



Department of Child Services DCS Hotline Fact Shee September, 2015

How We are Performing	
Total Number of Reports Handled During September <i>(see below)*</i>	18,492
Total Number of Calls Handled During September	15,609
Average Number of Calls per Business Day	647
Average Number of Calls per Weekend	223
Average Speed of Answer for Law Enforcement with Access Code	19 Seconds
Average Speed of Answer for non-law enforcement calls	27 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	13 Minutes, 15 Seconds
<i>Total Number of Calls Received Year to Date</i>	128,858

**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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