



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 | 1,131 | | | 10,755 | 12,906 | 12,695 |
| Community Phone Calls | 1,956 | 1,963 | 2,130 | 2,157 | 2,177 | 1,668 | 1,721 | 1,871 | 2,136 | 2,296 | | | 20,075 | 24,090 | 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 | 1,907 | | | 16,643 | 19,972 | 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% | 83.1% | | | 82.9% | 82.9% | 80.9% |
| Child Protective Services | | | | | | | | | | | | | | | |
| New Investigations | 759 | 814 | 840 | 901 | 815 | 591 | 620 | 703 | 864 | 934 | | | 7,841 | 9,409 | 8,696 |
| New Children on CPS Caseload | 1,136 | 1,172 | 1,333 | 1,358 | 1,193 | 917 | 998 | 1,122 | 1,400 | 1,424 | | | 12,053 | 14,464 | 12,252 |
| Children on CPS Caseload Seen Within 3 Days | 901 | 942 | 1,064 | 1,046 | 1,021 | 759 | 788 | 896 | 1,143 | 1,110 | | | 9,670 | 11,604 | 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% | 77.9% | | | 80.2% | 80.2% | 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 | 3,754 | | | 38,554 | 46,265 | 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 | 3,465 | | | 34,748 | 41,698 | 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% | 92.3% | | | 90.1% | 90.1% | 86.5% |
| Adoptions | | | | | | | | | | | | | | | |
| Children Adopted | 5 | 17 | 18 | 36 | 37 | 101 | 32 | 64 | 18 | 41 | | | 369 | 443 | 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.