



**Family Services**  
**2022 Executive Summary**

	Month		2017	2018	2019	2020	2021	Projected 2022	2021-2022 % Δ
	June 2021	June 2022							
<b>Intake Calls</b> (Target Time = < Than 5 Min) <sup>7</sup>									
Law Enforcement/Medical Phone Calls	1,663	1,516	13,281	14,646	16,520	16,634	18,634	18,568	-0.4%
Community Phone Calls	2,102	1,834	30,154	28,744	28,175	25,065	23,023	27,062	17.5%
Community Calls Answered In Target Time	1,854	1,734	23,704	21,292	23,151	22,697	19,666	23,850	21.3%
% of Community Calls Answered in Target Time <sup>1</sup>	88.2%	94.5%	78.6%	74.1%	82.2%	90.6%	85.4%	88.1%	3.2%
Reported by Internet/Email	234	241	957	1,820	3,405	3,067	3,792	4,922	29.8%
Reported by Fax	20	17	1,470	1,486	712	456	253	384	51.7%
<b>Child Protective Services</b>									
Total CPS Investigations	1,104	882	12,386	12,676	12,031	11,296	13,904	12,974	-6.7%
% Initiated Within Priority Timeframes	84%	91%	93%	93%	97%	90%	83%	88.4%	6.9%
New Children on CPS Caseload	1,788	1,456	18,506	18,869	17,852	17,509	22,015	21,024	-4.5%
<b>Permanency and Adoption</b>									
New Children on Permanency Caseload	428	316	3,524	4,126	4,529	3,432	4,100	3,328	-18.8%
Total Children Adopted	60	57	522	539	622	505	600	592	-1.3%
Total Children Reunified	167	77	1,319	1,148	1,384	1,229	1,313	740	-43.6%
Total Children - Guardianship	6	11	166	185	197	83	86	84	-2.3%
Total Children - KinGAP <sup>5</sup>	19	3	39	73	57	60	117	68	-41.9%
<b>Visitation and Licensing</b>									
Scheduled Visitation Center Visits	0	0	20,161	23,260	25,244	7,122	0	0	
Visitors to the Visitation Center	0	0	56,582	64,134	62,503	13,453	0	0	
Licensed Fictive Kin Homes	77	71	N/A	N/A	N/A	100	85	80	-6.1%
Licensed Regular Foster Homes <sup>6</sup>	474	359	628	575	506	452	446	371	-16.8%
Licensed Relative Foster Homes <sup>6</sup>	235	183	269	279	298	275	235	190	-19.1%
Unlicensed Relative Foster Homes	711	695	583	616	651	668	678	699	3.0%
Licensed Treatment Foster Homes <sup>3</sup>	216	192	187	199	190	207	207	198	-4.0%
Licensed Treatment Group Homes <sup>4</sup>	6	5	11	11	8	8	6	5	-23.3%

**Notes & Highlights**

- 1-Average Call Answer Time<sup>1</sup> is not available and has not been captured. % of Calls Answered w/in 5 min<sup>1</sup> reflects the DFS goal to reduce the amount of time callers wait for a live agent.
- 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-KinGAP initiated November 2016. Starting 2020: Children counted in KinGAP are not included in the Guardianship count.
- 6-As of Feb 2019, Licensed Regular and Licensed Relative foster homes do not include Adopt Only, Respite Only or Fictive Kin homes.
- 7-Due to Intake's conversion to a new ACD system on 12/19, Intake Calls data for the final 2 weeks of December are unavailable.