



Department of Child Services DCS Hotline Fact Sheet August, 2018

How We are Performing	
Total Number of Reports Handled During August (<i>see below</i>)*	21,839
Total Number of Calls Handled During August	18,521
Average Number of Calls per Business Day	707
Average Number of Calls per Weekend Day	282
Average Speed of Answer for Law Enforcement with Access Code	14 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, 08 Seconds
Total Number of Calls Received Year to Date	134,427

*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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