



PENNSYLVANIA DEPARTMENT OF HUMAN SERVICES

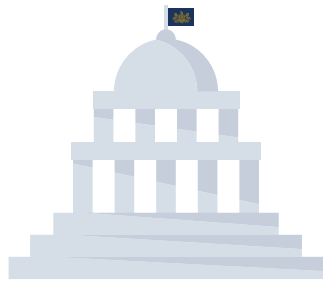
ChildLine

★ A TIMELINE ★

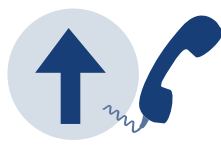
In early 2015, the Pennsylvania Department of Human Services was inundated with calls and child abuse clearance applications that the department was not adequately staffed or funded to handle. ChildLine received 1,536,921 child abuse history certification applications in 2015; a 162% increase. There was an increase of 23,446 calls in 2015.

DECEMBER 2014

Pennsylvania enacts 23 child protection laws



JANUARY 2015



21,517 calls received at ChildLine, a **62%** increase when compared to January 2014

Abandoned/deflected call rate increases to **43%**



THERE IS NO ADDITIONAL FUNDING for ChildLine



GOV. TOM WOLF INAUGURATED ON JAN. 20

JANUARY-FEBRUARY 2015

The Department of Human Services takes **IMMEDIATE** action



Hires additional staff (to date, number of positions has increased by 66%, from 48 to 78)



Chief of Staff for Children, Youth and Families assumes direct oversight over ChildLine



Reviews ChildLine's policies and procedures



Encourages Pennsylvanians to report child abuse and apply for child abuse history clearances via online Child Welfare Portal

MAY 2015



Days to process clearances decreases from **26** to **4**

100% timely response to child abuse clearance requests is achieved, up from **47%** in March

▶ TO MARCH 2016

12% abandoned/deflected call rate

100% timely response to clearance requests maintained

MOVING FORWARD



July 2016: Enhanced technology for ChildLine deploys

Fall 2016: New performance monitoring system goes live