



Department of Child Services

DCS Hotline Fact Sheet

June 2026

How We are Performing	
Total Number of Reports Handled During June (see below)*	13,493
Total Number of Calls Handled During June	12,600
Average Number of Calls per Business Day	483
Average Number of Calls per Weekend Day	248
Average Speed of Answer for Law Enforcement with Access Code	17 Seconds
Average Speed of Answer for non-law enforcement calls	14 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	11 minutes, 13 seconds
Total Number of Calls Received Year-to-Date	97,528

* 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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