



Department of Child Services DCS Hotline Fact Sheet May, 2016

Total Number of Reports Handled During May (<i>see below</i>)*	20,125
Total Number of Calls Handled During May	16,684
Average Number of Calls per Business Day	690
Average Number of Calls per Weekend	219
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	12 Minutes, 25 Seconds
Total Number of Calls Received Year to Date	78,381

*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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