



# Department of Child Services DCS Hotline Fact Sheet November 2021

How We are Performing	
Total Number of Reports Handled During November <i>(see below)*</i>	20,039
Total Number of Calls Handled During November	16,991
Average Number of Calls per Business Day	741
Average Number of Calls per Weekend Day	219
Average Speed of Answer for Law Enforcement with Access Code	15 Seconds
Average Speed of Answer for non-law enforcement calls	18 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	11 minutes, 36 Seconds
<b><i>Total Number of Calls Received Year-to-Date</i></b>	<b>178,441</b>

\* 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.



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