



Child Protection and Permanency

Monthly Screening and Investigation Report October 2016

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Commissioner

November 18, 2016



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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}

2015 - 2016	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	%	
October 2015	14,304	315	18	15,821	5,139	32.5%	1,620	10.2%	332	2.1%	4,073	25.7%	1,834	11.6%	2,823	17.8%	5,139	76.0%	1,619	24.0%	6,758
November 2015	13,321	445	20	14,527	4,417	30.4%	1,475	10.2%	347	2.4%	3,942	27.1%	1,513	10.4%	2,833	19.5%	4,417	74.9%	1,477	25.1%	5,894
December 2015	13,186	603	28	14,236	4,530	31.8%	1,544	10.8%	370	2.6%	3,709	26.1%	1,567	11.0%	2,516	17.7%	4,530	74.6%	1,544	25.4%	6,074
January 2016	13,499	551	40	14,655	4,686	32.0%	1,573	10.7%	282	1.9%	4,020	27.4%	1,482	10.1%	2,612	17.8%	4,686	74.9%	1,571	25.1%	6,257
February 2016	13,927	590	40	15,143	4,974	32.8%	1,620	10.7%	419	2.8%	3,836	25.3%	1,627	10.7%	2,667	17.6%	4,974	75.4%	1,622	24.6%	6,596
March 2016	14,064	446	32	15,619	5,000	32.0%	1,671	10.7%	428	2.7%	3,912	25.0%	1,812	11.6%	2,796	17.9%	5,000	75.0%	1,669	25.0%	6,669
April 2016	13,995	448	29	15,326	5,065	33.0%	1,541	10.1%	348	2.3%	3,774	24.6%	1,742	11.4%	2,856	18.6%	5,065	76.7%	1,542	23.3%	6,607
May 2016	14,389	413	26	15,806	5,238	33.1%	1,634	10.3%	393	2.5%	3,902	24.7%	1,852	11.7%	2,787	17.6%	5,238	76.2%	1,633	23.8%	6,871
June 2016	13,304	396	26	14,592	4,602	31.5%	1,460	10.0%	336	2.3%	3,687	25.3%	1,808	12.4%	2,699	18.5%	4,602	75.9%	1,461	24.1%	6,063
July 2016	11,304	338	25	12,531	3,663	29.2%	1,186	9.5%	295	2.4%	3,477	27.7%	1,376	11.0%	2,534	20.2%	3,663	75.5%	1,187	24.5%	4,850
August 2016	11,766	270	18	13,169	3,941	29.9%	1,308	9.9%	491	3.7%	3,311	25.1%	1,471	11.2%	2,647	20.1%	3,941	75.1%	1,307	24.9%	5,248
September 2016	13,277	383	25	14,637	4,654	31.8%	1,557	10.6%	305	2.1%	3,868	26.4%	1,699	11.6%	2,554	17.4%	4,654	74.9%	1,559	25.1%	6,213
October 2016	13,924	387	24	15,418	4,935	32.0%	1,623	10.5%	368	2.4%	4,100	26.6%	1,767	11.5%	2,625	17.0%	4,935	75.3%	1,622	24.7%	6,557
	13,405	430	27	14,729	4,680	31.8%	1,524	10.3%	363	2.5%	3,816	25.9%	1,658	11.3%	2,688	18.3%	4,680	75.4%	1,524	24.6%	6,204
Overall Total	174,260	5,585		191,480	60,844		19,812		4,714		49,611		21,550		34,949		60,844	75.4%	19,813	24.6%	80,657

¹ Comes 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.

² The 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 **November 18, 2016** includes all Intakes, CPS Reports, and CWS Referrals received from **October 1, 2016 through October 31, 2016**.

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

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

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

⁶ The 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.

⁷ Intake: 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).

