



TEXAS DEPARTMENT OF FAMILY AND PROTECTIVE SERVICES

COMMISSIONER
Howard G. Baldwin, Jr.

July 12, 2012

DFPS REPORT/PUBLICATION CLEARANCE REQUEST

MEMORANDUM FOR THE COMMISSIONER

THROUGH: Beth Engelking
APS Assistant Commissioner

FROM: Lori Henry
APS Program Support Manager

SUBJECT: APS Quarterly Program Performance Report, 3rd Quarter FY 2012

Purpose

To approve for submission to legislative offices the quarterly APS Program Performance Report.

Background

Senate Bill 6, 79th Texas Legislature, requires APS to submit a quarterly report to the legislature on In-Home program performance. This report is due on August 1, 2012 to the Texas Legislature.

Summary

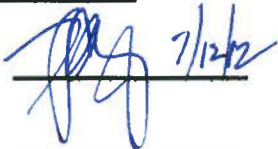
This report provides information on the APS processes, client centered measures and staffing, summarized as follows:

Investigations and Service Delivery Performance includes information on the average hold times for intake phone calls (SWI), In-Home intakes and completed investigations, average days for investigations and service delivery, and average daily caseload.

Employee Performance includes information on SWI, Investigation, risk assessment and delivery of protective services performance measures.

Staffing includes information on number of filled FTEs, vacancies and turnover rates.

Commissioner's Decision

Approve  7/12/12 Disapprove _____
Modify _____ Schedule Briefing _____

Comments/Acknowledgment _____

Attachment

cc: Jennifer Sims, Deputy Commissioner 