



Child Protection and Permanency

Monthly Screening and Investigation Report December 2016

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Commissioner

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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	%	
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
November 2016	13,310	441	30	14,666	4,677	31.9%	1,551	10.6%	300	2.0%	3,969	27.1%	1,667	11.4%	2,502	17.1%	4,677	75.1%	1,552	24.9%	6,229
December 2016	13,294	424	32	14,626	4,762	32.6%	1,579	10.8%	352	2.4%	3,916	26.8%	1,598	10.9%	2,419	16.5%	4,762	75.1%	1,580	24.9%	6,342
	13,326	438	29	14,648	4,671	31.9%	1,527	10.4%	361	2.5%	3,806	26.0%	1,651	11.3%	2,632	18.0%	4,671	75.4%	1,527	24.6%	6,198
Overall Total	173,239	5,690		190,424	60,727		19,847		4,687		49,481		21,468		34,214		60,727	75.4%	19,849	24.6%	80,576

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 **January 19, 2017** includes all Intakes, CPS Reports, and CWS Referrals received from **December 1, 2016 through December 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.

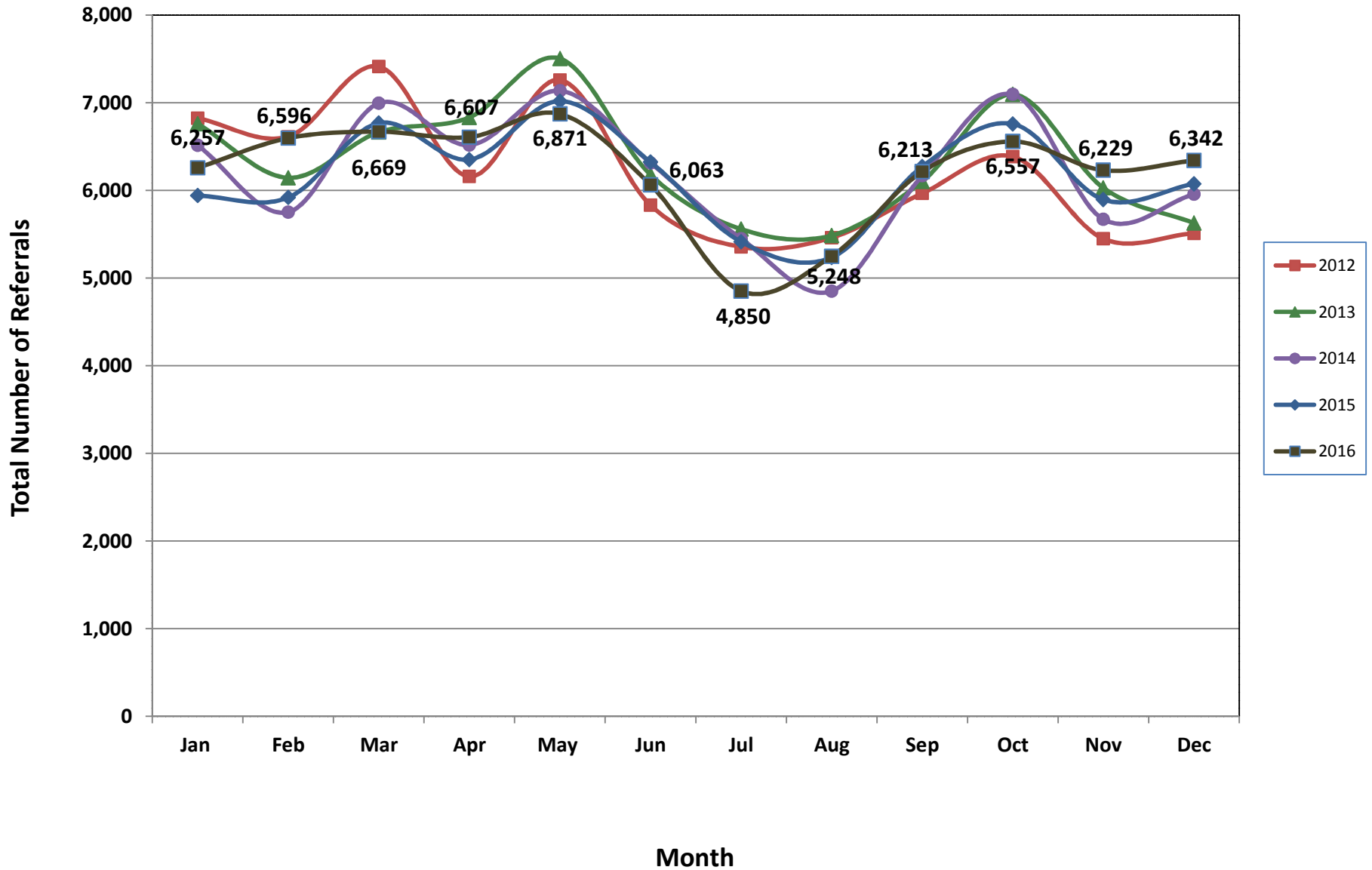
⁶ The number of Intakes recorded in NJSpirit, by type of Intake. There is not a one-to-one relationship between an ACD call and an Intake; multiple calls to State Central Registry (SCR) may result in a single Intake, or one call may result in multiple Intakes.

