



**TEXAS**  
Department of Family  
and Protective Services



# 2018

## ANNUAL REPORT



*"We promote safe and healthy families and protect children and vulnerable adults from abuse, neglect, and exploitation."*

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*“We promote safe and healthy families and protect children and vulnerable adults from abuse, neglect, and exploitation.”*

# Agency Overview

The Texas Department of Family and Protective Services (DFPS) works with communities to promote safe and healthy families and protect children and vulnerable adults from abuse, neglect, and exploitation. We do this through investigations, services and referrals, and prevention programs.

DFPS does this important work through its five major programs:

- Statewide Intake
- Adult Protective Services
- Child Protective Investigations
- Child Protective Services
- Prevention and Early Intervention

The DFPS commissioner oversees more than 12,000 employees in 316 local offices located in 11 regions and a state headquarters in Austin. You can learn more about the agency at [www.DFPS.state.tx.us](http://www.DFPS.state.tx.us).

DFPS experienced major changes in FY 2018 due to

legislation passed by the 85th Texas Legislature and its internal efforts. These changes strengthened the agency's ability to make quick decisions to ensure client safety, improve long-term outcomes for clients, and increase the agency's capacity to train and retain high-quality caseworkers.

## **House Bill 5**

House Bill 5 of the 85th Texas Legislature transformed DFPS into an independent state agency. DFPS now reports directly to the Governor. As a result of HB 5, the agency immediately reorganized a core function of the agency, by moving all investigative functions from the Child Protective Services program into the new Child Protective Investigations (CPI) program. The new CPI program includes former CPS investigators and special investigators, as well as investigators from the Child Care Licensing (CCL) program who investigate allegations of abuse and neglect in day care and foster care.

While, CPI continues to work closely with both CPS and CCL the new structure allows for improved quality and



effectiveness of child abuse and neglect investigations. It further allows CPS to focus on its core functions of child safety, permanency, well-being, and normalcy. This reorganization was initially envisioned in Commissioner Whitman's [ten-point plan](#) for improving CPS.

On September 1, 2017, the regulatory functions of the Child Care Licensing program as well as the Adult Protective Services Provider Investigations program transferred from DFPS to the Health and Human Services Commission (HHSC). The Child Protective Investigations program at DFPS and the Licensing and Regulatory Division at HHSC continue to work together closely to protect the children they jointly serve.

### **Senate Bill 11**

The 85th Texas Legislature directed DFPS to expand [Community-Based Care](#), which is a community-based approach to meeting the individual and unique needs of children, youth, and families. A single contractor within each designated geographic service area is responsible for finding foster homes or other living arrangements for children in state care, and providing them a full continuum of services.

This contractor will be responsible for expanding foster care capacity, building a network of providers, engaging the community, finding homes and placements for children, providing case management, and coordinating and delivering services to children in foster care and their families. Community-Based Care will serve both children in foster care and in kinship care (children in state legal custody who live with extended family).

In FY 2018, DFPS solicited proposals for expanding Community-Based Care into 30 North Texas counties in DFPS Region 2 and into Bexar County. DFPS awarded the Region 2 contract to 2INGage, a partnership between Texas Family Initiative LLC and New Horizons Ranch and Center Inc. DFPS awarded the Bexar County contract to Family Tapestry, a division of the Children's Shelter. DFPS has also announced plans to expand Community-Based Care into two additional regions in 2019.

Senate Bill 11 also directed DFPS to conduct two pilots that use a similar community-based approach to helping families stay together and keeping children safe while receiving Family-Based Safety Services (FBSS). In the

first FBSS pilot, DFPS contracted with Pathways Youth and Family Services to provide case management and develop and purchase a full array of services to meet the needs of the children and families in six West Texas counties. These counties are Brewster, Culberson, El Paso, Hudspeth, Jeff Davis, and Presidio. The second FBSS pilot will be located in Nueces County.

### **Human Trafficking**

In 2018, DFPS created the Human Trafficking and Child Exploitation team to:

- Strengthen compliance with federal and state human trafficking mandates.
- Develop best practices for preventing trafficking.
- Help DFPS better identify, report, recover, and restore victims of trafficking.

The team also builds relationships with law enforcement and community leaders to develop and expand services for children who are victims of sex trafficking.

In FY 2018, all DFPS staff were required to complete mandatory human trafficking awareness training. This was in addition to the human trafficking information that all new Child Protective Services and Child Protective Investigations caseworkers receive in professional development training. DFPS also:

- Laid the foundation for using the Commercial Sexual Exploitation – Identification Tool (CSE-IT) in Bexar, Dallas, Harris, Tarrant and Travis counties.



- Developed a protocol to help staff identify youth who are being sexually exploited or at risk of being sexually exploited.
- Hosted the first DFPS Human Trafficking Summit, a statewide conference for DFPS staff and key partners and stakeholders who help fight against trafficking for the children and youth DFPS serves. More than 500 people participated in 34 workshops covering topics such as identifying human trafficking, investigations, prosecution, types of trafficking, and victim treatment and services.
- Formed the Administration for Children and Families (ACF) Region VI Human Trafficking Work Group, only the second of its kind in the nation. The group works to address the needs of youth who are trafficked and includes representatives from child welfare, juvenile justice, attorney general offices, law enforcement, and nonprofits, as well as survivor leaders, from Texas and neighboring states.

### **Office of Consumer Relations**

DFPS carefully reviews complaints from clients and concerned parties. The Office of Consumer Relations (OCR) resolves complaints and responds to inquiries about DFPS programs in a fair and unbiased way. These concerns may come from DFPS clients, their families, stakeholders, and the public. OCR responded to 14,140 general inquiries and 1,016 legislative inquiries in FY 2018. OCR reviewed these inquiries and shared the results of its reviews with DFPS managers to help them continually improve the quality of services.

You can contact the [Office of Consumer Relations](#) toll-free at 800-720-7777, by email ([OCR@dfps.state.tx.us](mailto:OCR@dfps.state.tx.us)), or through the DFPS website Contact Us page.

### **DFPS Volunteers**

Volunteers play a critical role in supporting our mission and assisting our families. Nearly 3,500 trained volunteers and 439 volunteer groups worked with DFPS to help families. Examples include sitting in the hospital with sick children, answering phones for the Texas Youth Hotline and organizing emergency resource rooms.

Volunteers served a total of 153,272 hours which equates to \$3,776,617 of donated time. To learn more about how to become a DFPS volunteer, visit [www.dfps.state.tx.us/volunteer](http://www.dfps.state.tx.us/volunteer).

### **360 Leadership Assessment**

In FY 2018, DFPS took the unique step of engaging the University of Texas to conduct 360 Leadership Assessments of every manager in the agency. This included every frontline supervisor all the way up to the DFPS commissioner and his executive team. In a 360 assessment, each manager is evaluated and scored on five leadership roles by the manager's direct reports and his or her own manager. The responses are anonymous to encourage candid answers. 360 assessments help managers understand and improve on areas of weakness.

The goal of an agency-wide 360 assessment is to improve the leadership capabilities of all DFPS managers and the performance of the agency as a whole. The results of the assessment are not static, rather they have been used by divisions across the agency as an opportunity to improve and grow their leadership skills. The University of Texas will conduct a follow up assessment in FY 2019 to measure progress.



