



Department of Child Services DCS Hotline Fact Sheet October, 2015

Total Number of Reports Handled During October <i>(see below)*</i>	17,056
Total Number of Calls Handled During October	14,481
Average Number of Calls per Business Day	576
Average Number of Calls per Weekend	203
Average Speed of Answer for Law Enforcement with Access Code	14 Seconds
Average Speed of Answer for non-law enforcement calls	21 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	13 Minutes, 11 Seconds
<i>Total Number of Calls Received Year to Date</i>	143,339

**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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