



Department of Child Services

DCS Hotline Fact Sheet

July 2026

How We are Performing	
Total Number of Reports Handled During July (<i>see below</i>)*	14,040
Total Number of Calls Handled During July	13,036
Average Number of Calls per Business Day	480
Average Number of Calls per Weekend Day	255
Average Speed of Answer for Law Enforcement with Access Code	19 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, 22 seconds
Total Number of Calls Received Year-to-Date	110,564

* 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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