



Department of Child Services DCS Hotline Fact Sheet June 2021

How We are Performing	
Total Number of Reports Handled During June <i>(see below)*</i>	15,751
Total Number of Calls Handled During June	13,157
Average Number of Calls per Business Day	511
Average Number of Calls per Weekend Day	240
Average Speed of Answer for Law Enforcement with Access Code	13 Seconds
Average Speed of Answer for non-law enforcement calls	13 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	11 minutes, 37 Seconds
<i>Total Number of Calls Received Year-to-Date</i>	97,605

* Total number of reports include calls, faxes, emails and mail-ins. Some calls received at the Hotline turn into more than one report per call.

