



# Department of Child Services DCS Hotline Fact Sheet May 2024

How We are Performing	
Total Number of Reports Handled During May ( <i>see below</i> )*	19,143
Total Number of Calls Handled During May	17,656
Average Number of Calls per Business Day	698
Average Number of Calls per Weekend Day	256
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, 1 second
<b>Total Number of Calls Received Year-to-Date</b>	<b>85,545</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.



State of Indiana  
Eric J. Holcomb, Governor — Eric Miller, Director  
302 West Washington Street, Room E306 / Indianapolis, IN 46204-2738