



Department of Child Services

DCS Hotline Fact Sheet

October 2025

How We are Performing	
Total Number of Reports Handled During October (see below)*	18,811
Total Number of Calls Handled During October	17,718
Average Number of Calls per Business Day	691
Average Number of Calls per Weekend Day	243
Average Speed of Answer for Law Enforcement with Access Code	16 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, 19 seconds
Total Number of Calls Received Year-to-Date	167,637

* 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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