

## Total Number of Calls by Region Fiscal Year 2005

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	5	64	0	8	79
Abilene (2)	4	3	87	0	24	118
Arlington (3)	8	9	550	0	199	766
Tyler (4)	2	1	55	1	6	65
Beaumont (5)	4	2	126	11	71	214
Houston (6)	47	15	338	0	52	452
Austin (7)	6	3	212	1	33	255
San Antonio (8)	1	11	234	4	53	303
Midland (9)	2	1	8	0	0	11
El Paso (10)	4	5	93	0	10	112
Edinburg (11)	0	4	24	0	63	91
Unknown	42	45	372	1	47	507
Statewide Intake	410,630	48,378	11,742	1,488	330,588	802,826
<b>State Total</b>	<b>410,752</b>	<b>48,482</b>	<b>13,905</b>	<b>1,506</b>	<b>331,154</b>	<b>805,799</b>

*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)	89,232	26.9%
Child Protective Services (CPS)	234,620	70.9%
Licensing (LIC)	7,302	2.2%
<b>Total Abuse/Neglect Related Calls</b>	<b>331,154</b>	<b>100.0%</b>

*Note:* Calls and Reports included by date report received.