



Department of Child Services DCS Hotline Fact Sheet 2015

Total Number of Reports Handled During 2015 (<i>see below</i>)*	202,493
Total Number of Calls Handled During 2015	170,656
Average Number of Calls per Business Day	585
Average Number of Calls per Weekend	206
Average Speed of Answer for Law Enforcement with Access Code	15 Seconds
Average Speed of Answer for non-law enforcement calls	21 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	13 Minutes, 26 Seconds
Total Number of Calls Received <input type="checkbox"/>	493

*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
Michael R. Pence, Governor—Mary Beth Bonaventura, Director
402 West Washington Street, Room W392 / Indianapolis, IN 46204–2739