



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												1,501	18,012	20,350
Community Phone Calls ⁴	2,211												2,211	26,532	27,972
Community Calls Answered In Target Time	1,612												1,612	19,344	23,445
% of Community Calls Answered in Target Time ¹	73%												73%	73%	84%
Reported by Internet/Email	499												499	5,988	5,041
Reported by Fax	9												9	108	73
Child Protective Services															
Total CPS Investigations	908												908	10,896	12,546
% Initiated Within Priority Timeframes	85%												85%	85%	1
New Children on CPS Caseload	1,503												1,503	18,036	19,842
Permanency and Adoption															
New Children on Permanency Caseload	357												357	4,284	4,899
Total Children Adopted	21												21	252	528
Total Children Reunified	108												108	1,296	1,310
Total Children - Guardianship	10												10	120	74
Total Children - KinGAP	11												11	132	122
Visitation and Licensing															
Scheduled Visitation Center Visits	1,709												1,709	20,508	20,012
Visitors to the Visitation Center	4,490												4,490	53,880	46,672
Licensed Fictive Kin Homes	73												73	73	70
Licensed Regular Foster Homes	353												353	353	356
Licensed Relative Foster Homes	241												241	241	223
Unlicensed Relative Foster Homes	688												688	688	714
Licensed Treatment Foster Homes ²	210												210	210	204
Licensed Treatment Group Homes ³	12												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.