



Child Protection and Permanency

Monthly Screening and Investigation Report February 2015

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Commissioner

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NEW JERSEY DEPARTMENT OF
CHILDREN AND FAMILIES

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Table 1: NJ State Central Registry Activity: Monthly Child Abuse and Neglect Hotline Calls, Intakes and Assignments to CP&P Offices^{1,2,7}

2014 - 2015	Hotline Call Activity				Intakes Recorded in NJ SPIRIT ^{6,8}												Assignments to CP&P Offices				
	Total Calls to SCR ³	Abandon Calls ⁴	Average Time to Answer (seconds)	Resulting NJS Intakes ⁵	CPS Reports		CWS Referrals		No Action Required (NAR)		Related Information (RI)		Information & Referral (I&R)		Information Only (IO)		CPS Reports		CWS Referrals		Total
					n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	
February 2014	13,092	307	19	14,377	4,458	31.0%	1,293	9.0%	306	2.1%	3,838	26.7%	1,395	9.7%	3,087	21.5%	4,457	77.5%	1,295	22.5%	5,752
March 2014	15,236	439	23	16,707	5,408	32.4%	1,585	9.5%	363	2.2%	4,257	25.5%	1,774	10.6%	3,320	19.9%	5,408	77.3%	1,586	22.7%	6,994
April 2014	14,056	405	21	15,642	5,052	32.3%	1,467	9.4%	400	2.6%	3,846	24.6%	1,676	10.7%	3,201	20.5%	5,049	77.5%	1,467	22.5%	6,516
May 2014	15,690	717	31	17,101	5,501	32.2%	1,635	9.6%	396	2.3%	4,444	26.0%	1,816	10.6%	3,309	19.3%	5,501	77.1%	1,635	22.9%	7,136
June 2014	13,809	465	27	15,171	4,796	31.6%	1,516	10.0%	402	2.6%	4,028	26.6%	1,625	10.7%	2,804	18.5%	4,796	76.0%	1,517	24.0%	6,313
July 2014	12,308	344	21	13,784	4,202	30.5%	1,247	9.0%	384	2.8%	3,758	27.3%	1,487	10.8%	2,706	19.6%	4,202	77.1%	1,247	22.9%	5,449
August 2014	11,306	277	17	12,610	3,629	28.8%	1,222	9.7%	331	2.6%	3,314	26.3%	1,321	10.5%	2,793	22.1%	3,629	74.8%	1,222	25.2%	4,851
September 2014	13,664	359	22	15,190	4,668	30.7%	1,496	9.8%	393	2.6%	3,949	26.0%	1,792	11.8%	2,892	19.0%	4,668	75.7%	1,498	24.3%	6,166
October 2014	15,268	435	26	16,868	5,510	32.7%	1,584	9.4%	555	3.3%	4,259	25.2%	1,946	11.5%	3,014	17.9%	5,509	77.6%	1,586	22.4%	7,095
November 2014	12,649	391	28	13,938	4,254	30.5%	1,416	10.2%	297	2.1%	3,895	27.9%	1,473	10.6%	2,603	18.7%	4,254	75.0%	1,416	25.0%	5,670
December 2014	13,289	468	29	14,588	4,511	30.9%	1,449	9.9%	303	2.1%	3,888	26.7%	1,620	11.1%	2,817	19.3%	4,509	75.7%	1,447	24.3%	5,956
January 2015	13,991	761	34	15,030	4,549	30.3%	1,390	9.2%	387	2.6%	3,939	26.2%	1,591	10.6%	3,174	21.1%	4,549	76.6%	1,391	23.4%	5,940
February 2015	12,881	537	35	14,010	4,573	32.6%	1,342	9.6%	418	3.0%	3,494	24.9%	1,516	10.8%	2,667	19.0%	4,574	77.3%	1,345	22.7%	5,919
Monthly Average	13,634	454	26	15,001	4,701	31.3%	1,434	9.6%	380	2.5%	3,916	26.1%	1,618	10.8%	2,953	19.7%	4,700	76.6%	1,435	23.4%	6,135
Overall Total	177,239	5,905		195,016	61,111		18,642		4,935		50,909		21,032		38,387		61,105	76.6%	18,652	23.4%	79,757

¹Comes from three distinct sources: (1) the Automatic Call Distribution (ACD) phone system; which keeps a count of the number of calls and call routing; (2) Monthly NJSpirit Intakes; which record decision making on calls received by hotline screeners, and (3) NJSpirit extracts of assigned CWS Referrals and CPS Reports.

