DHS Public Records Requests  
March 1 – March 31 2020  
Public Records Overview

- **March Snapshot**
  - Total Opened during month: 558
  - Extensions Requested During the Month: 31
  - Overdue: 6

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

- **Requests by Program in March**
  - CW: 14%
  - APD: 60%
  - I/DD: 9%
  - SSP: 3%
  - VR: 9%
  - Other: 3%

- **Average Close Time (Business Days)**
  - Closed in January: 5.99
  - Closed in February: 5.82
  - Closed in March: 6.38

- **Average Close Time (days)**
  - Statutory Requirement (15 Business Days)

* 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.