### DHS Public Records Requests

**January 1 – January 31 2020**

**Public Records Overview**

#### Type of Requests in January

- **Client Record**: 68%
- **Public Record**: 31%
- **Media**: 1%

#### Requests by Program in January

- CW: 12%
- APD: 2%
- I/DD: 9%
- SSP: 9%
- VR: 3%
- Other: 65%

#### Average Close Time (Business Days)

- Closed in December: 8.2
- Closed in January: 5.99

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*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.*