



Child Protection and Permanency

Monthly Screening and Investigation Report November 2021

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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}

2020-2021	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)		Unusual Incident (UIRS)		CPS Reports		CWS Referrals		Total
					n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	
November 2020	10,789	1,462	183	10,930	3,564	32.6%	670	6.1%	141	1.3%	2,608	23.9%	2,159	19.8%	1,788	16.4%	0	0.0%	3,564	84.2%	670	15.8%	4,234
December 2020	9,618	1,385	238	10,567	3,517	33.3%	681	6.4%	149	1.4%	2,345	22.2%	2,123	20.1%	1,752	16.6%	0	0.0%	3,517	83.8%	681	16.2%	4,198
January 2021	11,339	1,452	199	12,032	4,018	33.4%	794	6.6%	190	1.6%	2,818	23.4%	2,324	19.3%	1,888	15.7%	0	0.0%	4,018	83.5%	794	16.5%	4,812
February 2021	11,060	966	186	11,302	3,767	33.3%	655	5.8%	167	1.5%	2,499	22.1%	2,394	21.2%	1,820	16.1%	0	0.0%	3,767	85.2%	655	14.8%	4,422
March 2021	12,731	666	75	13,372	4,657	34.8%	829	6.2%	261	2.0%	2,868	21.4%	2,796	20.9%	1,961	14.7%	0	0.0%	4,657	84.9%	830	15.1%	5,487
April 2021	11,772	680	94	12,287	4,398	35.8%	750	6.1%	187	1.5%	2,796	22.8%	2,287	18.6%	1,869	15.2%	0	0.0%	4,398	85.4%	750	14.6%	5,148
May 2021	12,496	686	87	13,132	4,870	37.1%	734	5.6%	219	1.7%	3,025	23.0%	2,523	19.2%	1,761	13.4%	0	0.0%	4,870	86.9%	736	13.1%	5,606
June 2021	11,893	895	117	12,269	4,412	36.0%	591	4.8%	188	1.5%	2,943	24.0%	2,430	19.8%	1,705	13.9%	0	0.0%	4,412	88.2%	592	11.8%	5,004
July 2021	10,578	638	127	10,996	3,914	35.6%	569	5.2%	142	1.3%	2,642	24.0%	2,079	18.9%	1,650	15.0%	0	0.0%	3,914	87.3%	570	12.7%	4,484
August 2021	10,365	508	78	10,897	3,866	35.5%	482	4.4%	172	1.6%	2,371	21.8%	2,301	21.1%	1,704	15.6%	1	0.0%	3,866	88.9%	482	11.1%	4,348
September 2021	12,259	591	91	12,780	4,559	35.7%	564	4.4%	148	1.2%	2,794	21.9%	2,894	22.6%	1,819	14.2%	2	0.0%	4,559	89.0%	564	11.0%	5,123
October 2021	14,262	1,183	152	14,500	5,213	36.0%	631	4.4%	200	1.4%	3,287	22.7%	3,277	22.6%	1,890	13.0%	2	0.0%	5,213	89.2%	630	10.8%	5,843
November 2021	13,077	1,619	262	12,689	4,689	37.0%	539	4.2%	165	1.3%	2,817	22.2%	2,865	22.6%	1,609	12.7%	5	0.0%	4,689	89.7%	541	10.3%	5,230
	11,711	979	145	12,135	4,265	35.1%	653	5.4%	179	1.5%	2,755	22.7%	2,496	20.6%	1,786	14.7%	1	0.0%	4,265	86.7%	653	13.3%	4,918
Overall Total	152,239	12,731		157,753	55,444		8,489		2,329		35,813		32,452		23,216		10		55,444	86.7%	8,495	13.3%	63,939

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 08, 2021** includes all Intakes, CPS Reports, and CWS Referrals received from **November 01, 2021** through **November 30, 2021**.

