



Department of Child Services DCS Hotline Fact Sheet April, 2016

Total Number of Reports Handled During April (<i>see below</i>)*	19,549
Total Number of Calls Handled During April	16,599
Average Number of Calls per Business Day	698
Average Number of Calls per Weekend	217
Average Speed of Answer for Law Enforcement with Access Code	14 Seconds
Average Speed of Answer for non-law enforcement calls	28 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	12 Minutes, 37 Seconds
Total Number of Calls Received Year to Date	61,697

*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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