

 together is better	Family Services 2025 Executive Summary							
	Month		Annual					
	July 2024	July 2025	2021	2022	2023	2024	Projected 2025	2024-2025 % Δ
Intake Calls (Target Time = < Than 5 Min)								
Law Enforcement/Medical Phone Calls ⁵	1,634	1,591	18,634	18,789	18,485	20,350	19,166	-5.8%
Community Phone Calls ⁵	1,836	1,854	23,023	27,065	26,977	27,972	24,333	-13.0%
Community Calls Answered In Target Time	1,692	1,703	19,666	23,832	24,395	23,445	18,768	-19.9%
% of Community Calls Answered in Target Time ¹	92.2%	91.9%	85.4%	88.1%	90.4%	83.8%	77.1%	-8.0%
Reported by Internet/Email	192	285	3,792	4,747	4,267	5,041	6,139	21.8%
Reported by Fax	3	3	253	358	112	73	58	-20.2%
Child Protective Services								
Total CPS Investigations	1,025	1,013	13,904	12,966	12,710	12,546	12,458	-0.7%
% Initiated Within Priority Timeframes	86%	85%	83%	88%	86%	84%	83.3%	-0.5%
New Children on CPS Caseload	1,604	1,588	22,015	20,663	20,004	19,842	19,623	-1.1%
Permanency and Adoption								
New Children on Permanency Caseload	516	464	4,100	3,854	4,979	4,899	4,857	-0.9%
Total Children Adopted	60	47	600	590	511	528	442	-16.2%
Total Children Reunified	126	124	1,595	1,342	1,532	1,310	1,382	5.5%
Total Children - Guardianship	6	10	100	90	88	74	93	25.1%
Total Children - KinGAP ²	7	12	117	91	118	122	141	15.2%
Visitation and Licensing								
Scheduled Visitation Center Visits	1,503	1,685	12,448	10,721	19,091	20,012	18,432	-7.9%
Visitors to the Visitation Center	3,327	4,606	29,716	23,609	42,410	46,672	51,213	9.7%
Licensed Fictive Kin Homes	64	69	85	71	63	70	69	-1.2%
Licensed Regular Foster Homes	358	347	446	345	322	356	353	-0.7%
Licensed Relative Foster Homes	213	283	235	180	190	223	263	18.3%
Unlicensed Relative Foster Homes	700	732	678	731	741	714	687	-3.8%
Licensed Treatment Foster Homes ³	205	220	207	186	174	204	218	6.5%
Licensed Treatment Group Homes ⁴	7	8	6	5	7	8	10	30.0%
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 - 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.								
5 - March 2024 Intake call volume higher than trend due to increase of differential response reports.								