



Department of Child Services

DCS Hotline Fact Sheet

August 2025

How We are Performing	
Total Number of Reports Handled During August (see below)*	18,625
Total Number of Calls Handled During August	18,272
Average Number of Calls per Business Day	743
Average Number of Calls per Weekend Day	268
Average Speed of Answer for Law Enforcement with Access Code	15 Seconds
Average Speed of Answer for non-law enforcement calls	17 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	10 minutes, 53 seconds
Total Number of Calls Received Year-to-Date	130,208

* 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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