



Department of Child Services

DCS Hotline Fact Sheet

December 2021

How We are Performing	
Total Number of Reports Handled During December <i>(see below)*</i>	17,298
Total Number of Calls Handled During December	14,802
Average Number of Calls per Business Day	592
Average Number of Calls per Weekend Day	208
Average Speed of Answer for Law Enforcement with Access Code	14 Seconds
Average Speed of Answer for non-law enforcement calls	18 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	11 minutes, 26 Seconds
Total Number of Calls Received Year-to-Date	193,243

* 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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