



JB Pritzker, Governor



Heidi E. Mueller, Director

Six - Year Statistics on Hotline Call and Intake Volume

Data as of March 31, 2026

Full-Year Data for Fiscal Years 2021 - 2025

YTD Data for Fiscal Year 2026

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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 3/31/2026

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State Central Registry Call and Intake Volume
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		FYTD 2026		FY 2025		FY 2024		FY 2023		FY 2022		FY 2021	
		Total		Total		Total		Total		Total		Total	
Call Volume		182,289		238,169		234,527		231,527		216,644		200,607	
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	51,028	31.5%	78,093	34.4%	96,251	40.8%	94,507	40.1%	94,675	42.6%	86,732	43.6%
	CAC Referral	1,812	1.1%	2,047	0.9%								
	Courtesy Interview Request	744	0.5%	856	0.4%								
	CWS			1,821	0.8%	19,402	8.2%	19,493	8.3%	16,629	7.5%	14,238	7.2%
	Dependency	383	0.2%	467	0.2%								
	EFSP	568	0.4%	765	0.3%								
	Information Only			1,317	0.6%	12,591	5.3%	12,377	5.2%	11,367	5.1%	9,544	4.8%
	Information To Worker	9,759	6%	9,960	4.4%								
	Investigation On A 20-Day Hold	1,170	0.7%	1,296	0.6%								
	Licensing Complaint			6	0%	11	0%	10	0%	6	0%	7	0%
	Licensing Referrals	1,435	0.9%	1,568	0.7%	1,161	0.5%	1,127	0.5%	1,000	0.4%	798	0.4%
	MRAI	580	0.4%	532	0.2%								
	Neglect By Agency	2	0%	16	0%	5	0%	16	0%	20	0%	16	0%
	Preventative Services	12,320	7.6%	11,533	5.1%								
	Prior Indicated or Service History	14,969	9.2%	14,125	6.2%								
	Related Information	23,367	14.4%	36,415	16%	43,367	18.4%	41,194	17.5%	39,387	17.7%	34,088	17.1%
	Safe Haven	9	0%	7	0%								
SIDS/Unusual Death	335	0.2%	479	0.2%	399	0.2%	368	0.2%	284	0.1%	254	0.1%	
Assigned Total:		118,481	73.1%	161,303	71%	173,187	73.4%	169,092	71.7%	163,368	73.5%	145,677	73.2%
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	55	0%	69	0%	310	0.1%	277	0.1%	298	0.1%	199	0.1%
	Hang Up / Wrong Number	230	0.1%	4,454	2%	6,809	2.9%	6,209	2.6%	4,605	2.1%	3,768	1.9%

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Other

Miscellaneous Calls	7,085	4.4%	12,346	5.4%	14,487	6.1%	20,346	8.6%	17,381	7.8%	15,810	7.9%
No Report Taken	35,963	22.2%	45,394	20%	36,157	15.3%	34,537	14.6%	32,115	14.4%	29,296	14.7%
Transfer	231	0.1%	3,560	1.6%	5,092	2.2%	5,344	2.3%	4,651	2.1%	4,347	2.2%
Other Total:	43,564	26.9%	65,823	29%	62,855	26.6%	66,713	28.3%	59,050	26.5%	53,420	26.8%
All Intake Total:	162,045	100.0%	227,126	100.0%	236,042	100.0%	235,805	100.0%	222,418	100.0%	199,097	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).