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

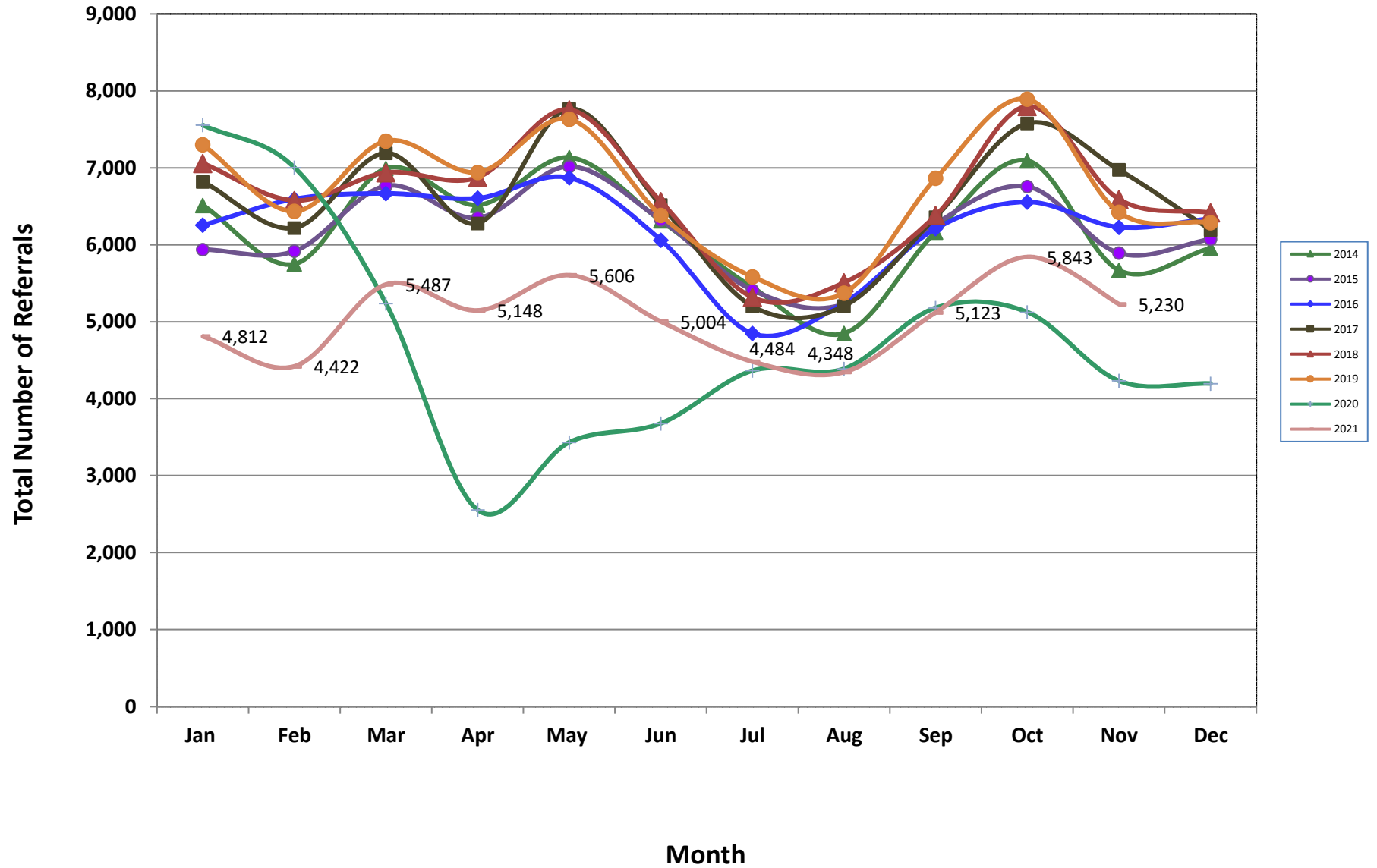


Table 2: Assignments to CP&P Offices: CPS Reports and CWS Referrals¹

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

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

Intake Date ³		CPS Reports ²	CWS Referrals ²	Total Assignments ²
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
	Jun 2019	4,874	1,509	6,383
	Jul 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
	Dec 2019	4,855	1,434	6,289
	Total	61,445	19,188	80,633
2020	Jan 2020	5,715	1,842	7,557
	Feb 2020	5,380	1,624	7,004
	Mar 2020	4,172	1,065	5,237
	Apr 2020	2,149	407	2,556
	May 2020	2,897	537	3,434
	Jun 2020	3,045	636	3,681
	Jul 2020	3,628	738	4,366
	Aug 2020	3,569	822	4,391
	Sep 2020	4,153	1,030	5,183
	Oct 2020	4,257	868	5,125
	Nov 2020	3,564	670	4,234
	Dec 2020	3,517	681	4,198
	Total	46,046	10,920	56,966
2021	Jan 2021	4,018	794	4,812
	Feb 2021	3,767	655	4,422
	Mar 2021	4,657	830	5,487
	Apr 2021	4,398	750	5,148
	May 2021	4,870	736	5,606
	Jun 2021	4,412	592	5,004
	Jul 2021	3,914	570	4,484
	Aug 2021	3,866	482	4,348
	Sep 2021	4,559	564	5,123
	Oct 2021	5,213	630	5,843
	Nov 2021	4,689	541	5,230
	Total	48,363	7,144	55,507
Grand Total		330,632	95,086	425,718

