



Texas Department of
Family and Protective Services

Senate Health and Human Services

Charge 2B: Face-to-Face Visits

H.L. Whitman, DFPS Commissioner

March 22, 2018

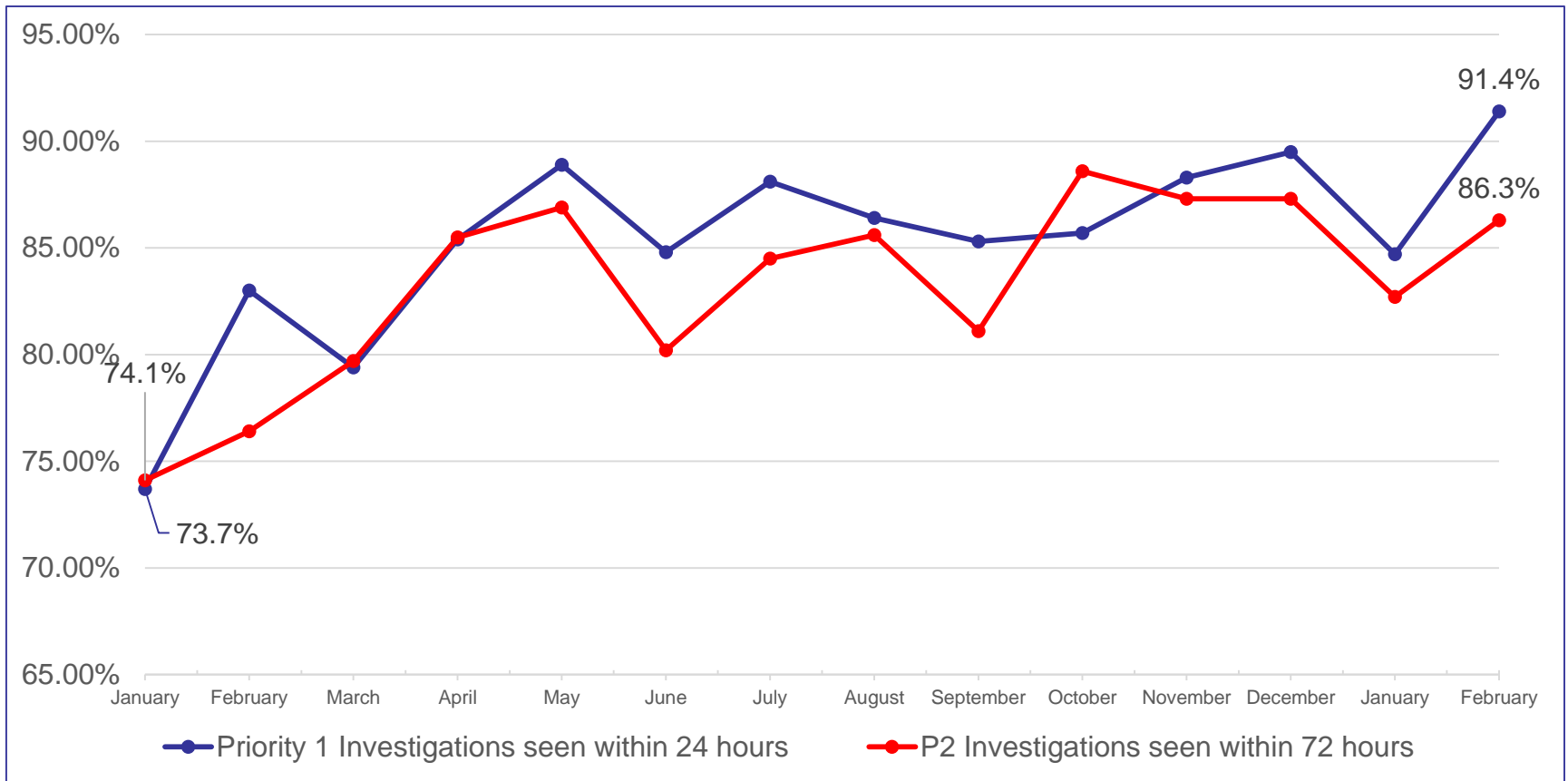
Sec. 261.301, Family Code

- Immediately respond to a report of abuse or neglect that involves circumstances in which the death of the child or substantial bodily harm to the child would result unless the department immediately intervenes;
