



Child Protection and Permanency

Monthly Screening and Investigation Report December 2017

Allison Blake, Ph.D., L.S.W.
Commissioner

January 12, 2018



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}

2016 - 2017	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 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
January 2017	14,182	603	45	15,375	5,111	33.2%	1,708	11.1%	321	2.1%	4,221	27.5%	1,670	10.9%	2,344	15.2%	5,111	75.0%	1,708	25.0%	6,819
February 2017	13,261	524	39	14,478	4,716	32.6%	1,503	10.4%	258	1.8%	3,882	26.8%	1,645	11.4%	2,474	17.1%	4,716	75.8%	1,504	24.2%	6,220
March 2017	14,751	538	33	16,228	5,349	33.0%	1,844	11.4%	426	2.6%	4,173	25.7%	1,892	11.7%	2,544	15.7%	5,349	74.4%	1,843	25.6%	7,192
April 2017	13,397	575	36	14,760	4,790	32.5%	1,489	10.1%	420	2.8%	4,037	27.4%	1,607	10.9%	2,417	16.4%	4,790	76.3%	1,490	23.7%	6,280
May 2017	13,397	575	36	17,359	5,847	33.7%	1,919	11.1%	378	2.2%	4,509	26.0%	2,028	11.7%	2,678	15.4%	5,847	75.3%	1,919	24.7%	7,766
June 2017	13,832	617	41	15,143	4,853	32.0%	1,664	11.0%	476	3.1%	4,063	26.8%	1,642	10.8%	2,445	16.1%	4,853	74.5%	1,665	25.5%	6,518
July 2017	12,245	710	57	13,369	3,814	28.5%	1,389	10.4%	336	2.5%	3,877	29.0%	1,436	10.7%	2,517	18.8%	3,814	73.3%	1,389	26.7%	5,203
August 2017	11,672	445	38	12,927	3,866	29.9%	1,338	10.4%	393	3.0%	3,447	26.7%	1,535	11.9%	2,348	18.2%	3,866	74.3%	1,340	25.7%	5,206
September 2017	13,450	570	40	14,750	4,719	32.0%	1,642	11.1%	381	2.6%	3,951	26.8%	1,700	11.5%	2,357	16.0%	4,719	74.2%	1,643	25.8%	6,362
October 2017	15,474	657	45	16,828	5,613	33.4%	1,968	11.7%	305	1.8%	4,353	25.9%	1,883	11.2%	2,706	16.1%	5,613	74.1%	1,966	25.9%	7,579
November 2017	14,446	672	43	15,694	5,223	33.3%	1,750	11.2%	235	1.5%	4,246	27.1%	1,680	10.7%	2,560	16.3%	5,223	74.9%	1,753	25.1%	6,976
December 2017	13,005	560	38	14,194	4,601	32.4%	1,594	11.2%	220	1.5%	3,843	27.1%	1,724	12.1%	2,212	15.6%	4,601	74.3%	1,594	25.7%	6,195
	13,570	575	40	15,056	4,866	32.3%	1,645	10.9%	346	2.3%	4,040	26.8%	1,695	11.3%	2,463	16.4%	4,866	74.7%	1,646	25.3%	6,512
Overall Total	176,406	7,470		195,731	63,264		21,387		4,501		52,518		22,040		32,021		63,264	74.7%	21,394	25.3%	84,658

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 **January 12, 2018** includes all Intakes, CPS Reports, and CWS Referrals received from **December 1, 2017 through December 31, 2017**.

