



Family Services
2025 Executive Summary

	Month							
	March 2024	March 2025	2021	2022	2023	2024	Projected 2025	2024-2025 % Δ
Intake Calls (Target Time = < Than 5 Min)								
Law Enforcement/Medical Phone Calls ⁵	2,310	1,636	18,634	18,789	18,485	20,350	18,248	-10.3%
Community Phone Calls ⁵	3,571	2,070	23,023	27,065	26,977	27,972	25,080	-10.3%
Community Calls Answered In Target Time	3,105	1,390	19,666	23,832	24,395	23,445	17,268	-26.3%
% of Community Calls Answered in Target Time ¹	87.0%	67.1%	85.4%	88.1%	90.4%	83.8%	68.9%	-17.9%
Reported by Internet/Email	473	719	3,792	4,747	4,267	5,041	7,204	42.9%
Reported by Fax	11	1	253	358	112	73	52	-28.8%
Child Protective Services								
Total CPS Investigations	1,027	1,094	13,904	12,966	12,710	12,546	11,920	-5.0%
% Initiated Within Priority Timeframes	84%	82%	83%	88%	86%	84%	84.4%	0.8%
New Children on CPS Caseload	1,666	1,697	22,015	20,663	20,004	19,842	18,864	-4.9%
Permanency and Adoption								
New Children on Permanency Caseload	384	490	4,100	3,854	4,979	4,899	4,468	-8.8%
Total Children Adopted	29	40	600	590	511	528	336	-36.4%
Total Children Reunified	103	111	1,595	1,342	1,532	1,310	1,288	-1.7%
Total Children - Guardianship	4	4	100	90	88	74	68	-8.1%
Total Children - KinGAP ²	6	14	117	91	118	122	112	-8.2%
Visitation and Licensing								
Scheduled Visitation Center Visits	1,900	1,542	12,448	10,721	19,091	20,012	18,292	-8.6%
Visitors to the Visitation Center	4,244	4,263	29,716	23,609	42,410	46,672	49,968	7.1%
Licensed Fictive Kin Homes	68	65	85	71	63	70	70	0.0%
Licensed Regular Foster Homes	347	360	446	345	322	356	355	-0.2%
Licensed Relative Foster Homes	214	254	235	180	190	223	247	11.0%
Unlicensed Relative Foster Homes	748	679	678	731	741	714	678	-5.0%
Licensed Treatment Foster Homes ³	199	215	207	186	174	204	213	4.1%
Licensed Treatment Group Homes ⁴	7	11	6	5	7	8	12	53.8%

Notes & Highlights

1- 'Average Call Answer Time' is not available and has not been captured. ' % of Calls Answered w/in 5 min' reflects the DFS goal to reduce the amount of time callers wait for a live agent.

2- KinGAP initiated November 2016. Starting 2020: Children counted in KinGAP are not included in the Guardianship count.

3- A foster home which provides full-time care and services for 1 to 6 children who require special care for physical, mental, or emotional issues.

4- A foster home which provides full-time care and services for 7 to 15 children.

5- March 2024 Intake call volume higher than trend due to increase of differential response reports.