



# Department of Child Services DCS Hotline Fact Sheet October 2022

How We are Performing	
Total Number of Reports Handled During October (see below)*	17,619
Total Number of Calls Handled During October	16,645
Average Number of Calls per Business Day	688
Average Number of Calls per Weekend Day	230
Average Speed of Answer for Law Enforcement with Access Code	11 Seconds
Average Speed of Answer for non-law enforcement calls	14 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	10 minutes, 23 seconds
<b>Total Number of Calls Received Year-to-Date</b>	<b>161,943</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  
Eric J. Holcomb, Governor — Terry J. Stigdon, MSN, RN, Director  
302 West Washington Street, Room E306 / Indianapolis, IN 46204-2738