



Department of Child Services DCS Hotline Fact Sheet January 2021

How We are Performing	
Total Number of Reports Handled During January (see below)*	19,387
Total Number of Calls Handled During January	15,790
Average Number of Calls per Business Day	663
Average Number of Calls per Weekend Day	230
Average Speed of Answer for Law Enforcement with Access Code	11 Seconds
Average Speed of Answer for non-law enforcement calls	12 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	13 minutes, 35 Seconds
Total Number of Calls Received Year to Date	15,790

* 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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