



Department of Child Services DCS Hotline Fact Sheet May, 2018

How We are Performing	
Total Number of Reports Handled During May (<i>see below</i>)*	22,792
Total Number of Calls Handled During May	19,070
Average Number of Calls per Business Day	767
Average Number of Calls per Weekend Day	251
Average Speed of Answer for Law Enforcement with Access Code	11 Seconds
Average Speed of Answer for non-law enforcement calls	13 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	12 Minutes, 03 Seconds
<i>Total Number of Calls Received Year to Date</i>	89,144

*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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