



Department of Child Services

DCS Hotline Fact Sheet

April 2025

How We are Performing	
Total Number of Reports Handled During April (see below)*	20,077
Total Number of Calls Handled During April	18,052
Average Number of Calls per Business Day	741
Average Number of Calls per Weekend Day	236
Average Speed of Answer for Law Enforcement with Access Code	14 Seconds
Average Speed of Answer for non-law enforcement calls	20 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	11 minutes, 24 seconds
Total Number of Calls Received Year-to-Date	67,045

* 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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