



Department of Child Services DCS Hotline Fact Sheet February, 2016

Total Number of Reports Handled During February (<i>see below</i>)*	17,255
Total Number of Calls Handled During February	14,585
Average Number of Calls per Business Day	618
Average Number of Calls per Weekend	202
Average Speed of Answer for Law Enforcement with Access Code	12 Seconds
Average Speed of Answer for non-law enforcement calls	25 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	12 Minutes, 47 Seconds
Total Number of Calls Received Year to Date	28,942

*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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