

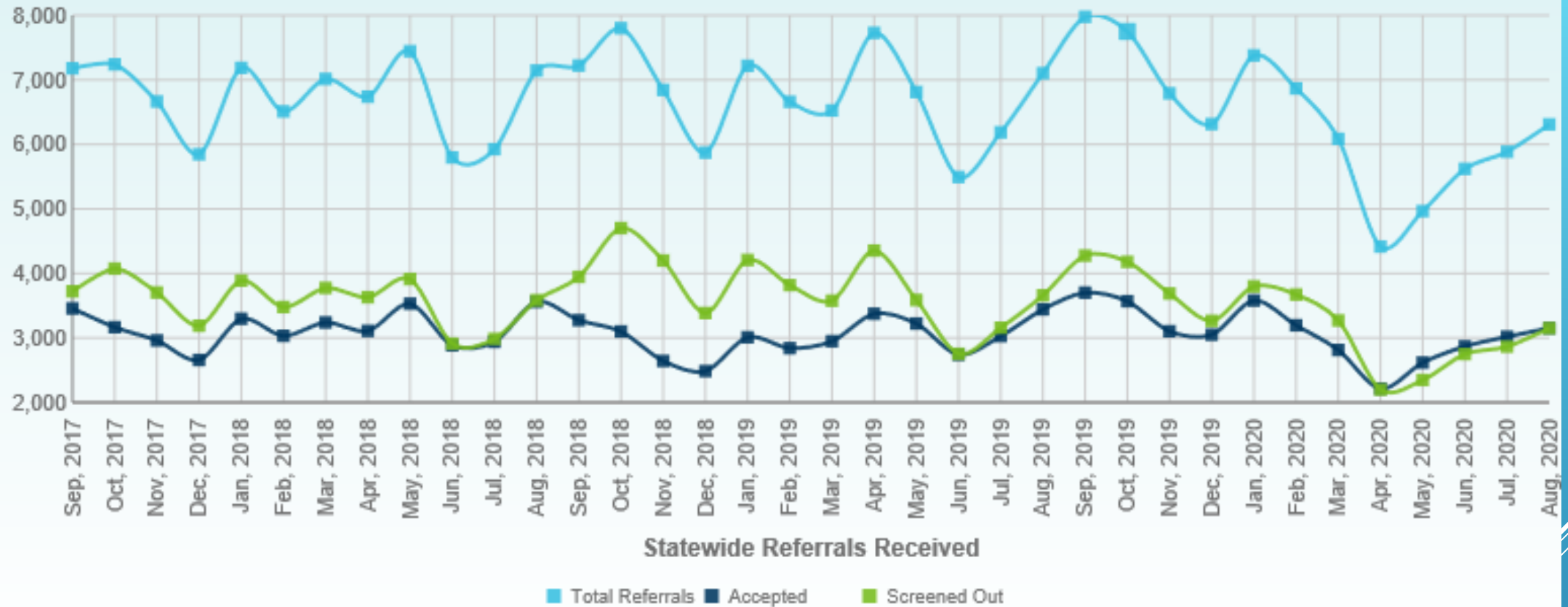
# OKDHS ABUSE AND NEGLECT HOTLINE



- ▶ The creation of a centralized child abuse reporting hotline initiated in 2010 and was completed statewide in 2011
- ▶ A portion of referrals to Adult Protective Services also occur through this hotline
- ▶ The hotline has received more than 1 million calls since inception
- ▶ COVID initially reduced hotline calls but those are now trending closer to normal volumes
- ▶ The future of the DHS hotline is to expand online reporting capacity, and to work toward some kind of outreach or referral process for calls that will be screened out

## KEY POINTS

YI805-Statewide Referrals Received Across 36 Months



Data Collected On Sep 1, 2020 from 1:00 am to 1:05 am

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	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20
Number of Calls Answered	7,124	5,581	6,355	7,319	8,063	8,782
Number of Calls Offered	7,323	5,687	6,482	7,450	8,262	8,971
Percent of Calls Handled	97.46%	98.38%	98.26%	98.39%	97.87%	97.99%
Abandoned Calls	186	92	113	120	176	180
Average Answer Delay	0:31	0:15	0:19	0:19	0:23	0:19
Average Abandon Delay	2:03	2:12	1:48	2:15	2:17	1:24
Average Talk time	14:09	15:18	15:15	14:17	14:22	13:58

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## August 2020 Call by Skillset