# Statewide Intake (SWI)

## What We Do

SWI operates the [Texas Abuse Hotline](#) to take reports of abuse, neglect, and exploitation and route them to the right program for investigation. These reports include allegations of:

- Child abuse and neglect at home.
- Abuse and neglect of children in childcare.
- Abuse, neglect, and financial exploitation of people who are elderly or have disabilities and are living at home.
- Abuse of adults and children in state facilities and programs for people with mental illness or intellectual disabilities.

SWI also operates the [Texas Youth Hotline](#), which provides counseling, resources, and referrals to youth and their parents in an effort to prevent abuse, neglect, truancy, delinquency, and running away from home.

## 2018 Accomplishments

### Greater Collaboration

SWI expanded its collaboration with Children's Advocacy Centers of Texas to better coordinate investigations by law enforcement agencies and Child



Protective Investigations. Everyone has a single point of contact to make communication easier and to make investigations and interviews more cohesive. SWI expanded the program in FY 2018 to involve all 72 child advocacy centers and around 650 law enforcement agencies.

### Upgraded Hotline Phone System

SWI upgraded the Texas Abuse Hotline phone system in FY 2018. SWI replaced an antiquated call recording system with a cloud-based solution that guarantees maintenance and ensures DFPS is always available to take calls from those reporting suspected abuse, neglect, or exploitation. The new phone system also has more sophisticated call routing so that we can better serve our Spanish speaking callers by more often matching them with an intake specialist who can handle their call without the services of a translator.

## SWI Services

State law requires anyone who believes that a child or an adult who is 65 or older or who has a disability is being abused, neglected, or financially exploited to report it. SWI's primary job is to evaluate these reports and route them to the right local office.

## Texas Abuse Hotline

The Texas Abuse Hotline accepts reports of abuse, neglect, and financial exploitation from across the state on the phone at 800-252-5400 and on its secure website, [TxAbuseHotline.org](https://www.txabusehotline.org). The hotline also accepts reports of violations of childcare standards as well as reports of abuse in facilities operated by other state agencies or community providers that serve adults and children with mental illness or intellectual disabilities.

The Statewide Intake (SWI) program assigns a priority to all reports that meet the legal definitions of abuse, neglect, or exploitation. SWI bases the priority on the safety of the alleged victim and sends each report to the right DFPS or HHSC program to investigate. SWI also notifies law enforcement agencies in cases that involve children. SWI operates around-the-clock every day of the year, including nights and holidays.

You can learn more about reporting abuse on the [Report Abuse page](#) of the DFPS website.

For more information, see [Statewide Intake](#) in the DFPS Data Book.

## Texas Youth Hotline

This toll-free hotline provides 24-hour confidential crisis guidance, advocacy, and information and referrals to runaways, at-risk youth, their families, and other adults. Volunteers talk, text, and chat with callers who are facing a variety of problems such as family conflict, abuse and neglect, sex trafficking, and youth who skip school, commit crimes, or run away from home.

The Texas Youth Hotline serves youth and their families, school employees, youth-care workers, law enforcement agencies, and anyone in need of community services. Hotline staff and volunteers are available by phone, online chat, and text. Learn more by visiting the Texas Youth and Runaway Hotline website at [TexasYouth.org](https://www.texasyouth.org).



# Adult Protective Services (APS)

## What We Do

APS investigates reports of abuse, neglect, and financial exploitation of adults in the community who are 65 or older or who have disabilities, and provides or arranges for protective services when needed.

## 2018 Accomplishments

### CLEAR Workgroup

APS created a workgroup in response to changes by the 85th Legislature and direction from the DFPS commissioner. The workgroup is known as the CLEAR (Casework: Logical, Efficient, and Responsible) workgroup. The group is composed of APS field managers. It conducted a complete review of APS' daily work to find ways improve efficiency without compromising client outcomes.

The workgroup held meetings and gathered feedback from local focus groups and APS managers meetings, and gave APS field staff opportunities for input. The workgroup made recommendations that have been or will be incorporated into policy. This includes clarifying policies about notifications to law enforcement and financial exploitation investigations involving people in long-term care facilities. These changes will increase law enforcement awareness of potential crimes against vulnerable adults and ensure allegations of abuse, neglect, and financial exploitation are thoroughly investigated. The workgroup also identified the need for training and reinforcement of existing policy for APS staff, which improves case management for clients.

### Insight

In addition to the CLEAR workgroup recommendations, APS implemented Insight, a quick-reference tool that puts information like task deadlines and critical case milestones into online dashboards and other graphical summaries. Insight links to the IMPACT case management system and helps APS staff quickly

and easily manage their daily work, while also helping supervisors balance workload among their staff.

### Partnership with WellMed

In 2018, the partnership between APS, WellMed Charitable Foundation (WellMed) and the Benjamin Rose Institute on Aging started a new prevention program to reduce risk of self-neglect among patients who are older than 65 or who have disabilities. The program and study was made possible by a grant in 2016, and began serving patients in April, 2018. It involves:

- Screening primary care patients who are at high risk of self-neglect.
- Providing home visits, needs assessments, and service plans.
- Follow up by clinical social workers over a four-month period.

A randomized controlled study will evaluate this new approach. It is expected to make an important contribution to research on adult abuse interventions.

This partnership began in 2012 with a grant from the federal Administration on Community Living. APS collaborated with WellMed to develop new approaches to identifying and responding to elder abuse, neglect, and financial exploitation (ANE). Early on, APS trained





clinic staff on ANE and APS services and added ANE screening and reporting protocols to routine care at clinics. APS also placed staff at WellMed to provide ongoing consultation, outreach, and help with case coordination. Clinic workers learned more about APS and abuse, neglect, and financial exploitation. Case management as well as ANE screening and reporting improved.

In August 2018, the National Adult Protective Services Association (NAPSA) recognized the partnership with the NAPSA Collaboration Award for developing new approaches to address adult abuse, neglect, and exploitation.

## Improved Risk Assessment Tool

APS improved the Risk of Recidivism Assessment tool in July 2018 based on recommendations from the National Council on Crime and Delinquency. APS uses this tool to assess our clients' risk of experiencing abuse, neglect, or financial exploitation in the next six to 12 months on a scale of low, moderate, or high. These changes were shown to improve the tool's accuracy in identifying the most vulnerable adults. This will assist caseworkers in developing more effective service plans so clients are less likely to be abused, neglected, or financially exploited in the future.

## APS Performance Management

In FY 2018, APS continued to perfect its efforts to improve the quality of its work. The APS Quality Assurance (QA) team checks program performance by reading and scoring two cases per caseworker every month, and doing an analysis of each unit in the state. This let supervisors see how each worker was doing, as



well as their unit as a whole, including strengths and areas for improvement. In FY 2018, the QA team began offering face-to-face meetings with field staff and managers.

APS uses what it calls “target zones” in its management approach. Target zones are acceptable variations on key performance metrics that help define “healthy casework.” Managers at all levels get monthly data and a more in-depth quarterly analysis. Managers use the information to ensure APS is doing quality work consistently across the state, to improve practice, and show clear progress toward meeting program expectations.

