



Department of Child Services DCS Hotline Fact Sheet November, 2014

| How We are Performing | |
|---|------------------------|
| Total Number of Reports Handled During November <i>(see below)*</i> | 14,818 |
| Total Number of Calls Handled During November | 12,656 |
| Average Number of Calls per Business Day | 579 |
| Average Number of Calls per Weekend | 189 |
| Average Speed of Answer for Law Enforcement with Access Code | 18 Seconds |
| Average Speed of Answer for non-law enforcement calls | 27 Seconds |
| Average Length of Time Callers Spent Speaking with an Intake Specialist | 13 Minutes, 29 Seconds |
| <i>Total Number of Calls Received Year to Date</i> | 149,337 |

**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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