



VIRGINIA DEPARTMENT OF  
SOCIAL SERVICES

# Virginia Abuse & Neglect Hotline

Data Overview

# Total Number of Hotline Calls

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May-July  
2022

27,401  
CALLS

May-July  
2023

31,020  
CALLS

# Total Number of MRP Reports



5,397

MRP REPORTS



9,572

MRP REPORTS



491

MRP REPORTS..  
AND COUNTING!



# May-July 2022 Call Data

**AVERAGE # OF INBOUND  
CALLS WEEKLY**

1,740

**AVERAGE NUMBER OF  
ABANDONED CALLS WEEKLY**

462

9 MINUTES

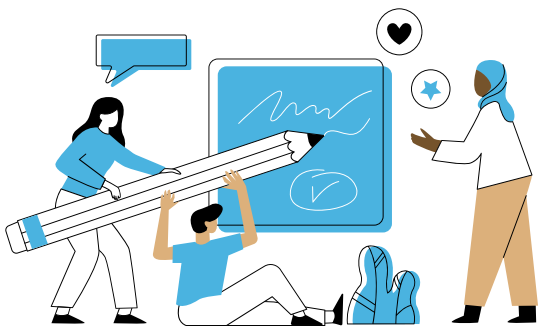
**AVERAGE WAIT TIME**

18 mins

**PERCENTAGE OF CALLS  
ANSWERED IN 10 MINUTES  
OR LESS**

CALL  
DATA

68%



# May-July 2023 Call Data

**AVERAGE # OF INBOUND  
CALLS WEEKLY**

1,834

**AVERAGE NUMBER OF  
ABANDONED CALLS WEEKLY**

283

5 MINUTES

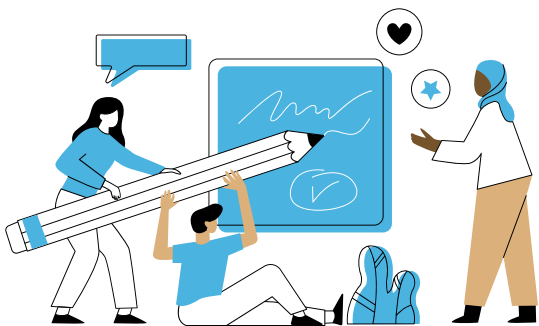
**AVERAGE WAIT TIME**

4.6  
MIN

**PERCENTAGE OF CALLS  
ANSWERED IN 10 MINUTES  
OR LESS**

86%

CALL  
DATA



# Duties of a Hotline Specialist



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



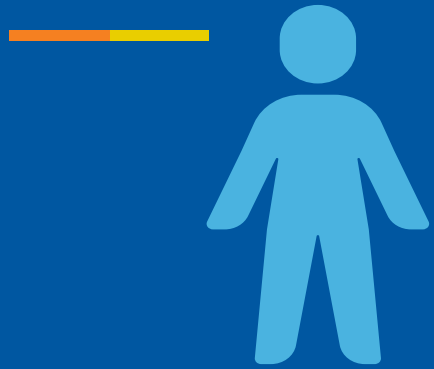
Average Handle Time = 16 Minutes

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



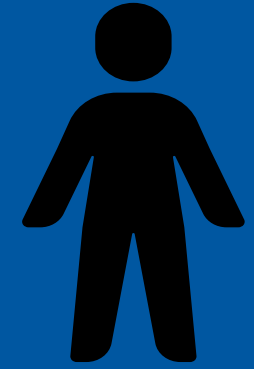
Full Time Employee  
(40 Hours)



