed to Take Calls = 74,305
Minutes Available to Take Calls = 91,657
0 unanswered calls; 0 min wait; 24/7/365

Training, Retention, & Updates



- Online Trainings
- ICAL Microlearning
- After Hours Messaging
- Verizon Incontact
- Hiring Full Time Employees

Hotline Leadership

PROGRAM MANAGER

Eryn Clarke

SHIFT SUPERVISORS

Adam Jackson

Christy Clarke

Cassie Austin

Cory Elliott