



ARIZONA MANAGEMENT SYSTEM SUCCESS REPORT

DEPARTMENT OF CHILD SAFETY

Child Safety Reduces Hotline Wait Times to Less Than 30 Seconds

1-888-SOS-CHILD



Feb 2014



Sep 2016

**Child Abuse Hotline Hold Times Down
from over 12 minutes to 27 seconds**

Between February 2014 and September 2016, the Department of Child Safety **reduced its average hotline wait times from 12 minutes to 27 seconds**, which also helped **reduce its call abandonment rate from 32% to 2.4%**. Shorter hold times and fewer abandoned calls means children suffering abuse and neglect get the help they need faster. It also limits the number of abuse allegation that don't get reported because frustrated callers hang up the phone.