



Department of Child Services

DCS Hotline Fact Sheet

April 2024

How We are Performing	
Total Number of Reports Handled During April (see below)*	20,344
Total Number of Calls Handled During April	18,175
Average Number of Calls per Business Day	742
Average Number of Calls per Weekend Day	232
Average Speed of Answer for Law Enforcement with Access Code	19 Seconds
Average Speed of Answer for non-law enforcement calls	30 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	11 minutes, 09 seconds
Total Number of Calls Received Year-to-Date	69,889

* 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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