



ARCS: 292-30  
File: CFD-2016-61033

April 4, 2016

Sent via email:

Dear:

**Re: Request for Access to Records**  
***Freedom of Information and Protection of Privacy Act (FOIPPA)***

I am writing further to your request received by the Ministry of Children and Family Development. Your request is for:

*Where possible, sorted by month, for the years 2013, 2014, and 2015, records relating to the Ministry after hours emergency line - currently 604-660-8180 in the Lower Mainland and 1-800-663-9122 in the rest of the province - specifically, the number of calls placed to the line, the number of calls dropped and any available information about wait times.*

Please find enclosed a copy of the record located in response to your request. This record is provided to you in its entirety.

The Ministry wishes to advise you that Provincial Centralized Screening moved to a new phone system that allows for records to be retrieved on November 30, 2015. Records prior to this are unable to be retrieved in the manner requested.

The Ministry also provided the following information to assist in understanding the attached record as there are some important ways to read it that are not immediately obvious from the report:

- For December 2015, Provincial Centralized Screening received 13,940 calls to 1-800-663-9122 (a combination of calls to queues 6070 and 9070).
- We do not have data on how many additional calls came through the Helpline for Children (310-1234). Our phone vendors have advised that this data is not possible to retrieve.
- Out of the total calls to the mainline, 8059 were passed to the social work screening queues (6072 and 9072).

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- The average time for callers to wait until speaking to a worker breaks down as follows:
  - 13 seconds before receiving an answer from admin on the main line;
  - 2 minutes and 17 seconds to receive an answer from a social worker after being transferred from admin;
  - 4 minutes and 47 seconds to receive a callback from admin;
  - 12 minutes and 24 seconds to receive a callback from a social worker (note, this is inflated due to a callback system defect that has been resolved);
  - Note: averages are based on the total call metrics on the 24 hour cycle. There are peak hours that exceed these averages.
- We do not have data on how many calls are dropped, but the report indicates metrics for calls that are abandoned, which means a caller hung up prior to receiving service. Dropped calls could fit this category, but we cannot be sure what was dropped and what was hung up.

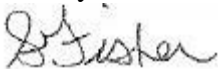
Your file is now closed.

These records will be published on the BC Government's Open Information website a minimum of 72 hours after electronic release or a minimum of five business days after release by mail in hardcopy. To find out more about Open Information, please access the Open Information website at: <http://www.openinfo.gov.bc.ca/ibc/index.page>

If you have any questions regarding your request, please contact Samara Fisher, the analyst assigned to your request, at 250 953-3622. This number can be reached toll-free by calling from Vancouver, 604 660-2421, or from elsewhere in BC, 1 800 663-7867 and asking to be transferred to 250 953-3622.

You have the right to ask the Information and Privacy Commissioner to review this decision. I have enclosed information on the review and complaint process.

Sincerely,



Samara Fisher, CIAPP-P  
FOI Analyst, on behalf of:  
Kris Ghag, Manager  
Justice / Social Team  
Information Access Operations

Enclosure

<p>How to Request a Review with the Office of the Information and Privacy Commissioner</p>
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If you have any questions regarding your request please contact the analyst assigned to your file. The analyst's name and telephone number are listed in the attached letter.

Pursuant to section 52 of the *Freedom of Information and Protection of Privacy Act* (FOIPPA), you may ask the Office of the Information and Privacy Commissioner to review any decision, act, or failure to act with regard to your request under FOIPPA.

**Please note that you have 30 business days to file your review with the Office of the Information and Privacy Commissioner. In order to request a review please write to:**

Information and Privacy Commissioner  
PO Box 9038 Stn Prov Govt  
4th Floor, 947 Fort Street  
Victoria BC V8W 9A4  
Telephone 250 387-5629      Fax 250 387-1696

If you request a review, please provide the Commissioner's Office with:

1. A copy of your original request;
2. A copy of our response; and
3. The reasons or grounds upon which you are requesting the review.