



Department of Child Services DCS Hotline Fact Sheet September, 2016

Total Number of Reports Handled During September (<i>see below</i>)*	21,559
Total Number of Calls Handled During September	17,822
Average Number of Calls per Business Day	723
Average Number of Calls per Weekend	239
Average Speed of Answer for Law Enforcement with Access Code	21 Seconds
Average Speed of Answer for non-law enforcement calls	40 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	12 Minutes, 31 Seconds
Total Number of Calls Received Year to Date	141,057

*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.



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