



Department of Child Services

DCS Hotline Fact Sheet

October 2021

How We are Performing	
Total Number of Reports Handled During October (see below)*	20,041
Total Number of Calls Handled During October	16,820
Average Number of Calls per Business Day	696
Average Number of Calls per Weekend Day	230
Average Speed of Answer for Law Enforcement with Access Code	14 Seconds
Average Speed of Answer for non-law enforcement calls	16 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	11 minutes, 30 Seconds
Total Number of Calls Received Year-to-Date	161,450

* 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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