



Department of Child Services DCS Hotline Fact Sheet May, 2014

How We are Performing	
Total Number of Reports Handled During May (<i>see below</i>)*	18,450
Total Number of Calls Handled During May	14,942
Average Number of Calls per Business Day	617
Average Number of Calls per Weekend/Holiday	198
Average Speed of Answer for Law Enforcement with Access Code	24 Seconds
Average Speed of Answer for non-law enforcement calls	52 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	12 minutes, 21 Seconds
<i>Total Number of Calls Received Year to Date</i>	67,657

*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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