



Department of Child Services

DCS Hotline Fact Sheet

March 2025

How We are Performing	
Total Number of Reports Handled During March (<i>see below</i>)*	18,742
Total Number of Calls Handled During March	16,945
Average Number of Calls per Business Day	698
Average Number of Calls per Weekend Day	230
Average Speed of Answer for Law Enforcement with Access Code	16 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, 19 seconds
Total Number of Calls Received Year-to-Date	48,993

* 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 — Adam Krupp, Director
302 West Washington Street, Room E306 / Indianapolis, IN 46204-2738