



Department of Child Services

DCS Hotline Fact Sheet

March 2022

How We are Performing	
Total Number of Reports Handled During March <i>(see below)</i> *	19,337
Total Number of Calls Handled During March	17,912
Average Number of Calls per Business Day	704
Average Number of Calls per Weekend Day	214
Average Speed of Answer for Law Enforcement with Access Code	12 Seconds
Average Speed of Answer for non-law enforcement calls	13 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	11 minutes, 17 Seconds
Total Number of Calls Received Year-to-Date	49,224

* 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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