



Department of Child Services DCS Hotline Fact Sheet October 2023

How We are Performing	
Total Number of Reports Handled During October (see below)*	18,760
Total Number of Calls Handled During October	17,133
Average Number of Calls per Business Day	690
Average Number of Calls per Weekend Day	229
Average Speed of Answer for Law Enforcement with Access Code	18 Seconds
Average Speed of Answer for non-law enforcement calls	25 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	10 minutes, 48 seconds
Total Number of Calls Received Year-to-Date	168,215

* 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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