



Department of Child Services DCS Hotline Fact Sheet October, 2018

How We are Performing	
Total Number of Reports Handled During October (see below)*	21,253
Total Number of Calls Handled During October	17,995
Average Number of Calls per Business Day	701
Average Number of Calls per Weekend Day	228
Average Speed of Answer for Law Enforcement with Access Code	12 Seconds
Average Speed of Answer for non-law enforcement calls	15 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	12 minutes, 18 Seconds
Total Number of Calls Received Year to Date	170,777

*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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