



Department of Child Services DCS Hotline Fact Sheet October, 2016

Total Number of Reports Handled During October <i>(see below)*</i>	18,745
Total Number of Calls Handled During October	15,410
Average Number of Calls per Business Day	628
Average Number of Calls per Weekend	225
Average Speed of Answer for Law Enforcement with Access Code	14 Seconds
Average Speed of Answer for non-law enforcement calls	28 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	12 Minutes 15 Seconds
<i>Total Number of Calls Received Year to Date</i>	156,467

**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
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