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



The data contained in this report is considered preliminary and as a result, these figures might be different than the final reported figures. The data is produced for continuous quality improvement.

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
	Nov 2016	4,677	1,552	6,229
	Dec 2016	4,762	1,580	6,342
	Total	56,197	18,305	74,502
Grand Total		289,764	83,304	373,068

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	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Jul 2016	Aug 2016	Sep 2016	Oct 2016	Nov 2016	Dec 2016		13 Month Total	
CPS Reports and CWS Referrals	School Staff	1,596	1,569	1,900	1,690	1,646	1,765	982	143	87	1,150	1,639	1,628	1,614	25%	17,409	22%
	Healthcare Provider	780	830	852	892	895	823	814	771	811	775	837	799	846	13%	10,725	13%
	Law Enforcement	910	910	953	1,052	1,030	1,056	1,152	1,048	1,093	1,013	1,049	989	936	15%	13,191	16%
	Government Agency	389	412	394	448	410	419	439	407	509	445	446	399	384	6%	5,501	7%
	Parent	495	529	504	503	566	597	546	521	591	555	517	507	569	9%	7,000	9%
	Relative/Friend/Neighbor	455	446	454	424	473	553	540	472	544	594	506	431	443	7%	6,335	8%
	Anonymous	587	628	612	676	662	777	697	560	611	710	642	605	666	11%	8,433	10%
	CP&P	112	113	133	155	104	133	120	112	132	125	123	117	99	2%	1,578	2%
	Court/Legal	108	119	132	154	137	141	124	143	130	135	124	98	142	2%	1,687	2%
	Community Group/Individual	255	294	274	262	269	236	238	262	286	272	257	260	251	4%	3,416	4%
	Facility Staff (incl Correctional Facility)	81	91	80	76	88	64	68	70	94	95	97	85	85	1%	1,074	1%
	Child (Self)	21	41	37	36	46	37	38	46	50	37	41	41	41	1%	512	1%
	Other	274	259	253	286	257	252	285	274	297	287	266	252	255	4%	3,497	4%
	Daycare/Babysitter	11	16	18	15	24	18	20	21	13	20	13	18	11	0%	218	0%
	Total		6,074	6,257	6,596	6,669	6,607	6,871	6,063	4,850	5,248	6,213	6,557	6,229	6,342		80,576