 - PRIORITY ONE: Respond within 24 hours to a report of abuse and neglect that is assigned the highest priority
 - PRIORITY TWO: Respond within 72 hours to a report of abuse or neglect that is assigned the second highest priority
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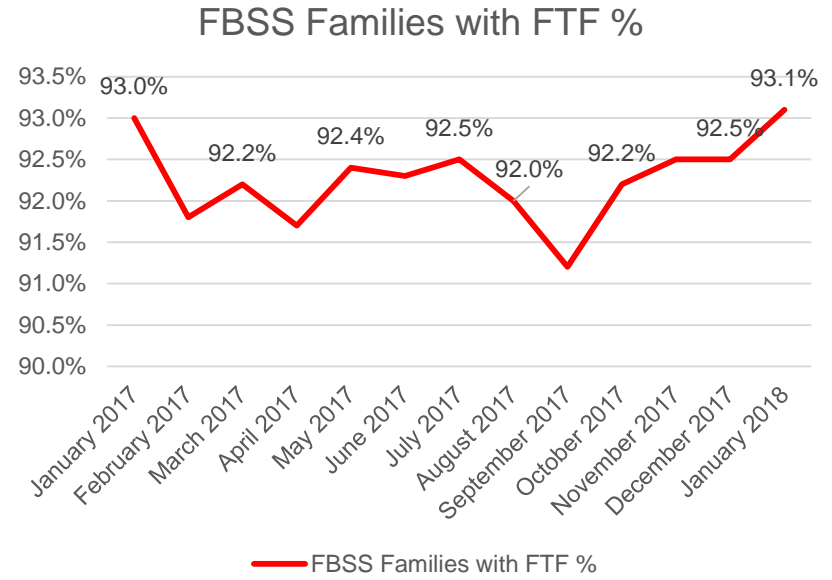
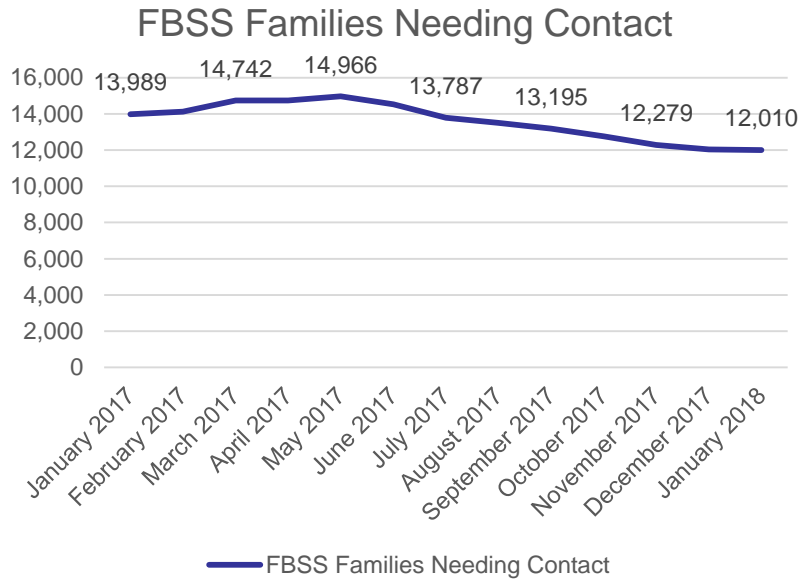
Face to Face Contacts

24% increase in timely P1 Face-to-Face contacts
16.5% increase in timely P2 Face-to-Face contacts





