



Child Protection and Permanency

Monthly Screening and Investigation Report November 2019

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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}

2018 - 2019	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	%	
November 2018	13,533	1,111	80	14,067	4,973	35.4%	1,621	11.5%	210	1.5%	3,749	26.7%	1,453	10.3%	2,061	14.7%	4,973	75.4%	1,620	24.6%	6,593
December 2018	13,020	971	78	13,683	4,891	35.7%	1,524	11.1%	174	1.3%	3,518	25.7%	1,446	10.6%	2,130	15.6%	4,891	76.2%	1,527	23.8%	6,418
January 2019	14,566	1,097	91	15,153	5,443	35.9%	1,858	12.3%	224	1.5%	3,764	24.8%	1,673	11.0%	2,191	14.5%	5,443	74.6%	1,858	25.4%	7,301
February 2019	12,995	1,095	102	13,518	4,811	35.6%	1,626	12.0%	213	1.6%	3,476	25.7%	1,506	11.1%	1,886	14.0%	4,811	74.7%	1,628	25.3%	6,439
March 2019	14,637	1,422	112	15,528	5,677	36.6%	1,826	11.8%	212	1.4%	3,825	24.6%	1,762	11.3%	2,226	14.3%	5,677	75.7%	1,824	24.3%	7,501
April 2019	14,252	1,404	113	14,540	5,313	36.5%	1,630	11.2%	253	1.7%	3,500	24.1%	1,721	11.8%	2,123	14.6%	5,313	76.5%	1,630	23.5%	6,943
May 2019	15,705	1,615	120	15,810	5,853	37.0%	1,780	11.3%	229	1.4%	3,784	23.9%	1,852	11.7%	2,312	14.6%	5,853	76.7%	1,781	23.3%	7,634
June 2019	13,596	1,287	107	14,057	4,872	33.0%	1,507	10.7%	268	1.9%	3,537	25.2%	1,703	12.1%	2,168	15.4%	4,874	76.4%	1,509	23.6%	6,383
July 2019	12,135	874	73	12,821	4,277	33.4%	1,309	10.2%	267	2.1%	3,250	25.3%	1,452	11.3%	2,266	17.7%	4,277	76.6%	1,309	23.4%	5,586
August 2019	11,044	482	38	12,291	4,068	33.1%	1,303	10.6%	222	1.8%	3,113	25.3%	1,381	11.2%	2,204	17.9%	4,068	75.7%	1,306	24.3%	5,374
September 2019	13,737	991	72	14,995	5,315	35.4%	1,551	10.3%	266	1.8%	3,695	24.6%	1,790	11.9%	2,378	15.9%	5,315	77.4%	1,551	22.6%	6,866
October 2019	15,981	1,270	95	16,503	5,968	36.2%	1,923	11.7%	260	1.6%	4,039	24.5%	1,959	11.9%	2,354	14.3%	5,968	75.6%	1,926	24.4%	7,894
November 2019	12,937	1,128	92	14,799	4,991	33.7%	1,434	9.7%	205	1.4%	3,681	24.9%	1,741	11.8%	2,747	18.6%	4,991	77.7%	1,432	22.3%	6,423
	13,703	1,134	90	14,443	5,112	35.4%	1,607	11.1%	231	1.6%	3,610	25.0%	1,649	11.4%	2,234	15.5%	5,112	76.1%	1,608	23.9%	6,720
Overall Total	178,138	14,747		187,765	66,452		20,892		3,003		46,931		21,439		29,046		66,454	76.1%	20,901	23.9%	87,355

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 **December 9, 2019** includes all Intakes, CPS Reports, and CWS Referrals received from **November 1, 2019 through November 30, 2019**.

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).

