



**TEXAS**  
Department of Family  
and Protective Services

# **Key Metrics Dashboard**

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Fiscal Year 2022



# Table of Contents

Table of Contents .....	1
Statewide Intake .....	3
Resource Management.....	3
Outcomes .....	3
Child Protective Investigations .....	4
Resource Management.....	4
All Investigations (INV) .....	4
All Investigation, Average Daily Caseload .....	4
Residential Child Care (RCL) .....	4
Daycare.....	5
Special Investigator .....	5
CPS Investigations .....	6
Outcomes .....	7
Child Protective Services .....	8
Resource Management.....	8
All CPS.....	8
Family-Based Safety Services (FBSS) .....	8
Conservatorship (CVS).....	9
Outcomes .....	9
Family-Based Safety Services (FBSS) .....	9
CVS In-Care.....	10

DFPS Key Metrics Dashboard

CVS Permanency .....	10
Data Dictionary .....	11
Resource Management Metrics.....	11
Outcomes .....	12
Statewide Intake .....	12
Child Protection Investigations .....	12
Family Based Safety Services.....	13
Children in State Custody .....	13

# Statewide Intake

## Resource Management

Metric Description	Sep 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22
All, Turnover	10.9	10.9	15.9	15.9	15.9	13.9	13.9	13.9	15.9	15.9	15.9	15.2
Intake, Caseworker Hires	5	0	3	1	5	0	7	0	8	1	8	3
Intake, Caseworker Terminations	4	3	5	4	2	3	3	6	7	6	2	2
Total Number of Calls Received	71,040	71,004	65,494	64,375	65,688	64,938	72,434	70,712	70,495	60,103	58,246	68,014

## Outcomes

Metric Description	Sep 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22
Average Time to Process E-Reports (Hours)	15.7	14.7	16.6	17.9	12.3	16.6	17.4	21.9	23.9	6.3	8.0	13.8
Average Hold Time for English Queue (Min)	8.5	7.7	8.5	7.5	5.3	7.3	7.3	9.6	8.9	4.2	5.5	6.4
Percent of Abandoned Calls in English Queue	30.6	28.5	28.8	25.7	22.6	26.5	26.8	32.6	31.5	21.2	25.1	26.8
Number of Calls Received for the Youth/Runaway Helpline	928	819	870	815	892	1,005	1,097	1,073	1,132	1,298	1,288	1,332

# Child Protective Investigations

## Resource Management

### All Investigations (INV)

Metric Description	Sep 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22
All Investigation, Average Daily Caseload	15.8	16.7	17.7	17.7	16.7	16.5	16.8	17.6	17.9	16.5	14.7	14.3

### Residential Child Care (RCL)

Metric Description	Sep 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22
Residential, Caseworker Turnover	26.4	26.4	44.0	44.0	44.0	38.1	38.1	38.1	35.3	35.3	35.3	35.9
Residential, Caseworker Hires	2	2	1	3	2	2	1	1	1	1	0	4
Residential, Caseworker Terminations	3	5	3	4	3	3	2	5	1	2	4	4
Residential, Number of Abuse/Neglect Investigations Opened	304	283	268	269	255	252	345	325	330	320	265	266
Residential Care, Investigator Average Daily Caseload	6.8	6.6	6.0	5.6	4.3	3.8	4.3	5.0	5.3	5.1	5.4	5.4

### Daycare

Metric Description	Sep 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22
Daycare, Caseworker Turnover	45.8	45.8	36.4	36.4	36.4	52.9	52.9	52.9	43.6	43.6	43.6	45.4
Daycare, Caseworker Hires	5	6	0	2	2	0	0	1	1	2	3	2
Daycare, Caseworker Terminations	3	0	0	2	1	3	2	0	0	2	2	1
Daycare, Number of Abuse/Neglect Investigations Opened	126	142	136	121	120	124	132	132	184	170	144	215
Daycare, Investigator Average Daily Caseload	11.0	9.5	10.5	11.4	9.3	7.4	6.2	6.2	8.9	9.1	8.9	8.5

### Special Investigator

Metric Description	Sep 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22
Special Investigator, Turnover Rate	17.0	17.0	13.8	13.8	13.8	10.4	10.4	10.4	14.2	14.2	14.2	18.0
Special Investigator, Hires	3	5	3	1	2	4	8	2	6	7	5	8
Special Investigator, Terminations	3	4	3	1	1	3	6	6	5	9	4	9
Special Investigator, Average Daily Caseload	1.8	2.1	2.2	2.1	1.8	2.1	2.1	2.5	2.6	2.2	1.7	1.7

