



Department of Child Services

DCS Hotline Fact Sheet

November 2025

How We are Performing	
Total Number of Reports Handled During November (<i>see below</i>)*	17,986
Total Number of Calls Handled During November	16,512
Average Number of Calls per Business Day	766
Average Number of Calls per Weekend Day	229
Average Speed of Answer for Law Enforcement with Access Code	20 Seconds
Average Speed of Answer for non-law enforcement calls	29 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	11 minutes, 28 seconds
Total Number of Calls Received Year-to-Date	184,149

* 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.



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