CP&P Annual Trends in CPS Reports and CWS Referrals

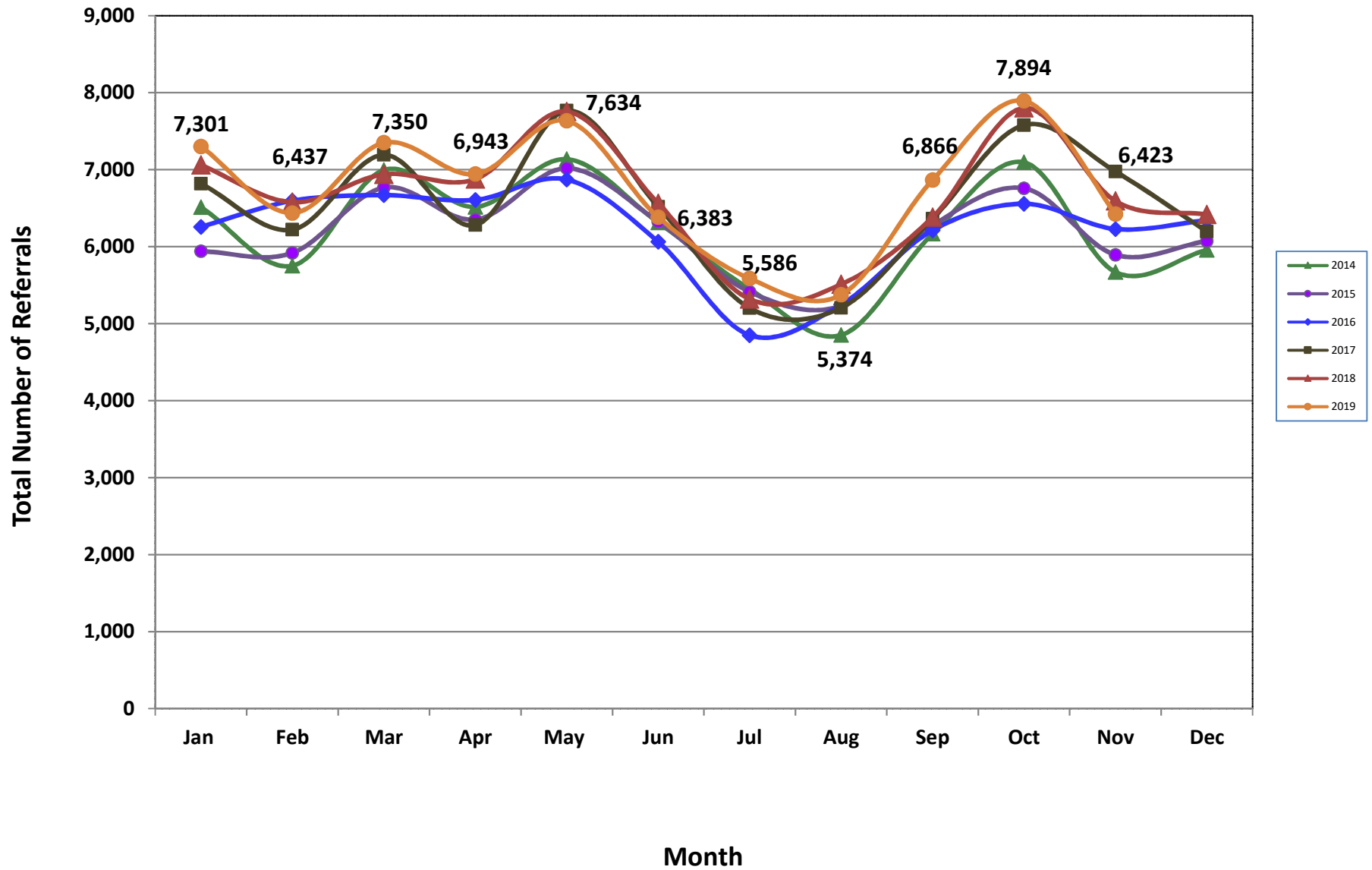


Table 2: Assignments to CP&P Offices: CPS Reports and CWS Referrals¹

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

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

Intake Date ³		CPS Reports ²	CWS Referrals ²	Total Assignments ²
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	78,316
2018	Jan 2018	5,276	1,784	7,060
	Feb 2018	4,933	1,644	6,577
	Mar 2018	5,212	1,727	6,939
	Apr 2018	5,275	1,601	6,876
	May 2018	5,920	1,836	7,756
	Jun 2018	4,948	1,615	6,563
	Jul 2018	4,011	1,308	5,319
	Aug 2018	4,102	1,408	5,510
	Sep 2018	4,748	1,634	6,382
	Oct 2018	5,790	2,011	7,801
	Nov 2018	4,973	1,620	6,593
	Dec 2018	4,891	1,527	6,418
Total		60,079	19,715	79,794
2019	Jan 2019	5,443	1,858	7,301
	Feb 2019	4,811	1,628	6,439
	Mar 2019	5,677	1,824	7,501
	Apr 2019	5,313	1,630	6,943
	May 2019	5,853	1,781	7,634
	June 2019	4,874	1,509	6,383
	July 2019	4,277	1,309	5,586
	Aug 2019	4,068	1,306	5,374
	Sep 2019	5,315	1,551	6,866
	Oct 2019	5,968	1,926	7,894
	Nov 2019	4,991	1,432	6,423
	Total		56,590	17,754
Grand Total		345,048	110,281	455,329

