



Department of Child Services DCS Hotline Fact Sheet June, 2015

How We are Performing	
Total Number of Reports Handled During June <i>(see below)*</i>	15,698
Total Number of Calls Handled During June	12,999
Average Number of Calls per Business Day	513
Average Number of Calls per Weekend	214
Average Speed of Answer for Law Enforcement with Access Code	19 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, 42 Seconds
Total Number of Calls Received Year to Date	84,493

**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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