DHS Public Records Requests
December 1 – December 31 2019
Public Records Overview

**December Snapshot**
- Total Opened during month: 565
- Extensions Requested During the Month: 17
- Overdue: 0

**Type of Requests in December**
- Client Record: 70%
- Public Record: 29%
- Media: 1%

**Requests by Program in December**
- CW: 61%
- APD: 8%
- I/DD: 5%
- SSP: 9%
- VR: 4%
- Other: 13%

**Average Close Time (Business Days)**
- Closed in October: 11.59
- Closed in November: 10.36
- Closed in December: 8.2

*In compliance with statute, we acknowledge requests within 5 business days and make every effort to complete requests within 15 business days. On the rare occasion that we are unable to complete a request within 15 business days, we send a notice regarding why we need more time and providing a new estimate of when we will complete the request. Instances where we would request additional time include: DHS needing more information; The staff needed to finish the request are unavailable; The number of other requests being worked by DHS makes the deadline unrealistic.*