



Department of Child Services DCS Hotline Fact Sheet August 2020

How We are Performing	
Total Number of Reports Handled During August (<i>see below</i>)*	19,128
Total Number of Calls Handled During August	16,032
Average Number of Calls per Business Day	633
Average Number of Calls per Weekend Day	274
Average Speed of Answer for Law Enforcement with Access Code	15 Seconds
Average Speed of Answer for non-law enforcement calls	16 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	13 minutes, 22 Seconds
Total Number of Calls Received Year to Date	115,637

* 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.