Table 3: Source of CPS Reports and CWS Referrals

CPS Reports and CWS Referrals	Source	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021		13 Month Total	
	School Staff	515	523	709	664	989	759	913	531	145	83	863	1,450	1,303	25%	9,447	15%
	Healthcare Provider	817	760	835	815	930	897	917	819	839	789	824	780	746	14%	10,768	17%
	Law Enforcement	1,147	1,092	1,226	1,122	1,311	1,329	1,542	1,466	1,442	1,384	1,397	1,446	1,340	26%	17,244	27%
	Government Agency	180	233	280	261	323	309	272	221	248	265	266	222	205	4%	3,285	5%
	Parent	330	355	374	302	392	409	387	396	392	404	347	393	377	7%	4,858	8%
	Relative/Friend/Neighbor	294	286	336	284	332	338	355	382	362	363	372	350	289	6%	4,343	7%
	Anonymous	386	400	442	415	499	450	487	476	387	401	444	506	364	7%	5,657	9%
	CP&P	72	82	62	61	96	89	89	76	58	45	60	73	45	1%	908	1%
	Court/Legal	77	81	99	91	127	102	111	119	125	88	120	126	89	2%	1,355	2%
	Community Group/Individual	141	132	168	152	182	159	175	176	149	159	137	175	169	3%	2,074	3%
	Facility Staff (incl Correctional Facility)	53	60	56	48	52	64	67	66	65	69	51	55	47	1%	753	1%
	Child (Self)	34	31	29	27	35	37	33	22	26	49	41	42	28	1%	434	1%
	Other	177	150	187	171	204	197	245	245	226	236	189	214	217	4%	2,658	4%
	Daycare/Babysitter	11	13	9	9	15	9	13	9	20	13	12	11	11	0%	155	0%
Total	4,234	4,198	4,812	4,422	5,487	5,148	5,606	5,004	4,484	4,348	5,123	5,843	5,230		63,939		

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

County														Average Number of Assignments Last 13 Months	Oct 21 to Nov 21 Numerical Difference
	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021		
Atlantic	181	199	205	185	237	224	265	241	197	182	215	255	234	217	-21
Bergen	255	245	276	289	323	314	343	273	255	249	325	350	345	296	-5
Burlington	224	224	230	232	297	269	307	286	238	223	263	280	264	257	-16
Camden	337	356	420	432	497	459	456	403	381	371	466	511	407	423	-104
Cape May	72	61	70	73	87	68	81	56	81	72	70	70	66	71	-4
Cumberland	147	147	141	154	203	190	173	165	153	140	180	196	167	166	-29
Essex	419	416	458	452	530	441	520	501	457	442	484	565	535	478	-30
Gloucester	186	202	197	176	239	237	219	228	205	207	208	221	215	211	-6
Hudson	234	296	301	243	305	313	341	319	255	287	303	371	349	301	-22
Hunterdon	36	29	46	42	41	47	47	34	37	33	39	52	44	41	-8
Mercer	193	194	201	184	221	213	264	230	200	185	222	245	218	213	-27
Middlesex	286	303	356	295	382	364	428	349	299	317	385	472	355	353	-117
Monmouth	254	237	304	289	304	294	296	262	249	256	250	331	294	278	-37
Morris	164	148	182	139	198	168	162	190	141	137	173	185	189	167	4
Ocean	294	290	321	291	394	389	396	360	290	310	337	382	341	338	-41
Passaic	255	225	328	243	310	326	346	291	285	245	313	402	350	301	-52
Salem	67	53	71	64	83	76	76	64	61	48	75	78	56	67	-22
Somerset	123	106	114	120	130	139	153	130	108	97	131	148	130	125	-18
Sussex	74	46	63	73	103	95	78	70	62	67	90	99	85	77	-14
Union	189	210	256	218	271	260	321	266	240	226	256	293	277	253	-16
Warren	67	66	93	70	102	73	104	86	87	55	99	68	93	82	25
County Subtotals	4,057	4,053	4,633	4,264	5,257	4,959	5,376	4,804	4,281	4,149	4,884	5,574	5,014	4,716	-560
Central Region IAIU	23	13	28	20	30	20	41	22	35	25	42	53	31	29	-22
Metro Region IAIU	16	11	12	11	22	14	18	17	11	22	36	29	26	19	-3
Northern Region IAIU	11	8	18	14	23	20	28	18	23	19	27	39	44	22	5
Southern Region IAIU	23	26	33	34	46	35	48	33	42	42	51	41	33	37	-8
IAIU Subtotals	73	58	91	79	121	89	135	90	111	108	156	162	134	108	-28
¹ Unable to Determine	103	85	85	79	108	98	94	108	89	91	83	107	82	93	-25
Other Offices	1	2	3	0	1	2	1	2	3	0	0	0	0	1	0
Grand Total	4,234	4,198	4,812	4,422	5,487	5,148	5,606	5,004	4,484	4,348	5,123	5,843	5,230	4,918	-613

