



Department of Child Services DCS Hotline Fact Sheet 2017

Total Number of Reports Handled During 2017 <i>(see below)*</i>	244,493
Total Number of Calls Handled During 2017	203,085
Average Number of Calls per Business Day	700
Average Number of Calls per Weekend Day	237
Average Speed of Answer for Law Enforcement with Access Code	17 Seconds
Average Speed of Answer for non-law enforcement calls	30 Seconds
Average Length of Time Callers Spent Speaking with an Intake	12 Minutes, 11 Seconds
Specialist <i>Total Number of Calls Received during 2016 Year</i>	203,085

**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