



Department of Child Services DCS Hotline Fact Sheet April, 2017

Total Number of Reports Handled During April (<i>see below</i>)*	20,574
Total Number of Calls Handled During April	17,037
Average Number of Calls per Business Day	740
Average Number of Calls per Weekend Day	238
Average Speed of Answer for Law Enforcement with Access Code	22 Seconds
Average Speed of Answer for non-law enforcement calls	47 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	12 Minutes, 19 Seconds
Total Number of Calls Received Year to Date	66,119

*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.



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