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# CITIZENS SUMMARY

## Findings in the audit of the Child Abuse and Neglect Hotline Unit

### Staffing Levels and Performance

The Child Abuse and Neglect Hotline Unit does not have sufficient staffing to handle the increasing volume of reports, which has led to increased wait times and/or reporters having to call back multiple times. Staffing levels have declined since 2015 and have not kept pace with the growing number of reports. According to Department of Social Services records, the average Child Abuse and Neglect hotline wait time has increased by approximately 47 seconds per year from 2013 to 2017.

Although the Child Abuse and Neglect Hotline Unit is actively monitoring some performance measures, it has not developed and monitored formal and quantifiable operational performance goals or expected levels of performance and, as a result, is unable to compare actual operational performance to expected or desired operational performance.

In the areas audited, the overall performance of this entity was **Good**.\*

\*The rating(s) cover only audited areas and do not reflect an opinion on the overall operation of the entity. Within that context, the rating scale indicates the following:

- Excellent:** The audit results indicate this entity is very well managed. The report contains no findings. In addition, if applicable, prior recommendations have been implemented.
- Good:** The audit results indicate this entity is well managed. The report contains few findings, and the entity has indicated most or all recommendations have already been, or will be, implemented. In addition, if applicable, many of the prior recommendations have been implemented.
- Fair:** The audit results indicate this entity needs to improve operations in several areas. The report contains several findings, or one or more findings that require management's immediate attention, and/or the entity has indicated several recommendations will not be implemented. In addition, if applicable, several prior recommendations have not been implemented.
- Poor:** The audit results indicate this entity needs to significantly improve operations. The report contains numerous findings that require management's immediate attention, and/or the entity has indicated most recommendations will not be implemented. In addition, if applicable, most prior recommendations have not been implemented.