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

CP&P Annual Trends in CPS Reports and CWS Referrals

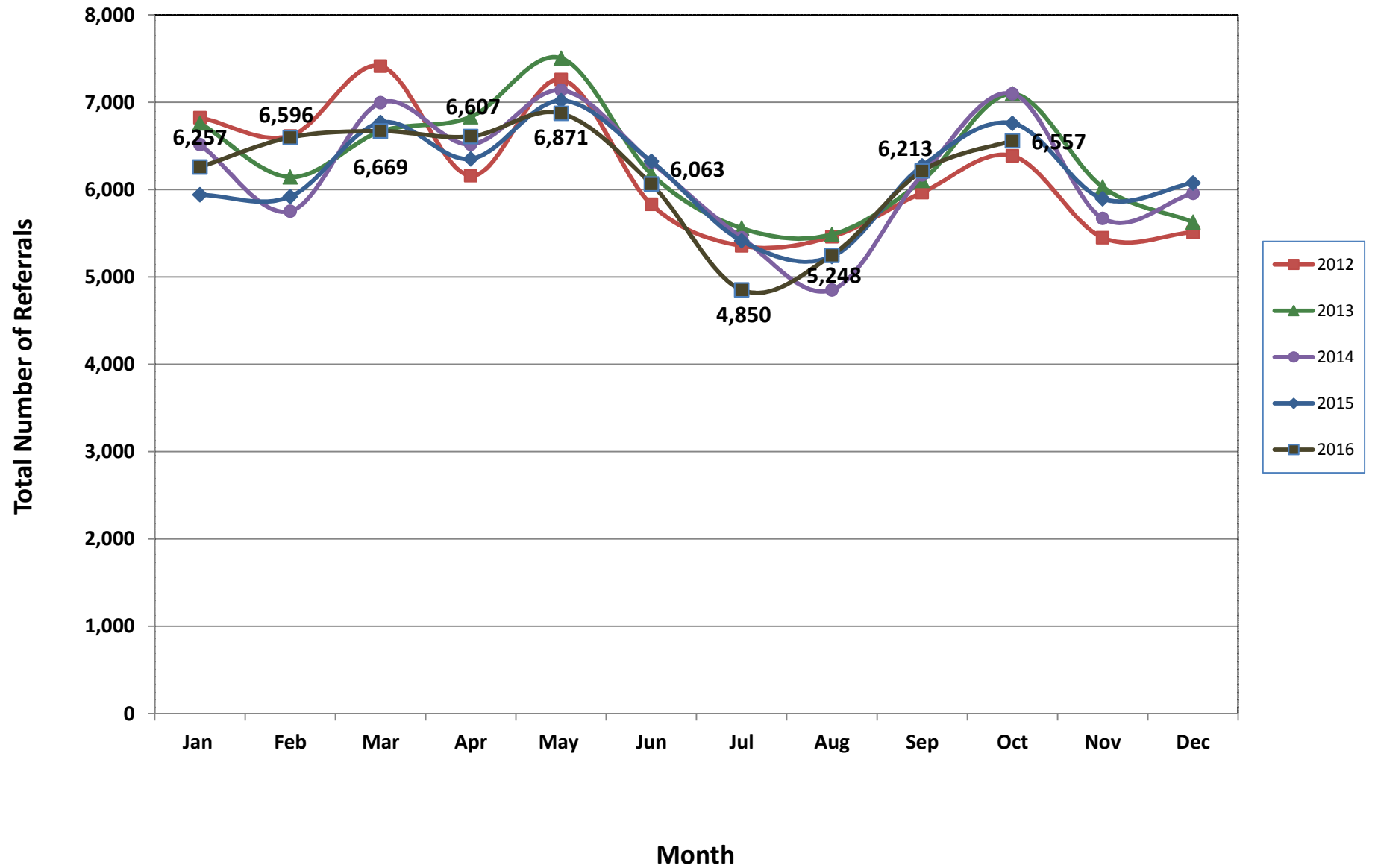


Table 2: Assignments to CP&P Offices: CPS Reports and CWS Referrals¹

Intake Date ³		CPS Reports ²	CWS Referrals ²	Total Assignments ²
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
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

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

Intake Date ³		CPS Reports ²	CWS Referrals ²	Total Assignments ²
2015	Jan 2015	4,549	1,391	5,940
	Feb 2015	4,574	1,345	5,919
	Mar 2015	5,187	1,580	6,767
	Apr 2015	4,967	1,384	6,351
	May 2015	5,457	1,561	7,018
	Jun 2015	4,887	1,436	6,323
	Jul 2015	4,140	1,273	5,413
	Aug 2015	3,978	1,256	5,234
	Sep 2015	4,776	1,495	6,271
	Oct 2015	5,139	1,619	6,758
	Nov 2015	4,417	1,477	5,894
	Dec 2015	4,530	1,544	6,074
	Total	56,601	17,361	73,962
2016	Jan 2016	4,686	1,571	6,257
	Feb 2016	4,974	1,622	6,596
	Mar 2016	5,000	1,669	6,669
	Apr 2016	5,065	1,542	6,607
	May 2016	5,238	1,633	6,871
	Jun 2016	4,602	1,461	6,063
	Jul 2016	3,663	1,187	4,850
	Aug 2016	3,941	1,307	5,248
	Sep 2016	4,654	1,559	6,213
	Oct 2016	4,935	1,622	6,557
	Total	46,758	15,173	61,931
Grand Total		280,325	80,172	360,497

