



Family Services
2016 Executive Summary

	Month		Annual					
	December 2015	December 2016	2012	2013	2014	2015	2016	2015-2016 % Δ
Intake Calls (Target Time = < Than 5 Min)								
Law Enforcement/Medical Phone Calls	838	907	12,695	12,696	11,878	11,547	11,817	2.3%
Community Phone Calls	2,192	2,338	22,321	24,144	26,850	28,374	29,198	2.9%
Community Calls Answered In Target Time	2,030	2,033	18,056	19,947	23,913	25,809	26,719	3.5%
% of Community Calls Answered in Target Time ¹	92.6%	87%	80.9%	82.6%	89.1%	91.0%	91.5%	0.5%
Reported by Internet/Email	56	58	840	1836	1319	924	765	-17.2%
Child Protective Services								
Total CPS Investigations	899	905	8,696	9,475	10,562	11,761	12,316	4.7%
% Initiated Within Priority Timeframes ²	94%	93%	98%	97%	95%	94%	94%	-0.3%
New Children on CPS Caseload	1,332	1,385	12,252	14,461	16,336	18,418	18,624	1.1%
Permanency and Adoption								
Total Children on Permanency Caseload	2,911	2,898	40,522	46,028	41,488	35,298	34,385	-2.6%
Total Children Adopted	52	24	603	573	547	592	515	-13.0%
Visitation and Licensing								
Scheduled Visitation Center Visits	1,645	1,618	27,922	27,408	24,430	20,597	19,268	-6.5%
Visitors to the Visitation Center	4,735	4,428	81,703	79,910	71,266	61,013	55,162	-9.6%
Licensed Regular Foster Homes	613	579	651	644	641	645	582	-9.8%
Licensed Relative Foster Homes	220	226	319	343	299	237	204	-14.1%
Unlicensed Relative Foster Homes	586	602	532	540	520	546	584	6.9%
Licensed Treatment Foster Homes ³	210	168	266	259	246	211	184	-12.7%
Licensed Treatment Group Homes ⁴	11	9	11	12	11	9	9	2.8%

Notes & Highlights

- 1-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.
- 2-Average Time to See Children on CPS Caseload' has not been captured. % Of Investigations Initiated Within Priority Timeframes is based on statewide policies and procedures regarding initiating child abuse and neglect investigations.
- 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.