



Department of Child Services DCS Hotline Fact Sheet March, 2016

Total Number of Reports Handled During March <i>(see below)*</i>	19,087
Total Number of Calls Handled During March	16,156
Average Number of Calls per Business Day	642
Average Number of Calls per Weekend	203
Average Speed of Answer for Law Enforcement with Access Code	13 Seconds
Average Speed of Answer for non-law enforcement calls	24 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	12 Minutes, 34 Seconds
Total Number of Calls Received Year to Date	45,098

**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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