



Department for Children and Families
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To: Rep. Ann Pugh, Sen. Dick Sears
From: Dianne Jabar, Director of CIES, Family Services
Subject: **Centralized Intake Call Data**
Date: June 29, 2016

Centralized Intake Data Comparisons from
July 1, 2014 to April 30, 2015 and July 1, 2015 to April 30, 2016

Call Volume (Total # of Calls from 7:45AM to 11:45PM)

7/1/2014 to 4/30/2015 - 35,416

7/1/15 to 4/30/16 - 46,864

Increase in Calls: 11,448

32% Call Increase

Total # Intake Reports

7/1/14 to 4/30/15 - 16173

7/1/15 to 4/30/16 - 17536

Increase in Intake Reports - 1,363

8% Intake Increase

Percent of Calls that Result in Intakes Reports:

7/1/14 to 4/30/15 – 46 percent of calls resulted in new intakes

7/1/15 to 4/30/16 – 37 percent of calls resulted in new intakes

Average Wait Time (10:00AM to 5:00PM)

7/1/14 to 4/30/15 – 3.22 minutes

7/1/15 to 4/30/16 – 6.10 minutes

Abandoned Calls

7/1/14 to 4/30/15 – 2,502 7% abandoned calls

7/1/15 to 4/30/16 – 5,289 11% abandoned calls

Increase - 2,787 4% increase