



Department of Child Services DCS Hotline Fact Sheet 2014

How We are Performing	
Total Number of Reports Handled During 2014 <i>(see below)*</i>	198,684
Total Number of Calls Handled During 2014	161,996
Average Number of Calls per Business Day	556
Average Number of Calls per Weekend	193
Average Speed of Answer for Law Enforcement with Access Code	20 Seconds
Average Speed of Answer for non-law enforcement calls	32 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	12 Minutes, 45 Seconds
<i>Total Number of Calls Received Year to Date</i>	161,996

**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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