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

County														Average Number of Assignments Last 13 Months	Nov 16 to Dec 16 Numerical Difference
	Dec 2015	Jan 2016	Feb 2016	Mar 2016	April 2016	May 2016	Jun 2016	Jul 2016	Aug 2016	Sep 2016	Oct 2016	Nov 2016	Dec 2016		
Atlantic	255	251	284	265	250	291	221	184	234	252	285	243	239	250	-13
Bergen	394	333	392	369	321	385	354	251	264	340	370	352	384	347	44
Burlington	268	275	315	309	321	321	260	238	262	309	293	325	259	289	-50
Camden	498	558	551	527	573	608	532	391	465	534	537	536	557	528	23
Cape May	89	83	65	79	94	82	67	71	78	73	78	68	63	76	-10
Cumberland	174	195	179	206	219	245	202	184	183	209	201	230	229	204	20
Essex	625	685	701	752	743	717	644	534	573	626	713	659	709	668	83
Gloucester	261	251	252	285	267	233	234	212	223	244	266	224	282	249	38
Hudson	431	424	450	412	403	481	400	304	279	403	450	389	433	405	30
Hunterdon	39	53	58	46	62	38	42	36	38	44	36	46	54	46	10
Mercer	252	265	263	276	278	282	255	227	234	272	230	280	224	257	-48
Middlesex	435	419	439	479	492	470	387	325	331	426	449	379	441	421	15
Monmouth	308	328	413	361	373	366	353	272	327	347	382	332	348	347	1
Morris	215	238	228	217	222	247	228	146	153	225	245	214	227	216	2
Ocean	336	403	378	366	365	415	354	316	344	353	408	364	384	368	31
Passaic	449	421	504	510	455	456	401	299	331	397	471	439	431	428	34
Salem	81	94	67	94	89	82	80	63	67	89	78	66	60	78	-29
Somerset	143	141	160	165	152	169	160	139	112	149	158	184	164	154	15
Sussex	95	95	113	105	94	88	91	90	87	101	80	96	104	95	3
Union	318	299	331	350	336	373	295	255	244	323	316	312	306	312	-17
Warren	78	93	87	77	99	106	88	62	78	97	97	84	79	87	-18
County Subtotals	5,744	5,904	6,230	6,250	6,208	6,455	5,648	4,599	4,907	5,813	6,143	5,822	5,977	5,823	164
Central Region IAIU	62	44	53	46	59	55	53	33	54	52	63	57	59	53	7
Metro Region IAIU	46	43	60	64	60	68	61	36	32	46	65	48	45	52	-1
Northern Region IAIU	44	58	58	66	71	70	66	27	45	62	76	70	52	59	-10
Southern Region IAIU	61	79	64	76	90	73	92	44	72	66	68	89	79	73	13
IAIU Subtotals	213	224	235	252	280	266	272	140	203	226	272	264	235	237	9
Unable to Determine¹	114	128	126	165	115	149	140	110	137	168	140	143	129	136	-39
Other Offices	3	1	5	2	4	1	3	1	1	6	2	0	1	2	-5
Grand Total	6,074	6,257	6,596	6,669	6,607	6,871	6,063	4,850	5,248	6,213	6,557	6,229	6,342	6,198	129

