



Department of Child Services DCS Hotline Fact Sheet August, 2017

Total Number of Reports Handled During August (<i>see below</i>)*	23,137
Total Number of Calls Handled During August	19,457
Average Number of Calls per Business Day	757
Average Number of Calls per Weekend Day	256
Average Speed of Answer for Law Enforcement with Access Code	16 Seconds
Average Speed of Answer for non-law enforcement calls	22 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	12 Minutes, 15 Seconds
Total Number of Calls Received Year to Date	132,542

*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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