



Department of Child Services

DCS Hotline Fact Sheet

2025

Total Number of Reports Handled During 2025 (see below)*	213,938
Total Number of Calls Handled During 2025	198,854
Average Number of Calls per Business Day	678
Average Number of Calls per Weekend/Holiday	241
Average Speed of Answer for Law Enforcement with Access Code	16 Seconds
Average Speed of Answer for non-law enforcement calls	21 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	11 minutes, 14 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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