



# Department of Child Services DCS Hotline Fact Sheet April 2023

How We are Performing	
Total Number of Reports Handled During April (see below)*	19,156
Total Number of Calls Handled During April	17,690
Average Number of Calls per Business Day	775
Average Number of Calls per Weekend Day	241
Average Speed of Answer for Law Enforcement with Access Code	16 Seconds
Average Speed of Answer for non-law enforcement calls	26 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	10 minutes, 27 seconds
<b>Total Number of Calls Received Year-to-Date</b>	<b>70,262</b>

\* 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 — Eric Miller, Director  
302 West Washington Street, Room E306 / Indianapolis, IN 46204-2738