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

CPS Reports and CWS Referrals	Source	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Jul 2016	Aug 2016	Sep 2016	Oct 2016		13 Month Total	
	School Staff	1,763	1,454	1,596	1,569	1,900	1,690	1,646	1,765	982	143	87	1,150	1,639	25%	17,384	22%
	Healthcare Provider	825	766	780	830	852	892	895	823	814	771	811	775	837	13%	10,671	13%
	Law Enforcement	1,003	909	910	910	953	1,052	1,030	1,056	1,152	1,048	1,093	1,013	1,049	16%	13,178	16%
	Government Agency	426	376	389	412	394	448	410	419	439	407	509	445	446	7%	5,520	7%
	Parent	518	451	495	529	504	503	566	597	546	521	591	555	517	8%	6,893	9%
	Relative/Friend/Neighbor	526	466	455	446	454	424	473	553	540	472	544	594	506	8%	6,453	8%
	Anonymous	710	609	587	628	612	676	662	777	697	560	611	710	642	10%	8,481	11%
	CP&P	137	121	112	113	133	155	104	133	120	112	132	125	123	2%	1,620	2%
	Court/Legal	119	108	108	119	132	154	137	141	124	143	130	135	124	2%	1,674	2%
	Community Group/Individual	306	240	255	294	274	262	269	236	238	262	286	272	257	4%	3,451	4%
	Facility Staff (incl Correctional Facility)	83	83	81	91	80	76	88	64	68	70	94	95	97	1%	1,070	1%
	Child (Self)	34	31	21	41	37	36	46	37	38	46	50	37	41	1%	495	1%
	Other	288	265	274	259	253	286	257	252	285	274	297	287	266	4%	3,543	4%
	Daycare/Babysitter	20	15	11	16	18	15	24	18	20	21	13	20	13	0%	224	0%
Total	6,758	5,894	6,074	6,257	6,596	6,669	6,607	6,871	6,063	4,850	5,248	6,213	6,557		80,657		

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

County														Average Number of Assignments Last 13 Months	Sep 16 to Oct 16 Numerical Difference
	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	April 2016	May 2016	Jun 2016	Jul 2016	Aug 2016	Sep 2016	Oct 2016		
Atlantic	267	227	255	251	284	265	250	291	221	184	234	252	285	251	33
Bergen	411	336	394	333	392	369	321	385	354	251	264	340	370	348	30
Burlington	303	258	268	275	315	309	321	321	260	238	262	309	293	287	-16
Camden	609	461	498	558	551	527	573	608	532	391	465	534	537	526	3
Cape May	112	75	89	83	65	79	94	82	67	71	78	73	78	80	5
Cumberland	215	177	174	195	179	206	219	245	202	184	183	209	201	199	-8
Essex	675	660	625	685	701	752	743	717	644	534	573	626	713	665	87
Gloucester	300	245	261	251	252	285	267	233	234	212	223	244	266	252	22
Hudson	451	342	431	424	450	412	403	481	400	304	279	403	450	402	47
Hunterdon	52	37	39	53	58	46	62	38	42	36	38	44	36	45	-8
Mercer	324	254	252	265	263	276	278	282	255	227	234	272	230	262	-42
Middlesex	466	387	435	419	439	479	492	470	387	325	331	426	449	423	23
Monmouth	361	343	308	328	413	361	373	366	353	272	327	347	382	349	35
Morris	239	216	215	238	228	217	222	247	228	146	153	225	245	217	20
Ocean	383	401	336	403	378	366	365	415	354	316	344	353	408	371	55
Passaic	461	422	449	421	504	510	455	456	401	299	331	397	471	429	74
Salem	72	89	81	94	67	94	89	82	80	63	67	89	78	80	-11
Somerset	153	157	143	141	160	165	152	169	160	139	112	149	158	151	9
Sussex	104	103	95	95	113	105	94	88	91	90	87	101	80	96	-21
Union	304	257	318	299	331	350	336	373	295	255	244	323	316	308	-7
Warren	107	81	78	93	87	77	99	106	88	62	78	97	97	88	0
County Subtotals	6,369	5,528	5,744	5,904	6,230	6,250	6,208	6,455	5,648	4,599	4,907	5,813	6,143	5,831	330
Central Region IAIU	52	56	62	44	53	46	59	55	53	33	54	52	63	52	11
Metro Region IAIU	50	48	46	43	60	64	60	68	61	36	32	46	65	52	19
Northern Region IAIU	66	58	44	58	58	66	71	70	66	27	45	62	76	59	14
Southern Region IAIU	83	72	61	79	64	76	90	73	92	44	72	66	68	72	2
IAIU Subtotals	251	234	213	224	235	252	280	266	272	140	203	226	272	236	46
Unable to Determine¹	136	131	114	128	126	165	115	149	140	110	137	168	140	135	-28
Other Offices	2	1	3	1	5	2	4	1	3	1	1	6	2	2	-4
Grand Total	6,758	5,894	6,074	6,257	6,596	6,669	6,607	6,871	6,063	4,850	5,248	6,213	6,557	6,204	344

