



Department of Child Services DCS Hotline Fact Sheet August 2022

How We are Performing	
Total Number of Reports Handled During August (<i>see below</i>)*	18,241
Total Number of Calls Handled During August	17,879
Average Number of Calls per Business Day	687
Average Number of Calls per Weekend Day	259
Average Speed of Answer for Law Enforcement with Access Code	12 Seconds
Average Speed of Answer for non-law enforcement calls	12 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	10 minutes, 3 seconds
Total Number of Calls Received Year-to-Date	126,595

* 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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