



Department of Child Services DCS Hotline Fact Sheet July, 2016

Total Number of Reports Handled During July (<i>see below</i>)*	16,618
Total Number of Calls Handled During July	13,583
Average Number of Calls per Business Day	550
Average Number of Calls per Weekend	238
Average Speed of Answer for Law Enforcement with Access Code	16 Seconds
Average Speed of Answer for non-law enforcement calls	16 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	12 Minutes, 18 Seconds
Total Number of Calls Received Year to Date	105,588

*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