



Department of Child Services DCS Hotline Fact Sheet April 2022

| How We are Performing | |
|---|------------------------|
| Total Number of Reports Handled During April (see below)* | 18,454 |
| Total Number of Calls Handled During April | 17,390 |
| Average Number of Calls per Business Day | 733 |
| Average Number of Calls per Weekend Day | 236 |
| Average Speed of Answer for Law Enforcement with Access Code | 12 Seconds |
| Average Speed of Answer for non-law enforcement calls | 16 Seconds |
| Average Length of Time Callers Spent Speaking with an Intake Specialist | 10 minutes, 59 Seconds |
| Total Number of Calls Received Year-to-Date | 66,614 |

* 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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