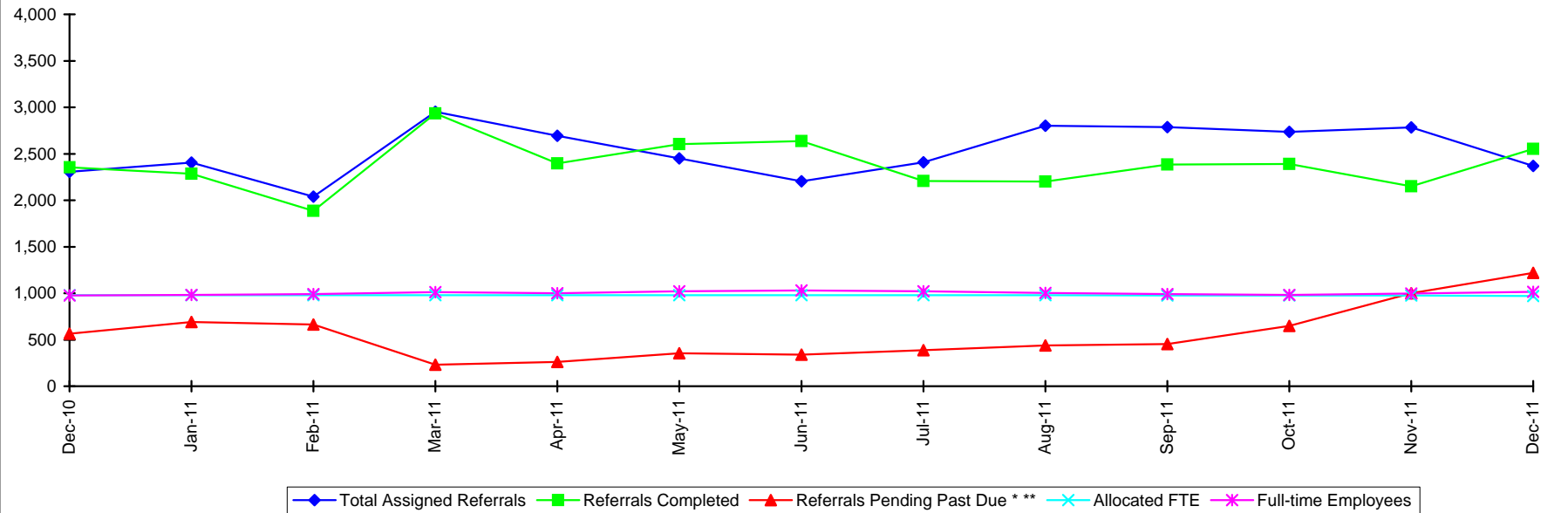


### All Areas Child Welfare Referrals and FTE

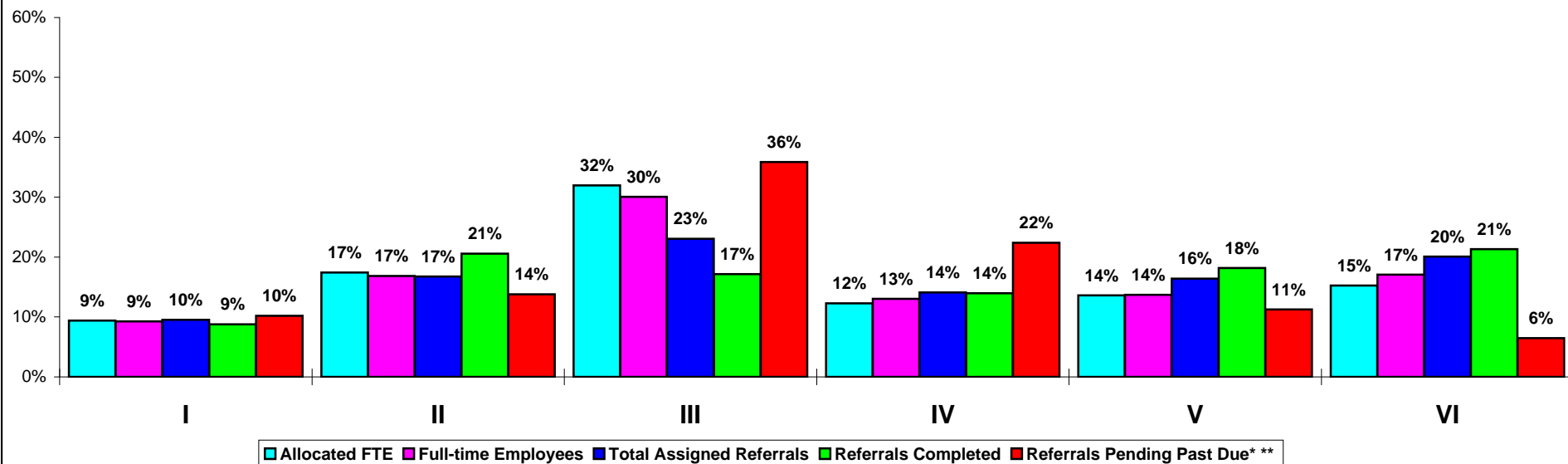


All Areas	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11
PI Referrals	692	757	626	911	830	703	659	768	904	856	840	847	777
PII Referrals	1,614	1,649	1,413	2,041	1,863	1,747	1,546	1,641	1,897	1,930	1,895	1,937	1,591
<b>Total Assigned Referrals</b>	<b>2,306</b>	<b>2,406</b>	<b>2,039</b>	<b>2,952</b>	<b>2,693</b>	<b>2,450</b>	<b>2,205</b>	<b>2,409</b>	<b>2,801</b>	<b>2,786</b>	<b>2,735</b>	<b>2,784</b>	<b>2,368</b>
Screened Out/Other	2,700	2,908	2,247	3,400	3,444	3,240	3,104	2,787	3,427	3,167	2,988	2,794	2,416
<b>Total Referrals</b>	<b>5,006</b>	<b>5,314</b>	<b>4,286</b>	<b>6,352</b>	<b>6,137</b>	<b>5,690</b>	<b>5,309</b>	<b>5,196</b>	<b>6,228</b>	<b>5,953</b>	<b>5,723</b>	<b>5,578</b>	<b>4,784</b>
<b>Referrals Completed</b>	<b>2,355</b>	<b>2,284</b>	<b>1,886</b>	<b>2,934</b>	<b>2,395</b>	<b>2,603</b>	<b>2,638</b>	<b>2,206</b>	<b>2,201</b>	<b>2,383</b>	<b>2,389</b>	<b>2,150</b>	<b>2,554</b>
Closed - Unable to Locate	96	77	67	107	61	104	122	94	93	75	92	79	70
Ref Pending w/in Time Frame	3,772	3,687	3,790	4,129	4,336	3,990	3,441	3,492	3,954	4,266	4,316	4,518	4,043
<b>Referrals Pending Past Due ***</b>	<b>564</b>	<b>691</b>	<b>663</b>	<b>230</b>	<b>262</b>	<b>354</b>	<b>340</b>	<b>388</b>	<b>437</b>	<b>452</b>	<b>648</b>	<b>999</b>	<b>1,218</b>
<b>Total Referrals Pending* **</b>	<b>4,336</b>	<b>4,378</b>	<b>4,453</b>	<b>4,359</b>	<b>4,598</b>	<b>4,344</b>	<b>3,781</b>	<b>3,880</b>	<b>4,391</b>	<b>4,718</b>	<b>4,964</b>	<b>5,517</b>	<b>5,261</b>
NC PI No Contacts	0	0	0	0	0	0	0	0	0	0	0	0	0
NC PII No Contacts	119	191	119	96	163	159	107	46	92	105	99	157	98
NC No Contacts	119	191	119	96	163	159	107	46	92	105	99	157	98
<b>Allocated FTE</b>	<b>978</b>	<b>978</b>	<b>978</b>	<b>978</b>	<b>978</b>	<b>978</b>	<b>978</b>	<b>978</b>	<b>978</b>	<b>975</b>	<b>975</b>	<b>975</b>	<b>969</b>
<b>Full-time Employees</b>	<b>977</b>	<b>983</b>	<b>991</b>	<b>1,013</b>	<b>1,000</b>	<b>1,020</b>	<b>1,030</b>	<b>1,021</b>	<b>1,003</b>	<b>990</b>	<b>983</b>	<b>996</b>	<b>1,014</b>

\*Some investigations are awaiting information from law enforcement, medical providers and/or other government agencies.

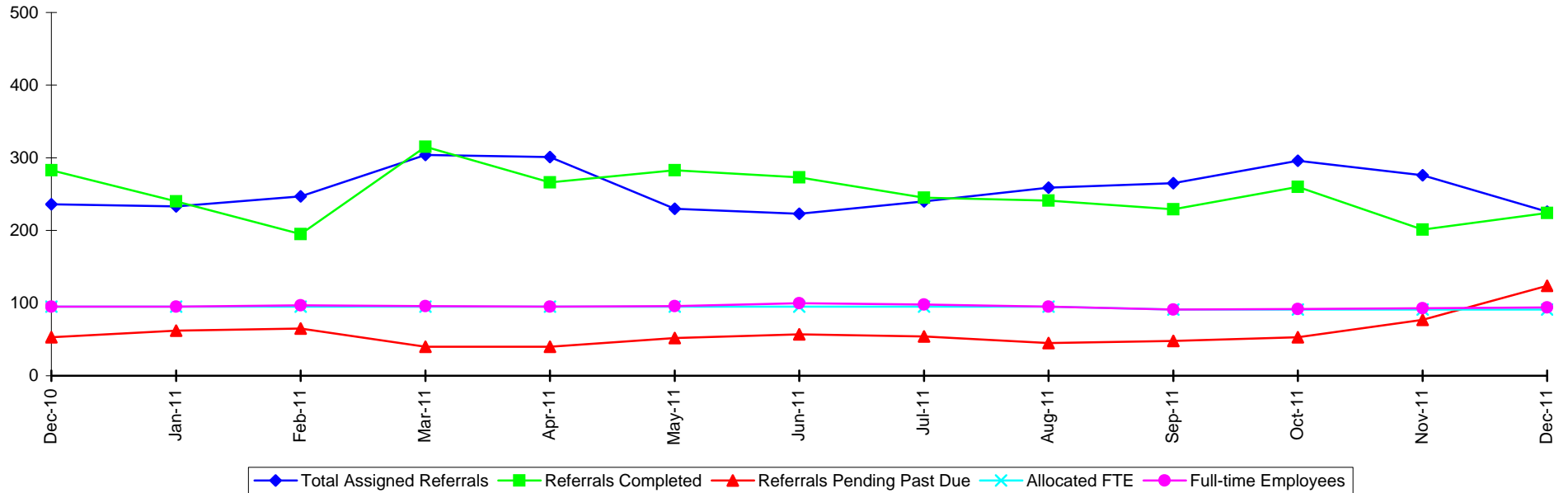
\*\* Effective January 2010 the total pending past due included past due foster home investigations as per policy.