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

# Our Hotline Team – January 2023

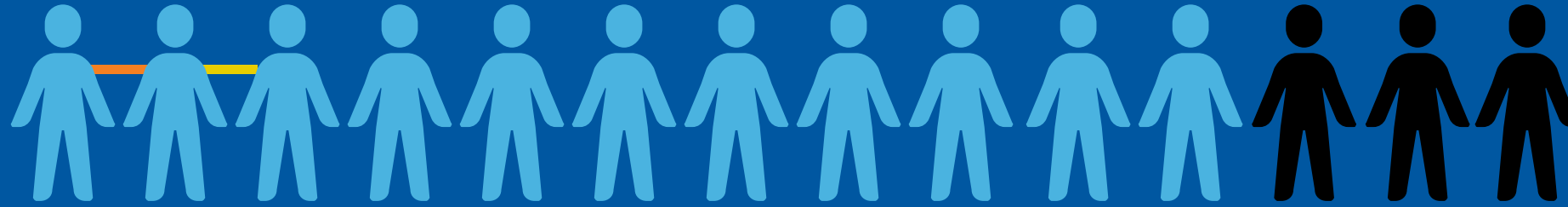


33  
Hotline  
Specialists

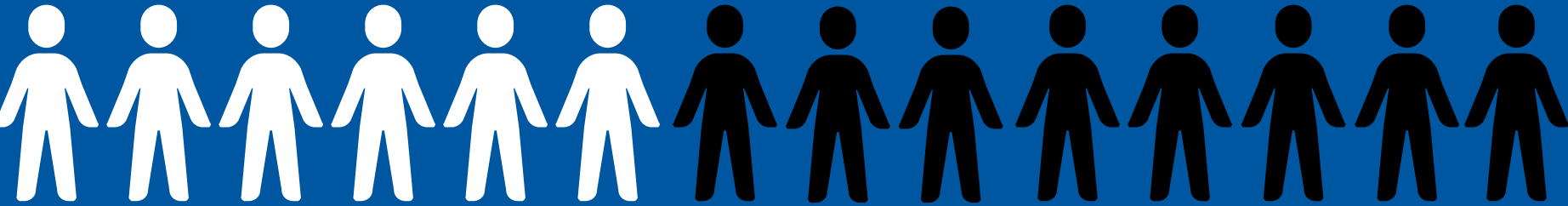
Minutes  
Available  
to Take Calls  
Per Week =  
50,452



# Our Hotline Team – Present



45  
Hotline  
Specialists



Minutes  
Available  
to Take Calls  
Per Week =  
64,453





# Hiring Update

+5,805 minutes  
per week to  
answer calls

5

## Vacancies

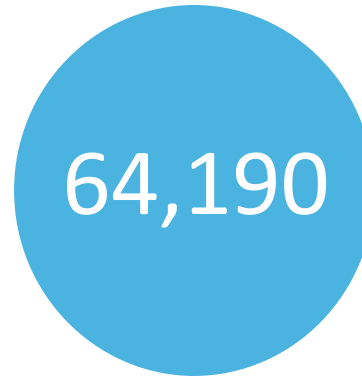
2 Full Time Contractors  
3 Part Time Employees

# Putting The Puzzle Together

1,834 Calls Weekly

x 35 Minutes Average Time to Process Calls

= 64,190 Available Minutes Needed



Available Minutes Needed



Available Minutes Currently



Available Minutes when Fully Staffed





# Our Need = 9,742 Minutes/Week

Ensuring coverage for LDSS holidays, emergencies, closures, etc.

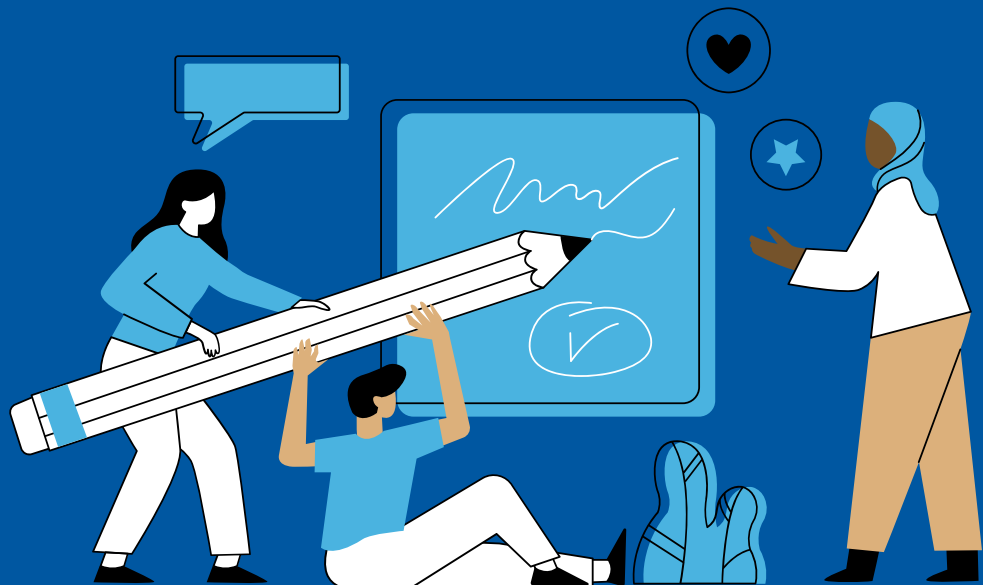


6

Minutes Needed to Take Calls = 64,190  
Minutes Available to Take Calls = 80,670  
0 unanswered calls; 0 min wait; 24/7/365

Full Time Employees  
(40 Hours)

# Training, Retention, & Updates



- Developing Training Curriculum
- Improving Onboarding Process
- Team Meetings
- Staff Engagement
- Increased coverage and reduced morale

# Hotline Leadership

## PROGRAM MANAGER

Eryn Clarke

## SHIFT SUPERVISORS

Adam Jackson

Christy Clarke

Cassie Austin

Cory Elliott

