



Department of Child Services DCS Hotline Fact Sheet October, 2017

Total Number of Reports Handled During October (<i>see below</i>)*	21,842
Total Number of Calls Handled During October	18,249
Average Number of Calls per Business Day	734
Average Number of Calls per Weekend Day	240
Average Speed of Answer for Law Enforcement with Access Code	20 Seconds
Average Speed of Answer for non-law enforcement calls	33 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	12 Minutes, 32 Seconds
Total Number of Calls Received Year to Date	170,116

*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.



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