



Department of Child Services

DCS Hotline Fact Sheet

May 2026

How We are Performing	
Total Number of Reports Handled During May <i>(see below)*</i>	18,151
Total Number of Calls Handled During May	16,845
Average Number of Calls per Business Day	703
Average Number of Calls per Weekend Day	253
Average Speed of Answer for Law Enforcement with Access Code	20 Seconds
Average Speed of Answer for non-law enforcement calls	25 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	11 minutes, 21 seconds
Total Number of Calls Received Year-to-Date	84,928

** 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 — Jennifer Dorfmeier, Director

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