



Department of Child Services

DCS Hotline Fact Sheet

February 2025

How We are Performing	
Total Number of Reports Handled During February (<i>see below</i>)*	17,894
Total Number of Calls Handled During February	16,059
Average Number of Calls per Business Day	710
Average Number of Calls per Weekend Day	233
Average Speed of Answer for Law Enforcement with Access Code	19 Seconds
Average Speed of Answer for non-law enforcement calls	34 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	11 minutes, 18 seconds
Total Number of Calls Received Year-to-Date	32,048

* 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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