



Family Services 2013 Executive Summary

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2013	Projected Year End	2012
Abuse & Neglect Calls (Target Time = < Than 5 Min)															
Law Enforcement/Medical Phone Calls	999	936	1,165	1,149	1,126	1,034	1,092	1,096	1,027				9,624	12,832	12,695
Community Phone Calls	1,956	1,963	2,130	2,157	2,177	1,668	1,721	1,871	2,136				17,779	23,705	22,321
Community Calls Answered In Target Time	1,748	1,661	1,818	1,529	1,563	1,435	1,564	1,566	1,852				14,736	19,648	18,056
% of Community Calls Answered in Target Time	89.4%	84.6%	85.4%	70.9%	71.8%	86.0%	90.9%	83.7%	86.7%				82.9%	82.9%	80.9%
Child Protective Services															
New Investigations	759	814	840	901	815	591	620	703	864				6,907	9,209	8,696
New Children on CPS Caseload	1,136	1,172	1,333	1,358	1,193	917	998	1,122	1,400				10,629	14,172	12,252
Children on CPS Caseload Seen Within 3 Days	901	942	1,064	1,046	1,021	759	788	896	1,143				8,560	11,413	9,705
% of Children Seen within 3 Days	79.3%	80.4%	79.8%	77.0%	85.6%	82.8%	79.0%	79.9%	81.6%				80.5%	80.5%	79.2%
Permanency Caseload															
Children on Open Permanency Caseload	3,760	3,846	3,887	3,939	3,981	3,938	3,791	3,873	3,785				34,800	46,400	40,522
Children Required to be Seen	3,037	3,335	3,528	3,594	3,628	3,608	3,500	3,599	3,454				31,283	41,711	35,051
% of Children Seen at Least Once Every 30 Days	80.8%	86.7%	90.8%	91.2%	91.1%	91.6%	92.3%	92.9%	91.3%				89.9%	89.9%	86.5%
Adoptions															
Children Adopted	5	17	18	36	37	101	32	64	18				328	437	603

Notes & Highlights

% of Calls Answered w/in 5 min' reflects the DFS goal to reduce the amount of time callers wait for a live agent.
 % of Children Seen w/in 3 Days' is based on DFS and statewide policies and procedures regarding child contacts.
 % of Children Seen at Least Once Every 30 Days is based on DFS and statewide policies and procedures regarding child contacts.