## APS Services

### Investigations and Services

APS investigates allegations of abuse, neglect, and financial exploitation of adults age 65 and older and adults age 18-64 who have a substantial physical or mental disability and live in their own homes or other community settings.

This program also investigates allegations of financial exploitation of adults living in nursing homes, assisted living facilities, or adult foster care homes who may be financially exploited by someone from outside the facility. State law requires anyone who believes that an adult who is elderly or has a disability is being abused, neglected, or financially exploited to report it immediately.

APS begins an investigation by contacting someone who has reliable and current information about the alleged victim within 24 hours of receiving a report. APS can make the initial contact in person or by phone. APS may also provide or arrange for emergency services to or prevent further abuse, neglect, or financial exploitation. These services may include short-term shelter, food, medication, health services, financial help with rent and utilities, transportation, and minor home repair.

APS works in partnership with other social service organizations to provide resources to adults who are abused, neglected, and exploited. APS works closely with the Texas Health and Human Services Commission (HHSC) on cases that require guardianship services. APS notifies law enforcement at any point during an investigation if APS suspects a crime has been committed.

For more information, see the [APS section](#) of the DFPS Data Book on the DFPS website.

# Working with Partners

APS works with many partners to protect vulnerable adults from abuse, neglect, and financial exploitation, and to increase resources and services for adults who are elderly or have disabilities.

## Law Enforcement

DFPS Abuse Hotline staff and APS caseworkers contact local law enforcement when they have cause to believe a crime has been committed. In such cases, APS staff may coordinate investigations with local law enforcement or work with local courts to seek emergency legal action to protect clients.

## Forensic Assessment Center Network

APS contracts with the University of Texas Health Science Center in Houston, which manages the [Forensic Assessment Center Network](#) (FACN). FACN is a group of doctors, specialists, and other medical professionals who help APS identify abuse and neglect. FACN also gives APS staff ongoing training in geriatric medicine and the psychological and psychiatric issues of persons with mental illness and cognitive disabilities.

## Children's Advocacy Centers

Children's advocacy centers (CACs) work with APS on abuse and neglect investigations. CACs provide a safe environment where community agencies share information and develop coordinated strategies to meet the needs of APS clients. They provide specialized forensic interviews and minimize the need for multiple agencies to interview victims of abuse separately. In 2017, 98 percent of Texas counties are served by one of the 71 programs in Texas.

## Texas Partners for APS and Resource Rooms

Texas Partners for Adult Protective Services is a statewide non-profit organization. It works with APS to improve the lives of clients by developing resources that support APS clients and staff. Twenty-five non-profit boards from around the state elect members to the Texas Partners for APS board, which works with local boards to raise funds and educate the public and service providers on abuse, neglect, and financial exploitation issues. Texas Partners for APS and local boards collect

donations to stock emergency resource rooms in APS offices with supplies that APS caseworkers use, 24 hours a day, to help older adults or those with a disability who are being abused or neglected. In FY 2017, there were 41 resource rooms in 157 Texas counties. Resource rooms go by several different names such as Bridge Rooms, Silver Star Rooms, and Silver Ribbon Rooms.

## Banfield Foundation

A grant from the Banfield Foundation enables APS clients to also get health and veterinary care for their pets. This grant pays for items such as pet food, veterinary care and services, grooming, flea and tick medications, heart worm prevention, and when needed, short term shelter until the pet and owner can be reunited in a safe environment.

## Public Awareness Campaign

It's Everyone's Business is an APS outreach campaign that provides resources and information year round, but focuses on May and October to promote ways to protect adults from abuse, neglect, and financial exploitation. The major goals of the campaign are to:

- Raise awareness about the problems of adult abuse, neglect, and financial exploitation.
- Increase awareness of APS programs and services.
- Enlist community support for clients, staff, and resources.

In October, the campaign focuses on financial exploitation by working with organizations that provide services to vulnerable adults, and supplies them with information on financial exploitation. See [EveryonesBusiness.org](http://EveryonesBusiness.org) for more information on how to become involved.



# Child Protective Investigations (CPI)

## What We Do

The Child Protective Investigations (CPI) program investigates reports of child abuse and neglect at home, in child care, and in public schools to protect children from harm now and in the future.

Most of the cases involve children living at home with parents or guardians. We work with parents to help them find the resources they need to resolve their issues and prevent future harm in less serious cases. In more serious cases where we determine a child was abused or neglected at home, we transfer the case to Child Protective Services for ongoing services. If a child is at risk of immediate harm, we removed the child from the home. CPI also works to recover missing children and combat human trafficking.

For child care and school investigations, our job is to determine what happened and coordinate with other responsible programs or departments. We report our findings on childcare investigations to the Texas Department of Health and Human Services and findings from public school investigations to individual school districts.

The Child Protective Investigations program has three main divisions: Investigations (INV), Special Investigations (SI), and Child Care Investigations (CCI). Except for CCI, Child Protective Investigations was formerly part of Child Protective Services and still works hand in hand with CPS.

## 2018 Accomplishments

### Alternative Response (AR)

Alternative Response is a more engaging approach to working with families than a traditional investigation. While available in most of Texas, CPI continued to expand Alternative Response by added it in Region 8 (San Antonio area) and Region 6B (South East Texas) in FY 2018.

Alternative Response managers from across the state attended a conference in October 2018. The conference,

The Power of You – Inspiring Change through Leadership, focused on their continued work towards making organizational change within the agency and increased their knowledge and ability on working child abuse and neglect cases using AR engagement processes. CPI plans to continue to expand AR in FY 2019. Learn more about AR in the Services section of this report.

### Timely Contact with Families

When Child Protective Investigations became its own program on September 1, 2017, one of the priorities was to improve face-to-face contacts in child abuse and neglect investigations and to locate children and families who were hard to find or trying to avoid CPI caseworkers. While compliance with face-to-face contact timeframes varied somewhat through the year, it remained near historically high levels at approximately 90 percent. Making contact is the first major step in an investigation and timeliness increases the safety of children.

### Workforce Development

Investigations staff took Forensic Assessment Center Network (FACN) training in FY 2018. This training was a review of the purpose of the FACN and how CPI staff can use the FACN effectively as they make case decisions. Using resources, such as the FACN, strengthens investigations and helps caseworkers do a better job of protecting children from abuse or neglect.



CPI and CPS leaders also held a joint leadership conference in July 2018. The conference, “Your Leadership, Your Legacy,” focused on providing leaders of the two sister programs additional skills to enhance their leadership ability.

## Child Care Investigations Transition

On September 1, 2017, the regulatory functions of the Child Care Licensing program transferred from DFPS to the Texas Health and Human Services Commission. The responsibility to investigate allegations of abuse and neglect in child care settings remained at DFPS and became a part of Child Protective Investigations. CCI staff were active in workgroups during FY 2018 to make recommendations for policy and TAC rules to clarify definitions of abuse, neglect, and exploitation. These efforts support CCI’s work to make findings that help ensure the safety of children and youth. They were also necessary to separate CCI procedures and rules from CCL’s procedures and rules. Based on the work in FY 2018, Child Care Investigations will publish a new Child Care Investigations Policy and Procedure Handbook, and DFPS will publish new Texas Administrative Code (TAC) rules in FY 2019.