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	Month													Total
			Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Jul 2016	Aug 2016	Sep 2016	Oct 2016	
SUSSEX	Sussex	CPS	83	72	68	82	83	76	77	71	68	74	69	79	55	957
		CWS	21	31	27	13	30	29	17	17	23	16	18	22	25	289
		Total	104	103	95	95	113	105	94	88	91	90	87	101	80	1246
	County Totals	CPS	83	72	68	82	83	76	77	71	68	74	69	79	55	957
		CWS	21	31	27	13	30	29	17	17	23	16	18	22	25	289
		Total	104	103	95	95	113	105	94	88	91	90	87	101	80	1246
UNION	Union Central	CPS	67	64	71	74	85	78	89	105	67	60	55	78	84	977
		CWS	24	14	27	32	29	30	24	23	29	24	27	26	22	331
		Total	91	78	98	106	114	108	113	128	96	84	82	104	106	1308
	Union East	CPS	74	68	91	75	78	99	99	100	79	67	66	74	77	1047
		CWS	35	26	34	25	30	25	28	25	28	26	23	28	35	368
		Total	109	94	125	100	108	124	127	125	107	93	89	102	112	1415
	Union West	CPS	77	58	65	65	79	84	73	87	60	57	49	90	78	922
		CWS	27	27	30	28	30	34	23	33	32	21	24	27	20	356
		Total	104	85	95	93	109	118	96	120	92	78	73	117	98	1278
	County Totals	CPS	218	190	227	214	242	261	261	292	206	184	170	242	239	2946
		CWS	86	67	91	85	89	89	75	81	89	71	74	81	77	1055
		Total	304	257	318	299	331	350	336	373	295	255	244	323	316	4001
WARREN	Warren	CPS	87	58	55	72	64	60	68	74	67	49	68	76	79	877
		CWS	20	23	23	21	23	17	31	32	21	13	10	21	18	273
		Total	107	81	78	93	87	77	99	106	88	62	78	97	97	1150
	County Totals	CPS	87	58	55	72	64	60	68	74	67	49	68	76	79	877
		CWS	20	23	23	21	23	17	31	32	21	13	10	21	18	273
		Total	107	81	78	93	87	77	99	106	88	62	78	97	1150	
County CPS Referral Total		CPS	4,797	4,098	4,252	4,378	4,657	4,632	4,714	4,882	4,237	3,453	3,653	4,328	4,571	56,652
County CWS Referral Total		CWS	1,572	1,430	1,492	1,526	1,573	1,618	1,494	1,573	1,411	1,146	1,254	1,485	1,572	19,146
County Referral Total		Total	6,369	5,528	5,744	5,904	6,230	6,250	6,208	6,455	5,648	4,599	4,907	5,813	6,143	75,798
Central Region IAIU	CPS	52	56	62	44	53	46	59	55	53	33	54	52	63	682	
	CWS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Total	52	56	62	44	53	46	59	55	53	33	54	52	63	682	
Metro Region IAIU	CPS	50	48	46	43	60	64	60	68	61	36	32	46	65	679	
	CWS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Total	50	48	46	43	60	64	60	68	61	36	32	46	65	679	
Northern Region IAIU	CPS	66	58	44	58	58	66	71	70	66	27	45	62	76	767	
	CWS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Total	66	58	44	58	58	66	71	70	66	27	45	62	76	767	
Southern Region IAIU	CPS	83	72	61	79	64	76	90	73	92	44	72	66	68	940	
	CWS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Total	83	72	61	79	64	76	90	73	92	44	72	66	68	940	
IAIU CPS Subtotal		CPS	251	234	213	224	235	252	280	266	272	140	203	226	272	3,068
IAIU CWS Subtotal		CWS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
IAIU Subtotal		Total	251	234	213	224	235	252	280	266	272	140	203	226	272	3,068
County and IAIU CPS Subtotal		CPS	5,048	4,332	4,465	4,602	4,892	4,884	4,994	5,148	4,509	3,593	3,856	4,554	4,843	59,720
County and IAIU CWS Subtotal		CWS	1,573	1,430	1,492	1,526	1,573	1,618	1,494	1,573	1,411	1,146	1,254	1,485	1,572	19,147
Unable to Determine⁽¹⁾		Total	136	131	114	128	126	165	115	149	140	110	137	168	140	1,759
Other Offices		Total	1	1	3	1	5	2	4	1	3	1	6	2	31	
Grand Total		Total	6,758	5,894	6,074	6,257	6,596	6,669	6,607	6,871	6,063	4,850	5,248	6,213	6,557	80,657

⁽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.