



Department of Child Services DCS Hotline Fact Sheet April 2020

How We are Performing	
Total Number of Reports Handled During April (see below)*	12,834
Total Number of Calls Handled During April	10,442
Average Number of Calls per Business Day	398
Average Number of Calls per Weekend Day	216
Average Speed of Answer for Law Enforcement with Access Code	8 Seconds
Average Speed of Answer for non-law enforcement calls	8 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	13 minutes, 45 Seconds
Total Number of Calls Received Year to Date	61,274

* 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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