²The number of Intakes, CPS Reports, and CWS Referrals are based on an extract from NJSpirit. Data extracted by the Office of Research, Evaluation, and Reporting on **March 19, 2015** includes all Intakes, CPS Reports, and CWS Referrals received from February 1, 2015 through February 28, 2015.

³The number calls received through the ACD System that were directed to a screener from any call-in phone number.

⁴The number of calls received through the ACD System that are abandoned either while waiting in queue or while ringing.

⁵The number of Intakes entered in NJSpirit from the number of calls received.

⁶The number of Intakes recorded in NJSpirit, by type of Intake. There is not a one-to-one relationship between an ACD call and an Intake; multiple calls to State Central Registry (SCR) may result in a single Intake, or one call may result in multiple Intakes.

⁷Intake: The process of documenting: a report of alleged abuse or neglect of a child (CPS); a request for services on behalf of a child, or a referral of a child for services (CWS); a call in which the caller provides additional or clarifying information about a current service case or active investigation (RI); informing a caller of, or referring a caller to, services available from other private or public sources (I&R); a call that requires no action by CP&P (NAR); or a response to a simple inquiry (IO).

⁸NJ SPIRIT: NJ Statewide Protection Investigation and Reporting Information Tool case management system

CP&P Annual Trends in CPS Reports and CWS Referrals

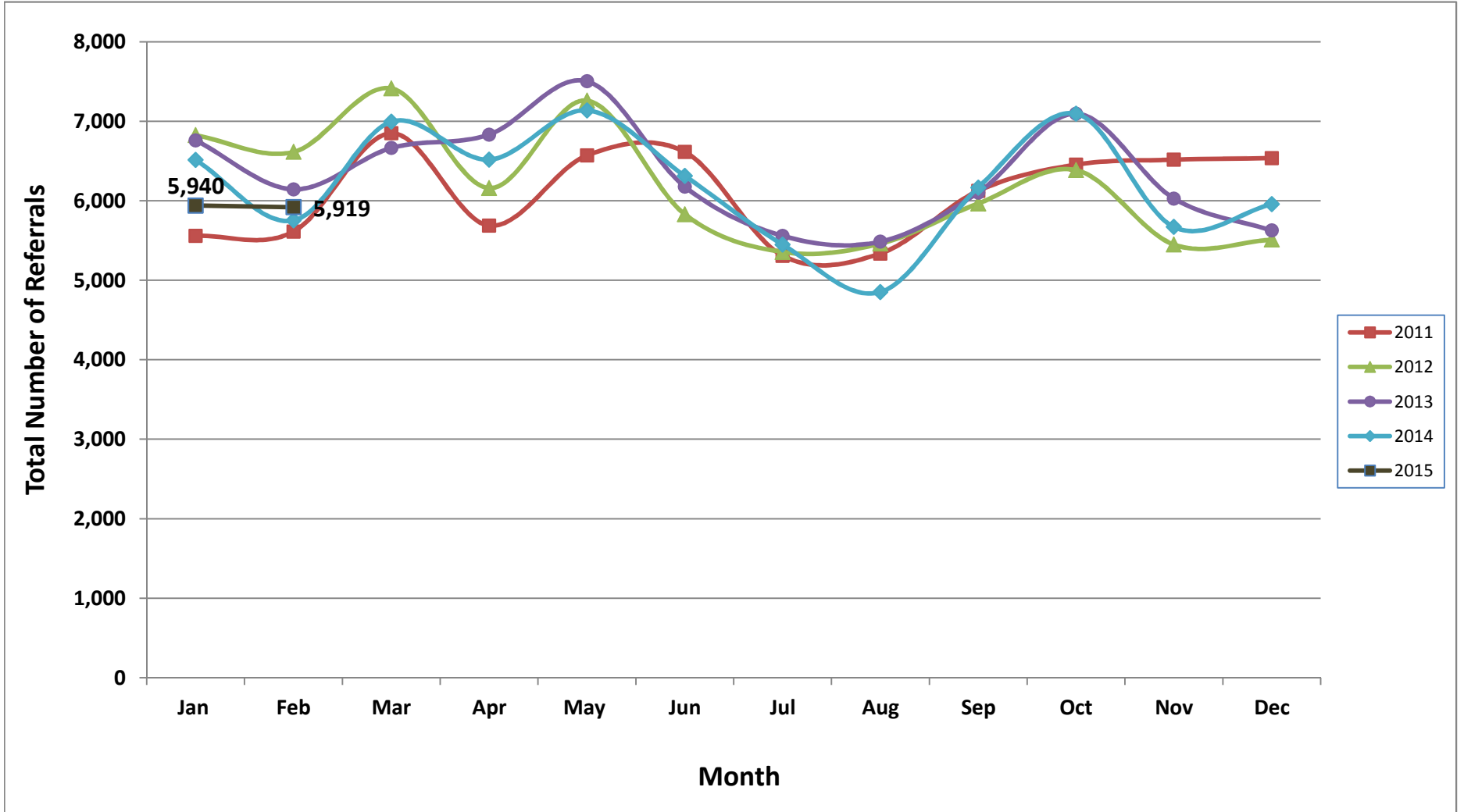


Table 2: Assignments to CP&P Offices: CPS Reports and CWS Referrals¹

Intake Date ³		CPS Reports ²	CWS Referrals ²	Total Assignments ²
2010	Jan 2010	5,154	963	6,117
	Feb 2010	4,446	804	5,250
	Mar 2010	6,314	1,147	7,461
	Apr 2010	5,465	1,040	6,505
	May 2010	5,797	1,177	6,974
	Jun 2010	5,734	1,157	6,891
	Jul 2010	4,270	1,017	5,287
	Aug 2010	4,110	1,028	5,138
	Sep 2010	4,922	1,012	5,934
	Oct 2010	5,105	1,136	6,241
	Nov 2010	4,842	1,028	5,870
	Dec 2010	4,472	909	5,381
	Total	60,631	12,418	73,049
2011	Jan 2011	4,616	942	5,558
	Feb 2011	4,672	939	5,611
	Mar 2011	5,701	1,148	6,849
	Apr 2011	4,682	1,005	5,687
	May 2011	5,362	1,207	6,569
	Jun 2011	5,299	1,315	6,614
	Jul 2011	4,200	1,108	5,308
	Aug 2011	4,170	1,166	5,336
	Sep 2011	4,872	1,253	6,125
	Oct 2011	5,322	1,132	6,454
	Nov 2011	5,220	1,296	6,516
	Dec 2011	5,363	1,173	6,536
	Total	59,479	13,684	73,163
2012	Jan 2012	5,530	1,294	6,824
	Feb 2012	5,358	1,255	6,613
	Mar 2012	5,985	1,428	7,413
	Apr 2012	4,899	1,259	6,158
	May 2012	5,874	1,385	7,259
	Jun 2012	4,640	1,190	5,830
	Jul 2012	4,254	1,101	5,355
	Aug 2012	4,325	1,135	5,460
	Sep 2012	4,769	1,196	5,965
	Oct 2012	5,178	1,207	6,385
	Nov 2012	4,310	1,138	5,448
	Dec 2012	4,394	1,116	5,510
	Total	59,516	14,704	74,220