## Child Welfare Referrals and FTE, Percent of State Totals by Area December 2011



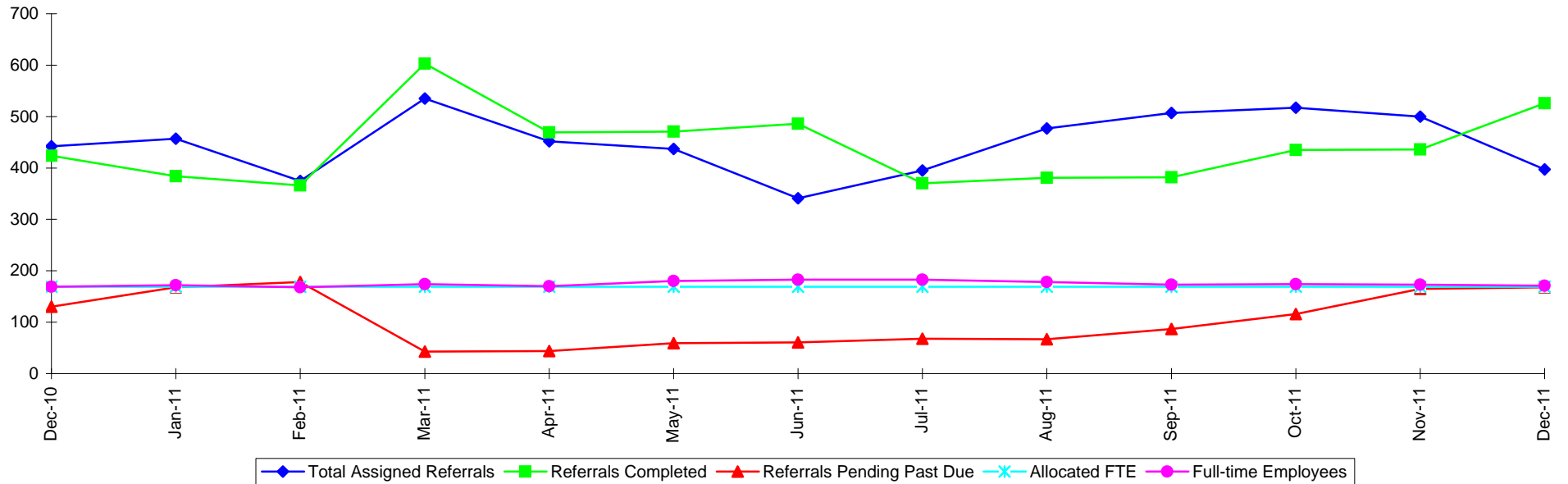
Dec-11	Total	I		II		III		IV		V		VI	
		Total	%	Total	%	Total	%	Total	%	Total	%	Total	%
PI Referrals	777	64	8.2%	120	15.4%	200	25.7%	123	15.8%	128	16.5%	142	18.3%
PII Referrals	1,591	162	10.2%	277	17.4%	346	21.7%	211	13.3%	261	16.4%	334	21.0%
<b>Total Assigned Referrals</b>	<b>2,368</b>	<b>226</b>	<b>9.5%</b>	<b>397</b>	<b>16.8%</b>	<b>546</b>	<b>23.1%</b>	<b>334</b>	<b>14.1%</b>	<b>389</b>	<b>16.4%</b>	<b>476</b>	<b>20.1%</b>
Screened Out/Other	2,416	272	11.3%	423	17.5%	589	24.4%	322	13.3%	391	16.2%	419	17.3%
<b>Total Referrals</b>	<b>4,784</b>	<b>498</b>	<b>10.4%</b>	<b>820</b>	<b>17.1%</b>	<b>1,135</b>	<b>23.7%</b>	<b>656</b>	<b>13.7%</b>	<b>780</b>	<b>16.3%</b>	<b>895</b>	<b>18.7%</b>
<b>Referrals Completed</b>	<b>2,554</b>	<b>224</b>	<b>8.8%</b>	<b>526</b>	<b>20.6%</b>	<b>438</b>	<b>17.1%</b>	<b>357</b>	<b>14.0%</b>	<b>464</b>	<b>18.2%</b>	<b>545</b>	<b>21.3%</b>
Closed - Unable to Locate	70	4	5.7%	5	7.1%	24	34.3%	8	11.4%	7	10.0%	22	31.4%
Ref Pending W/in Time Frame	4,043	379	9.4%	695	17.2%	1,001	24.8%	589	14.6%	626	15.5%	753	18.6%
<b>Referrals Pending Past Due**</b>	<b>1,218</b>	<b>124</b>	<b>10.2%</b>	<b>168</b>	<b>13.8%</b>	<b>437</b>	<b>35.9%</b>	<b>273</b>	<b>22.4%</b>	<b>137</b>	<b>11.2%</b>	<b>79</b>	<b>6.5%</b>
<b>Total Referrals Pending* **</b>	<b>5,261</b>	<b>503</b>	<b>9.6%</b>	<b>863</b>	<b>16.4%</b>	<b>1,438</b>	<b>27.3%</b>	<b>862</b>	<b>16.4%</b>	<b>763</b>	<b>14.5%</b>	<b>832</b>	<b>15.8%</b>
NC PI No Contacts	0	0	100.0%	0	100.0%	0	100.0%	0	100.0%	0	100.0%	0	100.0%
NC PII No Contacts	98	8	8.2%	10	10.2%	66	67.3%	2	2.0%	5	5.1%	7	7.1%
NC No Contacts	98	8	8.2%	10	10.2%	66	67.3%	2	2.0%	5	5.1%	7	7.1%
<b>Allocated FTE</b>	<b>969</b>	<b>91</b>	<b>9.4%</b>	<b>169</b>	<b>17.4%</b>	<b>310</b>	<b>32.0%</b>	<b>119</b>	<b>12.3%</b>	<b>132</b>	<b>13.6%</b>	<b>148</b>	<b>15.3%</b>
<b>Full-time Employees</b>	<b>1,014</b>	<b>94</b>	<b>9.3%</b>	<b>171</b>	<b>16.9%</b>	<b>305</b>	<b>30.1%</b>	<b>132</b>	<b>13.0%</b>	<b>139</b>	<b>13.7%</b>	<b>173</b>	<b>17.1%</b>

### Area I Child Welfare Referrals and FTE



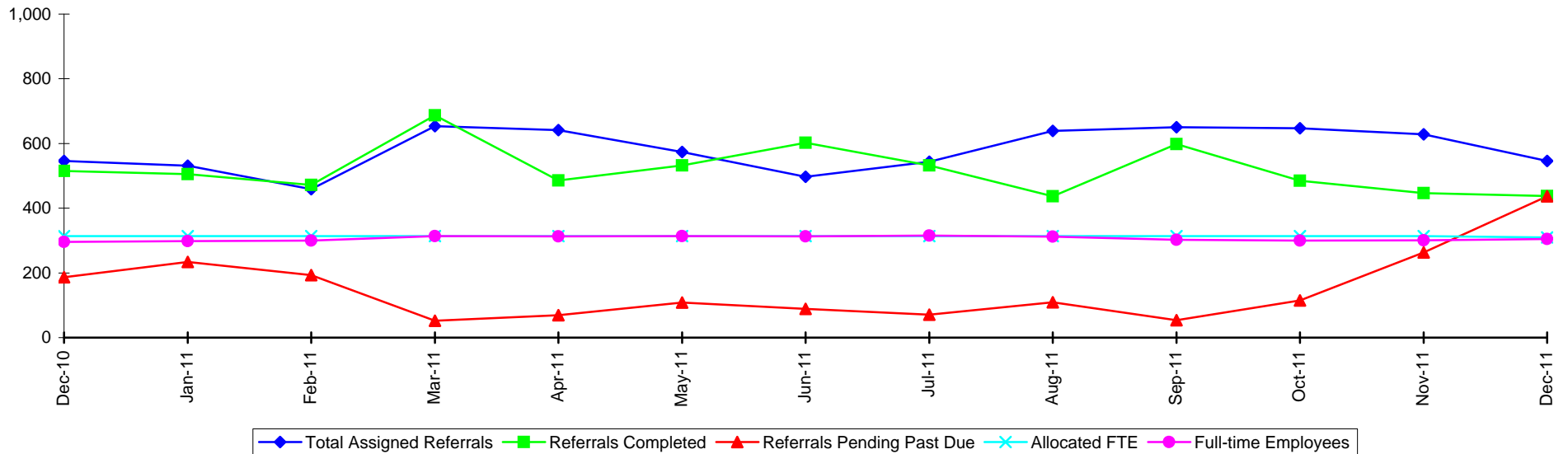
Area I	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11
PI Referrals	83	59	80	102	102	74	77	68	93	86	93	85	64
PII Referrals	153	174	167	202	199	156	146	172	166	179	203	191	162
<b>Total Assigned Referrals</b>	<b>236</b>	<b>233</b>	<b>247</b>	<b>304</b>	<b>301</b>	<b>230</b>	<b>223</b>	<b>240</b>	<b>259</b>	<b>265</b>	<b>296</b>	<b>276</b>	<b>226</b>
Screened Out/Other	24	21	37	21	27	104	97	73	68	54	64	133	272
<b>Total Referrals</b>	<b>260</b>	<b>254</b>	<b>284</b>	<b>325</b>	<b>328</b>	<b>334</b>	<b>320</b>	<b>313</b>	<b>327</b>	<b>319</b>	<b>360</b>	<b>409</b>	<b>498</b>
<b>Referrals Completed</b>	<b>283</b>	<b>240</b>	<b>195</b>	<b>315</b>	<b>266</b>	<b>283</b>	<b>273</b>	<b>245</b>	<b>241</b>	<b>229</b>	<b>260</b>	<b>201</b>	<b>224</b>
Closed - Unable to Locate	7	5	7	9	4	9	10	2	6	5	9	7	4
Ref Pending W/in Time Frame	359	347	392	405	436	360	299	301	323	353	378	426	379
<b>Referrals Pending Past Due</b>	<b>53</b>	<b>62</b>	<b>65</b>	<b>40</b>	<b>40</b>	<b>52</b>	<b>57</b>	<b>54</b>	<b>45</b>	<b>48</b>	<b>53</b>	<b>77</b>	<b>124</b>
<b>Total Referrals Pending</b>	<b>412</b>	<b>409</b>	<b>457</b>	<b>445</b>	<b>476</b>	<b>412</b>	<b>356</b>	<b>355</b>	<b>368</b>	<b>401</b>	<b>431</b>	<b>503</b>	<b>503</b>
NC PI No Contacts	0	0	0	0	0	0	0	0	0	0	0	0	0
NC PII No Contacts	6	7	12	7	2	15	10	4	4	11	8	6	8
NC No Contacts	6	7	12	7	2	15	10	4	4	11	8	6	8
<b>Allocated FTE</b>	<b>95</b>	<b>95</b>	<b>95</b>	<b>95</b>	<b>95</b>	<b>95</b>	<b>95</b>	<b>95</b>	<b>95</b>	<b>91</b>	<b>91</b>	<b>91</b>	<b>91</b>
<b>Full-time Employees</b>	<b>95</b>	<b>95</b>	<b>97</b>	<b>96</b>	<b>95</b>	<b>96</b>	<b>100</b>	<b>98</b>	<b>95</b>	<b>91</b>	<b>92</b>	<b>93</b>	<b>94</b>