## Investigation Services

### Child Protective Investigations

State law requires anyone who believes a child is being abused or neglected to report it so DFPS can investigate. Child Protective Investigations (CPI) caseworkers interview children, parents, and others who know about the family to help determine if abuse or neglect happened, if children are safe, and to gauge the risk of further harm. CPI caseworkers also consider physical evidence such as injuries, drug abuse, and other factors such as lack of food or medical care. If needed, CPI caseworkers may refer families to services to help stabilize the family and address their needs. However, if services are not enough to make a child safe, CPI may ask a judge to remove the child from the parents’ custody and place the child in a relative’s care or in foster care.

For more information, see Child Protective Investigations in the [CPI Section](#) of the DFPS Data Book.



### Alternative Response Expands

CPI does Alternative Response (AR) investigations. Alternative Response lets CPI handle less serious allegations of abuse or neglect in a more flexible way than in a traditional investigation – engaging families while still focusing on the safety of the children. AR provides services and support to help families resolve safety issues and reduce future allegations of abuse or neglect. Unlike a traditional investigation, CPI does not name the parent or guardian as a perpetrator (the person who commits abuse or neglect), which can affect future employment.

Alternative Response was available in most of Texas in FY 2018 with the exception of Region 2 (North Texas) and Region 6A (Harris County). AR will be expanded to those areas in FY 2019.

For more information, see Alternative Response in the [CPI section](#) of the DFPS Data Book.

### Special Investigations

Special investigators are former law enforcement officers and have expertise in criminal investigations. They assist in high-profile or high-risk abuse and neglect cases that may require joint investigation with law enforcement. Special investigators take the lead on school investigations, DFPS employee investigations, and child fatality cases when there are no surviving children in the home. They also participate on local boards and multi-disciplinary teams.

Special investigators handle or assist in investigations of abuse and neglect in situations when law enforcement experience is crucial or when their skill set is more appropriate than that of a CPI caseworker.

Special investigators play a large role in locating and recovering children that have gone missing from foster care or other forms of DFPS conservatorship (legal custody). They are liaisons in missing children cases to the National Crime Information Center and National Center for Missing and Exploited Children, and they provide recovery interviews and services and assist with the Governor's human trafficking initiatives. Special investigators work closely with the DFPS Human Trafficking Team to develop tools to help in investigations involving missing children and victims of sex or labor trafficking.

## Child Care Investigations

Child Care Investigations (CCI) investigates allegations of abuse and neglect in daycare and in foster care to ensure the safety of children. CCI reports its findings to the Child Care Licensing (CCL) program at the Texas Health and Human Services Commission. CCI investigators also share information with CCL inspectors when they identify possible violations of child care minimum standards so that CCL can address them with the daycare or foster care provider. CCI also coordinates with Child Protective Services if the allegations involve a child in foster care.

## Working with Partners

Child Protective Investigations works with many partners to protect children from abuse and neglect and provide services to children and their families. Some of those partners include child welfare boards, law enforcement agencies, children's advocacy centers, the Forensic Assessment Center Network, and various providers and community partners.

## Child Welfare Boards

Many counties provide additional resources to help DFPS meet the needs of children in state care. More than 200 counties have child welfare boards appointed by commissioners' courts. These boards provide significant support to enhance care and services for children in foster care and their families and help with child abuse

prevention efforts. CPI staff regularly sit on child welfare boards as non-voting members.

## Law Enforcement

DFPS and law enforcement jointly investigate when there are allegations that children are crime victims and are at immediate risk of death or serious harm. DFPS and law enforcement also work together on cases when children are exposed to the selling or making of drugs. Law enforcement notifies DFPS if they plan to raid a home so DFPS can protect the children. DFPS contacts law enforcement if it finds evidence of a possible crime. DFPS and law enforcement also work together closely on cases involving human trafficking.

## Children's Advocacy Centers

Children's advocacy centers (CACs) provide a safe place where law enforcement officers, DFPS caseworkers and investigators, and other professionals can obtain a forensic interview of children who may be victims of sexual abuse or severe physical abuse, or who witnessed a violent crime. Many CACs also offer services such as counseling, medical exams, and classes for abuse victims and their families. CACs have also partnered with DFPS to train caseworkers on child welfare topics.

## Forensic Assessment Center Network (FACN)

CPI works with the Forensic Assessment Center Network to ensure that caseworkers have access to the most current information about abuse and neglect so they can make sure children and adults are safe. The network ensures that pediatric doctors with specialty training in child abuse and neglect are available to review incidents of abuse or neglect, and offer advice and expertise to caseworkers.

## Community Partners Programs

Rainbow rooms help meet the critical needs of abused and neglected children and their families. These resource rooms supply a variety of items such as car seats, clothing, shoes, underwear, baby formula, school supplies, and safety and hygiene items to families and children who need them. This service promotes the well-being of children and often helps caseworkers engage parents.

# Child Protective Services (CPS)

## What We Do

Child Protective Services (CPS) works to strengthen and stabilize families so that they can safely care for their children at home. When that is not possible, CPS works with the courts and communities to find permanent homes or other places for children to live. CPS works to ensure appropriate placements for children and comprehensive services for families in an effort to stabilize and reunite families when possible.

On September 1, 2017, the investigative function of CPS transferred to the new Child Protective Investigations program.

## 2018 Accomplishments

### Treatment Foster Family Care

CPS started a new program called Treatment Foster Family Care and awarded three contracts to Arrow Child and Family Services, Covenant Kids, Inc., and the Bair Foundation in July and August of 2018. Experts from multiple disciplines provide innovative services that have been proven effective or supported by research to children age 10 and younger. These children have mental health or behavioral issues and might otherwise be in residential treatment centers. This program provides short-term services to stabilize children and help them transition successfully into less restrictive or permanent places to live.

### Intense Plus

CPS created a new service level called Intense Plus, which pays residential child-care providers a higher rate for a higher level for service for youth with complex needs. Intense Plus serves children and youth who have severe to chronically serious emotional or behavioral problems that made it hard for them to function in a family, school, or community setting.

### Community-Based Care

CPS expanded Community-Based Care (CBC) in FY 2018. The goal of CBC is to improve the overall well-

being of children in state care, find them permanent places to live, and keep them closer to home and connected with their communities and siblings. A single contractor is responsible for foster care and kinship care services within each geographic area. This contractor is responsible for finding foster homes or other places for children in state care to stay, and providing them and their families with a full continuum of services. The contractor will also provide case management.

In FY 2018:

- DFPS awarded a contract to 2INGage, a new partnership between Texas Family Initiative LLC and New Horizons Ranch and Center Inc., to serve as SSCC for the Region 2 area.
- DFPS awarded a contract to Family Tapestry, a division of the Children's Shelter, to serve Bexar County.
- DFPS renewed its contract with ACH Child and Family Services in the Region 3b. ACH will continue to provide placement, preparation for adult living, and adoption services, as well as case management services in the future.

CPS expects to expand CBC to four additional areas in FY 2019. See [Community-Based Care](#) on the DFPS website for more information.



