



Department of Child Services DCS Hotline Fact Sheet February, 2015

How We are Performing	
Total Number of Reports Handled During February <i>(see below)*</i>	14,988
Total Number of Calls Handled During February	12,693
Average Number of Calls per Business Day	567
Average Number of Calls per Weekend	170
Average Speed of Answer for Law Enforcement with Access Code	11 Seconds
Average Speed of Answer for non-law enforcement calls	15 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	13 Minutes, 40 Seconds
<i>Total Number of Calls Received Year to Date</i>	26,507

**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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