



# Department of Child Services DCS Hotline Fact Sheet November, 2015

| How We are Performing   |                        |
|---|------------------------|
| Total Number of Reports Handled During November <i>(see below)*</i>     | 16,268                 |
| Total Number of Calls Handled During November                           | 13,966                 |
| Average Number of Calls per Business Day                                | 625                    |
| Average Number of Calls per Weekend                                     | 202                    |
| Average Speed of Answer for Law Enforcement with Access Code            | 16 Seconds             |
| Average Speed of Answer for non-law enforcement calls                   | 29 Seconds             |
| Average Length of Time Callers Spent Speaking with an Intake Specialist | 13 Minutes, 06 Seconds |
| <b><i>Total Number of Calls Received Year to Date</i></b>               | <b>157,305</b>         |

*\*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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