



Department of Child Services DCS Hotline Fact Sheet December 2020

| How We are Performing | |
|---|------------------------|
| Total Number of Reports Handled During December <i>(see below)*</i> | 16,923 |
| Total Number of Calls Handled During December | 13,580 |
| Average Number of Calls per Business Day | 550 |
| Average Number of Calls per Weekend Day | 209 |
| Average Speed of Answer for Law Enforcement with Access Code | 11 Seconds |
| Average Speed of Answer for non-law enforcement calls | 11 Seconds |
| Average Length of Time Callers Spent Speaking with an Intake Specialist | 13 minutes, 56 Seconds |
| Total Number of Calls Received Year to Date | 178,772 |

* 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
Eric J. Holcomb, Governor—Terry J. Stigdon, MS, RN, Director
302 West Washington Street, Room E306 / Indianapolis, IN 46204–2738