



Department of Child Services DCS Hotline Fact Sheet June 2020

How We are Performing	
Total Number of Reports Handled During June <i>(see below)*</i>	15,730
Total Number of Calls Handled During June	12,860
Average Number of Calls per Business Day	495
Average Number of Calls per Weekend Day	255
Average Speed of Answer for Law Enforcement with Access Code	11 Seconds
Average Speed of Answer for non-law enforcement calls	11 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	13 minutes, 30 Seconds
Total Number of Calls Received Year to Date	86,104

* 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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