### Area II Child Welfare Referrals and FTE



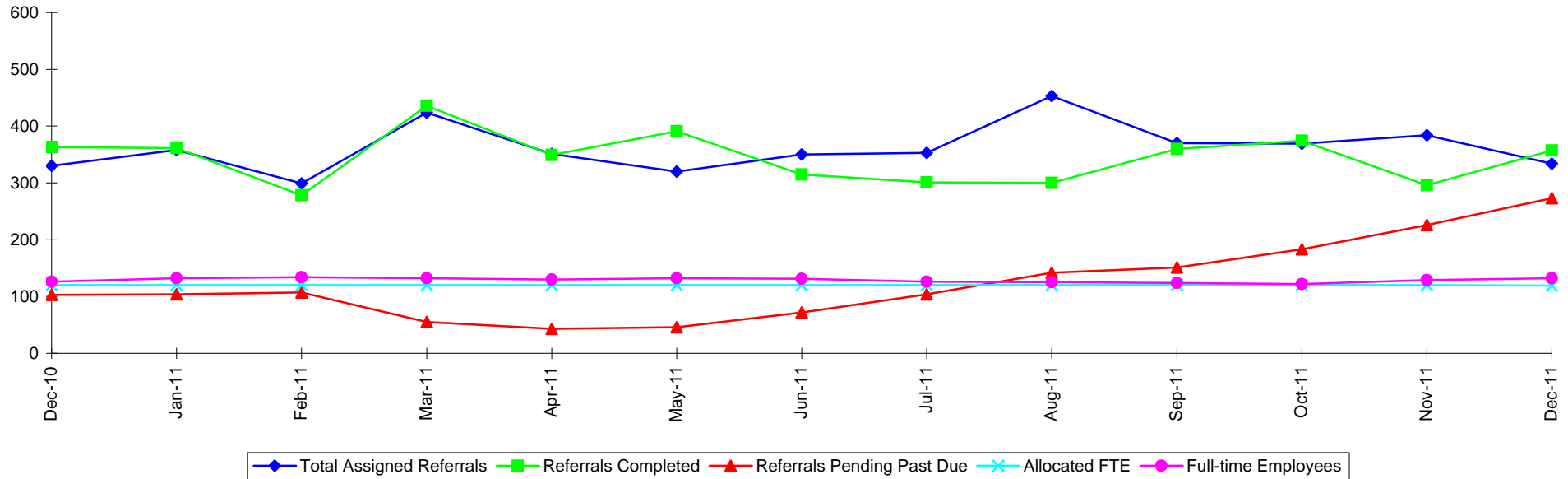
Area II	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11
PI Referrals	153	146	125	159	153	135	85	129	165	149	145	148	120
PII Referrals	289	311	250	376	299	302	256	266	312	358	372	352	277
<b>Total Assigned Referrals</b>	<b>442</b>	<b>457</b>	<b>375</b>	<b>535</b>	<b>452</b>	<b>437</b>	<b>341</b>	<b>395</b>	<b>477</b>	<b>507</b>	<b>517</b>	<b>500</b>	<b>397</b>
Screened Out/Other	27	39	50	17	40	182	183	109	92	82	72	231	423
<b>Total Referrals</b>	<b>469</b>	<b>496</b>	<b>425</b>	<b>552</b>	<b>492</b>	<b>619</b>	<b>524</b>	<b>504</b>	<b>569</b>	<b>589</b>	<b>589</b>	<b>731</b>	<b>820</b>
<b>Referrals Completed</b>	<b>424</b>	<b>384</b>	<b>366</b>	<b>603</b>	<b>469</b>	<b>471</b>	<b>486</b>	<b>370</b>	<b>381</b>	<b>382</b>	<b>435</b>	<b>436</b>	<b>526</b>
Closed - Unable to Locate	14	9	14	13	11	16	15	7	9	6	8	13	5
Ref Pending W/in Time Frame	730	758	754	819	794	729	573	583	670	780	832	832	695
<b>Referrals Pending Past Due</b>	<b>130</b>	<b>168</b>	<b>178</b>	<b>43</b>	<b>44</b>	<b>59</b>	<b>61</b>	<b>68</b>	<b>67</b>	<b>87</b>	<b>116</b>	<b>165</b>	<b>168</b>
<b>Total Referrals Pending</b>	<b>860</b>	<b>926</b>	<b>932</b>	<b>862</b>	<b>838</b>	<b>788</b>	<b>634</b>	<b>651</b>	<b>737</b>	<b>867</b>	<b>948</b>	<b>997</b>	<b>863</b>
NC PI No Contacts	0	0	0	0	0	0	0	0	0	0	0	0	0
NC PII No Contacts	22	42	18	26	28	36	9	3	10	27	16	19	10
NC No Contacts	22	42	18	26	28	36	9	3	10	27	16	19	10
<b>Allocated FTE</b>	<b>169</b>	<b>169</b>	<b>169</b>	<b>169</b>	<b>169</b>	<b>169</b>	<b>169</b>	<b>169</b>	<b>169</b>	<b>169</b>	<b>169</b>	<b>169</b>	<b>169</b>
<b>Full-time Employees</b>	<b>169</b>	<b>172</b>	<b>168</b>	<b>174</b>	<b>170</b>	<b>180</b>	<b>183</b>	<b>183</b>	<b>178</b>	<b>173</b>	<b>174</b>	<b>173</b>	<b>171</b>

## Area III Child Welfare Referrals and FTE



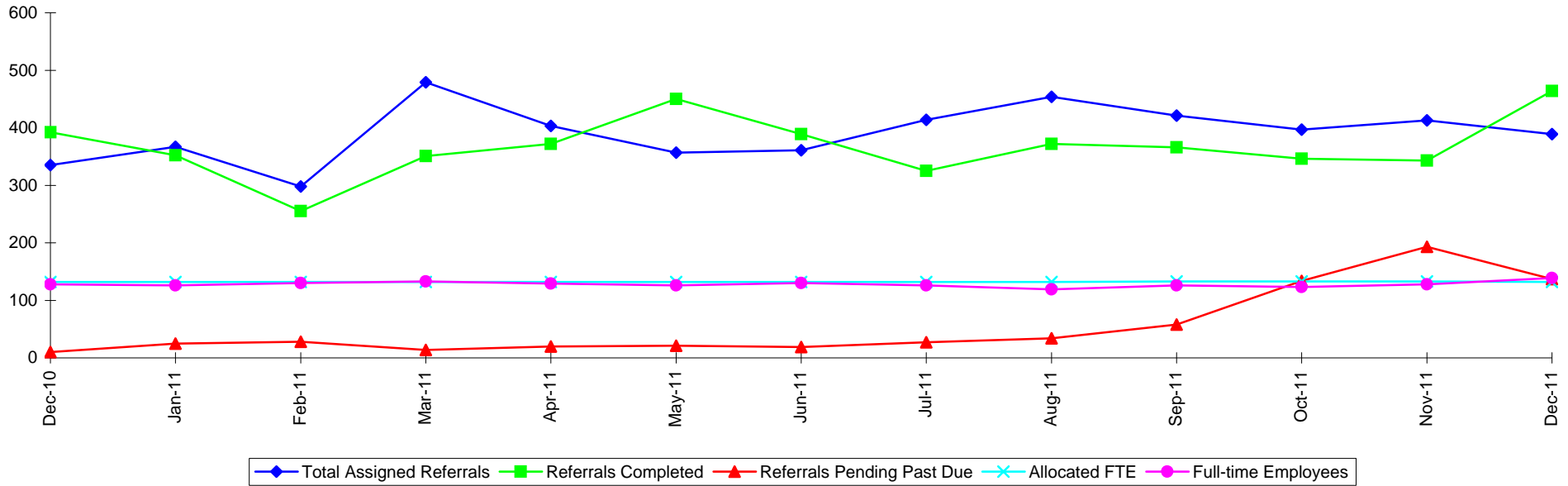
Area III	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11
PI Referrals	180	183	154	218	218	174	163	201	222	219	246	198	200
PII Referrals	366	348	305	436	423	400	334	343	417	431	401	430	346
<b>Total Assigned Referrals</b>	<b>546</b>	<b>531</b>	<b>459</b>	<b>654</b>	<b>641</b>	<b>574</b>	<b>497</b>	<b>544</b>	<b>639</b>	<b>650</b>	<b>647</b>	<b>628</b>	<b>546</b>
Screened Out/Other	1,394	1,589	1,258	1,888	1,831	1,466	1,761	1,725	2,037	1,954	1,843	1,438	589
<b>Total Referrals</b>	<b>1,940</b>	<b>2,120</b>	<b>1,717</b>	<b>2,542</b>	<b>2,472</b>	<b>2,040</b>	<b>2,258</b>	<b>2,269</b>	<b>2,676</b>	<b>2,604</b>	<b>2,490</b>	<b>2,066</b>	<b>1,135</b>
<b>Referrals Completed</b>	<b>515</b>	<b>505</b>	<b>472</b>	<b>687</b>	<b>486</b>	<b>532</b>	<b>602</b>	<b>532</b>	<b>437</b>	<b>598</b>	<b>485</b>	<b>447</b>	<b>438</b>
Closed - Unable to Locate	36	19	11	33	16	31	40	25	22	24	36	24	24
Ref Pending W/in Time Frame	921	863	863	908	1,023	995	854	846	987	1,047	1,095	1,099	1,001
<b>Referrals Pending Past Due</b>	<b>187</b>	<b>234</b>	<b>193</b>	<b>52</b>	<b>69</b>	<b>108</b>	<b>89</b>	<b>71</b>	<b>109</b>	<b>54</b>	<b>115</b>	<b>263</b>	<b>437</b>
<b>Total Referrals Pending</b>	<b>1,108</b>	<b>1,097</b>	<b>1,056</b>	<b>960</b>	<b>1,092</b>	<b>1,103</b>	<b>943</b>	<b>917</b>	<b>1,096</b>	<b>1,101</b>	<b>1,210</b>	<b>1,362</b>	<b>1,438</b>
NC PI No Contacts	0	0	0	0	0	0	0	0	0	0	0	0	0
NC PII No Contacts	78	102	70	51	111	85	57	27	47	44	58	101	66
NC No Contacts	78	102	70	51	111	85	57	27	47	44	58	101	66
<b>Allocated FTE</b>	<b>314</b>	<b>314</b>	<b>314</b>	<b>314</b>	<b>314</b>	<b>314</b>	<b>314</b>	<b>314</b>	<b>314</b>	<b>314</b>	<b>314</b>	<b>314</b>	<b>310</b>
<b>Full-time Employees</b>	<b>296</b>	<b>298</b>	<b>300</b>	<b>314</b>	<b>313</b>	<b>314</b>	<b>313</b>	<b>315</b>	<b>312</b>	<b>302</b>	<b>300</b>	<b>301</b>	<b>305</b>

