



INDIANA
DEPARTMENT OF
CHILD
SERVICES

Department of Child Services DCS Hotline Fact Sheet December, 2013

How We are Performing

Total Number of Calls Handled During December	11,605
Average Number of Calls per Business Day	491
Average Number of Calls per Weekend	167
Average Speed of Answer for Law Enforcement with Access Code	16 seconds
Average Speed of Answer for non-law enforcement calls	20 seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	11 minutes, 43 seconds
Total Number of Calls Received Year to Date	156,192



State of Indiana

Michael R. Pence, Governor—Mary Beth Bonaventura, Director
402 West Washington Street, Room W392 / Indianapolis, IN 46204–2739