



Department of Child Services DCS Hotline Fact Sheet July 2024

| How We are Performing | |
|---|------------------------|
| Total Number of Reports Handled During July <i>(see below)*</i> | 14,092 |
| Total Number of Calls Handled During July | 12,996 |
| Average Number of Calls per Business Day | 494 |
| Average Number of Calls per Weekend Day | 237 |
| Average Speed of Answer for Law Enforcement with Access Code | 17 Seconds |
| Average Speed of Answer for non-law enforcement calls | 17 Seconds |
| Average Length of Time Callers Spent Speaking with an Intake Specialist | 11 minutes, 32 seconds |
| Total Number of Calls Received Year-to-Date | 110,644 |

* 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