



## Family Services 2025 Executive Summary

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2025	Projected Year End	2024
<b>Intake Calls (Target Time = &lt; Than 5 Min)</b>															
Law Enforcement/Medical Phone Call	1,501	1,425	1,636	1,826	1,774	1,427	1,591						11,180	19,166	20,350
Community Phone Calls	2,211	1,989	2,070	2,332	2,118	1,620	1,854						14,194	24,333	27,972
Community Calls Answered in Target Time	1,612	1,315	1,390	1,704	1,719	1,505	1,703						10,948	18,768	23,445
% of Community Calls Answered in Target Time <sup>1</sup>	73%	66%	67%	73%	81%	93%	92%						77%	77%	84%
Reported by Internet/Email	499	583	719	795	471	229	285						3,581	6,139	5,041
Reported by Fax	9	3	1	10	4	4	3						34	58	73
<b>Child Protective Services</b>															
Total CPS Investigations	908	978	1,094	1,241	1,122	911	1,013						7,267	12,458	12,546
% Initiated Within Priority Timeframes	85%	86%	82%	82%	79%	84%	85%						83%	83%	1
New Children on CPS Caseload	1,503	1,516	1,697	1,929	1,750	1,464	1,588						11,447	19,623	19,842
<b>Permanency and Adoption</b>															
New Children on Permanency Caseload	357	270	490	425	392	435	464						2,833	4,857	4,899
Total Children Adopted	24	26	44	31	40	46	47						258	442	528
Total Children Reunified	118	128	119	111	105	101	124						806	1,382	1,310
Total Children - Guardianship	10	4	4	7	5	14	10						54	93	74
Total Children - KinGAP <sup>2</sup>	11	3	14	23	6	13	12						82	141	122
<b>Visitation and Licensing</b>															
Scheduled Visitation Center Visits	1,709	1,322	1,542	1,418	1,534	1,542	1,685						10,752	18,432	20,012
Visitors to the Visitation Center	4,490	3,739	4,263	3,962	4,390	4,424	4,606						29,874	51,213	46,672
Licensed Fictive Kin Homes	73	71	65	67	70	67	69						69	69	70
Licensed Regular Foster Homes	353	351	360	355	358	346	347						353	353	356
Licensed Relative Foster Homes	241	246	254	266	278	274	283						263	263	223
Unlicensed Relative Foster Homes	688	666	679	662	668	713	732						687	687	714
Licensed Treatment Foster Homes <sup>3</sup>	210	213	215	220	226	219	220						218	218	204
Licensed Treatment Group Homes <sup>4</sup>	12	12	11	10	8	8	8						10	10	8

### Notes & Highlights

- 1 - Average Call Answer Time<sup>1</sup> 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 - KinGAP initiated November 2016. Starting 2020: Children counted in KinGAP are not included in the Guardianship count.
- 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.