

Total Number of Calls by Region Fiscal Year 2004

Region	Information & Referral Related to Protective Services	Information & Referral Not Related to Protective Services	Case-related Special Request	Non Case-related Special Request	Reports of Alleged Abuse/Neglect	Total
Lubbock (1)	2	4	63	1	3	73
Abilene (2)	2	9	101	4	31	147
Arlington (3)	21	30	517	8	368	944
Tyler (4)	3	5	45	2	23	78
Beaumont (5)	8	9	110	9	103	239
Houston (6)	190	35	348	6	75	654
Austin (7)	502	97	235	1	439	1,274
San Antonio (8)	3	5	229	1	40	278
Midland (9)	0	2	34	0	3	39
El Paso (10)	10	15	96	10	6	137
Edinburg (11)	18	6	37	36	76	173
Unknown	639	124	392	2	124	1,281
Statewide Intake	380,054	48,243	1,591	1,032	289,550	720,470
State Total	381,452	48,584	3,798	1,112	290,841	725,787

Note: The term "calls" represents information received by DFPS and then entered in the IMPACT system. Information may be received in the form of a telephone call, regular mail, via the Internet reporting system or via fax.

Reports of Alleged Abuse/Neglect Calls by Program Area

Program Area	Number of calls	%
Adult Protective Services (APS and MHMR)	77,724	26.7%
Child Protective Services (CPS)	207,519	71.4%
Licensing (LIC)	5,598	1.9%
Total Abuse/Neglect Related Calls	290,841	100.0%

Note: Calls and Reports included by date report received.