



**Family Services**  
2024 Executive Summary

	Month		2020	2021	2022	2023	Projected 2024	2023-2024 % Δ
	May 2023	May 2024						
<b>Intake Calls</b> (Target Time = < Than 5 Min) <sup>1</sup>								
Law Enforcement/Medical Phone Calls <sup>6</sup>	1,656	1,756	16,634	18,634	18,789	18,485	21,415	15.9%
Community Phone Calls <sup>6</sup>	2,348	2,197	25,065	23,023	27,065	26,977	31,704	17.5%
Community Calls Answered In Target Time	2,124	1,941	22,697	19,666	23,832	24,395	27,545	12.9%
% of Community Calls Answered in Target Time <sup>2</sup>	90.5%	88.3%	90.6%	85.4%	88.1%	90.4%	86.9%	-3.9%
Reported by Internet/Email	353	361	3,067	3,792	4,747	4,267	6,046	41.7%
Reported by Fax	5	4	456	253	358	112	122	9.3%
<b>Child Protective Services</b>								
Total CPS Investigations	1,105	1,040	11,296	13,904	12,966	12,710	13,094	3.0%
% Initiated Within Priority Timeframes	87%	86%	90%	83%	88%	86%	83.6%	-2.6%
New Children on CPS Caseload	1,633	1,643	17,509	22,015	20,663	20,004	20,419	2.1%
<b>Permanency and Adoption</b>								
New Children on Permanency Caseload	406	343	3,432	4,100	3,854	4,979	4,812	-3.4%
Total Children Adopted	40	44	505	600	590	511	552	8.0%
Total Children Reunified	142	93	1,614	1,595	1,342	1,532	1,306	-14.8%
Total Children - Guardianship	9	6	85	100	90	88	96	9.1%
Total Children - KinGAP <sup>3</sup>	8	14	60	117	91	118	115	-2.4%
<b>Visitation and Licensing</b>								
Scheduled Visitation Center Visits	1,638	1,753	9,003	12,448	10,721	19,091	20,208	5.9%
Visitors to the Visitation Center	3,644	3,982	18,036	29,716	23,609	42,410	45,960	8.4%
Licensed Fictive Kin Homes	58	66	100	85	71	63	71	11.9%
Licensed Regular Foster Homes	311	355	452	446	345	322	351	9.0%
Licensed Relative Foster Homes	185	209	275	235	180	190	216	14.0%
Unlicensed Relative Foster Homes	772	720	668	678	731	741	724	-2.3%
Licensed Treatment Foster Homes <sup>4</sup>	167	205	207	207	186	174	197	13.2%
Licensed Treatment Group Homes <sup>5</sup>	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.