



PENNSYLVANIA DEPARTMENT
OF HUMAN SERVICES

PROTECTING KIDS

Keeping Pennsylvania's children safe is a job we don't take lightly. In early 2015, after 24 new child protection laws were enacted, DHS was inundated with calls it was not equipped to handle. Since then, major improvements have been made:

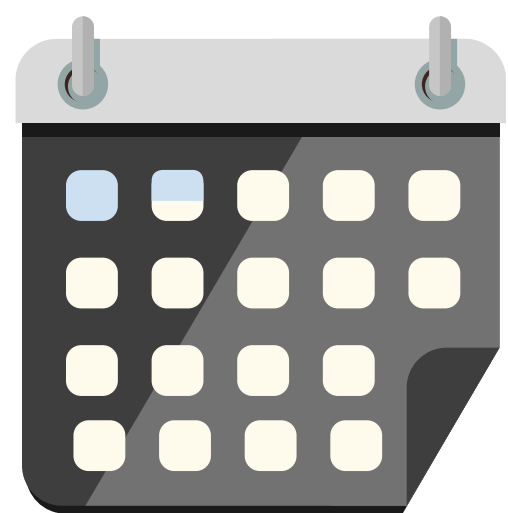
CHILD ABUSE CLEARANCES

100% TIMELY

response for clearances maintained



**1.6
DAY**



average processing
time in August 2016

80%



of all clearance
applications
now submitted
electronically

AN EFFICIENT CALL CENTER



2% abandoned/deflected call
rate in September 2016

DOWN FROM 43% IN JANUARY 2015

33 new staff members
hired to take calls

