



Department of Child Services

DCS Hotline Fact Sheet

August 2026

How We are Performing	
Total Number of Reports Handled During August (see below)*	17,438
Total Number of Calls Handled During August	16,551
Average Number of Calls per Business Day	658
Average Number of Calls per Weekend Day	273
Average Speed of Answer for Law Enforcement with Access Code	22 Seconds
Average Speed of Answer for non-law enforcement calls	24 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	11 minutes, 27 seconds
Total Number of Calls Received Year-to-Date	127,115

* 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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