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 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021		
SUSSEX	Sussex	CPS	64	41	54	66	93	86	70	64	52	62	82	86	71	891	
		CWS	10	5	9	7	10	9	8	6	10	5	8	13	14	114	
		Total	74	46	63	73	103	95	78	70	62	67	90	99	85	1005	
	County Totals	CPS	64	41	54	66	93	86	70	64	52	62	82	86	71	891	
		CWS	10	5	9	7	10	9	8	6	10	5	8	13	14	114	
UNION	Union Central	CPS	48	67	63	57	68	67	88	70	74	65	72	87	64	890	
		CWS	11	7	15	10	25	14	17	5	10	9	8	3	11	145	
		Total	59	74	78	67	93	81	105	75	84	74	80	90	75	1035	
	Union East	CPS	51	57	72	73	66	61	88	95	72	68	66	93	88	950	
		CWS	10	10	19	5	15	15	18	9	2	8	11	9	9	140	
		Total	61	67	91	78	81	76	106	104	74	76	77	102	97	1090	
	Union West	CPS	58	58	69	65	79	80	101	79	70	70	89	93	95	1006	
		CWS	11	11	18	8	18	23	9	8	12	6	10	8	10	152	
		Total	69	69	87	73	97	103	110	87	82	76	99	101	105	1158	
	County Totals	CPS	157	182	204	195	213	208	277	244	216	203	227	273	247	2846	
		CWS	32	28	52	23	58	52	44	22	24	23	29	20	30	437	
		Total	189	210	256	218	271	260	321	266	240	226	256	293	277	3283	
	WARREN	Warren	CPS	59	57	84	57	83	64	87	77	78	51	91	64	86	938
CWS			8	9	9	13	19	9	17	9	9	4	8	4	7	125	
Total			67	66	93	70	102	73	104	86	87	55	99	68	93	1063	
County Totals		CPS	59	57	84	57	83	64	87	77	78	51	91	64	86	938	
		CWS	8	9	9	13	19	9	17	9	9	4	8	4	7	125	
Total	67	66	93	70	102	73	104	86	87	55	99	68	93	1063			
County CPS Referral Total		CPS	3,435	3,412	3,871	3,645	4,475	4,248	4,686	4,264	3,754	3,712	4,360	5,001	4,508	53,371	
County CWS Referral Total		CWS	622	641	762	619	782	711	690	540	527	437	524	573	506	7,934	
County Referral Total		Total	4,057	4,053	4,633	4,264	5,257	4,959	5,376	4,804	4,281	4,149	4,884	5,574	5,014	61,305	
Central Region IAIU		CPS	23	13	28	20	30	20	41	22	35	25	42	53	31	383	
		CWS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		Total	23	13	28	20	30	20	41	22	35	25	42	53	31	383	
Metro Region IAIU		CPS	16	11	12	11	22	14	18	17	11	22	36	28	26	244	
		CWS	0	0	0	0	0	0	0	0	0	0	0	1	0	1	2
		Total	16	11	12	11	22	14	18	17	11	22	36	29	26	245	
Northern Region IAIU		CPS	11	8	18	14	22	20	28	18	23	19	27	39	44	291	
		CWS	0	0	0	0	1	0	0	0	0	0	0	0	0	1	1
		Total	11	8	18	14	23	20	28	18	23	19	27	39	44	292	
Southern Region IAIU		CPS	23	26	33	34	46	35	48	33	42	42	51	41	33	487	
		CWS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		Total	23	26	33	34	46	35	48	33	42	42	51	41	33	487	
IAIU CPS Subtotal		CPS	73	58	91	79	120	89	135	90	111	108	156	161	134	1,405	
IAIU CWS Subtotal		CWS	0	0	0	0	1	0	0	0	0	0	1	0	0	2	
IAIU Subtotal		Total	73	58	91	79	121	89	135	90	111	108	156	162	134	1,407	
County and IAIU CPS Subtotal		CPS	3,508	3,470	3,962	3,724	4,595	4,337	4,821	4,354	3,865	3,820	4,516	5,162	4,642	54,776	
County and IAIU CWS Subtotal		CWS	622	641	762	619	783	711	690	540	527	437	524	574	506	7,936	
Unable to Determine(1)		Total	103	85	85	79	108	98	94	108	89	91	83	107	82	1,212	
Other Offices		Total	1	2	3	0	1	2	1	2	3	0	0	0	0	15	
Grand Total		Total	4,234	4,198	4,812	4,422	5,487	5,148	5,606	5,004	4,484	4,348	5,123	5,843	5,230	63,939	

(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.