



Department of Child Services DCS Hotline Fact Sheet June 2022

How We are Performing	
Total Number of Reports Handled During June <i>(see below)*</i>	12,944
Total Number of Calls Handled During June	12,546
Average Number of Calls per Business Day	483
Average Number of Calls per Weekend Day	241
Average Speed of Answer for Law Enforcement with Access Code	10 Seconds
Average Speed of Answer for non-law enforcement calls	9 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	10 minutes, 20 Seconds
Total Number of Calls Received Year-to-Date	96,308

* 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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