



Department of Child Services DCS Hotline Fact Sheet November, 2017

Total Number of Reports Handled During November (<i>see below</i>)*	21,481
Total Number of Calls Handled During November	17,885
Average Number of Calls per Business Day	779
Average Number of Calls per Weekend Day	234
Average Speed of Answer for Law Enforcement with Access Code	19 Seconds
Average Speed of Answer for non-law enforcement calls	32 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	12 Minutes, 24 Seconds
Total Number of Calls Received Year to Date	188,001

*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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