



Department of Child Services DCS Hotline Fact Sheet June 2024

How We are Performing	
Total Number of Reports Handled During June(see below)*	12,903
Total Number of Calls Handled During June	12,103
Average Number of Calls per Business Day	488
Average Number of Calls per Weekend Day	234
Average Speed of Answer for Law Enforcement with Access Code	13 Seconds
Average Speed of Answer for non-law enforcement calls	14 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	11 minutes, 01 seconds
Total Number of Calls Received Year-to-Date	97,648

* 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