Table 2: Assignments to CP&P Offices: CPS Reports and CWS Referrals¹

Intake Date ³		CPS Reports ²	CWS Referrals ²	Total Assignments ²
2013	Jan 2013	5,464	1,296	6,760
	Feb 2013	4,966	1,177	6,143
	Mar 2013	5,355	1,309	6,664
	Apr 2013	5,430	1,402	6,832
	May 2013	5,993	1,510	7,503
	Jun 2013	4,947	1,230	6,177
	Jul 2013	4,330	1,228	5,558
	Aug 2013	4,330	1,155	5,485
	Sep 2013	4,851	1,251	6,102
	Oct 2013	5,614	1,481	7,095
	Nov 2013	4,694	1,334	6,028
	Dec 2013	4,397	1,229	5,626
	Total	60,371	15,602	75,973
2014	Jan 2014	5,097	1,416	6,513
	Feb 2014	4,457	1,295	5,752
	Mar 2014	5,408	1,586	6,994
	Apr 2014	5,049	1,467	6,516
	May 2014	5,501	1,635	7,136
	Jun 2014	4,796	1,517	6,313
	Jul 2014	4,202	1,247	5,449
	Aug 2014	3,629	1,222	4,851
	Sep 2014	4,668	1,498	6,166
	Oct 2014	5,509	1,586	7,095
	Nov 2014	4,254	1,416	5,670
	Dec 2014	4,509	1,447	5,956
	Total	57,079	17,332	74,411
2015	Jan 2015	4,549	1,391	5,940
	Feb 2015	4,574	1,345	5,919
	Total	60,371	15,602	11,859
Grand Total		357,447	89,342	382,675

¹Source of Data: NJ SPIRIT

²A CPS Report or a CWS Referral may include multiple children in a family, with one or more allegation or request for services. In these cases, each CPS Report or CWS Referral is counted once - the CPS Report or the CWS Referral is the unit of analysis rather than the child.

³Prior to January 2014, the number of CPS Reports and CWS Referrals was based on the type of assignment of the CPS Report or CWS Referral. Beginning in January 2014, the number of CPS Reports and CWS Referrals is based on the number of CPS Reports and CWS Referrals received.

Table 3: Source of CPS Reports and CWS Referrals

	Source	Feb 2014	Mar 2014	Apr 2014	May 2014	Jun 2014	Jul 2014	Aug 2014	Sep 2014	Oct 2014	Nov 2014	Dec 2014	Jan 2015	February 2015	13 Month Total		
CPS Reports and CWS Referrals	School Staff	1,488	2,000	1,523	1,861	1,216	200	90	1,200	1,935	1,395	1,481	1,504	1,629	27%	17,522	22%
	Healthcare Provider	699	855	878	818	806	860	704	774	824	735	774	701	720	12%	10,148	13%
	Law Enforcement	760	900	853	994	955	961	934	922	898	835	820	870	783	13%	11,485	14%
	Government Agency	402	451	475	504	472	480	429	470	474	350	402	362	377	6%	5,648	7%
	Parent	477	526	525	666	554	593	549	591	603	517	520	510	506	9%	7,137	9%
	Relative/Friend/Neighbor	415	460	533	577	596	688	586	553	568	418	406	468	393	7%	6,661	8%
	Anonymous	661	803	740	741	723	609	640	661	772	614	659	612	607	10%	8,842	11%
	CP&P	100	126	111	128	148	139	111	119	113	94	113	109	120	2%	1,531	2%
	Court/Legal	110	145	142	116	120	138	122	111	129	78	114	118	95	2%	1,538	2%
	Community Group/Individual	224	248	275	269	241	274	241	271	270	209	211	233	263	4%	3,229	4%
	Facility Staff (incl Correctional Facility)	91	96	74	69	96	94	88	72	92	82	89	107	79	1%	1,129	1%
	Child (Self)	38	41	55	44	56	52	38	63	47	42	46	40	35	1%	597	1%
	Other	279	327	317	334	318	350	312	342	354	293	308	291	298	5%	4,123	5%
	Daycare/Babysitter	8	16	15	15	12	11	7	17	16	8	13	15	14	0%	167	0%
		Total	5,752	6,994	6,516	7,136	6,313	5,449	4,851	6,166	7,095	5,670	5,956	5,940	5,919		79,757

