



JB Pritzker
Governor

Marc D. Smith
Director

Six - Year Statistics on Hotline Call and Intake Volume

Data as of August 31, 2021

Full-Year Data for Fiscal Years 2017 - 2021

YTD Data for Fiscal Year 2022

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217-785-2509 · 217-524-3715 / TTY
www.DCFS.illinois.gov

Illinois Department of Children & Family Services
State Central Registry Call and Intake Volume
 Fiscal Year to Date 8/31/2021

		FYTD 2022		FY 2021		FY 2020		FY 2019		FY 2018		FY 2017	
		Total		Total		Total		Total		Total		Total	
Call Volume		32,257		200,607		249,260		268,406		276,538		252,568	
Intake Type	Intake Sub Type	Total	% of All Intakes	Total	% of All Intakes	Total	% of All Intakes	Total	% of All Intakes	Total	% of All Intakes	Total	% of All Intakes
Assigned	CA/N	14,111	42.8%	86,732	43.6%	80,823	47%	86,942	47.8%	81,245	49%	75,003	43.4%
	CWS	2,131	6.5%	14,257	7.2%	9,022	5.2%	5,531	3%	6,005	3.6%	6,010	3.5%
	Information Only	1,627	4.9%	9,543	4.8%	8,971	5.2%	18,211	10%	14,456	8.7%	8,880	5.1%
	Licensing Complaint	1	0%	7	0%	9	0%						
	Licensing Referrals	181	0.5%	798	0.4%	760	0.4%	892	0.5%	854	0.5%	955	0.6%
	Neglect By Agency	3	0%	16	0%	7	0%	8	0%	24	0%	37	0%
	Related Information	5,732	17.4%	34,088	17.1%	25,828	15%	27,063	14.9%	23,646	14.3%	23,548	13.6%
	SIDS/Unusual Death	42	0.1%	254	0.1%	263	0.2%	247	0.1%	239	0.1%	241	0.1%
Assigned Total:		23,828	72.2%	145,695	73.2%	125,683	73.1%	138,894	76.3%	126,469	76.2%	114,674	66.3%
Intake Type	Intake Sub Type	Total	% of All Intakes	Total	% of All Intakes	Total	% of All Intakes	Total	% of All Intakes	Total	% of All Intakes	Total	% of All Intakes
Other	Crank Calls / Harassment	107	0.3%	199	0.1%	61	0%	46	0%	20	0%	25	0%
	Hang Up / Wrong Number	835	2.5%	3,768	1.9%	1,048	0.6%	435	0.2%	438	0.3%	829	0.5%
	I & R							3	0%	5,901	3.6%	27,122	15.7%
	Miscellaneous Calls	2,816	8.5%	15,810	7.9%	10,002	5.8%	9,587	5.3%	6,042	3.6%	1,829	1.1%
	No Report Taken	4,698	14.2%	29,296	14.7%	33,906	19.7%	32,535	17.9%	26,545	16%	27,511	15.9%
	Transfer	719	2.2%	4,347	2.2%	1,188	0.7%	557	0.3%	503	0.3%	944	0.5%
Other Total:		9,175	27.8%	53,420	26.8%	46,205	26.9%	43,163	23.7%	39,449	23.8%	58,260	33.7%
All Intake Total:		33,003	100.0%	199,115	100.0%	171,888	100.0%	182,057	100.0%	165,918	100.0%	172,934	100.0%

Abbreviations: Child Abuse/Neglect (CA/N), Child Welfare Services (CWS), Intake & Referral (I&R). Mandated Caller/No Report Taken (MCNRT), State Central Registry (SCR, or Hotline).