



INDIANA
DEPARTMENT OF
CHILD
SERVICES

Department of Child Services DCS Hotline Fact Sheet April, 2014

How We are Performing

Total Number of Reports Handled During April (<i>see below</i>)*	18,035
Total Number of Calls Handled During April	14,558
Average Number of Calls per Business Day	592
Average Number of Calls per Weekend Day	191
Average Speed of Answer for Law Enforcement with Access Code	23 Seconds
Average Speed of Answer for non-law enforcement calls	30 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	12 minutes, 43 Seconds
Total Number of Calls Received Year to Date	52,715

*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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