Table 4: Monthly Count of CPS Reports and CWS Referrals Assigned to Counties

County														Average # of Assignments the Last 12 Months	Dec 14 to Jan 15 Numerical Difference	Feb 14 to Feb 15 Numerical Difference
	Feb 2014	Mar 2014	Apr 2014	May 2014	Jun 2014	Jul 2014	Aug 2014	Sep 2014	Oct 2014	Nov 2014	Dec 2014	Jan 2015	Feb 2015			
Atlantic	233	267	242	288	234	229	221	233	292	234	245	233	210	244	-23	-23
Bergen	307	342	334	378	295	228	235	337	392	328	323	323	324	320	1	17
Burlington	278	342	312	351	279	242	248	251	335	238	277	269	305	287	36	27
Camden	464	495	547	567	528	490	400	537	594	502	464	487	505	510	18	41
Cape May	84	74	87	112	64	96	92	95	87	59	71	82	68	82	-14	-16
Cumberland	214	208	222	247	210	218	147	214	224	189	207	213	201	208	-12	-13
Essex	563	762	664	753	632	536	516	630	725	579	622	617	597	636	-20	34
Gloucester	258	266	234	297	295	254	206	261	300	228	232	238	223	253	-15	-35
Hudson	399	537	437	509	466	338	275	446	532	349	398	414	396	425	-18	-3
Hunterdon	51	68	50	59	41	57	39	50	47	33	65	30	52	49	22	1
209	228	296	279	299	279	246	203	261	294	246	230	244	209	257	-35	-19
Middlesex	366	499	438	475	400	336	284	413	458	341	418	424	464	413	40	98
Monmouth	357	429	379	400	388	293	334	375	413	346	354	325	373	367	48	16
Morris	209	224	237	250	214	198	195	223	237	227	183	237	190	218	-47	-19
Ocean	350	429	369	411	416	372	316	384	456	387	381	374	364	388	-10	14
Passaic	328	471	472	478	402	340	299	384	427	382	417	361	387	402	26	59
Salem	76	77	79	85	75	76	82	101	96	50	66	87	60	78	-27	-16
Somerset	159	196	171	159	180	125	119	139	152	134	132	126	131	147	5	-28
Sussex	86	88	106	116	92	96	75	87	84	96	91	86	85	92	-1	-1
Union	303	337	347	306	303	245	204	286	354	311	288	322	278	298	-44	-25
Warren	106	111	103	99	99	77	73	93	113	87	102	97	119	98	22	13
County Subtotals	5,419	6,518	6,109	6,639	5,892	5,092	4,563	5,800	6,612	5,346	5,566	5,589	5,541	5,772	-48	122
Central Region IAIU	54	60	60	75	60	54	40	55	70	54	61	48	50	57	2	-4
Metro Region IAIU	44	91	63	57	69	43	26	47	70	45	49	53	58	56	5	14
Northern Region IAIU	66	88	60	85	59	50	41	58	80	47	67	62	61	63	-1	-5
Southern Region IAIU	50	78	79	106	74	61	52	64	85	59	89	60	68	73	8	18
IAIU Subtotals	214	317	262	323	262	208	159	224	305	205	266	223	237	249	14	23
Unable to Determine¹	119	155	143	171	156	149	129	141	174	117	123	127	138	144	11	19
Other Offices	0	4	2	3	3	0	0	1	4	2	1	1	3	2	2	3
Grand Total	5,752	6,994	6,516	7,136	6,313	5,449	4,851	6,166	7,095	5,670	5,956	5,940	5,919	6,167	-21	167

¹CPS Reports or CWS Referrals not assigned to an office through the Assignment Designee, but were assigned to an office for an assessment or investigation.

Table 5: Monthly Count of CPS Reports and CWS Referrals Assigned to CP&P Local Offices

