

JB Pritzker
Governor



Marc D. Smith
Director

Six - Year Statistics on Hotline Call and Intake Volume

Data as of August 31, 2023

Full-Year Data for Fiscal Years 2019 - 2023

YTD Data for Fiscal Year 2024

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www.DCFS.illinois.gov

Illinois Department of Children & Family Services
State Central Registry Call and Intake Volume
 Fiscal Year to Date 8/31/2023

		FYTD 2024		FY 2023		FY 2022		FY 2021		FY 2020		FY 2019	
		Total		Total		Total		Total		Total		Total	
Call Volume		35,187		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	14,257	39.9%	94,516	40.1%	94,675	42.6%	86,732	43.6%	80,823	47%	86,942	47.8%
	CWS	2,745	7.7%	19,514	8.3%	16,632	7.5%	14,241	7.2%	9,014	5.2%	5,531	3%
	Information Only	1,862	5.2%	12,378	5.2%	11,368	5.1%	9,544	4.8%	8,971	5.2%	18,211	10%
	Licensing Complaint	1	0%	10	0%	6	0%	7	0%	9	0%		
	Licensing Referrals	223	0.6%	1,127	0.5%	1,000	0.4%	798	0.4%	760	0.4%	892	0.5%
	Neglect By Agency	2	0%	16	0%	20	0%	16	0%	7	0%	8	0%
	Related Information	6,005	16.8%	41,187	17.5%	39,387	17.7%	34,088	17.1%	25,827	15%	27,063	14.9%
	SIDS/Unusual Death	56	0.2%	368	0.2%	284	0.1%	254	0.1%	263	0.2%	247	0.1%
Assigned Total:		25,151	70.3%	169,116	71.7%	163,372	73.5%	145,680	73.2%	125,674	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	46	0.1%	277	0.1%	298	0.1%	199	0.1%	61	0%	46	0%
	Hang Up / Wrong Number	1,154	3.2%	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	3,448	9.6%	20,346	8.6%	17,381	7.8%	15,810	7.9%	10,001	5.8%	9,587	5.3%
	No Report Taken	5,148	14.4%	34,537	14.6%	32,115	14.4%	29,296	14.7%	33,906	19.7%	32,535	17.9%
	Transfer	826	2.3%	5,344	2.3%	4,651	2.1%	4,347	2.2%	1,188	0.7%	557	0.3%
	Other Total:		10,622	29.7%	66,713	28.3%	59,050	26.5%	53,420	26.8%	46,204	26.9%	43,163
All Intake Total:		35,773	100.0%	235,829	100.0%	222,422	100.0%	199,100	100.0%	171,878	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).