



# Department of Child Services DCS Hotline Fact Sheet September 2023

How We are Performing	
Total Number of Reports Handled During September <i>(see below)*</i>	20,244
Total Number of Calls Handled During September	18,856
Average Number of Calls per Business Day	817
Average Number of Calls per Weekend Day	250
Average Speed of Answer for Law Enforcement with Access Code	18 Seconds
Average Speed of Answer for non-law enforcement calls	26 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	10 minutes, 33 seconds
<b>Total Number of Calls Received Year-to-Date</b>	<b>151,082</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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