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

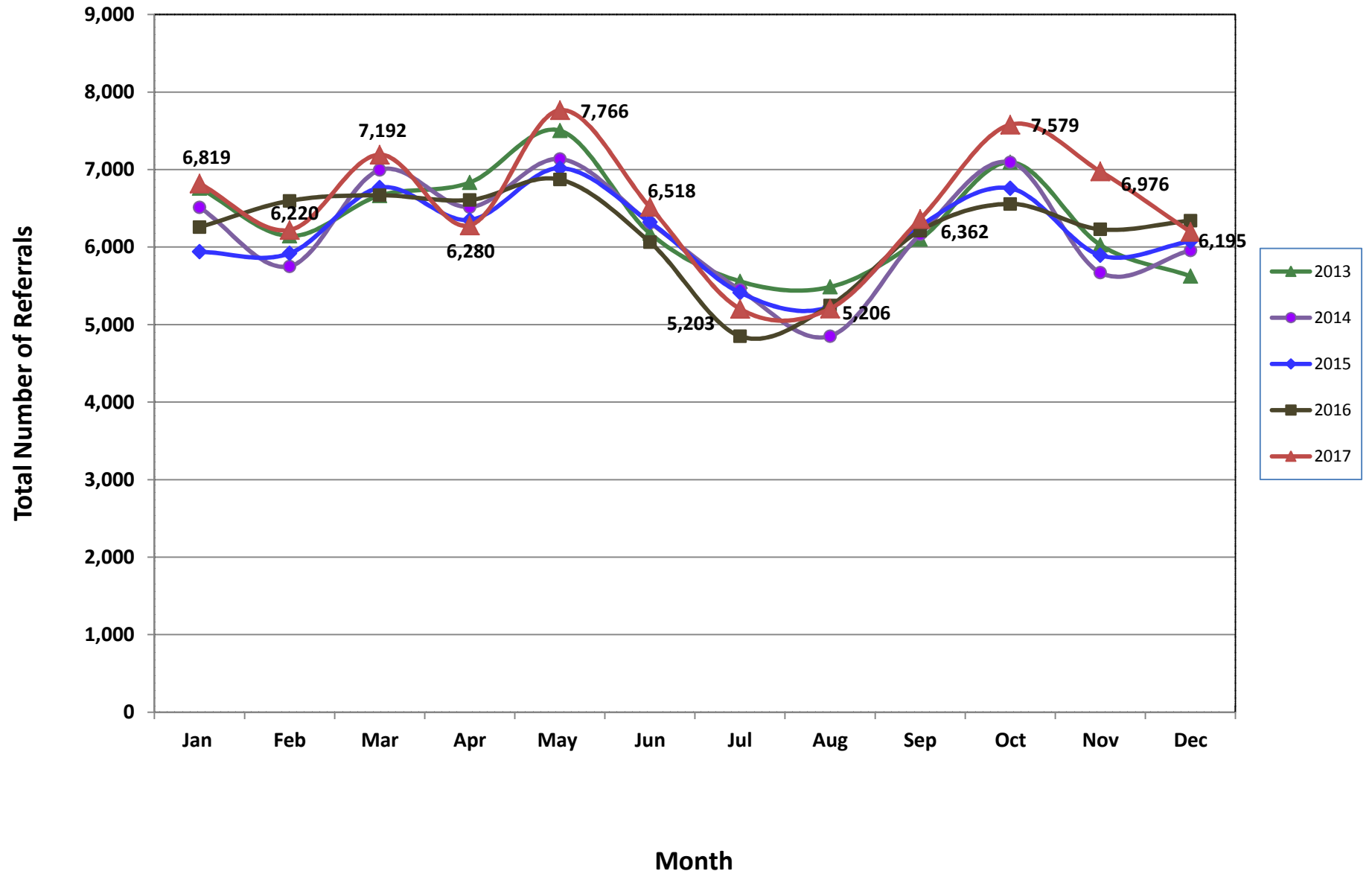


Table 2: Assignments to CP&P Offices: CPS Reports and CWS Referrals¹

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

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

	Intake Date ³	CPS Reports ²	CWS Referrals ²	Total Assignments ²
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
2017	Jan 2017	5,111	1,708	6,819
	Feb 2017	4,716	1,504	6,220
	Mar 2017	5,349	1,843	7,192
	Apr 2017	4,790	1,490	6,280
	May 2017	5,847	1,919	7,766
	Jun 2017	4,853	1,665	6,518
	Jul 2017	3,814	1,389	5,203
	Aug 2017	3,866	1,340	5,206
	Sep 2017	4,719	1,643	6,362
	Oct 2017	5,613	1,966	7,579
	Nov 2017	5,223	1,753	6,976
	Dec 2017	4,601	1,594	6,195
		Total	58,502	19,814
Grand Total		288,750	88,414	370,969

