



Department of Child Services

DCS Hotline Fact Sheet

November, 2018

How We are Performing	
Total Number of Reports Handled During November <i>(see below)*</i>	20,398
Total Number of Calls Handled During November	17,309
Average Number of Calls per Business Day	759
Average Number of Calls per Weekend Day	230
Average Speed of Answer for Law Enforcement with Access Code	13 Seconds
Average Speed of Answer for non-law enforcement calls	20 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	12 minutes, 17 Seconds
Total Number of Calls Received Year to Date	188,086

* 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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