County	Local Office	Type of Referral														Total
			Feb 2014	Mar 2014	Apr 2014	May 2014	Jun 2014	Jul 2014	Aug 2014	Sep 2014	Oct 2014	Nov 2014	Dec 2014	Jan 2015	Feb 2015	
SUSSEX	Sussex	CPS	71	69	87	88	71	73	55	59	60	71	70	66	64	904
		CWS	15	19	19	28	21	23	20	28	24	25	21	20	21	284
		Total	86	88	106	116	92	96	75	87	84	96	91	86	85	1,188
	County Totals	CPS	71	69	87	88	71	73	55	59	60	71	70	66	64	904
		CWS	15	19	19	28	21	23	20	28	24	25	21	20	21	284
		Total	86	88	106	116	92	96	75	87	84	96	91	86	85	1,188
UNION	Union Central	CPS	73	79	93	69	73	59	36	63	94	81	67	91	75	953
		CWS	27	34	19	20	21	24	20	21	37	17	15	21	19	295
		Total	100	113	112	89	94	83	56	84	131	98	82	112	94	1,248
	Union East	CPS	77	103	110	79	92	63	49	69	94	83	82	72	73	1,046
		CWS	20	29	34	25	38	26	26	28	26	28	27	34	24	365
		Total	97	132	144	104	130	89	75	97	126	111	109	106	97	1,411
	Union West	CPS	77	59	67	88	59	47	58	83	78	80	69	75	66	906
		CWS	29	33	24	25	20	26	15	22	25	22	28	29	21	319
		Total	106	92	91	113	79	73	73	105	103	102	97	104	87	1,225
	County Totals	CPS	227	241	270	236	224	169	143	215	266	244	218	238	214	2,905
		CWS	76	96	77	70	79	76	61	71	88	67	70	84	64	979
		Total	303	337	347	306	303	245	204	286	354	311	288	322	278	3,884
WARREN	Warren	CPS	82	81	76	76	72	66	54	72	96	64	74	68	87	968
		CWS	24	30	27	23	27	11	19	21	17	23	28	29	32	311
		Total	106	111	103	99	99	77	73	93	113	87	102	97	119	1,279
	County Totals	CPS	82	81	76	76	72	66	54	72	96	64	74	68	87	968
		CWS	24	30	27	23	27	11	19	21	17	23	28	29	32	311
		Total	106	111	103	99	99	77	73	93	113	87	102	97	119	1,279
County CPS Referral Total		CPS	4,208	5,015	4,751	5,097	4,472	3,922	3,406	4,387	5,122	3,973	4,164	4,252	4,250	57,019
County CWS Referral Total		CWS	1,211	1,503	1,358	1,542	1,420	1,170	1,157	1,413	1,490	1,373	1,402	1,337	1,290	17,666
County Referral Total		Total	5,419	6,518	6,109	6,639	5,892	5,092	4,563	5,800	6,612	5,346	5,566	5,589	5,540	74,685
Central Region IAIU		CPS	54	60	60	75	60	54	40	55	70	54	61	48	50	741
		CWS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		Total	54	60	60	75	60	54	40	55	70	54	61	48	50	741
Metro Region IAIU		CPS	44	91	63	57	69	43	25	47	70	45	49	53	59	715
		CWS	0	0	0	0	0	0	1	0	1	0	0	0	0	2
		Total	44	91	63	57	69	43	26	47	71	45	49	53	59	717
Northern Region IAIU		CPS	66	88	60	85	59	50	41	58	80	47	67	62	61	824
		CWS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		Total	66	88	60	85	59	50	41	58	80	47	67	62	61	824
Southern Region IAIU		CPS	50	78	79	106	74	61	52	64	85	59	89	60	68	925
		CWS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		Total	50	78	79	106	74	61	52	64	85	59	89	60	68	925
IAIU CPS Subtotal		CPS	214	317	262	323	262	208	158	224	305	205	266	223	238	3,205
IAIU CWS Subtotal		CWS	0	0	0	0	0	0	1	1	0	0	0	0	0	2
IAIU Subtotal		Total	214	317	262	323	262	208	159	225	305	205	266	223	238	3,207
County and IAIU CPS Subtotal		CPS	4,422	5,332	5,013	5,420	4,734	4,130	3,564	4,611	5,427	4,178	4,430	4,475	4,488	60,224
County and IAIU CWS Subtotal		CWS	1,211	1,503	1,358	1,542	1,420	1,170	1,158	1,414	1,490	1,373	1,402	1,337	1,290	17,668
Unable to Determine ⁽¹⁾		Total	119	155	143	171	156	149	129	141	174	117	123	127	138	1,842
Other Offices		Total	0	4	2	3	3	0	0	0	4	2	1	1	3	23
Grand Total		Total	5,752	6,994	6,516	7,136	6,313	5,449	4,851	6,166	7,095	5,670	5,956	5,940	5,919	79,757

⁽¹⁾CPS Reports or CWS Referrals not assigned to an office through the Assignment Designee, but were assigned to an office for an assessment or investigation.