



# Department of Child Services DCS Hotline Fact Sheet May, 2015

How We are Performing	
Total Number of Reports Handled During May ( <i>see below</i> )*	17,693
Total Number of Calls Handled During May	14,858
Average Number of Calls per Business Day	629
Average Number of Calls per Weekend	206
Average Speed of Answer for Law Enforcement with Access Code	20 Seconds
Average Speed of Answer for non-law enforcement calls	23 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	13 Minutes, 41 Seconds
<b>Total Number of Calls Received Year to Date</b>	<b>71,494</b>

\*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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