



Department of Child Services DCS Hotline Fact Sheet July, 2014

How We are Performing	
Total Number of Reports Handled During July <i>(see below)*</i>	15,980
Total Number of Calls Handled During July	12,712
Average Number of Calls per Business Day	496
Average Number of Calls per Weekend	201
Average Speed of Answer for Law Enforcement with Access Code	25 Seconds
Average Speed of Answer for non-law enforcement calls	31 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	12 minutes, 6 Seconds
<i>Total Number of Calls Received Year to Date</i>	92,987

**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
 Michael R. Pence, Governor—Mary Beth Bonaventura, Director
 402 West Washington Street, Room W392 / Indianapolis, IN 46204–2739