

JB Pritzker
Governor



Marc D. Smith
Director

Six - Year Statistics on Hotline Call and Intake Volume

Data as of March 31, 2023

Full-Year Data for Fiscal Years 2018 - 2022

YTD Data for Fiscal Year 2023

406 E. Monroe Street · Springfield, Illinois 62701
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 3/31/2023

		FYTD 2023		FY 2022		FY 2021		FY 2020		FY 2019		FY 2018	
		Total		Total		Total		Total		Total		Total	
Call Volume		172,082		216,644		200,607		249,260		268,406		276,538	
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	70,321	40.1%	94,675	42.6%	86,732	43.6%	80,823	47%	86,942	47.8%	81,245	49%
	CWS	14,731	8.4%	16,635	7.5%	14,242	7.2%	9,014	5.2%	5,531	3%	6,005	3.6%
	Information Only	9,310	5.3%	11,368	5.1%	9,544	4.8%	8,971	5.2%	18,211	10%	14,456	8.7%
	Licensing Complaint	5	0%	6	0%	7	0%	9	0%				
	Licensing Referrals	869	0.5%	1,000	0.4%	798	0.4%	760	0.4%	892	0.5%	854	0.5%
	Neglect By Agency	15	0%	20	0%	16	0%	7	0%	8	0%	24	0%
	Related Information	30,495	17.4%	39,387	17.7%	34,088	17.1%	25,827	15%	27,063	14.9%	23,646	14.3%
	SIDS/Unusual Death	273	0.2%	284	0.1%	254	0.1%	263	0.2%	247	0.1%	239	0.1%
Assigned Total:		126,019	71.8%	163,375	73.5%	145,681	73.2%	125,674	73.1%	138,894	76.3%	126,469	76.2%
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	196	0.1%	298	0.1%	199	0.1%	61	0%	46	0%	20	0%
	Hang Up / Wrong Number	4,454	2.5%	4,605	2.1%	3,768	1.9%	1,048	0.6%	435	0.2%	438	0.3%
	I & R									3	0%	5,901	3.6%
	Miscellaneous Calls	14,954	8.5%	17,381	7.8%	15,810	7.9%	10,001	5.8%	9,587	5.3%	6,042	3.6%
	No Report Taken	25,778	14.7%	32,115	14.4%	29,296	14.7%	33,906	19.7%	32,535	17.9%	26,545	16%
	Transfer	4,006	2.3%	4,651	2.1%	4,347	2.2%	1,188	0.7%	557	0.3%	503	0.3%
	Other Total:		49,388	28.2%	59,050	26.5%	53,420	26.8%	46,204	26.9%	43,163	23.7%	39,449
All Intake Total:		175,407	100.0%	222,425	100.0%	199,101	100.0%	171,878	100.0%	182,057	100.0%	165,918	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).