



Family Services
2021 Executive Summary

	Month		2017	2018	2019	2020	Projected 2021	2020-2021 % Δ
	March 2020	March 2021						
Intake Calls (Target Time = < Than 5 Min)								
Law Enforcement/Medical Phone Calls	1,434	1,647	13,281	14,646	16,520	16,634	18,096	8.8%
Community Phone Calls	2,199	2,110	30,154	28,744	28,175	25,065	23,848	-4.9%
Community Calls Answered In Target Time	1,903	1,867	23,704	21,292	23,151	22,697	21,048	-7.3%
% of Community Calls Answered in Target Time ¹	86.5%	88.4%	78.6%	74.1%	82.2%	90.6%	88.3%	-2.5%
Reported by Internet/Email	288	322	957	1,820	3,405	3,067	3,364	9.7%
Reported by Fax	37	28	1,470	1,486	712	456	292	-36.0%
Child Protective Services								
Total CPS Investigations	918	1,303	12,386	12,676	12,031	11,296	13,868	22.8%
% Initiated Within Priority Timeframes	96%	86%	93%	93%	97%	90%	82.3%	-8.9%
New Children on CPS Caseload	1,431	2,027	18,506	18,869	17,852	17,509	21,896	25.1%
Permanency and Adoption								
New Children on Permanency Caseload	345	435	3,524	4,126	4,529	3,432	4,600	34.0%
Total Children Adopted	47	48	522	539	622	498	476	-4.4%
Total Children Reunified	122	70	1,319	1,148	1,384	1,229	688	-44.0%
Total Children - Guardianship	7	8	166	185	197	83	80	-3.6%
Total Children - KinGAP ⁵	4	8	39	73	57	60	80	33.3%
Visitation and Licensing								
Scheduled Visitation Center Visits	1,499	0	20,161	23,260	25,244	7,122	0	-100.0%
Visitors to the Visitation Center	2,927	0	56,582	64,134	62,503	13,453	0	-100.0%
Licensed Fictive Kin Homes	N/A	81	N/A	N/A	N/A	100	86	-13.9%
Licensed Regular Foster Homes ⁶	457	472	628	575	506	452	478	5.7%
Licensed Relative Foster Homes ⁶	267	264	269	279	298	275	269	-2.2%
Unlicensed Relative Foster Homes	692	1,012	583	616	651	668	785	17.6%
Licensed Treatment Foster Homes ³	207	212	187	199	190	207	211	2.1%
Licensed Treatment Group Homes ⁴	9	6	11	11	8	8	6	-25.0%

Notes & Highlights

- 1-Average Call Answer Time¹ is not available and has not been captured. % of Calls Answered w/in 5 min¹ 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.