Response Time
Summary of Access Case Record Review Results (2015-2021)
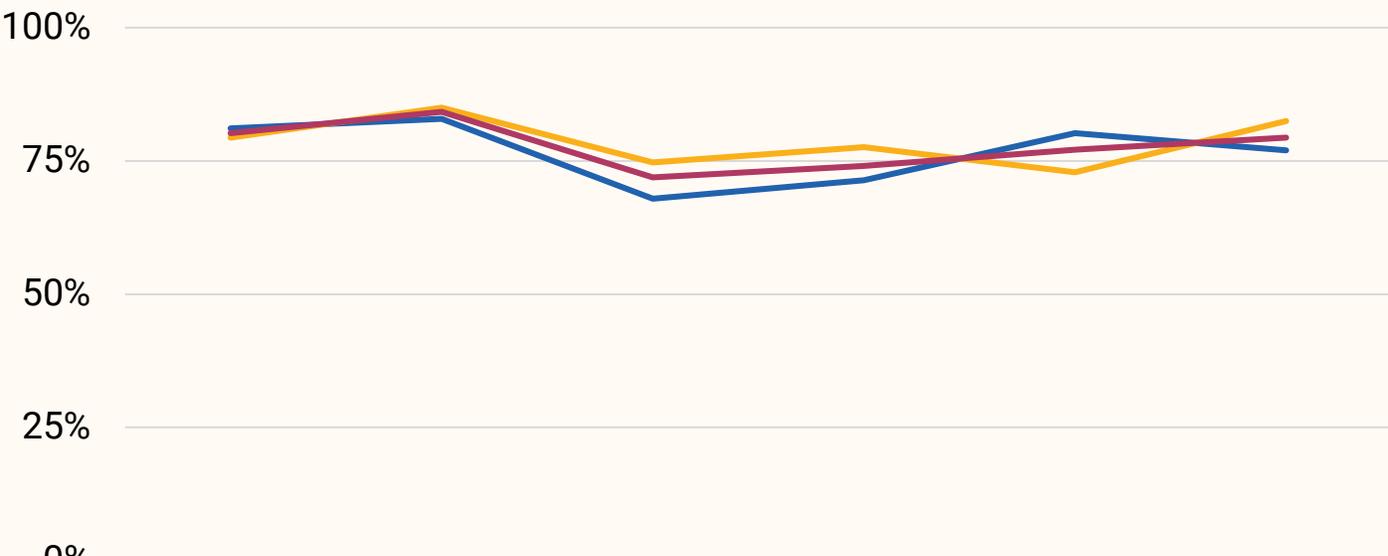
	2015	2017	2018	2019	2020	2021
Balance of State	81.1%	82.9%	67.9%	71.4%	80.2%	77.0%
Milwaukee	79.4%	85.0%	74.7%	77.6%	72.9%	82.5%
State	80.2%	84.2%	71.9%	74.1%	77.1%	79.4%

— Balance of State — Milwaukee — State

Definition: The timeframe for response is when a CPS agency will have initial face-to-face contact with the alleged victim and/or parent(s) to assess threats to a child's safety. There are three different response times, which are assigned to cases based on the presence or absence of present danger threats and possible/likely impending danger threats. Agencies have the discretion to mitigate response times based on case circumstances as outlined in Standards.

Present danger threats require an **immediate to within the same day response time.**

Possible/Likely impending danger threats require a **within 24 or 48 hours of receipt of the report, including holidays and weekends response time.**

When there are no present or likely impending danger threats, **a within five business days of receipt of report response time is required.**

Summary of Results: Statewide, the range of identifying the Response Time consistent with Standards was a low of 71.9% in 2018 and a high of 84.2% in 2017. Overall, information supports consistency in performance over this six-year time period.

Wisconsin Department of Children and Families