



Department of Child Services DCS Hotline Fact Sheet May 2021

How We are Performing	
Total Number of Reports Handled During May (<i>see below</i>)*	20,229
Total Number of Calls Handled During May	17,042
Average Number of Calls per Business Day	712
Average Number of Calls per Weekend Day	255
Average Speed of Answer for Law Enforcement with Access Code	16 Seconds
Average Speed of Answer for non-law enforcement calls	18 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	13 minutes, 6 Seconds
Total Number of Calls Received Year-to-Date	84,448

* 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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