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 2016	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017		13 Month Total	
CPS Reports and CWS Referrals	School Staff	1,614	1,952	1,723	2,116	1,400	2,167	1,149	150	90	1211	2030	1851	1622	26%	19,075	23%
	Healthcare Provider	846	873	837	867	824	924	932	818	873	861	968	953	848	14%	11,424	13%
	Law Enforcement	936	992	881	1,022	1,133	1,177	1,072	1,148	1169	1180	1236	1130	988	16%	14,064	17%
	Government Agency	384	453	432	491	376	434	438	400	423	442	475	399	408	7%	5,555	7%
	Parent	569	544	476	554	517	632	586	571	535	528	567	571	487	8%	7,137	8%
	Relative/Friend/Neighbor	443	444	379	434	462	536	525	541	494	462	513	493	396	6%	6,122	7%
	Anonymous	666	654	645	715	633	837	754	580	627	711	753	641	595	10%	8,811	10%
	CP&P	99	122	105	136	110	128	144	145	142	142	150	107	129	2%	1,659	2%
	Court/Legal	142	126	152	162	132	141	183	131	161	162	148	116	135	2%	1,891	2%
	Community Group/Individual	251	280	229	278	296	336	283	288	307	279	320	299	265	4%	3,711	4%
	Facility Staff (incl Correctional Facility)	85	98	76	81	99	95	102	90	92	89	97	75	46	1%	1,125	1%
	Child (Self)	41	34	34	34	22	38	38	35	41	46	32	41	25	0%	461	1%
	Other	255	232	240	280	259	300	296	283	235	236	272	273	237	4%	3,398	4%
	Daycare/Babysitter	11	15	11	22	17	21	16	23	17	13	18	27	14	0%	225	0%
	Total	6,342	6,819	6,220	7,192	6,280	7,766	6,518	5,203	5,206	6,362	7,579	6,976	6,195		84,658	

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

County														Average Number of Assignments Last 13 Months	Nov 17 to Dec 17 Numerical Difference
	Dec 2016	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017		
Atlantic	239	241	221	271	233	312	253	214	245	255	293	253	221	250	-32
Bergen	384	423	375	409	370	425	351	284	291	362	428	418	416	380	-2
Burlington	259	333	289	343	262	394	283	262	256	328	371	343	294	309	-49
Camden	557	539	520	643	581	629	571	447	492	530	675	576	535	561	-41
Cape May	63	68	81	85	79	118	76	80	64	68	86	84	77	79	-7
Cumberland	229	277	213	248	243	260	236	203	207	249	252	213	193	233	-20
Essex	709	722	627	781	701	878	770	561	585	642	804	721	665	705	-56
Gloucester	282	272	291	303	251	274	280	221	235	232	282	267	252	265	-15
Hudson	433	449	413	453	379	519	434	295	290	418	452	454	418	416	-36
Hunterdon	54	46	49	57	39	59	37	49	40	64	64	50	60	51	10
Mercer	224	288	236	277	251	327	272	210	222	308	282	298	232	264	-66
Middlesex	441	468	476	514	431	530	404	350	257	420	533	525	419	444	-106
Monmouth	348	391	374	399	349	435	357	276	264	349	442	381	327	361	-54
Morris	227	218	219	244	239	260	239	163	168	216	290	250	219	227	-31
Ocean	384	416	378	420	390	473	377	339	351	342	422	418	356	390	-62
Passaic	431	518	413	522	412	550	424	324	319	425	576	513	421	450	-92
Salem	60	93	73	78	87	90	85	74	54	102	83	100	80	81	-20
Somerset	164	147	146	178	153	180	151	111	117	127	166	169	172	152	3
Sussex	104	101	84	106	74	102	93	72	92	92	106	111	92	95	-19
Union	306	341	303	361	317	375	335	255	246	345	353	343	324	323	-19
Warren	79	108	96	95	84	85	99	109	69	117	131	102	72	96	-30
County Subtotals	5,977	6,459	5,877	6,787	5,925	7,275	6,127	4,899	4,864	5,991	7,091	6,589	5,845	6,131	-744
Central Region IAIU	59	41	58	54	50	75	67	42	55	54	68	73	55	58	-18
Metro Region IAIU	45	61	54	68	51	69	48	34	25	41	58	48	56	51	8
Northern Region IAIU	52	65	58	68	48	87	49	47	34	51	70	58	54	57	-4
Southern Region IAIU	79	76	71	87	76	108	80	50	63	66	102	77	84	78	7
IAIU Subtotals	235	243	241	277	225	339	244	173	177	212	298	256	249	244	-7
Unable to Determine¹	129	113	100	126	127	152	146	129	163	158	187	129	98	135	-31
Other Offices	1	4	2	2	3	0	1	2	2	1	3	2	3	2	1
Grand Total	6,342	6,819	6,220	7,192	6,280	7,766	6,518	5,203	5,206	6,362	7,579	6,976	6,195	6,512	-781