### Area IV Child Welfare Referrals and FTE



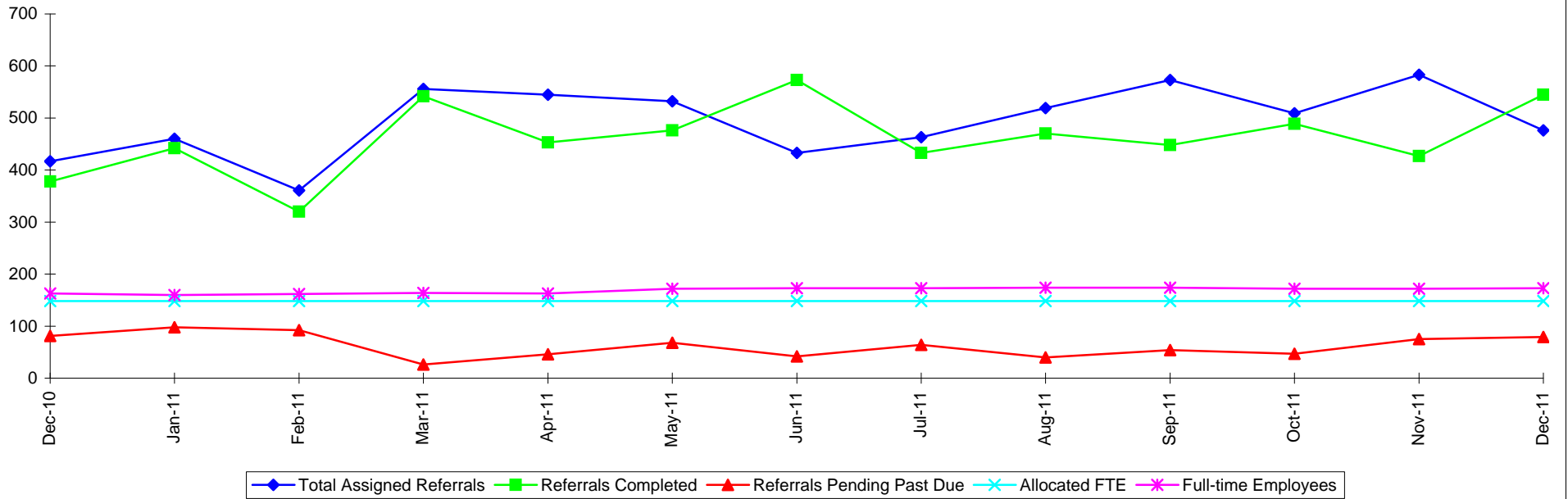
Area IV	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11
PI Referrals	87	105	90	155	111	92	106	103	120	100	98	96	123
PII Referrals	243	253	209	269	240	228	244	250	333	270	271	288	211
<b>Total Assigned Referrals</b>	<b>330</b>	<b>358</b>	<b>299</b>	<b>424</b>	<b>351</b>	<b>320</b>	<b>350</b>	<b>353</b>	<b>453</b>	<b>370</b>	<b>369</b>	<b>384</b>	<b>334</b>
Screened Out/Other	258	243	226	261	274	291	329	277	356	293	291	276	322
<b>Total Referrals</b>	<b>588</b>	<b>601</b>	<b>525</b>	<b>685</b>	<b>625</b>	<b>611</b>	<b>679</b>	<b>630</b>	<b>809</b>	<b>663</b>	<b>660</b>	<b>660</b>	<b>656</b>
<b>Referrals Completed</b>	<b>363</b>	<b>361</b>	<b>278</b>	<b>436</b>	<b>349</b>	<b>391</b>	<b>315</b>	<b>301</b>	<b>300</b>	<b>360</b>	<b>374</b>	<b>296</b>	<b>357</b>
Closed - Unable to Locate	10	5	3	10	3	10	4	14	11	7	12	7	8
Ref Pending W/in Time Frame	580	569	579	613	625	546	553	559	671	673	630	669	589
<b>Referrals Pending Past Due</b>	<b>103</b>	<b>104</b>	<b>107</b>	<b>55</b>	<b>43</b>	<b>46</b>	<b>72</b>	<b>104</b>	<b>142</b>	<b>151</b>	<b>183</b>	<b>226</b>	<b>273</b>
<b>Total Referrals Pending</b>	<b>683</b>	<b>673</b>	<b>686</b>	<b>668</b>	<b>668</b>	<b>592</b>	<b>625</b>	<b>663</b>	<b>813</b>	<b>824</b>	<b>813</b>	<b>895</b>	<b>862</b>
NC PI No Contacts	0	0	0	0	0	0	0	0	0	0	0	0	0
NC PII No Contacts	2	16	6	5	5	7	7	2	17	4	4	6	2
NC No Contacts	2	16	6	5	5	7	7	2	17	4	4	6	2
<b>Allocated FTE</b>	<b>120</b>	<b>120</b>	<b>120</b>	<b>120</b>	<b>120</b>	<b>120</b>	<b>120</b>	<b>120</b>	<b>120</b>	<b>120</b>	<b>120</b>	<b>120</b>	<b>119</b>
<b>Full-time Employees</b>	<b>126</b>	<b>132</b>	<b>134</b>	<b>132</b>	<b>130</b>	<b>132</b>	<b>131</b>	<b>126</b>	<b>125</b>	<b>124</b>	<b>122</b>	<b>129</b>	<b>132</b>

### Area V Child Welfare Referrals and FTE



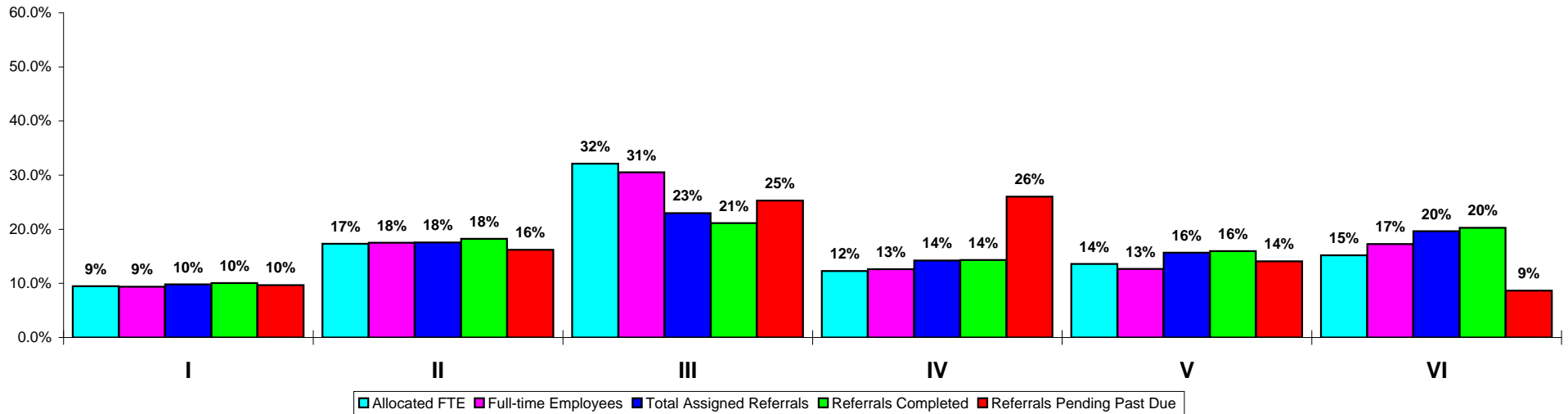
Area V	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11
PI Referrals	84	132	88	124	122	102	103	137	151	134	111	148	128
PII Referrals	251	235	210	355	281	255	258	277	303	287	286	265	261
<b>Total Assigned Referrals</b>	<b>335</b>	<b>367</b>	<b>298</b>	<b>479</b>	<b>403</b>	<b>357</b>	<b>361</b>	<b>414</b>	<b>454</b>	<b>421</b>	<b>397</b>	<b>413</b>	<b>389</b>
Screened Out/Other	496	460	343	586	621	533	504	434	645	571	520	377	391
<b>Total Referrals</b>	<b>831</b>	<b>827</b>	<b>641</b>	<b>1,065</b>	<b>1,024</b>	<b>890</b>	<b>865</b>	<b>848</b>	<b>1,099</b>	<b>992</b>	<b>917</b>	<b>790</b>	<b>780</b>
<b>Referrals Completed</b>	<b>392</b>	<b>352</b>	<b>255</b>	<b>351</b>	<b>372</b>	<b>450</b>	<b>389</b>	<b>325</b>	<b>372</b>	<b>366</b>	<b>346</b>	<b>343</b>	<b>464</b>
Closed - Unable to Locate	10	20	11	9	7	14	16	13	13	10	14	8	7
Ref Pending W/in Time Frame	525	503	533	668	684	573	537	606	665	686	645	649	626
<b>Referrals Pending Past Due</b>	<b>10</b>	<b>25</b>	<b>28</b>	<b>14</b>	<b>20</b>	<b>21</b>	<b>19</b>	<b>27</b>	<b>34</b>	<b>58</b>	<b>134</b>	<b>193</b>	<b>137</b>
<b>Total Referrals Pending</b>	<b>535</b>	<b>528</b>	<b>561</b>	<b>682</b>	<b>704</b>	<b>594</b>	<b>556</b>	<b>633</b>	<b>699</b>	<b>744</b>	<b>779</b>	<b>842</b>	<b>763</b>
NC PI No Contacts	0	0	0	0	0	0	0	0	0	0	0	0	0
NC PII No Contacts	6	5	2	1	6	4	10	3	10	10	10	12	5
NC No Contacts	6	5	2	1	6	4	10	3	10	10	10	12	5
<b>Allocated FTE</b>	<b>132</b>	<b>132</b>	<b>132</b>	<b>132</b>	<b>132</b>	<b>132</b>	<b>132</b>	<b>132</b>	<b>132</b>	<b>133</b>	<b>133</b>	<b>133</b>	<b>132</b>
<b>Full-time Employees</b>	<b>128</b>	<b>126</b>	<b>130</b>	<b>133</b>	<b>129</b>	<b>126</b>	<b>130</b>	<b>126</b>	<b>119</b>	<b>126</b>	<b>123</b>	<b>128</b>	<b>139</b>

