



Department of Child Services DCS Hotline Fact Sheet 2020

Total Number of Reports Handled During 2020 <i>(see below)*</i>	216,277
Total Number of Calls Handled During 2020	178,772
Average Number of Calls per Business Day	599
Average Number of Calls per Weekend/Holiday	238
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	13 minutes, 35 Seconds

* 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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