



**Family Services**  
2021 Executive Summary

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2021	Projected Year End	2020
<b>Intake Calls (Target Time = &lt; Than 5 Min)</b>															
Law Enforcement/Medical Phone Calls	1,479	1,398	1,647	1,685									6,209	18,627	16,634
Community Phone Calls	1,968	1,884	2,110	2,316									8,278	24,834	25,065
Community Calls Answered In Target Time	1,754	1,641	1,867	1,934									7,196	21,588	22,697
% of Community Calls Answered in Target Time <sup>1</sup>	89%	87%	89%	84%									86.9%	86.9%	90.6%
Reported by Internet/Email	229	290	322	274									1,115	3,345	3,067
Reported by Fax	19	26	28	28									101	303	456
<b>Child Protective Services</b>															
Total CPS Investigations	1,065	1,099	1,303	1,304									4,771	14,313	11,296
% Initiated Within Priority Timeframes	78%	83%	86%	81%									82%	82%	90%
New Children on CPS Caseload	1,741	1,706	2,027	2,082									7,556	22,668	17,509
<b>Permanency and Adoption</b>															
New Children on Permanency Caseload	382	333	435	236									1,386	4,158	3,432
Total Children Adopted	29	42	55	34									160	480	498
Total Children Reunified	62	40	70	75									247	741	1,229
Total Children - Guardianship	5	7	8	11									31	93	83
Total Children - KinGAP <sup>5</sup>	9	3	8	5									25	75	60
<b>Visitation and Licensing</b>															
Scheduled Visitation Center Visits	0	0	0	0									0	0	7,122
Visitors to the Visitation Center	0	0	0	0									0	0	13,453
Licensed Fictive Kin Homes	90	87	81	81									85	85	100
Licensed Regular Foster Homes <sup>6</sup>	483	479	472	471									476	476	452
Licensed Relative Foster Homes <sup>6</sup>	271	271	264	255									265	265	275
Unlicensed Relative Foster Homes	666	678	657	647									662	662	668
Licensed Treatment Foster Homes <sup>3</sup>	210	212	212	215									212	212	207
Licensed Treatment Group Homes <sup>4</sup>	6	6	6	6									6	6	8

**Notes & Highlights**

1-Percentage of Calls Answered within 5 minutes 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.