



# Department of Child Services DCS Hotline Fact Sheet December 2023

| How We are Performing   |                        |
|---|------------------------|
| Total Number of Reports Handled During December <i>(see below)*</i>     | 16,081                 |
| Total Number of Calls Handled During December                           | 14,787                 |
| Average Number of Calls per Business Day                                | 626                    |
| Average Number of Calls per Weekend Day                                 | 219                    |
| Average Speed of Answer for Law Enforcement with Access Code            | 16 Seconds             |
| Average Speed of Answer for non-law enforcement calls                   | 23 Seconds             |
| Average Length of Time Callers Spent Speaking with an Intake Specialist | 10 minutes, 37 seconds |
| <b>Total Number of Calls Received Year-to-Date</b>                      | <b>199,991</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.

