



Department of Child Services DCS Hotline Fact Sheet April 2021

How We are Performing	
Total Number of Reports Handled During April (see below)*	21,676
Total Number of Calls Handled During April	17,959
Average Number of Calls per Business Day	734
Average Number of Calls per Weekend Day	261
Average Speed of Answer for Law Enforcement with Access Code	18 Seconds
Average Speed of Answer for non-law enforcement calls	19 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	13 minutes, 17 Seconds
Total Number of Calls Received Year-to-Date	67,406

* 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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