



Department of Child Services

DCS Hotline Fact Sheet

January 2026

How We are Performing

Total Number of Reports Handled During January (see below)*	16,945
Total Number of Calls Handled During January	15,747
Average Number of Calls per Business Day	645
Average Number of Calls per Weekend Day	224
Average Speed of Answer for Law Enforcement with Access Code	15 Seconds
Average Speed of Answer for non-law enforcement calls	19 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	11 minutes, 28 seconds
Total Number of Calls Received Year-to-Date	15,747

* 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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