



Department of Child Services DCS Hotline Fact Sheet March 2021

How We are Performing	
Total Number of Reports Handled During March <i>(see below)</i> *	22,004
Total Number of Calls Handled During March	18,035
Average Number of Calls per Business Day	701
Average Number of Calls per Weekend Day	238
Average Speed of Answer for Law Enforcement with Access Code	14 Seconds
Average Speed of Answer for non-law enforcement calls	15 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	13 minutes, 14 Seconds
<i>Total Number of Calls Received Year-to-Date</i>	49,447

* 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.

