



# Department of Child Services

## DCS Hotline Fact Sheet

### December 2024

| How We are Performing   |                        |
|---|------------------------|
| Total Number of Reports Handled During December (see below)*            | 16,585                 |
| Total Number of Calls Handled During December                           | 15,046                 |
| Average Number of Calls per Business Day                                | 639                    |
| Average Number of Calls per Weekend Day                                 | 208                    |
| Average Speed of Answer for Law Enforcement with Access Code            | 18 Seconds             |
| Average Speed of Answer for non-law enforcement calls                   | 29 Seconds             |
| Average Length of Time Callers Spent Speaking with an Intake Specialist | 11 minutes, 14 seconds |
| <b>Total Number of Calls Received Year-to-Date</b>                      | <b>191,138</b>         |

\* 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.



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