



Family Services
2024 Executive Summary

	Month		2020	2021	2022	2023	Projected 2024	2023-2024 % Δ
	June 2024	June 2024						
Intake Calls (Target Time = < Than 5 Min) ¹								
Law Enforcement/Medical Phone Calls ⁶	1,592	1,592	16,634	18,634	18,789	18,485	21,030	13.8%
Community Phone Calls ⁶	1,701	1,701	25,065	23,023	27,065	26,977	29,822	10.5%
Community Calls Answered In Target Time	1,607	1,607	22,697	19,666	23,832	24,395	26,168	7.3%
% of Community Calls Answered in Target Time ²	94.5%	94.5%	90.6%	85.4%	88.1%	90.4%	87.7%	-3%
Reported by Internet/Email	226	226	3,067	3,792	4,747	4,267	5,490	28.7%
Reported by Fax	2	2	456	253	358	112	106	-5.4%
Child Protective Services								
Total CPS Investigations	849	849	11,296	13,904	12,966	12,710	12,610	-0.8%
% Initiated Within Priority Timeframes	83%	83%	90%	83%	88%	86%	83.5%	-2.7%
New Children on CPS Caseload	1,425	1,425	17,509	22,015	20,663	20,004	19,866	-0.7%
Permanency and Adoption								
New Children on Permanency Caseload	325	325	3,432	4,100	3,854	4,979	4,660	-6.4%
Total Children Adopted	32	32	505	600	590	511	540	5.7%
Total Children Reunified	83	83	1,614	1,595	1,342	1,532	1,254	-18.1%
Total Children - Guardianship	2	2	85	100	90	88	84	-4.5%
Total Children - KinGAP ³	14	14	60	117	91	118	124	5.1%
Visitation and Licensing								
Scheduled Visitation Center Visits	1,730	1,730	9,003	12,448	10,721	19,091	20,300	6.3%
Visitors to the Visitation Center	3,839	3,839	18,036	29,716	23,609	42,410	45,978	8.4%
Licensed Fictive Kin Homes	56	56	100	85	71	63	68	8.1%
Licensed Regular Foster Homes	353	353	452	446	345	322	351	9.1%
Licensed Relative Foster Homes	209	209	275	235	180	190	215	13.4%
Unlicensed Relative Foster Homes	698	698	668	678	731	741	720	-2.8%
Licensed Treatment Foster Homes ⁴	204	204	207	207	186	174	198	13.9%
Licensed Treatment Group Homes ⁵	7	7	8	6	5	7	7	-5.6%

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.