### Area VI Child Welfare Referrals and FTE



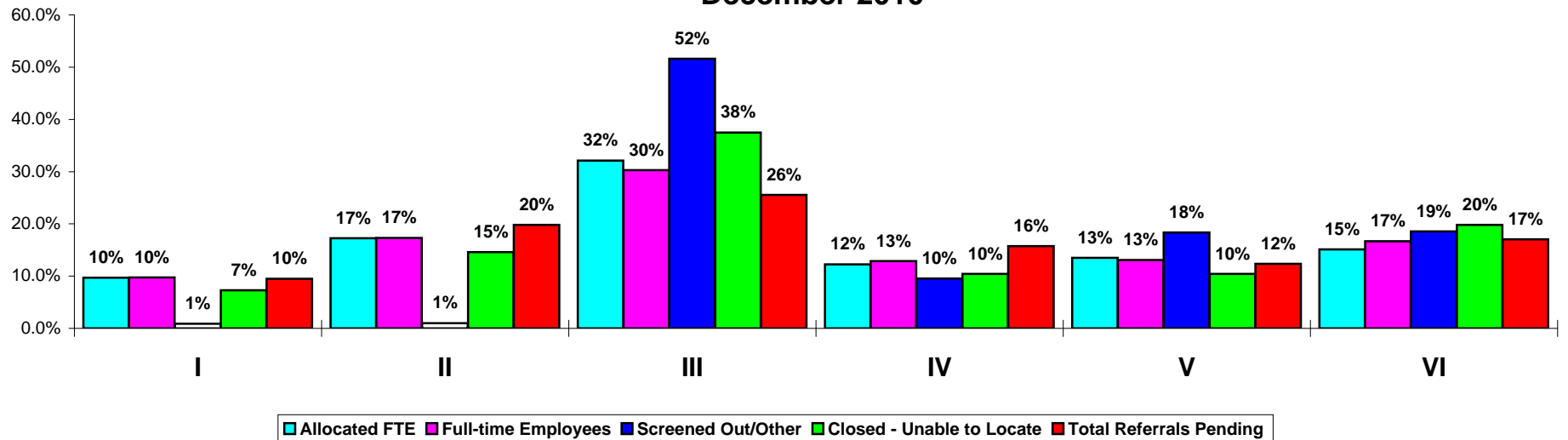
Area VI	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11
PI Referrals	105	132	89	153	124	126	125	130	153	168	147	172	142
PII Referrals	312	328	272	403	421	406	308	333	366	405	362	411	334
<b>Total Assigned Referrals</b>	<b>417</b>	<b>460</b>	<b>361</b>	<b>556</b>	<b>545</b>	<b>532</b>	<b>433</b>	<b>463</b>	<b>519</b>	<b>573</b>	<b>509</b>	<b>583</b>	<b>476</b>
Screened Out/Other	501	556	333	627	651	664	230	169	229	213	198	339	419
<b>Total Referrals</b>	<b>918</b>	<b>1,016</b>	<b>694</b>	<b>1,183</b>	<b>1,196</b>	<b>1,196</b>	<b>663</b>	<b>632</b>	<b>748</b>	<b>786</b>	<b>707</b>	<b>922</b>	<b>895</b>
<b>Referrals Completed</b>	<b>378</b>	<b>442</b>	<b>320</b>	<b>542</b>	<b>453</b>	<b>476</b>	<b>573</b>	<b>433</b>	<b>470</b>	<b>448</b>	<b>489</b>	<b>427</b>	<b>545</b>
Closed - Unable to Locate	19	19	21	33	20	24	37	33	32	23	13	20	22
Ref Pending W/in Time Frame	657	647	669	716	774	787	625	597	638	727	736	843	753
<b>Referrals Pending Past Due</b>	<b>81</b>	<b>98</b>	<b>92</b>	<b>26</b>	<b>46</b>	<b>68</b>	<b>42</b>	<b>64</b>	<b>40</b>	<b>54</b>	<b>47</b>	<b>75</b>	<b>79</b>
<b>Total Referrals Pending</b>	<b>738</b>	<b>745</b>	<b>761</b>	<b>742</b>	<b>820</b>	<b>855</b>	<b>667</b>	<b>661</b>	<b>678</b>	<b>781</b>	<b>783</b>	<b>918</b>	<b>832</b>
NC PI No Contacts	0	0	0	0	0	0	0	0	0	0	0	0	0
NC PII No Contacts	5	19	11	6	11	12	14	7	4	9	3	13	7
NC No Contacts	5	19	11	6	11	12	14	7	4	9	3	13	7
<b>Allocated FTE</b>	<b>148</b>	<b>148</b>	<b>148</b>	<b>148</b>	<b>148</b>	<b>148</b>	<b>148</b>	<b>148</b>	<b>148</b>	<b>148</b>	<b>148</b>	<b>148</b>	<b>148</b>
<b>Full-time Employees</b>	<b>163</b>	<b>160</b>	<b>162</b>	<b>164</b>	<b>163</b>	<b>172</b>	<b>173</b>	<b>173</b>	<b>174</b>	<b>174</b>	<b>172</b>	<b>172</b>	<b>173</b>

