



Department of Child Services DCS Hotline Fact Sheet June 2019

How We are Performing	
Total Number of Reports Handled During June <i>(see below)*</i>	16,467
Total Number of Calls Handled During June	13,561
Average Number of Calls per Business Day	554
Average Number of Calls per Weekend Day	247
Average Speed of Answer for Law Enforcement with Access Code	11 Seconds
Average Speed of Answer for non-law enforcement calls	10 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	12 minutes, 58 Seconds
Total Number of Calls Received Year to Date	101,297

* 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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