



Department of Child Services

DCS Hotline Fact Sheet

May 2025

How We are Performing	
Total Number of Reports Handled During May (<i>see below</i>)*	19,032
Total Number of Calls Handled During May	17,568
Average Number of Calls per Business Day	721
Average Number of Calls per Weekend Day	241
Average Speed of Answer for Law Enforcement with Access Code	14 Seconds
Average Speed of Answer for non-law enforcement calls	18 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	11 minutes, 14 seconds
Total Number of Calls Received Year-to-Date	84,613

* 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
Mike Braun, Governor — Adam Krupp, Director
302 West Washington Street, Room E306 / Indianapolis, IN 46204-2738