



**Family Services**  
2024 Executive Summary

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2024	Projected Year End	2023
<b>Intake Calls (Target Time = &lt; Than 5 Min)</b>															
Law Enforcement/Medical Phone Call <sup>4</sup>	1,462	1,603	2,310	1,792	1,756	1,592							10,515	21,030	18,485
Community Phone Calls <sup>4</sup>	2,411	2,386	3,571	2,645	2,197	1,701							14,911	29,822	26,977
Community Calls Answered In Target Time	2,141	2,093	3,105	2,197	1,941	1,607							13,084	26,168	24,395
% of Community Calls Answered in Target Time <sup>1</sup>	89%	88%	87%	83%	88%	94%							88%	88%	90%
Reported by Internet/Email	412	427	473	846	361	226							2,745	5,490	4,267
Reported by Fax	6	9	11	21	4	2							53	106	112
<b>Child Protective Services</b>															
Total CPS Investigations	1,150	1,066	1,027	1,173	1,040	849							6,305	12,610	12,710
% Initiated Within Priority Timeframes	84%	83%	84%	81%	86%	83%							84%	84%	1
New Children on CPS Caseload	1,768	1,636	1,666	1,795	1,643	1,425							9,933	19,866	20,004
<b>Permanency and Adoption</b>															
New Children on Permanency Caseload	384	524	384	370	343	325							2,330	4,660	4,979
Total Children Adopted	65	52	29	40	52	32							270	540	511
Total Children Reunified	101	125	103	122	93	83							627	1,254	1,532
Total Children - Guardianship	6	9	4	15	6	2							42	84	88
Total Children - KinGAP	5	9	6	14	14	14							62	124	118
<b>Visitation and Licensing</b>															
Scheduled Visitation Center Visits	1,602	1,599	1,900	1,566	1,753	1,730							10,150	20,300	19,091
Visitors to the Visitation Center	3,611	3,576	4,244	3,737	3,982	3,839							22,989	45,978	42,410
Licensed Fictive Kin Homes	74	75	68	70	66	56							68	68	63
Licensed Regular Foster Homes	343	346	347	364	355	353							351	351	322
Licensed Relative Foster Homes	216	215	214	227	209	209							215	215	190
Unlicensed Relative Foster Homes	674	740	748	738	720	698							720	720	741
Licensed Treatment Foster Homes <sup>2</sup>	185	195	199	199	205	204							198	198	174
Licensed Treatment Group Homes <sup>3</sup>	7	7	7	7	7	7							7	7	7

**Notes & Highlights**

- 1 - Average Call Answer Time<sup>1</sup> 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- 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.
- 3- A foster home which provides full-time care and services for 7 to 15 children.
- 4- March 2024 Intake call volume higher than trend due to increase of differential response reports.