



Family Services 2025 Executive Summary

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2025	Projected Year End	2024
Intake Calls (Target Time = < Than 5 Min)															
Law Enforcement/Medical Phone Call	1,501	1,425	1,636	1,826	1,774								8,162	19,589	20,350
Community Phone Calls	2,211	1,989	2,070	2,332	2,118								10,720	25,728	27,972
Community Calls Answered In Target Time	1,612	1,315	1,390	1,704	1,719								7,740	18,576	23,445
% of Community Calls Answered in Target Time ¹	73%	66%	67%	73%	81%								72%	72%	84%
Reported by Internet/Email	499	583	719	795	471								3,067	7,361	5,041
Reported by Fax	9	3	1	10	4								27	65	73
Child Protective Services															
Total CPS Investigations	908	978	1,094	1,241	1,122								5,343	12,823	12,546
% Initiated Within Priority Timeframes	85%	86%	82%	82%	79%								83%	83%	1
New Children on CPS Caseload	1,503	1,516	1,697	1,929	1,750								8,395	20,148	19,842
Permanency and Adoption															
New Children on Permanency Caseload	357	270	490	425	392								1,934	4,642	4,899
Total Children Adopted	24	26	44	31	40								165	396	528
Total Children Reunified	118	128	119	111	105								581	1,394	1,310
Total Children - Guardianship	10	4	4	7	5								30	72	74
Total Children - KinGAP ²	11	3	14	23	6								57	137	122
Visitation and Licensing															
Scheduled Visitation Center Visits	1,709	1,322	1,542	1,418	1,534								7,525	18,060	20,012
Visitors to the Visitation Center	4,490	3,739	4,263	3,962	4,390								20,844	50,026	46,672
Licensed Fictive Kin Homes	73	71	65	67	70								69	69	70
Licensed Regular Foster Homes	353	351	360	355	358								355	355	356
Licensed Relative Foster Homes	241	246	254	266	278								257	257	223
Unlicensed Relative Foster Homes	688	666	679	662	668								673	673	714
Licensed Treatment Foster Homes ³	210	213	215	220	226								217	217	204
Licensed Treatment Group Homes ⁴	12	12	11	10	8								11	11	8

Notes & Highlights

1 - Average Call Answer Time¹ 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.