

Family Services 2025 Executive Summary

New Children on Permanency Caseload 357 4,284 4,899 Total Children Adopted 21 252 528																
Stake Calls (Target Time - < Than 5 Min) Law Enforcement/Medical Phone Calls 1,501 2,211 2,6532 2,211 2,211 2,6532 2,77,972 2,211 2,6532 2,77,972 2,211 2,211 2,6532 2,77,972 2,211 2,6532 2,77,972 2,211 2,6532 2,77,972 2,211 2,6532 2,77,972 2,211 2,6532 2,77,972 2,211 2,6532 2,77,972 2,211 2,6532 2,77,972 2,211 2,6532 2,77,972 2,211 2,6532 2,77,972 2,211 2,6532 2,77,972 2,211 2,6532 2,77,972 2,211 2,6532 2,77,972 2,211 2,6532 2,77,972 2,211 2,6532 2,77,972 2,211 2,972 2,													_		-	
Law Enforcement/Medical Phone Call 1,501 18,012 20,350 2,211 26,332 27,972 26,132 27,972 26,132 27,972 26,132 27,972 26,132 27,972 26,132 27,972 26,132 27,972 26,132 27,972 26,132 27,972 26,132 27,972 26,132 27,972 26,132 27,972 26,132 27,972 26,132 27,972 27,9		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2025	Year End	2024
Law Enforcement/Medical Phone Call 1,501 1,501 18,012 20,350 2,211 26,532 27,972 2,211	Intoles Calls (Tayant Times - 4 Then 5 Min)															
Community Phone Calls 2,211 1,612 1,61	, ,	4 504												4 504	10.013	20.250
Community Calls Answered in Target Time 1,612 19,344 23,445 73% 73	-															
September Sept														-		-
Reported by Internet/Email Reported by Fax 9 9 9 108 73 hild Protective Services Total CPS Investigations 908 85% 85% 11 New Children on CPS Caseload 1,503 18,036 19,842 ermanency and Adoption New Children on Permanency Caseload 357 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 11 120 74 111 121 122 131 122 131 131 132 132 133 133	,															
Reported by Fax 9 9 9 108 73 hild Protective Services Total CPS Investigations 908 85% 85% 1,503 10,896 12,546 % Initiated Within Priority Timeframes 85% 85% 1,503 15,03 16,036 19,842 ermanency and Adoption New Children on Permanency Caseload 7 5 1,503 18,036 19,842 ermanency and Adoption 108 108 108 108 108 108 108 108 108 108	,															
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Total CPS Investigations 908 85% 85% 85% 12,546 85% 85% 15,030 18,036 12,546 85% 85% 15,030 18,036 12,546 85% 85% 15,030 18,036 12,546 15,030 15,030 18,036 12,546 15,030 15,030 18,036 12,546 15,030 18,036 12,546 15,030 15,0	Reported by Fax	9												9	108	73
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New Children on CPS Caseload 1,503 18,036 19,842																12,340
New Children on Permanency Caseload 357 357 4,284 4,899 211 252 528 211 252 528 211 252 528 211 252 528 211 252 528 211 252 528 211 252 528 211 252 528 211 252 252 211 252 252 211 252 252 211 252 252 211 252 252 211 252 252 211 252 252 211 252 252 211 252 252 211 252 252 211 252 252 211 252																19.842
New Children on Permanency Caseload 357 4,284 4,899 Total Children Adopted 21 108 108 1,296 1,310 100	iten einaren en er e easereaa	1,505												1,303	10,030	13,042
Total Children Adopted 70	Permanency and Adoption															
Total Children Adopted 21 108 108 108 108 108 108 108 108 108 108 108 108 108 108 108 108 108 108 109 100	New Children on Permanency Caseload	357												357	4,284	4,899
Total Children Reunified 108 1,296 1,310 10 10 120 74 11 132 122 124 123 125 126 126 126 126 127 127 128 1	Total Children Adopted													21	252	
Total Children - KinGAP 11 132 122	Total Children Reunified	108												108	1,296	1,310
Scheduled Visitation Center Visits 1,709 20,508 20,012 20,508 20,508 20,508 20,508 20,508 20,508 20,508 20,508 20,508 20,508 20,508 20,508 20,508 20,508 20,508 20,508 2	Total Children - Guardianship	10												10	120	
Scheduled Visitation Center Visits 1,709 Visitors to the Visitation Center 4,490 4,490 53,880 46,672 4,490 53,880 46,672 4,490 53,880 46,672 73 73 70 70 70 70 70 70	Total Children - KinGAP	11												11	132	122
Scheduled Visitation Center Visits 1,709 Visitors to the Visitation Center 4,490 4,490 53,880 46,672 4,490 53,880 46,672 4,490 53,880 46,672 73 73 70 73 73 70 70 70	Visitation and Licensing															
Visitors to the Visitation Center		1 709												1 709	20 508	20.012
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Licensed Regular Foster Homes 353 353 356 Licensed Relative Foster Homes 241 241 223 Unlicensed Relative Foster Homes 688 688 714 Licensed Treatment Foster Homes ² 210 210 204														-		
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Licensed Treatment Foster Homes ² 210 210 204	Unlicensed Relative Foster Homes															
	Licensed Treatment Foster Homes ²															
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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- 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.