



Department of Child Services DCS Hotline Fact Sheet January, 2017

| How We are Performing | |
|---|------------------------|
| Total Number of Reports Handled During January (see below)* | 20,073 |
| Total Number of Calls Handled During January | 16,634 |
| Average Number of Calls per Business Day | 676 |
| Average Number of Calls per Weekend Day | 220 |
| Average Speed of Answer for Law Enforcement with Access Code | 15 Seconds |
| Average Speed of Answer for non-law enforcement calls | 27 Seconds |
| Average Length of Time Callers Spent Speaking with an Intake Specialist | 12 Minutes, 28 Seconds |
| Total Number of Calls Received Year to Date | 16,634 |

*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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