



# Department of Child Services DCS Hotline Fact Sheet January 2020

How We are Performing	
Total Number of Reports Handled During January (see below)*	22,023
Total Number of Calls Handled During January	18,363
Average Number of Calls per Business Day	757
Average Number of Calls per Weekend Day	229
Average Speed of Answer for Law Enforcement with Access Code	15 Seconds
Average Speed of Answer for non-law enforcement calls	26 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	13 minutes, 7 Seconds
<b>Total Number of Calls Received Year to Date</b>	<b>18,363</b>

\* 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  
Eric J. Holcomb, Governor—Terry J. Stigdon, MS, RN, Director  
302 West Washington Street, Room E306 / Indianapolis, IN 46204–2738