



# Department of Child Services DCS Hotline Fact Sheet October 2020

How We are Performing	
Total Number of Reports Handled During October (see below)*	20,156
Total Number of Calls Handled During October	16,804
Average Number of Calls per Business Day	666
Average Number of Calls per Weekend Day	237
Average Speed of Answer for Law Enforcement with Access Code	18 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, 44 Seconds
<b>Total Number of Calls Received Year to Date</b>	<b>150,488</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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