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	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	June 2019	July 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019		13 Month Total	
	School Staff	1,769	1,643	2,151	1,887	2,388	1,732	2,167	1,163	211	90	1,479	2,314	1,703	27%	20,697	24%
	Healthcare Provider	954	891	999	858	977	955	1,033	970	964	917	963	1,059	886	14%	12,426	14%
	Law Enforcement	1,186	1,186	1,131	1,156	1,290	1,329	1,409	1,437	1,416	1,320	1,432	1,425	1,260	20%	16,977	19%
	Government Agency	430	387	417	345	374	392	477	387	448	391	417	457	343	5%	5,265	6%
	Parent	491	481	512	419	513	509	525	492	549	583	534	529	425	7%	6,562	8%
	Relative/Friend/Neighbor	370	393	447	359	399	456	400	418	482	479	505	427	384	6%	5,519	6%
	Anonymous	576	609	656	586	686	641	715	629	493	544	615	674	556	9%	7,980	9%
	CP&P	99	109	125	118	130	107	102	104	126	129	102	110	82	1%	1,443	2%
	Court/Legal	101	132	190	155	162	182	176	158	189	223	180	207	160	2%	2,215	3%
	Community Group/Individual	264	234	274	234	253	257	257	242	279	268	257	310	287	4%	3,416	4%
	Facility Staff (incl Correctional Facility)	86	79	88	57	85	88	81	76	88	92	74	79	67	1%	1,040	1%
	Child (Self)	30	35	23	29	25	32	37	37	50	47	45	34	27	0%	451	1%
	Other	218	226	270	219	204	245	244	248	277	272	249	250	235	4%	3,157	4%
	Daycare/Babysitter	19	13	18	17	15	18	11	22	14	19	14	19	8	0%	207	0%
Total	6,593	6,418	7,301	6,439	7,501	7,501	7,634	6,383	6,383	6,383	6,866	7,894	6,423		87,355		

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

County														Average Number of Assignments Last 13 Months	Oct 19 to Nov 19 Numerical Difference
	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	June 2019	July 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019		
Atlantic	264	243	285	274	296	273	318	279	235	235	282	302	258	273	116%
Bergen	412	377	460	369	460	439	486	376	273	285	402	471	423	403	-48
Burlington	313	318	338	361	337	330	351	288	262	264	352	385	305	323	-80
Camden	515	469	577	485	619	559	588	484	442	422	572	625	523	529	-102
Cape May	73	68	103	83	74	88	70	82	96	80	112	105	78	86	-27
Cumberland	204	200	218	191	235	202	219	214	187	158	206	256	216	208	-40
Essex	712	694	798	723	795	740	851	693	604	622	713	848	703	730	-145
Gloucester	235	233	302	250	272	296	341	265	250	232	259	279	271	268	-8
Hudson	420	425	475	410	518	457	510	422	346	307	400	535	437	436	-98
Hunterdon	58	59	48	52	71	50	67	64	42	48	74	60	63	58	3
Mercer	298	283	298	301	331	295	292	298	264	265	276	337	290	294	-47
Middlesex	426	472	527	476	505	449	505	412	337	357	489	558	426	457	-132
Monmouth	380	352	433	333	424	359	424	376	295	287	378	437	350	371	-87
Morris	224	242	264	215	244	241	303	200	181	187	266	255	226	234	-29
Ocean	450	408	428	382	440	460	459	386	385	337	428	525	387	421	-138
Passaic	461	438	482	394	527	485	535	431	356	327	443	519	390	445	-129
Salem	72	70	97	71	75	91	77	57	83	85	92	98	78	80	-20
Somerset	181	165	160	158	196	158	167	155	155	114	180	202	155	165	-47
Sussex	81	97	100	122	116	94	114	104	83	107	125	129	91	105	-38
Union	351	343	401	359	405	353	398	317	276	252	321	400	345	348	-55
Warren	93	104	89	73	118	131	104	102	82	88	97	96	93	98	-3
County Subtotals	6,223	6,060	6,883	6,082	7,058	6,550	7,179	6,005	5,234	5,059	6,467	7,422	6,108	6,333	-1,314
Central Region IAIU	63	47	61	47	61	66	82	57	58	41	60	70	49	59	-21
Metro Region IAIU	61	51	55	47	62	45	64	41	36	42	43	80	45	52	-35
Northern Region IAIU	70	64	58	74	83	57	89	64	53	37	68	77	45	65	-32
Southern Region IAIU	58	71	92	70	85	90	90	69	66	57	83	75	59	74	-16
IAIU Subtotals	252	233	266	238	291	258	325	231	213	177	254	302	198	249	-104
Unable to Determine¹	117	121	149	119	151	132	127	147	138	138	145	170	117	136	-53
Other Offices	1	4	3	0	1	3	3	0	1	0	0	0	0	1	0
Grand Total	6,593	6,418	7,301	6,439	7,501	6,943	7,634	6,383	5,586	5,374	6,866	7,894	6,423	6,720	-1471

