



Department of Child Services DCS Hotline Fact Sheet December, 2016

| | |
|---|------------------------|
| Total Number of Reports Handled During December (<i>see below</i>)* | 17,743 |
| Total Number of Calls Handled During December | 14,387 |
| Average Number of Calls per Business Day | 574 |
| Average Number of Calls per Weekend | 210 |
| Average Speed of Answer for Law Enforcement with Access Code | 12 Seconds |
| Average Speed of Answer for non-law enforcement calls | 23 Seconds |
| Average Length of Time Callers Spent Speaking with an Intake Specialist | 12 Minutes, 12 Seconds |
| Total Number of Calls Received Year to Date | 187,137 |

*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
Michael R. Pence, Governor—Mary Beth Bonaventura, Director
402 West Washington Street, Room W392 / Indianapolis, IN 46204–2739