



Department of Child Services

DCS Hotline Fact Sheet

April, 2018

| How We are Performing | |
|---|------------------------|
| Total Number of Reports Handled During April <i>(see below)*</i> | 22,087 |
| Total Number of Calls Handled During April | 18,358 |
| Average Number of Calls per Business Day | 771 |
| Average Number of Calls per Weekend Day | 240 |
| Average Speed of Answer for Law Enforcement with Access Code | 13 Seconds |
| Average Speed of Answer for non-law enforcement calls | 12 Seconds |
| Average Length of Time Callers Spent Speaking with an Intake Specialist | 12 Minutes, 26 Seconds |
| Total Number of Calls Received Year to Date | 70,074 |

**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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