

The Child Abuse and Neglect Hotline Process



by the #s

Number of calls
 2009: 109,489
 2018: 203,602
 86% increase

Quality Assurance Reviews
 Regular scores of 95% or higher

Response Time
 Determined by statute: imminent danger – 2 hours; physical or sexual abuse – 24 hours; neglect – 5 days.

Staff
 124 FCMs, 21 FCM supervisors, 3 upper managers, 8 clerical.
 High retention: only 3.2% negative turnover.



Child Abuse and Neglect Hotline – 800-800-5556