VIRGINIA DEPARTMENT OF SOCIAL SERVICES

Virginia Abuse & Neglect Hotline

Data Overview

Total Number of Hotline Calls

Aug-Dec 2022

64,054 CALLS

Aug-Dec 2023

65,467 CALLS

Total Number of MRP Reports

SFY 2021

5,397

MRP REPORTS

SFY 2022

9,572

MRP REPORTS

SFY 2023

7,328

MRP REPORTS AND COUNTING!

JULY 2023-JANUARY 2024

Aug-Dec 2022 Call Data

AVERAGE # OF INBOUND CALLS WEEKLY

2,355

AVERAGE NUMBER OF ABANDONED CALLS WEEKLY

456

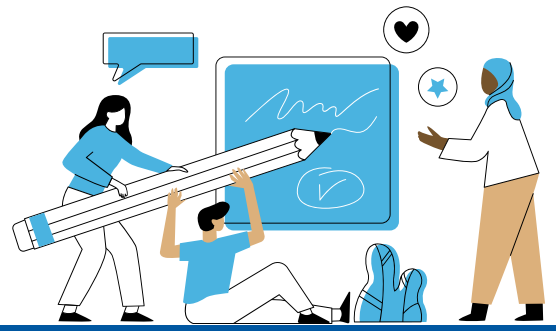
AVERAGE WAIT TIME

8 mins

AVERAGE LENGTH OF ABANDONED CALLS WEEKLY

6 MINUTES

CALL DATA



PERCENTAGE OF CALLS ANSWERED IN 10 MINUTES OR LESS

79%

Aug-Dec 2023 Call Data

AVERAGE # OF INBOUND CALLS WEEKLY

2,138

AVERAGE NUMBER OF ABANDONED CALLS WEEKLY

335

CALL DATA

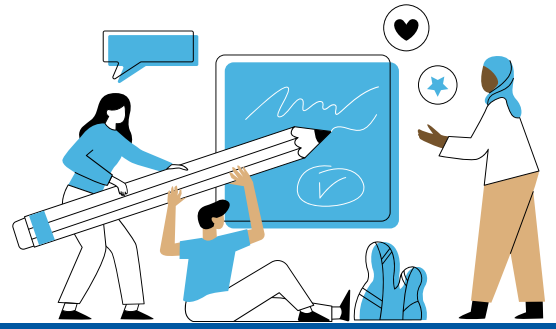
AVERAGE WAIT TIME

5 MIN

PERCENTAGE OF CALLS ANSWERED IN 10 MINUTES OR LESS

86%

5 MINUTES



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

VIRGINIA DEPARTMENT OF SOCIAL SERVICES

Our Hotline Team – Present

45
Hotline
Specialists

Minutes
Available
to Take Calls
Per Week =
64,453

VIRGINIA DEPARTMENT OF
SOCIAL SERVICES

Hiring Update

+13,362 minutes per week to answer calls

5

Vacancies

3 Full Time Contractors

1 Part Time Contractor

1 Part Time Employee

Pending

1 Part Time Employee

2 Full Time Contractors

Putting The Puzzle Together

2,138 Calls Weekly

x 35 Minutes (16 Min Average Handle Time + 19 Min Goal Time to Process Calls)

= <u>74,830</u> Available Minutes Needed

74,830

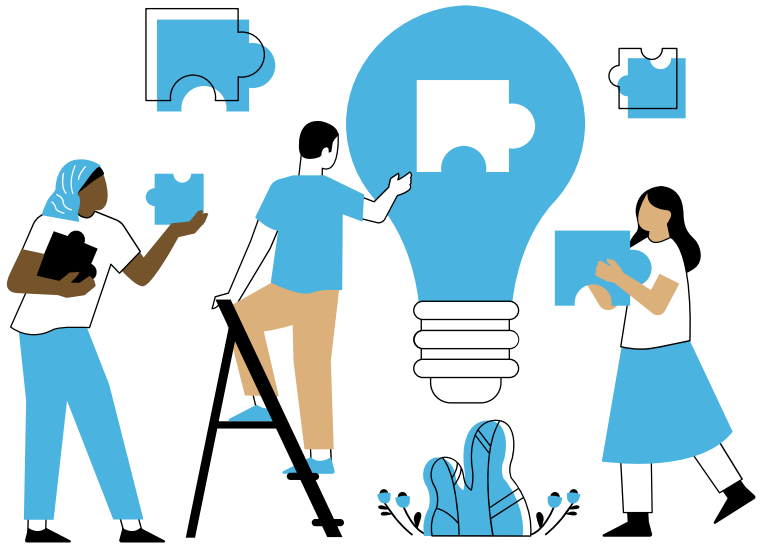
Available Minutes Needed

64,453

Available Minutes Currently

77,815

Available Minutes when Fully Staffed



VIRGINIA DEPARTMENT OF SOCIAL SERVICES

Our Need = Minutes/Week

Full Time Employees

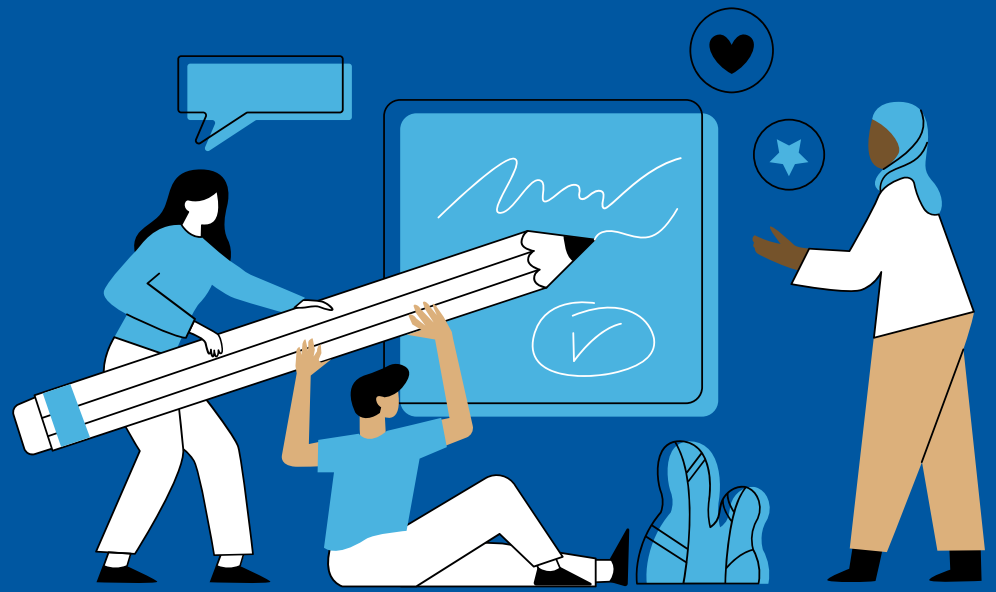
(40 Hours)

Minutes Needed to Take Calls = 74,830

Minutes Available to Take Calls = 77,815

0 unanswered calls; 0 min wait; 24/7/365

Training, Retention, & Updates



- Developing Training Curriculum
- Improving Onboarding Process
- Team Meetings
- Staff Engagement
- Increased coverage
- Reduce wait time
- Boost morale

Hotline Leadership

PROGRAM MANAGER

Eryn Clarke

SHIFT SUPERVISORS

Christy Clarke

Cassie Austin

Cory Elliott

Mary Brown