



# Department of Child Services

## DCS Hotline Fact Sheet

### July 2025

How We are Performing	
Total Number of Reports Handled During July ( <i>see below</i> )*	14,672
Total Number of Calls Handled During July	14,167
Average Number of Calls per Business Day	535
Average Number of Calls per Weekend Day	268
Average Speed of Answer for Law Enforcement with Access Code	16 Seconds
Average Speed of Answer for non-law enforcement calls	15 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	10 minutes, 59 seconds
<b>Total Number of Calls Received Year-to-Date</b>	<b>111,936</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  
Mike Braun, Governor — Adam Krupp, Director  
302 West Washington Street, Room E306 / Indianapolis, IN 46204-2738