



Family Services
2025 Executive Summary

| | Month | | 2021 | 2022 | 2023 | 2024 | Projected 2025 | 2024-2025 % Δ |
|---|------------|------------|--------|--------|--------|--------|----------------|---------------|
| | March 2024 | March 2025 | | | | | | |
| 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.