



Department of Child Services DCS Hotline Fact Sheet March 2024

How We are Performing	
Total Number of Reports Handled During March <i>(see below)*</i>	17,825
Total Number of Calls Handled During March	16,101
Average Number of Calls per Business Day	673
Average Number of Calls per Weekend Day	222
Average Speed of Answer for Law Enforcement with Access Code	16 Seconds
Average Speed of Answer for non-law enforcement calls	23 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	11 minutes
<i>Total Number of Calls Received Year-to-Date</i>	34,239

* 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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