



Department of Child Services DCS Hotline Fact Sheet August 2024

How We are Performing	
Total Number of Reports Handled During August (<i>see below</i>)*	19,491
Total Number of Calls Handled During August	17,809
Average Number of Calls per Business Day	703
Average Number of Calls per Weekend Day	260
Average Speed of Answer for Law Enforcement with Access Code	17 Seconds
Average Speed of Answer for non-law enforcement calls	23 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	11 minutes, 34 seconds
Total Number of Calls Received Year-to-Date	128,453

* 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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