



Department of Child Services

DCS Hotline Fact Sheet

2024

How We are Performing	
Total Number of Reports Handled During 2024 <i>(see below)</i> *	215,149
Total Number of Calls Handled During 2024	196,138
Average Number of Calls per Business Day	673
Average Number of Calls per Weekend Day	232
Average Speed of Answer for Law Enforcement with Access Code	17 Seconds
Average Speed of Answer for non-law enforcement calls	26 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	11 minutes, 14 seconds

* 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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