## Kinship Caregiver Payments

CPS began giving monthly payments to eligible kinship caregivers in FY 2018. The Texas Legislature made this possible by passing House Bill 4 in 2017. Kinship caregivers are family members or family friends who care for children in state legal custody as an alternative to foster care. Kinship care keeps children connected with their families and communities, but is not without challenges. It is vital to start support services as soon as possible because kinship care is so valuable to the safety, permanency, and well-being of children in state care.

## Family Based Safety Services

CPS contracted with Pathways Youth and Family Services in Region 10, which covers El Paso, Brewster, Culberson, Hudspeth, Jeff Davis, and Presidio counties. Pathways is responsible for providing a full array of needed services for children and families in the FBSS stage. The model uses a performance-based contract and includes a comprehensive assessment of the services. Learn more about FBSS services in the Services section of this report.

## 3 in 30 Initiative

CPS started the 3 in 30 Initiative in 2018 to make sure every child that comes into state care is thoroughly checked for physical, emotional, behavioral, and developmental needs. Beginning in FY 2018, every child entering foster care must get a medical checkup in the first three days to make sure they get care for any immediate medical needs. Within 30 days, each child also gets a [Child and Adolescent Needs and Strength \(CANS\) assessment](#) and a [Texas Health Steps](#) checkup.



## Distinguished Leadership Award

The Texas Network of Youth Services awarded its annual Distinguished Leadership Award to DFPS in June 2018 to recognize CPS and other DFPS staff for protecting children and families affected by Hurricane Harvey. The hurricane affected thousands of children and youth in the state's care. Within days of the storm, DFPS and its partners evacuated more than 900 youth living in 21 residential facilities in the Houston area. DFPS tracked all youth in the state's care and helped coordinate evacuations and provide other help as needed. Once the storm had passed and rebuilding efforts began, DFPS monitored and supported the many foster care providers and families to meet their housing needs.

## CPS Services

### Family Based Safety Services

CPS provides services to help stabilize families and reduce the risk of future abuse or neglect. Family Based Safety Services (FBSS), sometimes called in-home or family preservation services, can help avoid the need to remove children from their homes. Often, these services also make it possible for children to return home by helping families understand and protect their children from danger. Services include family counseling, crisis intervention, parenting classes, substance abuse treatment, domestic violence intervention, and daycare. Most families who benefit from FBSS services have their children living at home. In some cases, children may live elsewhere, usually with family or family friends, until they can safely return home.

For more information, see Family Preservation in the [CPS section](#) of the DFPS Data Book.

### Children in State Care

DFPS looks for every reasonable alternative to keep children safe from abuse and neglect at home. But, when children cannot live safely with their own families, Child Protective Investigations may ask the court to remove them from their homes and temporarily place them with relatives or foster families or in an emergency shelter or foster-care facility. DFPS and the courts must consider relatives and others with close ties to the child or family as an option. DFPS asks parents to name relatives and

family friends who might care for their children. DFPS contacts relatives and explains their options and the state support that is available to them. Kinship caregivers may adopt or accept legal responsibility for children when they cannot return home safely. Kinship care gives children more stability and keeps them connected to family when they cannot live with their birth parents.

For more on kinship care, see Placements in Substitute Care in the [CPS section](#) of DFPS Data Book .



## Foster Care

Children live in foster care when kinship care is not an option. Foster families are reimbursed for the costs of caring for children. Together, CPS and foster parents arrange all the child's educational, medical, dental, and therapeutic services. Some children with emotional or other needs that are difficult to address in a foster home may live in specialized group homes, residential treatment centers, or other facilities. CPS provides services to the parents until the family is reunited or a judge approves another permanent living arrangement for the children. A judge has ongoing oversight while a child is in foster care.

See more on foster care in Placements in Substitute Care in the [CPS section](#) of DFPS Data Book on the DFPS website.

## Permanency

Permanency means leaving state care to live in a permanent home. This usually means children go home to their parents, go to live permanently with relatives, or get adopted. This is known as positive permanency.

Planning for positive permanency starts as soon as DFPS removes a child from a home and ends when the child leaves CPS' legal custody.

The goal is to reunite children with their parents when possible, and CPS provides reunification services to families immediately before and after a child returns home.

Goals of the Permanency Strategic Plan are to:

- Safely reduce the average time to achieve positive permanency by 25 percent by 2020.
- Achieve positive permanency for children under the age of six years who have been in DFPS conservatorship for more than two years.
- Reduce the number of youth exiting care without a permanent home.
- Create a sense of urgency to achieve positive permanency.

When a child cannot return home safely, the court may give permanent custody to a relative or make the child available for adoption. DFPS approves adoptive homes and contracts with licensed, private child-placing agencies to increase the number of parents available to adopt children from foster care.

The Texas Adoption Resource Exchange (TARE) website ([AdoptChildren.org](http://AdoptChildren.org)) is an important tool for recruiting foster and adoptive parents and also promotes adoption with photo listing and profiles of children awaiting adoption. TARE also has a toll-free, nationwide Adoption and Foster Care Inquiry Line.

CPS offers services to children and their families to help adopted children overcome the trauma of abuse or neglect and the loss of their birth families. These services include counseling, crisis intervention, parent training, and support groups.

For more information, see Adoption in the [CPS section](#) of the DFPS Data Book.

## Youth Transitioning to a Successful Adulthood

In some cases, CPS cannot find someone to take permanent custody of a youth. These youth may stay in state care until age 18. CPS works to connect these youth with adults who are committed to them and can provide support to them. These youth or young adults may stay



in foster care until the age of 21 or 22 while they seek an education or a job.

The Transitional Living Services (TLS) program provides various resources, services, and benefits to help youth learn to live successfully on their own. Preparation for Adult Living (PAL) services help youth ages 16 to 21 years of age prepare for the future. Programs for older youth include Education and Training Vouchers (ETV), College Tuition and Fee Waivers, Extended Foster Care, and more.

## Extended Foster Care

Youth in foster care who don't find a permanent home with a family may leave state care after their 18th birthday. However, they can stay in foster care or return to foster care through age 21 or 22, depending on their situation. Unless they have a medical condition that prevents it, youth must do one of the following to stay in extended foster care:

- Attend high school or a program to get a high school diploma or a high school equivalency certificate (GED).
- Attend college or other institutions of higher learning.
- Take part in a program or activity to help them get a job.
- Work for at least 80 hours a month.

Extended Foster Care also includes the Supervised Independent Living (SIL) program. SIL lets young



adults live in a less-restrictive settings while CPS provides services and support to help them get ready to become successful adults. SIL settings include apartments, college dorms, other dorms, shared housing, and host homes.

## Education and Training

The Education and Training Voucher (ETV) program gives financial help to youth and young adults before and after they leave CPS care while they go to college or attend other educational programs after high school. ETV helps with expenses such as rent, computers, books, daycare, and transportation. This voucher is for youth and young adults who are or were in foster care, youth who were adopted from state care, and some other youth whose guardians are not their parents. Youth who get Permanency Care Assistance after age 16 are also eligible. Former foster youth also get free tuition and fees at state-supported universities, colleges, junior colleges, and vocational schools.

You will find more about services for youth at [TexasYouthConnection.org](https://www.texasyouthconnection.org) and the DFPS website.

