



# Department of Child Services DCS Hotline Fact Sheet 2023

How We are Performing	
Total Number of Reports Handled During 2023 <i>(see below)*</i>	215,852
Total Number of Calls Handled During 2023	199,991
Average Number of Calls per Business Day	687
Average Number of Calls per Weekend Day	236
Average Speed of Answer for Law Enforcement with Access Code	16 Seconds
Average Speed of Answer for non-law enforcement calls	22 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	10 minutes, 24 seconds

\* 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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