



Department of Child Services DCS Hotline Fact Sheet June, 2014

How We are Performing	
Total Number of Reports Handled During June <i>(see below)*</i>	15,976
Total Number of Calls Handled During June	12,618
Average Number of Calls per Business Day	511
Average Number of Calls per Weekend	209
Average Speed of Answer for Law Enforcement with Access Code	24 Seconds
Average Speed of Answer for non-law enforcement calls	29 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	12 minutes, 12 Seconds
<i>Total Number of Calls Received Year to Date</i>	80,275

**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
 Michael R. Pence, Governor—Mary Beth Bonaventura, Director
 402 West Washington Street, Room W392 / Indianapolis, IN 46204–2739