## Health Care Benefits

Texas provides healthcare to children in foster care and youth who reach adulthood in foster care up to the month of their 26th birthday. [STAR Health](#) is the statewide Medicaid program that provides comprehensive healthcare services for children and youth in DFPS care. It is a managed care program that also covers youth in Extended Foster Care up to the month of their 22nd birthday, as well as youth in the Former Foster Care Children and Medicaid for Transitioning Foster Care Youth programs until the month of their 21st birthday. Young adults eligible for Medicaid for Former Foster Care Children (FFCC) continue to be covered by the STAR Medicaid managed care plan of their choice from age 21 through the month of their 26th birthday.

The Texas Health and Human Services Commission oversees Star Health, which is administered by Superior HealthPlan. STAR Health benefits includes:

- Quick enrollment for immediate benefits.
- A medical home for each child with coordinated medical and behavioral healthcare.
- 24-hour nursing and behavioral health helplines.

- A Health Passport for online access to a child's health information.

Children and Youth who enter DFPS custody must get three assessments in the first 30 days to determine their medical, behavioral, and developmental strengths and needs. The components of this 3 in 30 approach are:

- A checkup in the first three days by a STAR Health medical provider to check for injuries or illnesses and get any treatments the child or youth needs right away.
- A Child and Adolescent Needs and Strengths (CANS) assessment, which checks for behavioral health needs including the effects of trauma. CANS identifies needs and strengths and makes recommendations for services and supports.
- A Texas Health Steps medical checkup, which is a complete head to toe evaluation of a child to ensure medical issues are identified early, children are growing and developing as expected, and caregivers know how to support growth and development.

These three tools help CPS understand the needs and strengths of children entering care in order to provide better services to children and youth and achieve better outcomes.



## Working with Partners

CPS works with many partners to protect children from abuse and neglect and provide services to children and their families. Some of those partners include foster parents, child placing agencies, congregations, CASA

volunteers, child welfare boards, law enforcement agencies, children's advocacy centers, health and human services agencies, and various providers and community partners.

## Foster Parents and Other Providers

Foster parents, private child-placing agencies, residential treatment centers, and other providers work with CPS to care for and support children. DFPS also supplies funds to the Texas Council on Adoptable Children and the Texas Foster Family Association to support foster and adoptive parents. DFPS also funds local foster parent associations to help them educate, train, and retain foster and adoptive parents.

DFPS has also been expanding the community's role to meet the challenges of serving children in foster care. With [Community-Based Care](#) (CBC), a single contractor is responsible for building foster care capacity and a network of providers, engaging the community to help, placing children in foster care, and coordinating and delivering services to children in foster care and their families.

CBC includes both foster care and relative or "kinship" care. CBC gives the contractor sole responsibility for case management – rather than sharing that responsibility with DFPS.

## Faith-Based Efforts

DFPS partners with faith-based communities of all denominations and religious affiliations to:

- To promote positive outcomes for children and families.
- Enhance the well-being of children by shortening their stay in the foster care system.
- Decrease the time for children to achieve permanency.
- Improve community relationships.

The child welfare system alone cannot meet the needs of children and families. DFPS provides information to local congregations about the needs of children and families in their area and local congregations decide what type of ministries they want to develop. Learn more about the [Texas Faith-Based Model](#) on the DFPS website.



## Children's Advocacy Centers

Children's advocacy centers (CACs) provide a safe place where law enforcement, CPS, and other professionals can interview children who may be victims of sexual abuse or severe physical abuse, or who witnessed a violent crime. Many CACs also offer services such as counseling, medical exams, and classes for abuse victims and their families. CACs have also partnered with CPS to train caseworkers on child welfare topics.

## Forensic Assessment Center Network (FACN)

CPS works with the Forensic Assessment Center Network to ensure that caseworkers have access to the most current information about abuse and neglect so they can make sure children and adults are safe. The network ensures that doctors and other experts are available to offer advice and expertise to caseworkers.

## Community Partners Programs

Rainbow rooms help meet the critical needs of abused and neglected children. These resource rooms supply a variety of items such as car seats, clothing, shoes, underwear, baby formula, school supplies, and safety and hygiene items to children entering foster or relative care as well as children receiving CPS services at home.

## Court Appointed Special Advocates (CASA)

CASA volunteers are court-appointed advocates for children in CPS cases. They are independent voices for children and an important part of the legal process that helps ensure children's best interest are served.

## Child Welfare Boards

Many counties provide additional resources to help CPS meet the needs of children in state care. More than 200 counties have child welfare boards appointed by commissioners' courts. These boards provide significant support to enhance care and services for children in foster care and their families and help with child abuse prevention efforts.

## Law Enforcement

CPS and law enforcement jointly investigate where there are allegations that children are crime victims and are at immediate risk of death or serious harm. CPS and law enforcement also work together on cases when children are exposed to the selling or making of drugs. Law enforcement notifies CPS if they plan to raid a home so CPS can protect the children. CPS contacts law enforcement if it finds evidence of a possible crime. CPS and law enforcement also work together on cases involving human trafficking.



# Prevention & Early Intervention (PEI)

## What We Do

PEI takes a public health approach to preventing child abuse, neglect, and child deaths. We support better outcomes for children and families by addressing challenges related to poverty, family instability, poor health, drug and alcohol abuse, mental illness, and more. We support the healthy social, emotional, and mental development of children who live in safe and stable families and nurturing communities. We do this with public education as well as contracts with community organizations that provide services to children, youth, and families that encourage decisions and actions that improve their lives.

PEI helps communities develop and improve prevention programs to strengthen families so they can live better lives. This can mean families don't get involved with CPI or CPS and are able to stay together. It may also mean their kids stay in school, avoid risky behavior, and don't get in trouble with the law. PEI makes free prevention services available to families all around the state. You can search for PEI [programs available in your county](#) on the DFPS website.

PEI's Office of Child Safety focuses on programs that work to reduce fatal and serious child abuse. This office does critical-case reviews, examines data and trends, and works with other agencies to provide a safety network across Texas. The Office of Child Safety develops recommendations and works together with non-profit, private sector, and government programs to help keep children safe.

## Accomplishments

### Outcome-Based Programs Serve More People

Service provided by PEI programs are evidence-based and promising practices. This means they rely on the best available research, professional expertise, and input from youth and families to deliver services that have been shown to be effective.

In FY 2018, PEI served 42,372 youth and 12,036 families through evidence-based home visiting programs, parent education, counseling, and support services. While the number of youth served by these programs declined by 4.4 percent, the number of families served increased by 20 percent compared to FY 2017.

Nearly all (99.7 percent) of children and youth remained safe while enrolled in PEI services, and their parents who were at risk of child abuse and neglect did not become confirmed perpetrators in a DFPS abuse or neglect investigation. PEI prevention programs also provided mentoring, youth leadership development, recreational activities, and youth-based curriculum to prevent delinquency for 40,437 youth.

- 95.9% of youth between ages 10 and 16 who were served by PEI-funded programs did not enter the juvenile justice system in FY 2018 (STAR & CYD).
- 99.7% of parents who were served and at risk of child abuse or neglect did not become confirmed perpetrators in a DFPS abuse or neglect investigation during FY 2018.

