



Department of Child Services DCS Hotline Fact Sheet August 2021

How We are Performing	
Total Number of Reports Handled During August (<i>see below</i>)*	19,206
Total Number of Calls Handled During August	16,408
Average Number of Calls per Business Day	647
Average Number of Calls per Weekend Day	242
Average Speed of Answer for Law Enforcement with Access Code	13 Seconds
Average Speed of Answer for non-law enforcement calls	15 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	11 minutes, 44 Seconds
Total Number of Calls Received Year-to-Date	126,778

* 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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