



Department of Child Services DCS Hotline Fact Sheet July 2023

How We are Performing	
Total Number of Reports Handled During July <i>(see below)*</i>	13,514
Total Number of Calls Handled During July	12,863
Average Number of Calls per Business Day	515
Average Number of Calls per Weekend Day	234
Average Speed of Answer for Law Enforcement with Access Code	16 Seconds
Average Speed of Answer for non-law enforcement calls	16 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	10 minutes, 9 seconds
<i>Total Number of Calls Received Year-to-Date</i>	113,958

* 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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