



Department of Child Services DCS Hotline Fact Sheet February 2020

How We are Performing	
Total Number of Reports Handled During February <i>(see below)*</i>	20,885
Total Number of Calls Handled During February	17,429
Average Number of Calls per Business Day	768
Average Number of Calls per Weekend Day	230
Average Speed of Answer for Law Enforcement with Access Code	13 Seconds
Average Speed of Answer for non-law enforcement calls	18 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	12 minutes, 54 Seconds
Total Number of Calls Received Year to Date	35,792

* 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
Eric J. Holcomb, Governor—Terry J. Stigdon, MS, RN, Director
302 West Washington Street, Room E306 / Indianapolis, IN 46204–2738