## Child Welfare Referrals and FTE, Percent of State Totals by Area, SFY 2012



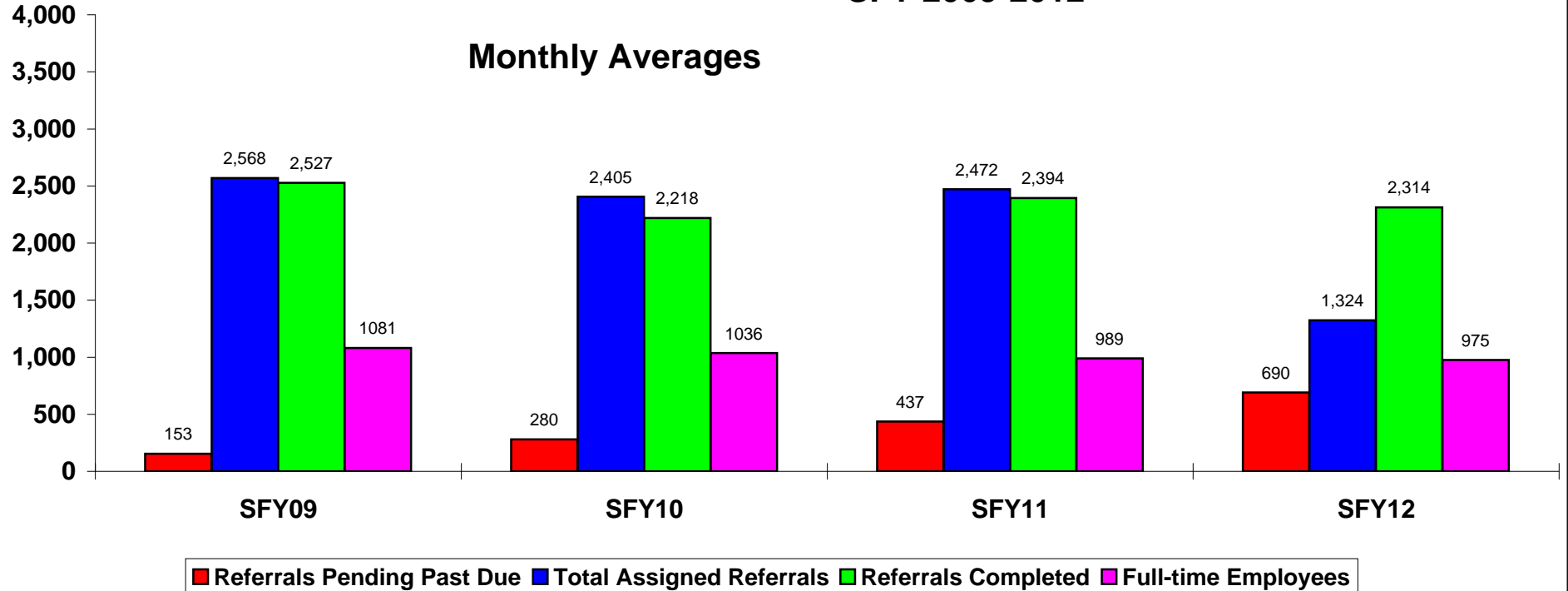
State Fiscal Year 2012	Total			I			II			III			IV			V			VI		
	Total	Avg.	%	Total	Avg.	%	Total	Avg.	%	Total	Avg.	%	Total	Avg.	%	Total	Avg.	%	Total	Avg.	%
PI Referrals	4,992	832	489	82	9.8%	856	143	17.1%	1,286	214	25.8%	640	107	12.8%	809	135	16.2%	912	152	18.3%	
PII Referrals	10,891	1,815	1,073	179	9.9%	1,937	323	17.8%	2,368	395	21.7%	1,623	271	14.9%	1,679	280	15.4%	2,211	369	20.3%	
<b>Total Assigned Referrals</b>	<b>15,883</b>	<b>1,324</b>	<b>1,562</b>	<b>130</b>	<b>9.8%</b>	<b>2,793</b>	<b>233</b>	<b>17.6%</b>	<b>3,654</b>	<b>305</b>	<b>23.0%</b>	<b>2,263</b>	<b>189</b>	<b>14.2%</b>	<b>2,488</b>	<b>207</b>	<b>15.7%</b>	<b>3,123</b>	<b>260</b>	<b>19.7%</b>	
Screened Out/Other	17,579	2,930	664	111	3.8%	1,009	168	5.7%	9,586	1,598	54.5%	1,815	303	10.3%	2,938	490	16.7%	1,567	261	8.9%	
<b>Total Referrals</b>	<b>33,462</b>	<b>2,789</b>	<b>2,226</b>	<b>186</b>	<b>6.7%</b>	<b>3,802</b>	<b>317</b>	<b>11.4%</b>	<b>13,240</b>	<b>1,103</b>	<b>39.6%</b>	<b>4,078</b>	<b>340</b>	<b>12.2%</b>	<b>5,426</b>	<b>452</b>	<b>16.2%</b>	<b>4,690</b>	<b>391</b>	<b>14.0%</b>	
<b>Referrals Completed</b>	<b>13,883</b>	<b>2,314</b>	<b>1,400</b>	<b>233</b>	<b>10.1%</b>	<b>2,530</b>	<b>422</b>	<b>18.2%</b>	<b>2,937</b>	<b>490</b>	<b>21.2%</b>	<b>1,988</b>	<b>331</b>	<b>14.3%</b>	<b>2,216</b>	<b>369</b>	<b>16.0%</b>	<b>2,812</b>	<b>469</b>	<b>20.3%</b>	
Closed - Unable to Locate	503	84	33	6	6.6%	48	8	9.5%	155	26	30.8%	59	10	11.7%	65	11	12.9%	143	24	28.4%	
Ref Pending W/in Time Frame	---	4,098	---	360	8.8%	---	732	17.9%	---	1,013	24.7%	---	632	15.4%	---	646	15.8%	---	716	17.5%	
<b>Referrals Pending Past Due</b>	---	<b>690</b>	---	<b>67</b>	<b>9.7%</b>	---	<b>112</b>	<b>16.2%</b>	---	<b>175</b>	<b>25.3%</b>	---	<b>180</b>	<b>26.1%</b>	---	<b>97</b>	<b>14.1%</b>	---	<b>60</b>	<b>8.7%</b>	
<b>Total Referrals Pending</b>	---	<b>2,394</b>	---	<b>213</b>	<b>8.9%</b>	---	<b>422</b>	<b>17.6%</b>	---	<b>594</b>	<b>24.8%</b>	---	<b>406</b>	<b>17.0%</b>	---	<b>372</b>	<b>15.5%</b>	---	<b>388</b>	<b>16.2%</b>	
NC PI No Contacts	---	0	---	0	0.0%	---	0	0.0%	---	0	0.0%	---	0	0.0%	---	0	0.0%	---	0	0.0%	
NC PII No Contacts	---	100	---	7	6.9%	---	14	14.2%	---	57	57.5%	---	6	5.9%	---	8	8.4%	---	7	7.2%	
NC No Contacts	---	50	---	3	6.9%	---	7	14.2%	---	29	57.5%	---	3	5.9%	---	4	8.4%	---	4	7.2%	
<b>Allocated FTE</b>	---	<b>975</b>	---	<b>92</b>	<b>9.5%</b>	---	<b>169</b>	<b>17.3%</b>	---	<b>313</b>	<b>32.1%</b>	---	<b>120</b>	<b>12.3%</b>	---	<b>133</b>	<b>13.6%</b>	---	<b>148</b>	<b>15.2%</b>	
<b>Full-time Employees</b>	---	<b>1,001</b>	---	<b>94</b>	<b>9.4%</b>	---	<b>175</b>	<b>17.5%</b>	---	<b>306</b>	<b>30.5%</b>	---	<b>126</b>	<b>12.6%</b>	---	<b>127</b>	<b>12.7%</b>	---	<b>173</b>	<b>17.3%</b>	

## Child Welfare Referrals and FTE, Percent of State Totals by Area December 2010



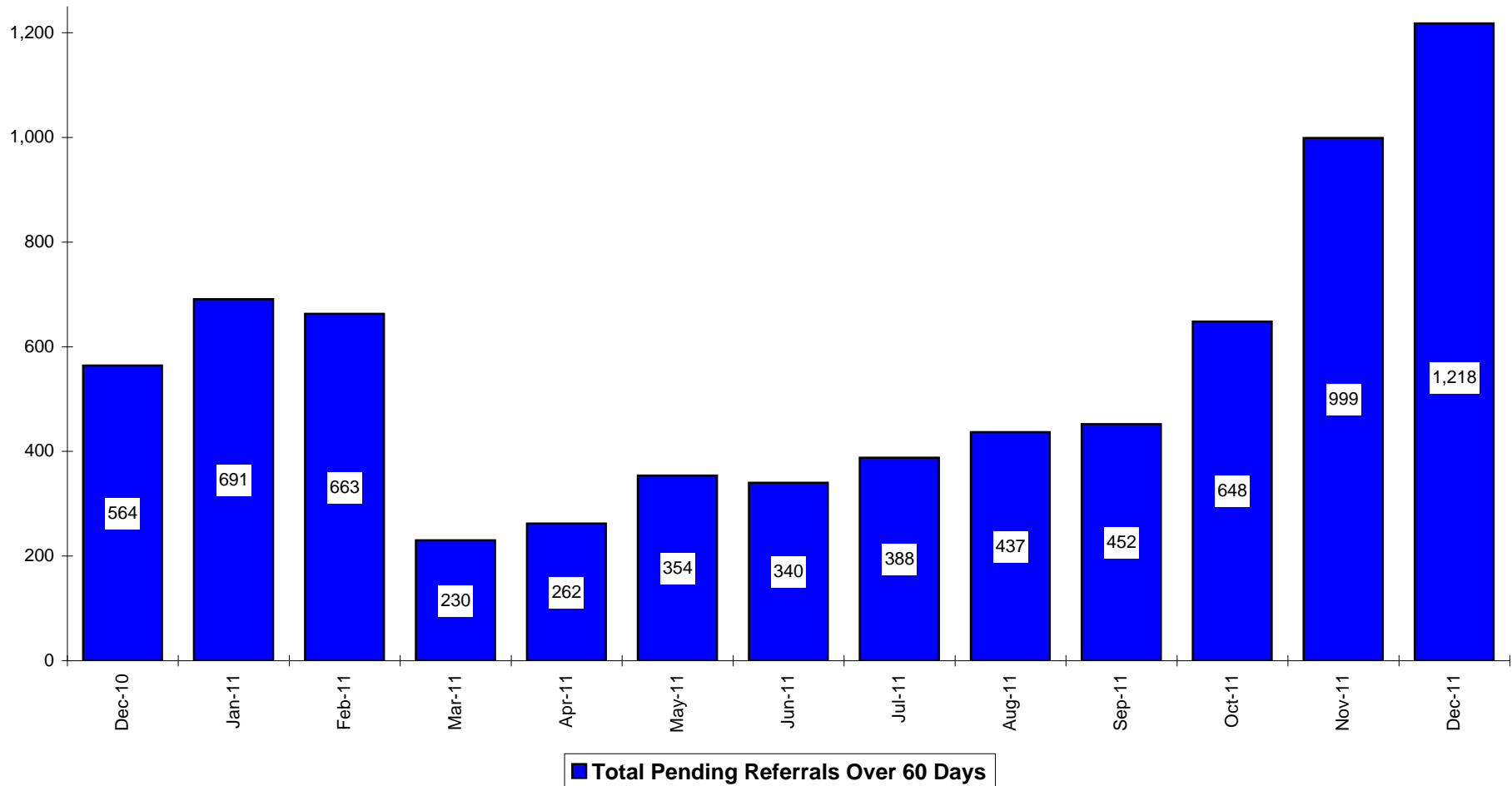
Dec-10	Total	I		II		III		IV		V		VI	
		Total	%	Total	%	Total	%	Total	%	Total	%	Total	%
PI Referrals	692	83	12.0%	153	22.1%	180	26.0%	87	12.6%	84	12.1%	105	15.2%
PII Referrals	1614	153	9.5%	289	17.9%	366	22.7%	243	15.1%	251	15.6%	312	19.3%
Total Assigned Referrals	2306	236	10.2%	442	19.2%	546	23.7%	330	14.3%	335	14.5%	417	18.1%
Screened Out/Other	2700	24	0.9%	27	1.0%	1,394	51.6%	258	9.6%	496	18.4%	501	18.6%
Total Referrals	5006	260	5.2%	469	9.4%	1,940	38.8%	588	11.7%	831	16.6%	918	18.3%
Referrals Completed	2355	283	12.0%	424	18.0%	515	21.9%	363	15.4%	392	16.6%	378	16.1%
Closed - Unable to Locate	96	7	7.3%	14	14.6%	36	37.5%	10	10.4%	10	10.4%	19	19.8%
Ref Pending W/in Time Frame	3772	359	9.5%	730	19.4%	921	24.4%	580	15.4%	525	13.9%	657	17.4%
Referrals Pending Past Due	564	53	9.4%	130	23.0%	187	33.2%	103	18.3%	10	1.8%	81	14.4%
Total Referrals Pending	4336	412	9.5%	860	19.8%	1,108	25.6%	683	15.8%	535	12.3%	738	17.0%
NC PI No Contacts	0	0	100.0%	0	100.0%	0	100.0%	0	100.0%	0	100.0%	0	100.0%
NC PII No Contacts	119	6	5.0%	22	18.5%	78	65.5%	2	1.7%	6	5.0%	5	4.2%
NC (No Contacts)	119	6	5.0%	22	18.5%	78	65.5%	2	1.7%	6	5.0%	5	4.2%
Allocated FTE	978	95	9.7%	169	17.3%	314	32.1%	120	12.3%	132	13.5%	148	15.1%
Full-time Employees	977	95	9.7%	169	17.3%	296	30.3%	126	12.9%	128	13.1%	163	16.7%

