



Department of Child Services

DCS Hotline Fact Sheet

January 2023

How We are Performing

Total Number of Reports Handled During January (see below)*	18,732
Total Number of Calls Handled During January	17,425
Average Number of Calls per Business Day	707
Average Number of Calls per Weekend Day	244
Average Speed of Answer for Law Enforcement with Access Code	12 Seconds
Average Speed of Answer for non-law enforcement calls	15 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	10 minutes, 39 seconds
Total Number of Calls Received Year-to-Date	17,425

* 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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