



Family Services
2024 Executive Summary

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2024	Projected Year End	2023
Intake Calls (Target Time = < Than 5 Min)															
Law Enforcement/Medical Phone Call ⁴	1,462	1,603	2,310	1,792	1,756								8,923	21,415	18,485
Community Phone Calls ⁴	2,411	2,386	3,571	2,645	2,197								13,210	31,704	26,977
Community Calls Answered In Target Time	2,141	2,093	3,105	2,197	1,941								11,477	27,545	24,395
% of Community Calls Answered in Target Time ¹	89%	88%	87%	83%	88%								87%	87%	90%
Reported by Internet/Email	412	427	473	846	361								2,519	6,046	4,267
Reported by Fax	6	9	11	21	4								51	122	112
Child Protective Services															
Total CPS Investigations	1,150	1,066	1,027	1,173	1,040								5,456	13,094	12,710
% Initiated Within Priority Timeframes	84%	83%	84%	81%	86%								84%	84%	1
New Children on CPS Caseload	1,768	1,636	1,666	1,795	1,643								8,508	20,419	20,004
Permanency and Adoption															
New Children on Permanency Caseload	384	524	384	370	343								2,005	4,812	4,979
Total Children Adopted	65	52	29	40	44								230	552	511
Total Children Reunified	101	125	103	122	93								544	1,306	1,532
Total Children - Guardianship	6	9	4	15	6								40	96	88
Total Children - KinGAP	5	9	6	14	14								48	115	118
Visitation and Licensing															
Scheduled Visitation Center Visits	1,602	1,599	1,900	1,566	1,753								8,420	20,208	19,091
Visitors to the Visitation Center	3,611	3,576	4,244	3,737	3,982								19,150	45,960	42,410
Licensed Fictive Kin Homes	74	75	68	70	66								71	71	63
Licensed Regular Foster Homes	343	346	347	364	355								351	351	322
Licensed Relative Foster Homes	216	215	214	227	209								216	216	190
Unlicensed Relative Foster Homes	674	740	748	738	720								724	724	741
Licensed Treatment Foster Homes ²	185	195	199	199	205								197	197	174
Licensed Treatment Group Homes ³	7	7	7	7	7								7	7	7

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.