



Department of Child Services DCS Hotline Fact Sheet December, 2017

Total Number of Reports Handled During December (<i>see below</i>)*	18,192
Total Number of Calls Handled During December	15,084
Average Number of Calls per Business Day	658
Average Number of Calls per Weekend Day	218
Average Speed of Answer for Law Enforcement with Access Code	12 Seconds
Average Speed of Answer for non-law enforcement calls	19 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	12 Minutes, 37 Seconds
Total Number of Calls Received Year to Date	203,085

*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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