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