



# Department of Child Services DCS Hotline Fact Sheet November, 2016

Total Number of Reports Handled During November ( <i>see below</i> )*	19,843
Total Number of Calls Handled During November	16,283
Average Number of Calls per Business Day	715
Average Number of Calls per Weekend	211
Average Speed of Answer for Law Enforcement with Access Code	17 Seconds
Average Speed of Answer for non-law enforcement calls	41 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	12 Minutes, 22 Seconds
<b>Total Number of Calls Received Year to Date</b>	<b>172,750</b>

\*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.



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