FBSS Face-to-Face Visits

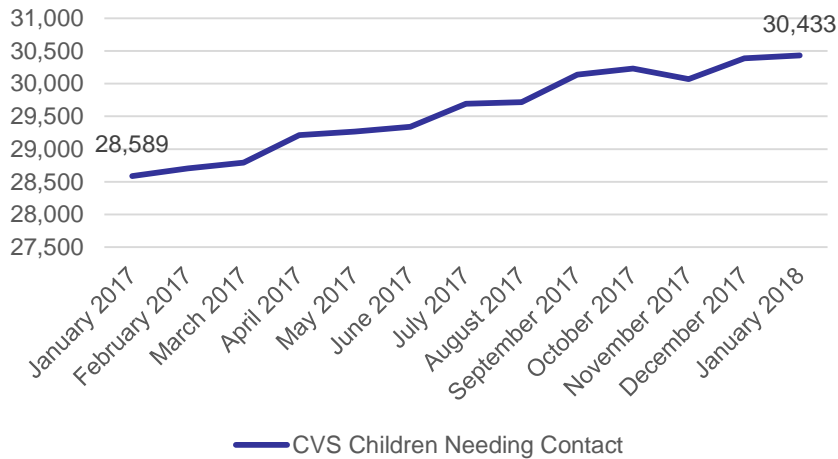


Unlike initial face-to-face contact in the investigation stage, DFPS has already made contact with families in the FBSS and CVS stages of service. The barriers to timely face-to-face contact in the investigation stage of service largely are eliminated in FBSS and CVS, allowing for more consistent contact.

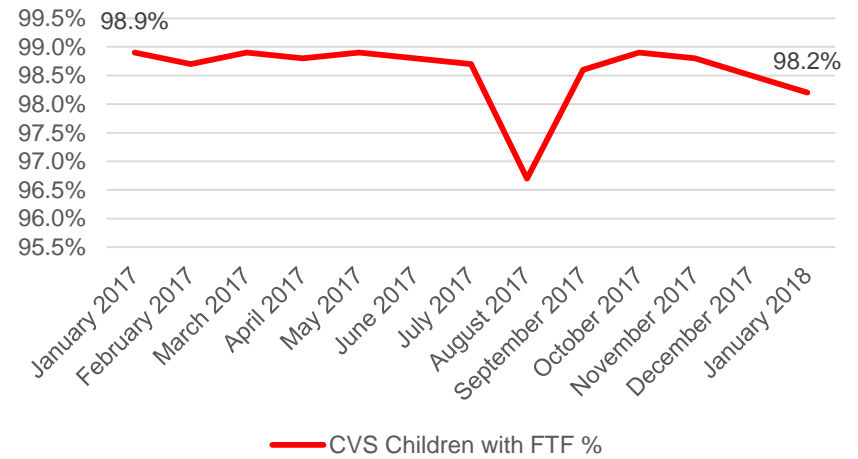


CVS Face-to-Face Visits

CVS Children Needing Contact



CVS Children with FTF %



Unlike initial face-to-face contact in the investigation stage, DFPS has already made contact with families in the FBSS and CVS stages of service. The barriers to timely face-to-face contact in the investigation stage of service largely are eliminated in FBSS and CVS, allowing for more consistent contact.

- Special Investigators involvement in face-to-face
- Escalation to regional leadership when statutory timelines aren't met
- Turnover and reduced caseloads impact timely contact
 - Since October 2016, Investigations turnover has decreased by 31% and caseloads have decreased by 27%

Face-to-Face visits in Conservatorship (CVS)

- Federal requirements dictate at least a once monthly visit, with the majority of visits taking place in the child's residence
- Caseworker must speak with the child in private as appropriate with age and development

Face-to-Face visits in Family-Based Safety Services (FBSS)

- Initial face-to-face with child within 10 calendar days, with the majority of visits taking place in the child's residence, and must see the child at least once monthly
- Caseworker must speak with the child in private as appropriate with age and development

CPS may determine more frequent face-to-face or other contacts (phone) are necessary to ensure child safety, permanency, and well-being
