



Department of Child Services DCS Hotline Fact Sheet August, 2016

Total Number of Reports Handled During August (<i>see below</i>)*	21,246
Total Number of Calls Handled During August	17,647
Average Number of Calls per Business Day	681
Average Number of Calls per Weekend	248
Average Speed of Answer for Law Enforcement with Access Code	16 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, 28 Seconds
Total Number of Calls Received Year to Date	123,235

*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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