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	
			Dec 2016	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017		Dec 2017
SUSSEX	Sussex	CPS	71	71	68	85	52	70	67	52	67	69	80	86	70	908
		CWS	33	30	16	21	22	32	26	20	25	23	26	25	22	321
		Total	104	101	84	106	74	102	93	72	92	92	106	111	92	1229
	County Totals	CPS	71	71	68	85	52	70	67	52	67	69	80	86	70	908
		Total	104	101	84	106	74	102	93	72	92	92	106	111	92	1229
UNION	Union Central	CPS	83	86	75	94	80	87	84	73	72	68	74	84	91	1051
		CWS	25	38	20	31	21	21	35	30	21	40	31	18	19	350
		Total	108	124	95	125	101	108	119	103	93	108	105	102	110	1401
	Union East	CPS	73	98	82	94	82	97	97	55	69	91	88	91	75	1092
		CWS	31	29	25	22	30	35	27	15	15	31	39	26	29	354
		Total	104	127	107	116	112	132	124	70	84	122	127	117	104	1446
	Union West	CPS	62	68	67	87	86	94	57	53	51	86	88	88	83	970
		CWS	32	22	34	33	18	41	35	29	18	29	33	36	27	387
		Total	94	90	101	120	104	135	92	82	69	115	121	124	110	1357
	County Totals	CPS	218	252	224	275	248	278	238	181	192	245	250	263	249	3113
		CWS	88	89	79	86	69	97	97	74	54	100	103	80	75	1091
		Total	306	341	303	361	317	375	335	255	246	345	353	343	324	4204
WARREN	Warren	CPS	57	88	68	68	61	64	68	80	50	83	98	69	50	904
		CWS	22	20	28	27	23	21	31	29	19	34	33	33	22	342
		Total	79	108	96	95	84	85	99	109	69	117	131	102	72	1246
	County Totals	CPS	57	88	68	68	61	64	68	80	50	83	98	69	50	904
		Total	79	108	96	95	84	85	99	109	69	117	131	102	72	1246
County CPS Referral Total		CPS	4,448	4,794	4,413	5,003	4,489	5,407	4,531	3,569	3,598	4,407	5,202	4,876	4,302	59,039
County CWS Referral Total		CWS	1,529	1,665	1,464	1,784	1,436	1,868	1,596	1,330	1,266	1,583	1,889	1,713	1,543	20,666
County Referral Total		Total	5,977	6,459	5,877	6,787	5,925	7,275	6,127	4,899	4,864	5,990	7,091	6,589	5,845	79,705
Central Region IAIU	CPS	59	41	58	54	50	75	67	42	55	54	68	73	55	751	
	CWS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Total	59	41	58	54	50	75	67	42	55	54	68	73	55	751	
Metro Region IAIU	CPS	45	61	54	68	51	69	48	34	25	41	58	48	56	658	
	CWS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Total	45	61	54	68	51	69	48	34	25	41	58	48	56	658	
Northern Region IAIU	CPS	52	65	58	68	48	87	49	47	34	51	70	58	54	741	
	CWS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Total	52	65	58	68	48	87	49	47	34	51	70	58	54	741	
Southern Region IAIU	CPS	79	76	71	87	76	108	80	50	63	66	102	77	84	1,019	
	CWS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Total	79	76	71	87	76	108	80	50	63	66	102	77	84	1,019	
IAIU CPS Subtotal		CPS	235	243	241	277	225	339	244	173	177	212	298	256	249	3,169
IAIU CWS Subtotal		CWS	0	0	0	0	0	0	0	0	0	0	0	0	0	
IAIU Subtotal		Total	235	243	241	277	225	339	244	173	177	212	298	256	249	3,169
County and IAIU CPS Subtotal		CPS	4,683	5,037	4,654	5,280	4,714	5,746	4,775	3,742	3,775	4,619	5,500	5,132	4,551	62,208
County and IAIU CWS Subtotal		CWS	1,529	1,665	1,464	1,784	1,436	1,868	1,596	1,330	1,266	1,583	1,889	1,713	1,543	20,666
Unable to Determine ⁽¹⁾		Total	129	113	100	126	127	152	146	129	163	158	187	129	98	1,757
Other Offices		Total	1	4	2	2	3	0	1	2	2	2	3	2	3	27
Grand Total		Total	6,342	6,819	6,220	7,192	6,280	7,766	6,518	5,203	5,206	6,362	7,579	6,976	6,195	84,658

⁽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.