

From: [Pisarik, Holly <HollyPisarik@gov.sc.gov>](mailto:HollyPisarik@gov.sc.gov)
To: [Symmes, BrianBrianSymmes@gov.sc.gov](mailto:BrianBrianSymmes@gov.sc.gov)
CC: Godfrey, RobRobGodfrey@gov.sc.gov
Date: 7/1/2016 3:14:15 PM
Subject: Re: Draft Statement for Tim Smith

I think I can extrapolate from the response but what is his actual question?

Sent from my iPhone

On Jul 1, 2016, at 2:39 PM, Symmes, Brian <BrianSymmes@gov.sc.gov> wrote:

Please take a look at the draft statement below. Deadline is by the end of the day today and the story will run this weekend.

Sent from my iPhone

Begin forwarded message:

From: "Wingo, Karen" <Karen.Wingo@dss.sc.gov>
Date: July 1, 2016 at 1:41:52 PM EDT
To: Brian Symmes <briansymmes@gov.sc.gov>
Subject: Draft Statement for Tim Smith

Over the last approximately two years, the South Carolina Department of Social Services has experienced a significant increase in the number of calls received and intake decisions resulting from reports of abuse or neglect. There is likely a number of factors that have contributed to the increase, but departmental data confirms the impact of DSS's partial implementation of regional intake hubs.

A 2011 report by the Casey Family Foundation, a national leader/expert in child welfare, indicates that an increase in reports/intakes typically occurs after implementation of a centralized intake process and South Carolina's experience is consistent with other states (such as Texas, Arizona, Indiana, Kentucky) that have transitioned from local, county-based intake to regional or centralized hubs. They also indicate that this increase eventually flattens out and has subsequently declined in most states.

From Susan Alford, the Director of DSS: "From our review of the data, what we know is that implementation of intake hubs is producing what we want—an increase in calls received, and an increase in our screening of reports of abuse and neglect. We don't want to miss a report. What we have to be careful of is maintaining our staffing levels to support that increase—we need to assure we have adequate numbers of highly trained intake workers, to do timely and effective screening of incoming calls, and we need to retain enough caseworkers to manage increased caseloads. We have been fortunate this year to receive support from the Governor and the General Assembly in our FY17 budget, as they have funded additional intake workers and caseworkers to build capacity for the increase in calls/reports we will likely receive in the future, once the intake hubs are implemented statewide."

