



Department of Child Services DCS Hotline Fact Sheet November 2020

How We are Performing	
Total Number of Reports Handled During November <i>(see below)*</i>	17,840
Total Number of Calls Handled During November	14,704
Average Number of Calls per Business Day	642
Average Number of Calls per Weekend Day	229
Average Speed of Answer for Law Enforcement with Access Code	14 Seconds
Average Speed of Answer for non-law enforcement calls	14 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	13 minutes, 47 Seconds
Total Number of Calls Received Year to Date	165,192

* 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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