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	2016												Total	
			Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Jul 2016	Aug 2016	Sep 2016	Oct 2016	Nov 2016		Dec 2016
SUSSEX	Sussex	CPS	68	82	83	76	77	71	68	74	69	79	55	70	71	943
		CWS	27	13	30	29	17	17	23	16	18	22	25	26	33	296
		Total	95	95	113	105	94	88	91	90	87	101	80	96	104	1239
	County Totals	CPS	68	82	83	76	77	71	68	74	69	79	55	70	71	943
		CWS	27	13	30	29	17	17	23	16	18	22	25	26	33	296
		Total	95	95	113	105	94	88	91	90	87	101	80	96	104	1239
UNION	Union Central	CPS	71	74	85	78	89	105	67	60	55	78	84	82	83	1011
		CWS	27	32	29	30	24	23	29	24	27	26	22	28	25	346
		Total	98	106	114	108	113	128	96	84	82	104	106	110	108	1357
	Union East	CPS	91	75	78	99	99	100	79	67	66	74	77	78	73	1056
		CWS	34	25	30	25	28	25	28	26	23	28	35	33	31	371
		Total	125	100	108	124	127	125	107	93	89	102	112	111	104	1427
	Union West	CPS	65	65	79	84	73	87	60	57	49	90	78	65	62	914
		CWS	30	28	30	34	23	33	32	21	24	27	20	26	32	360
		Total	95	93	109	118	96	120	92	78	73	117	98	91	94	1274
	County Totals	CPS	227	214	242	261	261	292	206	184	170	242	239	225	218	2981
		CWS	91	85	89	89	75	81	89	71	74	81	77	87	88	1077
		Total	318	299	331	350	336	373	295	255	244	323	316	312	306	4058
WARREN	Warren	CPS	55	72	64	60	68	74	67	49	68	76	79	68	57	857
		CWS	23	21	23	17	31	32	21	13	10	21	18	16	22	268
		Total	78	93	87	77	99	106	88	62	78	97	97	84	79	1125
	County Totals	CPS	55	72	64	60	68	74	67	49	68	76	79	68	57	857
		CWS	23	21	23	17	31	32	21	13	10	21	18	16	22	268
		Total	78	93	87	77	99	106	88	62	78	97	97	84	79	1125
County CPS Referral Total	CPS	4,252	4,378	4,657	4,632	4,714	4,882	4,237	3,453	3,653	4,328	4,571	4,328	4,448	56,533	
County CWS Referral Total	CWS	1,492	1,526	1,573	1,618	1,494	1,573	1,411	1,146	1,254	1,485	1,572	1,494	1,529	19,167	
County Referral Total	Total	5,744	5,904	6,230	6,250	6,208	6,455	5,648	4,599	4,907	5,813	6,143	5,822	5,977	75,700	
Central Region IAIU	CPS	62	44	53	46	59	55	53	33	54	52	63	57	59	690	
	CWS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Total	62	44	53	46	59	55	53	33	54	52	63	57	59	690	
Metro Region IAIU	CPS	46	43	60	64	60	68	61	36	32	46	65	48	45	674	
	CWS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Total	46	43	60	64	60	68	61	36	32	46	65	48	45	674	
Northern Region IAIU	CPS	44	58	58	66	71	70	66	27	45	62	76	70	52	765	
	CWS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Total	44	58	58	66	71	70	66	27	45	62	76	70	52	765	
Southern Region IAIU	CPS	61	79	64	76	90	73	92	44	72	66	68	88	79	952	
	CWS	0	0	0	0	0	0	0	0	0	0	0	1	0	1	
	Total	61	79	64	76	90	73	92	44	72	66	68	89	79	953	
IAIU CPS Subtotal	CPS	213	224	235	252	280	266	272	140	203	226	272	263	235	3,081	
IAIU CWS Subtotal	CWS	0	0	0	0	0	0	0	0	0	0	0	1	0	1	
IAIU Subtotal	Total	213	224	235	252	280	266	272	140	203	226	272	264	235	3,082	
County and IAIU CPS Subtotal	CPS	4,465	4,602	4,892	4,884	4,994	5,148	4,509	3,593	3,856	4,554	4,843	4,591	4,683	59,614	
County and IAIU CWS Subtotal	CWS	1,492	1,526	1,573	1,618	1,494	1,573	1,411	1,146	1,254	1,485	1,572	1,495	1,529	19,168	
Unable to Determine⁽¹⁾	Total	114	128	126	165	115	149	140	110	137	168	140	143	129	1,764	
Other Offices	Total	3	1	5	2	4	1	3	1	1	6	2	0	1	30	
Grand Total	Total	6,074	6,257	6,596	6,669	6,607	6,871	6,063	4,850	5,248	6,213	6,557	6,229	6,342	80,576	

⁽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.