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	
			Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	June 2019	July 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019		
SUSSEX	Sussex	CPS	64	67	77	88	87	75	81	77	64	84	104	97	71	1036	
		CWS	17	30	23	34	29	19	33	27	19	23	21	32	20	327	
		Total	81	97	100	122	116	94	114	104	83	107	125	129	91	1363	
	County Totals	CPS	64	67	77	88	87	75	81	77	64	84	104	97	71	1036	
		CWS	17	30	23	34	29	19	33	27	19	23	21	32	20	327	
		Total	81	97	100	122	116	94	114	104	83	107	125	129	91	1363	
UNION	Union Central	CPS	85	81	104	87	99	100	95	95	70	75	82	91	81	1145	
		CWS	26	34	43	27	32	31	29	25	19	17	26	31	32	372	
		Total	111	115	147	114	131	131	124	120	89	92	108	122	113	1517	
	Union East	CPS	93	94	94	104	98	94	104	80	76	63	68	89	81	1138	
		CWS	29	26	35	38	45	22	30	25	21	22	29	40	29	391	
		Total	122	120	129	142	143	116	134	105	97	85	97	129	110	1529	
	Union West	CPS	88	83	98	79	98	76	103	71	68	55	94	112	99	1124	
		CWS	30	25	27	24	33	30	37	21	22	20	22	37	23	351	
		Total	118	108	125	103	131	106	140	92	90	75	116	149	122	1475	
	County Totals	CPS	266	258	296	270	295	270	302	246	214	193	244	292	261	3407	
		CWS	85	85	105	89	110	83	96	71	62	59	77	108	84	1114	
Total		351	343	401	359	405	353	398	317	276	252	321	400	345	4521		
WARREN	Warren	CPS	71	77	61	54	88	97	81	76	62	69	79	72	78	965	
		CWS	22	27	28	19	30	34	23	26	20	19	18	24	15	305	
		Total	93	104	89	73	118	131	104	102	82	88	97	96	93	1270	
	County Totals	CPS	71	77	61	54	88	97	81	76	62	69	79	72	78	965	
		CWS	22	27	28	19	30	34	23	26	20	19	18	24	15	305	
		Total	93	104	89	73	118	131	104	102	82	88	97	96	1270		
County CPS Referral Total		CPS	4,653	4,587	5,091	4,502	5,302	4,965	5,445	4,550	3,989	3,825	4,969	5,558	4,725	62,161	
County CWS Referral Total		CWS	1,570	1,473	1,792	1,580	1,756	1,585	1,734	1,455	1,245	1,234	1,498	1,864	1,383	20,169	
County Referral Total		Total	6,223	6,060	6,883	6,082	7,058	6,550	7,179	6,005	5,234	5,059	6,467	7,422	6,108	82,330	
Central Region IAIU		CPS	63	47	61	47	61	66	82	57	58	41	60	70	49	762	
		CWS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		Total	63	47	61	47	61	66	82	57	58	41	60	70	49	762	
Metro Region IAIU		CPS	61	51	55	47	62	45	64	41	36	42	43	80	45	672	
		CWS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		Total	61	51	55	47	62	45	64	41	36	42	43	80	45	672	
Northern Region IAIU		CPS	70	64	58	74	83	57	89	64	53	37	68	77	45	839	
		CWS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		Total	70	64	58	74	83	57	89	64	53	37	68	77	45	839	
Southern Region IAIU		CPS	58	71	92	70	85	90	90	69	66	57	83	75	59	965	
		CWS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		Total	58	71	92	70	85	90	90	69	66	57	83	75	59	965	
IAIU CPS Subtotal		CPS	252	233	266	238	291	258	325	231	213	177	254	302	198	3,238	
IAIU CWS Subtotal		CWS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
IAIU Subtotal		Total	252	233	266	238	291	258	325	231	213	177	254	302	198	3,238	
County and IAIU CPS Subtotal		CPS	4,905	4,820	5,357	4,740	5,593	5,223	5,770	4,781	4,202	4,002	5,223	5,860	4,923	65,399	
County and IAIU CWS Subtotal		CWS	1,570	1,473	1,792	1,580	1,756	1,585	1,734	1,455	1,245	1,234	1,498	1,864	1,383	20,169	
Unable to Determine⁽¹⁾		Total	117	121	149	119	151	132	127	147	138	138	145	170	117	1,771	
Other Offices		Total	1	4	3	0	1	3	3	0	1	0	0	0	0	16	
Grand Total		Total	6,593	6,418	7,301	6,439	7,501	6,943	7,634	6,383	5,586	5,374	6,866	7,894	6,423	87,355	

⁽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.