

JB Pritzker
Governor



Heidi E. Mueller
Director

Six - Year Statistics on Hotline Call and Intake Volume

Data as of April 30, 2024

Full-Year Data for Fiscal Years 2019 - 2023

YTD Data for Fiscal Year 2024

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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 4/30/2024

		FYTD 2024		FY 2023		FY 2022		FY 2021		FY 2020		FY 2019	
		Total		Total		Total		Total		Total		Total	
Call Volume		196,189		231,527		216,644		200,607		249,260		268,406	
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	80,586	40.8%	94,508	40.1%	94,675	42.6%	86,732	43.6%	80,823	47%	86,942	47.8%
	CWS	16,305	8.2%	19,508	8.3%	16,631	7.5%	14,239	7.2%	9,013	5.2%	5,531	3%
	Information Only	10,489	5.3%	12,378	5.2%	11,368	5.1%	9,544	4.8%	8,971	5.2%	18,211	10%
	Licensing Complaint	8	0%	10	0%	6	0%	7	0%	9	0%		
	Licensing Referrals	964	0.5%	1,127	0.5%	1,000	0.4%	798	0.4%	760	0.4%	892	0.5%
	Neglect By Agency	3	0%	16	0%	20	0%	16	0%	7	0%	8	0%
	Related Information	35,910	18.2%	41,194	17.5%	39,387	17.7%	34,088	17.1%	25,827	15%	27,063	14.9%
	SIDS/Unusual Death	325	0.2%	368	0.2%	284	0.1%	254	0.1%	263	0.2%	247	0.1%
Assigned Total:		144,590	73.2%	169,109	71.7%	163,371	73.5%	145,678	73.2%	125,673	73.1%	138,894	76.3%
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	275	0.1%	277	0.1%	298	0.1%	199	0.1%	61	0%	46	0%
	Hang Up / Wrong Number	5,727	2.9%	6,209	2.6%	4,605	2.1%	3,768	1.9%	1,048	0.6%	435	0.2%
	I & R											3	0%
	Miscellaneous Calls	12,719	6.4%	20,346	8.6%	17,381	7.8%	15,810	7.9%	10,001	5.8%	9,587	5.3%
	No Report Taken	30,173	15.3%	34,537	14.6%	32,115	14.4%	29,296	14.7%	33,906	19.7%	32,535	17.9%
	Transfer	4,176	2.1%	5,344	2.3%	4,651	2.1%	4,347	2.2%	1,188	0.7%	557	0.3%
	Other Total:		53,070	26.8%	66,713	28.3%	59,050	26.5%	53,420	26.8%	46,204	26.9%	43,163
All Intake Total:		197,660	100.0%	235,822	100.0%	222,421	100.0%	199,098	100.0%	171,877	100.0%	182,057	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).