



Department of Child Services DCS Hotline Fact Sheet December 2019

How We are Performing	
Total Number of Reports Handled During December <i>(see below)*</i>	18,833
Total Number of Calls Handled During December	15,717
Average Number of Calls per Business Day	668
Average Number of Calls per Weekend Day	221
Average Speed of Answer for Law Enforcement with Access Code	14 Seconds
Average Speed of Answer for non-law enforcement calls	24 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	12 minutes, 58 Seconds
<i>Total Number of Calls Received Year to Date</i>	203,158

* 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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