



# Department of Child Services DCS Hotline Fact Sheet July 2021

How We are Performing	
Total Number of Reports Handled During July <i>(see below)*</i>	15,348
Total Number of Calls Handled During July	12,765
Average Number of Calls per Business Day	493
Average Number of Calls per Weekend Day	239
Average Speed of Answer for Law Enforcement with Access Code	12 Seconds
Average Speed of Answer for non-law enforcement calls	12 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	11 minutes, 40 Seconds
<b><i>Total Number of Calls Received Year-to-Date</i></b>	<b>110,370</b>

\* 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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