



Family Services
2025 Executive Summary

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2025	Projected Year End	2024
Intake Calls (Target Time = < Than 5 Min)															
Law Enforcement/Medical Phone Call ⁴	1,501	1,425	1,636										4,562	18,248	20,350
Community Phone Calls ⁴	2,211	1,989	2,070										6,270	25,080	27,972
Community Calls Answered In Target Time	1,612	1,315	1,390										4,317	17,268	23,445
% of Community Calls Answered in Target Time ¹	73%	66%	67%										69%	69%	84%
Reported by Internet/Email	499	583	719										1,801	7,204	5,041
Reported by Fax	9	3	1										13	52	73
Child Protective Services															
Total CPS Investigations	908	978	1,094										2,980	11,920	12,546
% Initiated Within Priority Timeframes	85%	86%	82%										84%	84%	1
New Children on CPS Caseload	1,503	1,516	1,697										4,716	18,864	19,842
Permanency and Adoption															
New Children on Permanency Caseload	357	270	490										1,117	4,468	4,899
Total Children Adopted	21	23	40										84	336	528
Total Children Reunified	108	103	111										322	1,288	1,310
Total Children - Guardianship	10	3	4										17	68	74
Total Children - KinGAP	11	3	14										28	112	122
Visitation and Licensing															
Scheduled Visitation Center Visits	1,709	1,322	1,542										4,573	18,292	20,012
Visitors to the Visitation Center	4,490	3,739	4,263										12,492	49,968	46,672
Licensed Fictive Kin Homes	73	71	65										70	70	70
Licensed Regular Foster Homes	353	351	360										355	355	356
Licensed Relative Foster Homes	241	246	254										247	247	223
Unlicensed Relative Foster Homes	688	666	679										678	678	714
Licensed Treatment Foster Homes ²	210	213	215										213	213	204
Licensed Treatment Group Homes ³	12	12	11										12	12	8

Notes & Highlights

- 1 - Average Call Answer Time¹ 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.