



VIRGINIA DEPARTMENT OF
SOCIAL SERVICES

Virginia Abuse and Neglect Hotline

Eryn V. Clarke-Hotline Operations Program Manager

Staffing Update



FTE
(11)



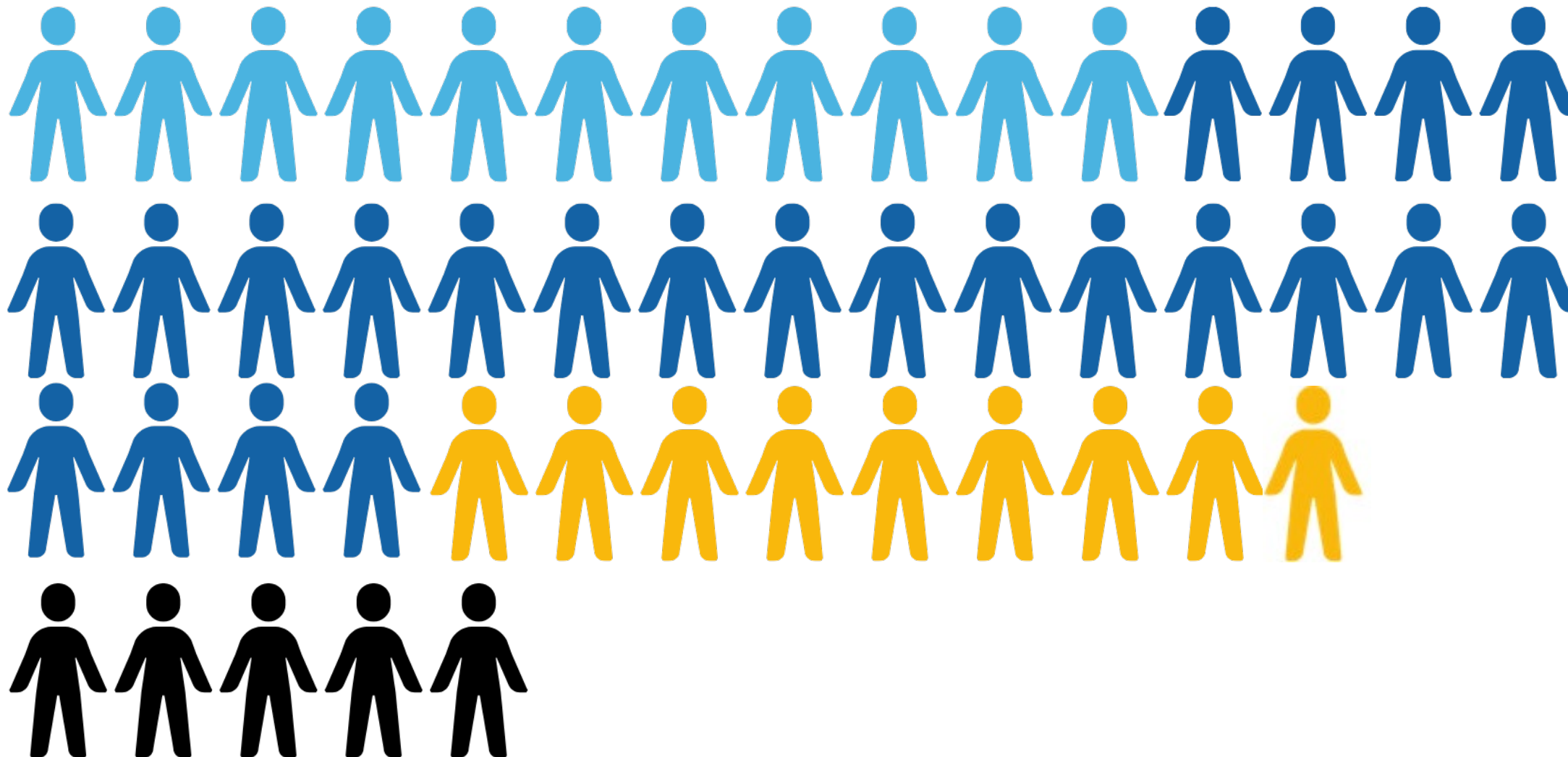
Contractor
(23)



Wage
(9)



Vacancies
(5)



2024 Call Data (January – December)

**Total Inbound &
Outbound Calls**

159,877

49,210

CPS Reports

APS Reports

13,393

16,472

MRPs Processed

Hotline Leadership

PROGRAM MANAGER

Eryn Clarke

eryn.clarke9@dss.virginia.gov

SHIFT SUPERVISORS

Cory Elliott

Christy Clarke

Cassie Austin

Mary Brown