## Child Abuse and Neglect Referrals and FTE SFY 2009-2012



	SFY09			SFY10			SFY11			SFY12		
	Total	Mo. Avg.	% Change	Total	Mo. Avg.	% Change	Total	Mo. Avg.	% Change	Total	Mo. Avg.	% Change
PI Referrals	9,672	806	-6.9%	7,284	728	-9.6%	8,855	738	1.3%	4,992	832	12.7%
PII Referrals	21,149	1,762	-15.1%	16,770	1,677	-4.8%	20,812	1,734	3.4%	10,891	1,815	4.7%
<b>Total Assigned Referrals</b>	<b>30,821</b>	<b>2,568</b>	<b>-12.7%</b>	<b>24,054</b>	<b>2,405</b>	<b>-6.3%</b>	<b>29,667</b>	<b>2,472</b>	<b>2.8%</b>	<b>15,883</b>	<b>1,324</b>	<b>-46.5%</b>
Screened Out/Other	30,012	2,501	8.3%	27,702	2,770	10.8%	35,218	2,935	5.9%	17,579	2,930	-0.2%
<b>Total Referrals</b>	<b>60,833</b>	<b>5,069</b>	<b>-3.5%</b>	<b>51,756</b>	<b>5,176</b>	<b>2.1%</b>	<b>64,885</b>	<b>5,407</b>	<b>4.5%</b>	<b>33,462</b>	<b>2,789</b>	<b>-48.4%</b>
<b>Referrals Completed</b>	<b>30,329</b>	<b>2,527</b>	<b>-11.2%</b>	<b>22,183</b>	<b>2,218</b>	<b>-12.2%</b>	<b>28,731</b>	<b>2,394</b>	<b>7.9%</b>	<b>13,883</b>	<b>2,314</b>	<b>-3.3%</b>
Ref Pending W/in Time Frame	---	3,505	-13.4%	---	3,618	3.2%	---	3,908	8.0%	---	4,098	4.9%
<b>Referrals Pending Past Due</b>	<b>---</b>	<b>153</b>	<b>-45.7%</b>	<b>---</b>	<b>280</b>	<b>83.3%</b>	<b>---</b>	<b>437</b>	<b>55.9%</b>	<b>---</b>	<b>690</b>	<b>58.0%</b>
<b>Total Referrals Pending</b>	<b>---</b>	<b>3,658</b>	<b>-15.5%</b>	<b>---</b>	<b>3,898</b>	<b>6.6%</b>	<b>---</b>	<b>4,345</b>	<b>11.5%</b>	<b>---</b>	<b>2,394</b>	<b>-44.9%</b>
<b>Allocated FTE</b>	<b>---</b>	<b>1,051</b>	<b>4.0%</b>	<b>---</b>	<b>1,008</b>	<b>-4.1%</b>	<b>---</b>	<b>986</b>	<b>-2.2%</b>	<b>---</b>	<b>975</b>	<b>-1.1%</b>
<b>Full-time Employees</b>	<b>---</b>	<b>1,081</b>	<b>5.2%</b>	<b>---</b>	<b>1,036</b>	<b>-4.2%</b>	<b>---</b>	<b>989</b>	<b>-4.5%</b>	<b>---</b>	<b>1,001</b>	<b>1.2%</b>

## Child Welfare Referrals Pending Over 60 Days December 2010 through December 2011



	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11
<b>Total</b>	564	691	663	230	262	354	340	388	437	452	648	999	1,218
<b>I</b>	53	62	65	40	40	52	57	54	45	48	53	77	124
<b>II</b>	130	168	178	43	44	59	61	68	67	87	116	165	168
<b>III</b>	187	234	193	52	69	108	89	71	109	54	115	263	437
<b>IV</b>	103	104	107	55	43	46	72	104	142	151	183	226	273
<b>V</b>	10	25	28	14	20	21	19	27	34	58	134	193	137
<b>VI</b>	81	98	92	26	46	68	42	64	40	54	47	68	79

Area I	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11
PI Referrals	83	59	80	102	102	74	77	68	93	86	93	85	64
PII Referrals	153	174	167	202	199	156	146	172	166	179	203	191	162
Total Assigned Referrals	236	233	247	304	301	230	223	240	259	265	296	276	226
Screened Out/Other	24	21	37	21	27	104	97	73	68	54	64	133	272
Total Referrals	260	254	284	325	328	334	320	313	327	319	360	409	498
Referrals Completed	283	240	195	315	266	283	273	245	241	229	260	201	224
Closed - Unable to Locate	7	5	7	9	4	9	10	2	6	5	9	7	4
Referrals Pending < 60	359	347	392	405	436	360	299	301	323	353	378	426	379
Referrals Pending > 60	53	62	65	40	40	52	57	54	45	48	53	77	124
Total Referrals Pending	412	409	457	445	476	412	356	355	368	401	431	503	503
NC PI (No Contacts)	0	0	0	0	0	0	0	0	0	0	0	0	0
NC PII (No Contacts)	6	7	12	7	2	15	10	4	4	11	8	6	8
NC (No Contacts)	6	7	12	7	2	15	10	4	4	11	8	6	8
Allocated FTE	95	95	95	95	95	95	95	95	95	91	91	91	91
Full-time Employees	95	95	97	96	95	96	100	98	95	91	92	93	94

Area II	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11
PI Referrals	153	146	125	159	153	135	85	129	165	149	145	148	120
PII Referrals	289	311	250	376	299	302	256	266	312	358	372	352	277
Total Assigned Referrals	442	457	375	535	452	437	341	395	477	507	517	500	397
Screened Out/Other	27	39	50	17	40	182	183	109	92	82	72	231	423
Total Referrals	469	496	425	552	492	619	524	504	569	589	589	731	820
Referrals Completed	424	384	366	603	469	471	486	370	381	382	435	436	526
Closed - Unable to Locate	14	9	14	13	11	16	15	7	9	6	8	13	5
Referrals Pending < 60	730	758	754	819	794	729	573	583	670	780	832	832	695
Referrals Pending > 60	130	168	178	43	44	59	61	68	67	87	116	165	168
Total Referrals Pending	860	926	932	862	838	788	634	651	737	867	948	997	863
NC PI (No Contacts)	0	0	0	0	0	0	0	0	0	0	0	0	0
NC PII (No Contacts)	22	42	18	26	28	36	9	3	10	27	16	19	10
NC (No Contacts)	22	42	18	26	28	36	9	3	10	27	16	19	10
Allocated FTE	169	169	169	169	169	169	169	169	169	169	169	169	169
Full-time Employees	169	172	168	174	170	180	183	183	178	173	174	173	171

Area III	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11
PI Referrals	180	183	154	218	218	174	163	201	222	219	246	198	200
PII Referrals	366	348	305	436	423	400	334	343	417	431	401	430	346
Total Assigned Referrals	546	531	459	654	641	574	497	544	639	650	647	628	546
Screened Out/Other	1394	1589	1258	1888	1831	1466	1761	1725	2037	1954	1843	1438	589
Total Referrals	1940	2120	1717	2542	2472	2040	2258	2269	2676	2604	2490	2066	1135
Referrals Completed	515	505	472	687	486	532	602	532	437	598	485	447	438
Closed - Unable to Locate	36	19	11	33	16	31	40	25	22	24	36	24	24
Referrals Pending < 60	921	863	863	908	1023	995	854	846	987	1047	1095	1099	1001
Referrals Pending > 60	187	234	193	52	69	108	89	71	109	54	115	263	437
Total Referrals Pending	1108	1097	1056	960	1092	1103	943	917	1096	1101	1210	1362	1438
NC PI No Contacts	0	0	0	0	0	0	0	0	0	0	0	0	0
NC PII No Contacts	78	102	70	51	111	85	57	27	47	44	58	101	66
NC No Contacts	78	102	70	51	111	85	57	27	47	44	58	101	66
Allocated FTE	314	314	314	314	314	314	314	314	314	314	314	314	310
Full-time Employees	296	298	300	314	313	314	313	315	312	302	300	301	305

Area IV	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11
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PI Referrals	87	105	90	155	111	92	106	103	120	100	98	96	123
PII Referrals	243	253	209	269	240	228	244	250	333	270	271	288	211
Total Assigned Referrals	330	358	299	424	351	320	350	353	453	370	369	384	334
Screened Out/Other	258	243	226	261	274	291	329	277	356	293	291	276	322
Total Referrals	588	601	525	685	625	611	679	630	809	663	660	660	656
Referrals Completed	363	361	278	436	349	391	315	301	300	360	374	296	357
Closed - Unable to Locate	10	5	3	10	3	10	4	14	11	7	12	7	8
Referrals Pending < 60	580	569	579	613	625	546	553	559	671	673	630	669	589
Referrals Pending > 60	103	104	107	55	43	46	72	104	142	151	183	226	273
Total Referrals Pending	683	673	686	668	668	592	625	663	813	824	813	895	862
NC PI No Contacts	0	0	0	0	0	0	0	0	0	0	0	0	0
NC PII No Contacts	2	16	6	5	5	7	7	2	17	4	4	6	2
NC No Contacts	2	16	6	5	5	7	7	2	17	4	4	6	2
Allocated FTE	120	120	120	120	120	120	120	120	120	120	120	120	119
Full-time Employees	126	132	134	132	130	132	131	126	125	124	122	129	132

Area V	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11
PI Referrals	84	132	88	124	122	102	103	137	151	134	111	148	128
PII Referrals	251	235	210	355	281	255	258	277	303	287	286	265	261
Total Assigned Referrals	335	367	298	479	403	357	361	414	454	421	397	413	389
Screened Out/Other	496	460	343	586	621	533	504	434	645	571	520	377	391
Total Referrals	831	827	641	1065	1024	890	865	848	1099	992	917	790	780
Referrals Completed	392	352	255	351	372	450	389	325	372	366	346	343	464
Closed - Unable to Locate	10	20	11	9	7	14	16	13	13	10	14	8	7
Referrals Pending < 60	525	503	533	668	684	573	537	606	665	686	645	649	626
Referrals Pending > 60	10	25	28	14	20	21	19	27	34	58	134	193	137
Total Referrals Pending	535	528	561	682	704	594	556	633	699	744	779	842	763
NC PI No Contacts	0	0	0	0	0	0	0	0	0	0	0	0	0
NC PII No Contacts	6	5	2	1	6	4	10	3	10	10	10	12	5
NC No Contacts	6	5	2	1	6	4	10	3	10	10	10	12	5
Allocated FTE	132	132	132	132	132	132	132	132	132	133	133	133	132
Full-time Employees	128	126	130	133	129	126	130	126	119	126	123	128	139

