



Department of Child Services DCS Hotline Fact Sheet March, 2015

How We are Performing	
Total Number of Reports Handled During March <i>(see below)*</i>	17,175
Total Number of Calls Handled During March	14,575
Average Number of Calls per Business Day	583
Average Number of Calls per Weekend	194
Average Speed of Answer for Law Enforcement with Access Code	14 Seconds
Average Speed of Answer for non-law enforcement calls	20 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	13 Minutes, 25 Seconds
<i>Total Number of Calls Received Year to Date</i>	41,082

**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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