Mr. Fertig, Ms. Freed,
Thanks for this response. I did want to follow up with some additional questions to make sure I understand the policies and follow up.

You state: "DCF does not track the time from the beginning of the report to the completion of each step. Therefore data on the average response time for each of the four steps is not available."

I understand that you have time frames/requirements in your policies for how quickly DCF workers must respond to specific instances. I have listed them below:

“The Preliminary Inquiry information shall be obtained as soon as practical and shall not exceed three (3) working days from the date the report is received by the agency.”
“The maximum time allowed to make an Initial Assessment decision or request a Preliminary Inquiry is the end of the next half work day from the time the report is received.”
“Reports assigned for abuse/neglect concerns shall be assigned with either a same day or 72 hour response time. If a report is accepted for Child in Need of Care/Non-Abuse/Neglect assessment, the report shall be assigned a 20 working day response with exceptions detailed in policy.”

You’re saying that DCF does not keep a record of how long it takes for a case to move from preliminary inquiry to initial assessment to abuse/neglect concerns or CINC/NAN. Is there another method DCF takes to track the progression of the investigation of calls/cases? Would you have information to provide regarding the number of disciplinary citations/write-ups regarding DCF employees who have not completed the above steps within the required time? Or do you keep track of the total number of cases that do or do not meet the above timeline requirements?

Thanks for your help with this continuing KORA request. Please contact me directly with further questions or clarifications.

Thanks,

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