



Department of Child Services DCS Hotline Fact Sheet January 2022

How We are Performing	
Total Number of Reports Handled During January (see below)*	18,512
Total Number of Calls Handled During January	15,634
Average Number of Calls per Business Day	662
Average Number of Calls per Weekend Day	206
Average Speed of Answer for Law Enforcement with Access Code	12 Seconds
Average Speed of Answer for non-law enforcement calls	15 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	11 minutes, 39 Seconds
Total Number of Calls Received Year-to-Date	18,512

* 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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