



# Department of Child Services DCS Hotline Fact Sheet September, 2018

| How We are Performing   |                        |
|---|------------------------|
| Total Number of Reports Handled During September <i>(see below)*</i>    | 21,547                 |
| Total Number of Calls Handled During September                          | 18,355                 |
| Average Number of Calls per Business Day                                | 823                    |
| Average Number of Calls per Weekend Day                                 | 243                    |
| Average Speed of Answer for Law Enforcement with Access Code            | 12 Seconds             |
| Average Speed of Answer for non-law enforcement calls                   | 16 Seconds             |
| Average Length of Time Callers Spent Speaking with an Intake Specialist | 12 Minutes, 01 Seconds |
| <b><i>Total Number of Calls Received Year to Date</i></b>               | <b>152,782</b>         |

*\*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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