



Family Services
2013 Executive Summary

	Month		Annual					
	Apr 2012	Apr 2013	2009	2010	2011	2012	Projected 2013	2012-2013 % Δ
Abuse & Neglect Calls								
Community Hotline	1,875	2,157	-	21,680	21,090	22,321	24,618	10.3%
Hotline Answered In Less Than 5 Minutes	1,485	1,529	-	16,462	15,975	18,056	20,268	12.3%
Hotline % of Answered in 5 Min or Less	79.2%	70.9%	-	75.9%	75.7%	80.9%	82.3%	1.4%
Reported By Internet/Email	-	210	-	-	-	887	1,513	-
Child Protective Services								
New Investigations	722	901	7,192	7,870	8,014	8,696	9,942	14.3%
New Children on CPS Caseload	994	1,358	-	10,861	11,392	12,252	14,997	22.4%
Children on CPS Caseload Seen Within 3 Days	765	1,046	-	8,483	8,968	9,705	11,859	22.2%
% of Children Seen within 3 Days	77.0%	77.0%	-	78.1%	78.7%	79.2%	79.1%	-0.1%
Permanency Caseload								
Children on Open Permanency Caseload	3,256	3,939	-	40,926	40,207	40,522	46,296	14.2%
Children Required to be Seen	2,907	3,594	-	37,508	36,218	35,051	40,482	15.5%
% of Children Seen at Least Once Every 30 Days	89.3%	91.2%	-	91.6%	90.1%	86.5%	87.4%	0.9%
Adoptions								
Children Adopted	25	36	-	426	445	603	228	-62.2%

Notes & Highlights

*Hotline data was unavailable during August for FY09 as a result of an issue with the Hotline data system.

** Data was only captured in percentage format in FY09

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.

Average Time to See Children on CPS Caseload has not been captured. '% of Children Seen w/in 3 Days' is based on DFS and statewide policies and procedures regarding child contacts.

Children Seen has not been captured. '% of Children Seen at Least Once Every 30 Days' is based on DFS and statewide policies and procedures regarding child contacts.

Children Legally Adopted within 12 months reflects the DFS goal to decrease the amount time children spend in care.