Area VI	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11
PI Referrals	105	132	89	153	124	126	125	130	153	168	147	172	142
PII Referrals	312	328	272	403	421	406	308	333	366	405	362	411	334
Total Assigned Referrals	417	460	361	556	545	532	433	463	519	573	509	583	476
Screened Out/Other	501	556	333	627	651	664	230	169	229	213	198	339	419
Total Referrals	918	1016	694	1183	1196	1196	663	632	748	786	707	922	895
Referrals Completed	378	442	320	542	453	476	573	433	470	448	489	427	545
Closed - Unable to Locate	19	19	21	33	20	24	37	33	32	23	13	20	22
Referrals Pending < 60	657	647	669	716	774	787	625	597	638	727	736	843	753
Referrals Pending > 60	81	98	92	26	46	68	42	64	40	54	47	75	79
Total Referrals Pending	738	745	761	742	820	855	667	661	678	781	783	918	832
NC PI No Contacts	0	0	0	0	0	0	0	0	0	0	0	0	0
NC PII No Contacts	5	19	11	6	11	12	14	7	4	9	3	13	7
NC No Contacts	5	19	11	6	11	12	14	7	4	9	3	13	7
Allocated FTE	148	148	148	148	148	148	148	148	148	148	148	148	148
Full-time Employees	163	160	162	164	163	172	173	173	174	174	172	172	173

All Areas	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11
PI Referrals	692	757	626	911	830	703	659	768	904	856	840	847	777

PII Referrals	1614	1649	1413	2041	1863	1747	1546	1641	1897	1930	1895	1937	1591
Total Assigned Referrals	2306	2406	2039	2952	2693	2450	2205	2409	2801	2786	2735	2784	2368
Screened Out/Other	2700	2908	2247	3400	3444	3240	3104	2787	3427	3167	2988	2794	2416
Total Referrals	5006	5314	4286	6352	6137	5690	5309	5196	6228	5953	5723	5578	4784
Referrals Completed	2355	2284	1886	2934	2395	2603	2638	2206	2201	2383	2389	2150	2554
Closed - Unable to Locate	96	77	67	107	61	104	122	94	93	75	92	79	70
Referrals Pending < 60	3772	3687	3790	4129	4336	3990	3441	3492	3954	4266	4316	4518	4043
Referrals Pending > 60	564	691	663	230	262	354	340	388	437	452	648	999	1218
Total Referrals Pending	4336	4378	4453	4359	4598	4344	3781	3880	4391	4718	4964	5517	5261
NC PI No Contacts	0	0	0	0	0	0	0	0	0	0	0	0	0
NC PII No Contacts	119	191	119	96	163	159	107	46	92	105	99	157	98
NC No Contacts	119	191	119	96	163	159	107	46	92	105	99	157	98
Allocated FTE	978	978	978	978	978	978	978	978	978	975	975	975	969
Full-time Employees	977	983	991	1013	1000	1020	1030	1021	1003	990	983	996	1014

Jan-00

	Total	Area I		Area II		Area III		Area IV		Area V		Area VI	
	0	Total	%	Total	%	Total	%	Total	%	Total	%	Total	%
PI Referrals	777	64	8.2%	120	15.4%	200	25.7%	123	15.8%	128	16.5%	142	18.3%
PII Referrals	1591	162	10.2%	277	17.4%	346	21.7%	211	13.3%	261	16.4%	334	21.0%
Total Assigned Referrals	2368	226	9.5%	397	16.8%	546	23.1%	334	14.1%	389	16.4%	476	20.1%
Screened Out/Other	2416	272	11.3%	423	17.5%	589	24.4%	322	13.3%	391	16.2%	419	17.3%
Total Referrals	4784	498	10.4%	820	17.1%	1135	23.7%	656	13.7%	780	16.3%	895	18.7%
Referrals Completed	2554	224	8.8%	526	20.6%	438	17.1%	357	14.0%	464	18.2%	545	21.3%
Closed - Unable to Locate	70	4	5.7%	5	7.1%	24	34.3%	8	11.4%	7	10.0%	22	31.4%
Referrals Pending < 60	4043	379	9.4%	695	17.2%	1001	24.8%	589	14.6%	626	15.5%	753	18.6%
Referrals Pending > 60	1218	124	10.2%	168	13.8%	437	35.9%	273	22.4%	137	11.2%	79	6.5%
Total Referrals Pending	5261	503	9.6%	863	16.4%	1438	27.3%	862	16.4%	763	14.5%	832	15.8%
NC PI No Contacts	0	0	100.0%	0	100.0%	0	100.0%	0	100.0%	0	100.0%	0	100.0%
NC PII No Contacts	98	8	8.2%	10	10.2%	66	67.3%	2	2.0%	5	5.1%	7	7.1%
NC (No Contacts)	98	8	8.2%	10	10.2%	66	67.3%	2	2.0%	5	5.1%	7	7.1%
Allocated FTE	969	91	9.4%	169	17.4%	310	32.0%	119	12.3%	132	13.6%	148	15.3%
Full-time Employees	1014	94	9.3%	171	16.9%	305	30.1%	132	13.0%	139	13.7%	173	17.1%

State Fiscal Year 2012																				
0	Total		Area I			Area II			Area III			Area IV			Area V			Area VI		
	Total	Avg.	Total	Avg.	%	Total	Avg.	%	Total	Avg.	%	Total	Avg.	%	Total	Avg.	%	Total	Avg.	%
PI Referrals	4,992	832	489	82	9.8%	856	143	17.1%	1,286	214	25.8%	640	107	12.8%	809	135	16.2%	912	152	18.3%
PII Referrals	10,891	1,815	1,073	179	9.9%	1,937	323	17.8%	2,368	395	21.7%	1,623	271	14.9%	1,679	280	15.4%	2,211	369	20.3%
Total Assigned Referrals	15,883	1,324	1,562	130	9.8%	2,793	233	17.6%	3,654	305	23.0%	2,263	189	14.2%	2,488	207	15.7%	3,123	260	19.7%
Screened Out/Other	17,579	2,930	664	111	3.8%	1,009	168	5.7%	9,586	1,598	54.5%	1,815	303	10.3%	2,938	490	16.7%	1,567	261	8.9%
Total Referrals	33,462	2,789	2,226	186	6.7%	3,802	317	11.4%	13,240	1,103	39.6%	4,078	340	12.2%	5,426	452	16.2%	4,690	391	14.0%
Referrals Completed	13,883	2,314	1,400	233	10.1%	2,530	422	18.2%	2,937	490	21.2%	1,988	331	14.3%	2,216	369	16.0%	2,812	469	20.3%
Closed - Unable to Locate	503	84	33	6	6.6%	48	8	9.5%	155	26	30.8%	59	10	11.7%	65	11	12.9%	143	24	28.4%
Referrals Pending < 60	---	4,098	---	360	8.8%	---	732	17.9%	---	1,013	24.7%	---	632	15.4%	---	646	15.8%	---	716	17.5%
Referrals Pending > 60	---	690	---	67	9.7%	---	112	16.2%	---	175	25.3%	---	180	26.1%	---	97	14.1%	---	60	8.7%
Total Referrals Pending	---	2,394	---	213	8.9%	---	422	17.6%	---	594	24.8%	---	406	17.0%	---	372	15.5%	---	388	16.2%
NC PI (No Contacts)	---	0	---	0	0.0%	---	0	0.0%	---	0	0.0%	---	0	0.0%	---	0	0.0%	---	0	0.0%
NC PII (No Contacts)	---	100	---	7	6.9%	---	14	14.2%	---	57	57.5%	---	6	5.9%	---	8	8.4%	---	7	7.2%
NC (No Contacts)	---	50	---	3	6.9%	---	7	14.2%	---	29	57.5%	---	3	5.9%	---	4	8.4%	---	4	7.2%
Allocated FTE	---	975	---	92	9.5%	---	169	17.3%	---	313	32.1%	---	120	12.3%	---	133	13.6%	---	148	15.2%
Full-time Employees	---	1,001	---	94	9.4%	---	175	17.5%	---	306	30.5%	---	126	12.6%	---	127	12.7%	---	173	17.3%

Dec-10													
	Total	Area I	Area II	Area III	Area IV	Area V	Area VI						
	0	Total	%	Total	%	Total	%	Total	%	Total	%	Total	%
PI Referrals	692	83	12.0%	153	22.1%	180	26.0%	87	12.6%	84	12.1%	105	15.2%
PII Referrals	1614	153	9.5%	289	17.9%	366	22.7%	243	15.1%	251	15.6%	312	19.3%
Total Assigned Referrals	2306	236	10.2%	442	19.2%	546	23.7%	330	14.3%	335	14.5%	417	18.1%
Screened Out/Other	2700	24	0.9%	27	1.0%	1394	51.6%	258	9.6%	496	18.4%	501	18.6%
Total Referrals	5006	260	5.2%	469	9.4%	1940	38.8%	588	11.7%	831	16.6%	918	18.3%
Referrals Completed	2355	283	12.0%	424	18.0%	515	21.9%	363	15.4%	392	16.6%	378	16.1%
Closed - Unable to Locate	96	7	7.3%	14	14.6%	36	37.5%	10	10.4%	10	10.4%	19	19.8%
Referrals Pending < 60	3772	359	9.5%	730	19.4%	921	24.4%	580	15.4%	525	13.9%	657	17.4%
Referrals Pending > 60	564	53	9.4%	130	23.0%	187	33.2%	103	18.3%	10	1.8%	81	14.4%
Total Referrals Pending	4336	412	9.5%	860	19.8%	1108	25.6%	683	15.8%	535	12.3%	738	17.0%
NC PI No Contacts	0	0	100.0%	0	100.0%	0	100.0%	0	100.0%	0	100.0%	0	100.0%
NC PII No Contacts	119	6	5.0%	22	18.5%	78	65.5%	2	1.7%	6	5.0%	5	4.2%
NC (No Contacts)	119	6	5.0%	22	18.5%	78	65.5%	2	1.7%	6	5.0%	5	4.2%
Allocated FTE	978	95	9.7%	169	17.3%	314	32.1%	120	12.3%	132	13.5%	148	15.1%
Full-time Employees	977	95	9.7%	169	17.3%	296	30.3%	126	12.9%	128	13.1%	163	16.7%
0	0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
0	0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%

New Backlog Chart													
0	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11
Total	564	691	663	230	262	354	340	388	437	452	648	999	1218
I	53	62	65	40	40	52	57	54	45	48	53	77	124
II	130	168	178	43	44	59	61	68	67	87	116	165	168
III	187	234	193	52	69	108	89	71	109	54	115	263	437
IV	103	104	107	55	43	46	72	104	142	151	183	226	273
V	10	25	28	14	20	21	19	27	34	58	134	193	137
VI	81	98	92	26	46	68	42	64	40	54	47	68	79