



Family Services
2025 Executive Summary

	Month		2021	2022	2023	2024	Projected 2025	2024-2025 % Δ
	January 2024	January 2025						
Intake Calls (Target Time = < Than 5 Min) ¹								
Law Enforcement/Medical Phone Calls ⁶	1,462	1,501	18,634	18,789	18,485	20,350	18,012	-11.5%
Community Phone Calls ⁶	2,411	2,211	23,023	27,065	26,977	27,972	26,532	-5.1%
Community Calls Answered In Target Time	2,141	1,612	19,666	23,832	24,395	23,445	19,344	-17.5%
% of Community Calls Answered in Target Time ²	88.8%	72.9%	85.4%	88.1%	90.4%	83.8%	72.9%	-13.0%
Reported by Internet/Email	412	499	3,792	4,747	4,267	5,041	5,988	18.8%
Reported by Fax	6	9	253	358	112	73	108	47.9%
Child Protective Services								
Total CPS Investigations	1,150	908	13,904	12,966	12,710	12,546	10,896	-13.2%
% Initiated Within Priority Timeframes	84%	85%	83%	88%	86%	84%	85.0%	1.4%
New Children on CPS Caseload	1,768	1,503	22,015	20,663	20,004	19,842	18,036	-9.1%
Permanency and Adoption								
New Children on Permanency Caseload	384	357	4,100	3,854	4,979	4,899	4,284	-12.6%
Total Children Adopted	65	21	600	590	511	528	252	-52.3%
Total Children Reunified	101	108	1,595	1,342	1,532	1,310	1,296	-1.1%
Total Children - Guardianship	6	10	100	90	88	74	120	62.2%
Total Children - KinGAP ³	5	11	117	91	118	122	132	8.2%
Visitation and Licensing								
Scheduled Visitation Center Visits	1,602	1,709	12,448	10,721	19,091	20,012	20,508	2.5%
Visitors to the Visitation Center	3,611	4,490	29,716	23,609	42,410	46,672	53,880	15.4%
Licensed Fictive Kin Homes	74	73	85	71	63	70	73	4.8%
Licensed Regular Foster Homes	343	353	446	345	322	356	353	-0.7%
Licensed Relative Foster Homes	216	241	235	180	190	223	241	8.3%
Unlicensed Relative Foster Homes	674	688	678	731	741	714	688	-3.6%
Licensed Treatment Foster Homes ⁴	185	210	207	186	174	204	210	2.8%
Licensed Treatment Group Homes ⁵	7	12	6	5	7	8	12	58.2%

Notes & Highlights

1-Due to Intake's conversion to a new ACD system on 12/19/2021, Intake Calls data for the final 2 weeks of December 2021 are unavailable.

2-'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.

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

4- 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.

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

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