



Department of Child Services DCS Hotline Fact Sheet May 2020

How We are Performing	
Total Number of Reports Handled During May <i>(see below)</i> *	14,674
Total Number of Calls Handled During May	11,970
Average Number of Calls per Business Day	468
Average Number of Calls per Weekend Day	233
Average Speed of Answer for Law Enforcement with Access Code	12 Seconds
Average Speed of Answer for non-law enforcement calls	11 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	13 minutes, 44 Seconds
Total Number of Calls Received Year to Date	73,244

* 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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