



Department of Child Services DCS Hotline Fact Sheet September 2020

How We are Performing	
Total Number of Reports Handled During September <i>(see below)*</i>	21,506
Total Number of Calls Handled During September	18,047
Average Number of Calls per Business Day	748
Average Number of Calls per Weekend Day	258
Average Speed of Answer for Law Enforcement with Access Code	17 Seconds
Average Speed of Answer for non-law enforcement calls	21 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	13 minutes, 35 Seconds
Total Number of Calls Received Year to Date	133,684

* 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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