



Department of Child Services DCS Hotline Fact Sheet August, 2014

How We are Performing	
Total Number of Reports Handled During August (<i>see below</i>)*	18,006
Total Number of Calls Handled During August	14,382
Average Number of Calls per Business Day	585
Average Number of Calls per Weekend	211
Average Speed of Answer for Law Enforcement with Access Code	23 Seconds
Average Speed of Answer for non-law enforcement calls	36 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	12 minutes, 35 Seconds
Total Number of Calls Received Year to Date	107,369

*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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