



Department of Child Services

DCS Hotline Fact Sheet

March 2026

How We are Performing	
Total Number of Reports Handled During March <i>(see below)*</i>	18,644
Total Number of Calls Handled During March	17,023
Average Number of Calls per Business Day	681
Average Number of Calls per Weekend Day	226
Average Speed of Answer for Law Enforcement with Access Code	17 Seconds
Average Speed of Answer for non-law enforcement calls	18 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	11 minutes, 31 seconds
Total Number of Calls Received Year-to-Date	49,678

* 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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