## Quality Improvement

PEI saw several improvements in the first full year of using its new data system, the Prevention and Early Intervention Reporting System (PEIRS). These include:

- Better quality data from providers, available in real time.
- On-demand monitoring and outcome reports that enabled PEI to help providers work to improve the quality of their programs on an on-going basis.
- A streamlined payment process for providers using automated billing.

DFPS also finished the design work needed to meet the schedule to add PEI's Texas Home Visiting program and Texas Nurse Family Partnership program to PEIRS and improve overall features and reporting capabilities by FY 2020.

## More Training Available

PEI launched a new training website for home visitor staff, community providers, and other partner agencies that serve families through PEI contracts. This interactive training hub provides access to training and training records on a variety of topics. PEI also developed a training plan. This plan will guide efforts to give staff and the community at large extensive training opportunities in various formats in the future.

## Expanding PEI Programs

In response to HB 1549 of the 85th Legislature, PEI took steps to scale and expand programs serving children and families.

- PEI solicited proposals to expand services offered by its Helping through Intervention and Prevention (HIP) program. This request for proposals will change the way PEI pays for these services from a fee-for-service structure to a cost-reimbursement structure.
- PEI also sought proposals for a new way to fund the STAR program. The goal is to create a common, statewide framework for Services to At-Risk Youth (STAR) providers to improve the quality of policy, practice, and services that strengthen families.
- PEI began working with the Housing Authority of the City of Austin (HACA) to pilot a project to expand our services for fathers, such as those in HIP program.
- The Texas Home Visiting program expanded to include more sites using a new funding strategy. It also offered providers a new universal home visiting model they can use in their communities called Family Connects. To date, three communities have elected to use this model, which reaches a broader range of families.

Learn more about the HIP, STAR, and Texas Home Visiting programs in the PEI Services section.

## Serving the Most Vulnerable

PEI contracted with the University of Texas Health Science Center at Tyler to create a series of tools to help PEI develop services and allocate resources to meet the specific needs of communities. The Health Science

Center will also provide information and analysis to help PEI understand where programs and investments need to grow to meet the needs of communities at high risk for abuse and neglect. There are four phases of this initiative. In FY 2018, the first phase was completed and the second phase began.

## Provider Feedback

PEI leaders took a “Spring Listening Tour” in FY 2018 that covered Austin, Beaumont, Fort Worth, Lubbock, McAllen, Tyler and Wichita Falls. The listening tour included community stakeholder meetings and networking opportunity for providers. PEI state office staff had the opportunity to ride along with home visiting staff, tour programs, and meet with providers individually. PEI learned from providers about local needs and resources, their work in their communities, and what PEI can do to continue to support local prevention efforts.

## PEI Services

PEI contracts with community-based organizations, local governments, and school districts to provide services to prevent the abuse, neglect, delinquency, and truancy of Texas children. Services are voluntary and provided free to families around the state. However, not all services are available in all Texas communities. To find out if services are available in your community, search for programs available in your county in the PEI section of the [DFPS website](#) or [HelpandHope.org](#).

## Community-Based Child Abuse Prevention (CBCAP)

This program funds community-based organizations that provide child abuse and neglect prevention services. CBCAP services include parent education, fatherhood services, parent leadership, and various special initiatives. In FY 2018, 910 families received services in Atascosa, Bexar, Brazoria, Brown, Cameron, Coleman, Cooke, Dallas, Denton, Ector, El Paso, Fort Bend, Grayson, Harris, Hidalgo, Hudspeth, Johnson, Lubbock, Maverick, McLennan, Midland, Montgomery, Nolan, Nueces, Parker, Potter, Runnels, Smith, Starr, Tarrant, Taylor, Tom Green, Webb, Wichita, Willacy, and Wise counties.

CBCAP also supports primary prevention efforts such as public awareness campaigns and outreach. This includes

the DFPS child abuse prevention campaign Help for Parents, Hope for Kids.

## Community-Based Family Services

This program serves families that DFPS investigates, but either does not confirm abuse or neglect or confirms an allegation where the risk is low. Services include home visitation, case management, parent education and other services that contribute to a safe and stable home environment. This program served 271 families in Bexar and Guadalupe counties in FY 2018. Contracts for this program ended on August 31, 2018, and it is no longer available.

## Community Youth Development (CYD)

PEI contracts with community-based organizations to develop juvenile-delinquency prevention programs in 15 ZIP codes that have high juvenile crime rates. Communities tailor services to their needs. Some of the approaches include mentoring, youth leadership, youth skills classes, and recreational activities. CYD also includes a youth advisory committee. CYD served 17,424 youth in Bastrop, Bexar, Brazoria, Caldwell, Cameron, Collin, Dallas, El Paso, Ellis, Fort Bend, Galveston, Harris, Hays, Hidalgo, Hockley, Lubbock, Matagorda, McLennan, Nueces, Potter, Randall, San Patricio, Tarrant, Travis, Webb Wheeler, Wilbarger, Willacy, and Williamson counties.

## Healthy Outcomes through Prevention and Early Support (HOPES)

HOPES is a community-based program that provides child abuse and neglect prevention services that help families with children between zero and 5 years of age. HOPES serves counties where data shows a greater need. Community organizations provide home visiting programs along with other positive parenting, health, and child development learning opportunities. Project HOPES also supports community collaboration through participation in community coalitions.

In FY 2018, HOPES served 7,094 families, primarily in Atascosa, Bastrop, Bell, Bexar, Brazoria, Brazos, Callahan, Cameron, Chambers, Clay, Coryell, Dallas, Denton, Ector, El Paso, Ellis, Gregg, Hardin, Harris, Harrison, Hidalgo, Hudspeth, Jefferson, Johnson, Jones, Kleberg, Lampasas, Liberty, Lubbock, McLennan, Medina, Midland, Montgomery, Nolan, Nueces, Orange,



Potter, Randall, Rusk, San Patricio, Shackelford, Tarrant, Taylor, Travis, Upshur, Walker, Waller, Webb, Wichita, Williamson, and Wise counties.

## Helping through Intervention and Prevention (HIP)

The goal of HIP is to help families ensure the safety and well-being of their children and prevent abuse and neglect by providing in-home education and support services through providers within their community.

The program helps:

- Current and former foster youth who are pregnant or are parenting a child up to 2 years old.
- Single teen fathers who are current or former foster youth.
- Youth who have aged out of foster care are receiving Preparation for Adult Living services or are in Extended Foster Care.
- Families with a child up to 2 years old, who previously lost parental rights to another child because of abuse or neglect within two years of the birth month of the new child.
- Families with a child up to 2 years old, who previously had a child die because of abuse or neglect within two years of the birth month of the new child.

There were 265 foster youth referred to HIP in FY 2018.

## Military Families and Veterans Pilot Prevention Program

The purpose of the Military Families and Veterans Pilot Prevention Program is:

- To improve the well-being of Texas military and veteran families by promoting positive parental involvement in their children's lives.

- To educate, facilitate, and otherwise support the abilities of parents to provide continued emotional, physical, and financial support for their children.
- To build a community coalition of local stakeholders who are focused on the prevention of child abuse and neglect.
- To prevent child abuse and neglect occurrences in military communities.

