



# Department of Child Services DCS Hotline Fact Sheet 2022

Total Number of Reports Handled During 2022 ( <i>see below</i> )*	207,117
Total Number of Calls Handled During 2022	193,077
Average Number of Calls per Business Day	661
Average Number of Calls per Weekend/Holiday	228
Average Speed of Answer for Law Enforcement with Access Code	12 Seconds
Average Speed of Answer for non-law enforcement calls	14 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	10 minutes, 45 Seconds

\* 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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