



# Department of Child Services DCS Hotline Fact Sheet January 2024

How We are Performing	
Total Number of Reports Handled During January (see below)*	18,138
Total Number of Calls Handled During January	16,419
Average Number of Calls per Business Day	676
Average Number of Calls per Weekend Day	207
Average Speed of Answer for Law Enforcement with Access Code	20 Seconds
Average Speed of Answer for non-law enforcement calls	34 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	10 minutes, 50 seconds
<b>Total Number of Calls Received Year-to-Date</b>	<b>18,138</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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