



Department of Child Services DCS Hotline Fact Sheet April 2019

How We are Performing	
Total Number of Reports Handled During April (<i>see below</i>)*	22,396
Total Number of Calls Handled During April	18,761
Average Number of Calls per Business Day	770
Average Number of Calls per Weekend Day	246
Average Speed of Answer for Law Enforcement with Access Code	14 Seconds
Average Speed of Answer for non-law enforcement calls	16 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	12 minutes, 51 Seconds
Total Number of Calls Received Year to Date	69,034

* 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