



Department of Child Services DCS Hotline Fact Sheet February 2026

How We are Performing	
Total Number of Reports Handled During February (<i>see below</i>)*	18,389
Total Number of Calls Handled During February	16,908
Average Number of Calls per Business Day	749
Average Number of Calls per Weekend Day	241
Average Speed of Answer for Law Enforcement with Access Code	16 Seconds
Average Speed of Answer for non-law enforcement calls	23 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	11 minutes, 34 seconds
Total Number of Calls Received Year-to-Date	32,655

* 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
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