



Department of Child Services DCS Hotline Fact Sheet 2021

Total Number of Reports Handled During 2021 <i>(see below)*</i>	231,091
Total Number of Calls Handled During 2021	193,243
Average Number of Calls per Business Day	656
Average Number of Calls per Weekend/Holiday	237
Average Speed of Answer for Law Enforcement with Access Code	14 Seconds
Average Speed of Answer for non-law enforcement calls	16 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	12 minutes, 22 Seconds

* 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.



State of Indiana
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