These prevention services are free to eligible military and veteran families that:

- Include a “primary caregiver” who is an active duty or former military member, National Guard member, Ready Reserve member, veteran, military retiree, or their dependents.
- Include a child (who is zero to 17 years of age).
- Are expecting a child who will be identified as the “target child” for services.

This program benefits the entire family unit and provides necessary supports to our military veterans and families. PEI offered this program in El Paso, San Antonio, and the Killeen-Belton area in FY 2018.

### Services to At-Risk Youth (STAR)

The STAR program is available in all 254 Texas counties. PEI contracts with community agencies to offer crisis-intervention for families, individual and family counseling, emergency short-term respite care, as well as youth and parent skills classes. STAR serves families with youth through 18 years old who are dealing with conflict at home, school attendance issues, delinquency, or have a youth who has run away from home. In FY 2018, the STAR program served 21,231 youth and 13,743 parents or other primary caregivers. STAR contractors also provide prevention material and educational presentations that serve everyone in the community.

### Statewide Youth Services Network (SYSN)

The SYSN program provides evidence-based programming through a statewide network of youth programs aimed at juvenile delinquency prevention and positive youth development. Programs are available to youth ages 6-17 in each DFPS region. Services include school and community-based mentoring programs such

as Big Brothers Big Sisters and Texas Alliance of Boys and Girls Clubs. The program served 3,717 clients in FY 2018.

### Texas Families: Together and Safe (TFTS)

Texas Families: Together and Safe funds community-based parent education programs in many areas of the state that have been shown to relieve stress and promote better parenting skills and behaviors to help families become self-sufficient and successfully nurture their children. The goals of TFTS are to help children stay in their own homes, and help local programs, government agencies, and families work together. This program served 2,419 families in FY 2018. Contracts for this program ended on August 31, 2018, and it is no longer available.

### Texas Home Visiting

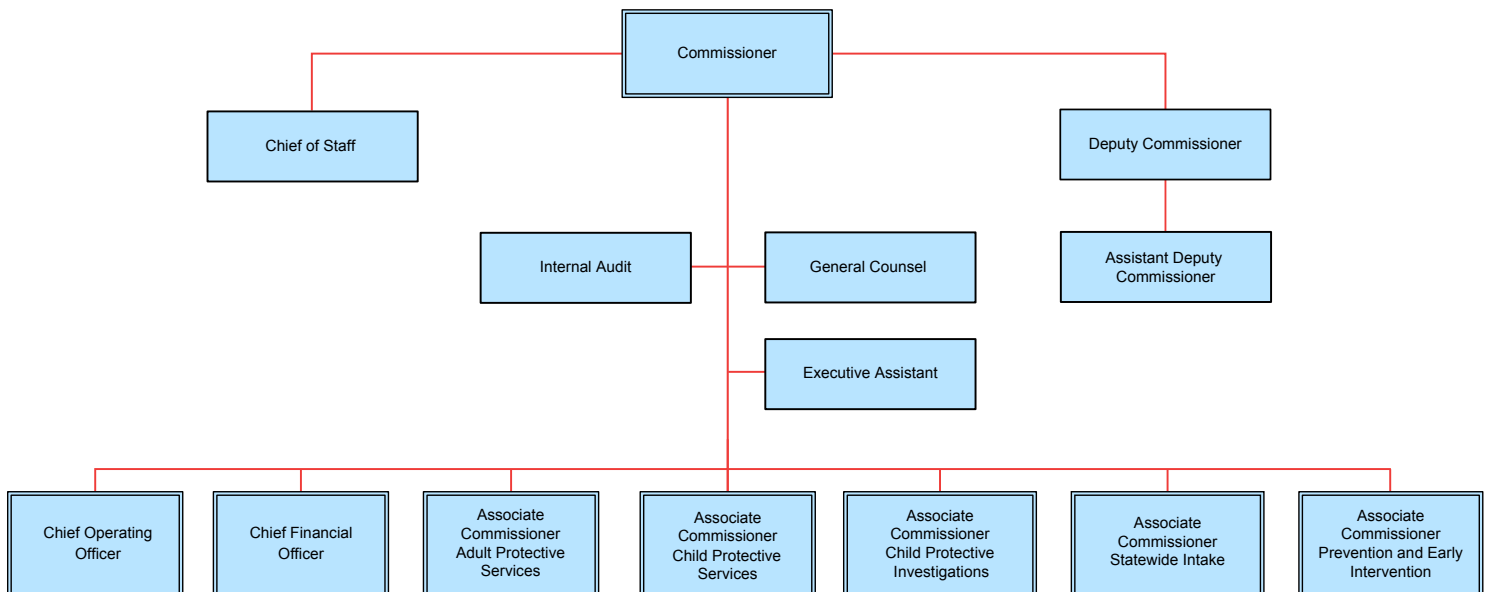
The primary goals of the Texas Home Visiting program, including the Texas Nurse-Family Partnership program, are to support community-driven approaches to enhancing maternal child health, parent and child attachment, child development, child safety, family stability, and school readiness. Texas Home Visiting uses a multi-layer approach that supports direct services as well as development of early childhood systems in eligible communities.

Texas Home Visiting funds evidence-based home visiting services to at-risk pregnant women and the parents (or caregivers) of children up to age 5. It also funds early childhood coalitions that work to coordinate services and address broad community issues that affect young children and families. Texas Home Visiting supported programs in 24 counties and reached a total of 5,121 families.



## DFPS Organizational Chart

### Executives







# General Information & Resources

## DFPS Hotlines

### [Hotlines and Information Lines](#)

**Texas Abuse/Neglect Hotline: 1-800-252-5400**

Report abuse, neglect, or exploitation of children, people who are older, people with disabilities or violations of minimum standards in a child care operation. 24 hours a day, seven days a week.

**Foster Care and Adoption Information: 1-800-233-3405**

How to become a foster or adoptive parent and information for current foster or adoptive parents.

**Child Care Information: 1-800-862-5252**

Information about child care in Texas

**Texas Youth Hotline: 1-800-989-6884 (chat & texting also available)**

Provides peer counseling to youth and family members for family conflicts, delinquency, truancy, abuse and neglect, and running away

**Office of Consumer Relations: 1-800-720-7777**

Make an inquiry or complaint about an existing DFPS case

## DFPS Websites

[dfps.state.tx.us](https://dfps.state.tx.us)

Texas Department of Family and Protective Services (DFPS)

[TxAbuseHotline.org](https://TxAbuseHotline.org)

Report abuse, neglect, or exploitation

[AdoptChildren.org](https://AdoptChildren.org)

Adopt children through the Texas Adoption Resource Exchange

[HelpandHope.org](https://HelpandHope.org)

Child abuse prevention and positive parenting

[TexasYouth.org](https://TexasYouth.org)

Texas Youth and Runaway Hotline

[EveryonesBusiness.org](https://EveryonesBusiness.org)

Adult Abuse Prevention

[TexasYouthConnection.org](https://TexasYouthConnection.org)

Resources for current and former youth in foster care

[BabyRoomToBreathe.org](https://BabyRoomToBreathe.org)

Safe sleeping tips for babies

## Department Address

**Mailing:** P.O. Box 149030 Austin, TX 78714-9030

**Physical:** 701 W. 51st St. Austin, TX 78751

**Phone:** 512-438-4800