**CPS Investigations**

Metric Description	Sep 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22
Investigations, Caseworker Turnover	43.1	43.1	47.2	46.9	46.9	44.0	43.9	43.9	44.8	44.8	44.8	45.5
Investigations, Caseworker Hires	89	94	142	95	134	99	106	125	131	109	109	100
Investigations, Caseworker Terminations	104	136	89	100	94	87	113	117	104	102	130	113
Investigations, Average Daily Caseload	16.1	17.2	18.2	18.2	17.2	17.0	17.4	18.2	18.5	17.0	15.1	14.7
Investigations and AR, Total Number of Investigation and AR Stages Opened	25,183	26,010	24,044	22,893	20,966	22,820	25,760	26,541	25,775	18,324	17,266	22,176
Investigations and AR, Total Number of Investigation and AR Stages Closed	21,350	24,385	22,385	27,186	20,583	21,952	25,925	24,777	26,019	23,793	20,517	20,383
Investigations and AR, Average Days to Investigation and AR Stages Closure	81.8	77.5	80.1	89.1	95.1	89.0	84.4	79.3	81.4	95.4	101.5	88.4



## Outcomes

Metric Description	Sep 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22
Completed Investigations with a Substantive Disposition (Ruled out or RTB) (%)	86.8	88.6	88.6	89.4	88.2	89.1	88.7	89.0	89.0	88.8	87.6	86.6
12 Month Recidivism on Investigations Closed without Services	6.4	6.1	5.4	5.7	5.8	6.2	6.0	5.5	5.1	5.1	5.9	5.3
Timely Initial FTF Actual Contact - P1 (%)	80.3	81.3	81.0	81.0	81.3	79.4	80.8	81.5	80.7	80.9	79.0	78.2
Timely Initial FTF Actual or Attempted Contact - P1 (%)	91.2	90.8	90.6	89.9	90.2	89.7	89.5	90.8	89.8	89.4	89.2	88.4
Timely Initial FTF Actual Contact - P2 (%)	81.9	81.2	81.0	81.0	80.1	78.7	78.7	80.4	79.1	79.0	78.4	77.2
Timely Initial FTF Actual or Attempted Contact - P2 (%)	91.1	90.1	89.7	89.7	88.7	87.9	88.4	89.3	88.3	88.3	88.9	88.4
Timely Initial FTF Actual Contact - AR (%)	74.9	75.0	73.8	73.6	73.4	72.1	73.2	73.1	72.9	72.8	71.3	70.9
Timely Initial FTF Actual or Attempted Contact - AR (%)	79.4	78.8	77.4	77.0	77.0	75.9	76.5	76.2	76.4	76.0	76.3	75.7

# Child Protective Services

## Resource Management

### All CPS

Metric Description	Sep 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22
All, Vacancy Rate	8.5	9.5	9.1	9.1	8.8	9.0	8.7	9.0	8.4	8.3	9.5	10.2
All, Turnover	29.7	29.7	34.4	34.3	34.3	32.0	31.9	31.9	33.3	33.3	33.3	33.9

### Family-Based Safety Services (FBSS)

Metric Description	Sep 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22
FBSS, Caseworker Turnover	21.4	21.4	16.6	16.6	16.6	15.9	15.9	15.9	16.2	16.2	16.2	17.7
FBSS, Caseworker Hires	12	14	14	12	11	8	17	15	11	11	13	14
FBSS, Caseworker Terminations	16	18	9	12	18	9	17	18	9	16	22	20
FBSS, Average Daily Caseload	5.0	4.8	4.7	4.7	4.8	4.8	4.8	4.6	4.6	4.7	4.7	4.9
FBSS, Total Number of FPR Stages Opened	725	802	733	774	808	748	884	880	888	897	854	960
FBSS, Total Number of FPR Stages Closed	968	993	881	864	711	796	910	886	908	873	756	872
FBSS, Average Days to FPR Stages Closure	183.1	168.5	163.2	162.8	152.7	158.5	155.6	151.0	139.4	137.2	132.2	136.2

### Conservatorship (CVS)

Metric Description	Sep 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22
CVS, Caseworker Turnover	24.5	24.5	35.2	35.2	35.2	31.9	31.8	31.8	35.0	35.0	35.0	34.8
CVS, Caseworker Hires	66	63	81	62	73	54	63	30	63	77	38	61
CVS, Caseworker Terminations	72	73	60	45	68	50	153	47	33	47	73	71
CVS, Average Daily Caseload	23.5	23.2	22.5	21.4	20.1	19.3	18.5	17.9	17.2	16.9	16.5	16.5
CVS, Total Number of Removals	821	631	611	727	736	763	910	859	793	829	830	1,004
CVS, Total Number of Exits from DFPS Responsibility	1,499	1,338	1,577	1,376	1,186	1,172	1,344	1,221	1,178	1,217	1,047	1,207
CVS, Average Months to Exit from DFPS Responsibility	20.0	20.8	22.3	21.0	20.7	21.7	20.9	20.9	22.0	22.3	22.4	22.2
CVS, Average Daily Child Count	16.1	15.9	15.5	14.8	13.9	13.4	13.5	12.5	12.0	11.9	11.6	11.6

### Outcomes

#### Family-Based Safety Services (FBSS)

Metric Description	Sep 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22
Removals in FBSS Stages (%)	6.1	5.8	5.5	5.3	5.1	4.8	4.8	4.7	4.5	4.5	4.4	4.5
12 Month Recidivism on FBSS Stages Closed with No Further CPS Involvement (%)	7.0	8.5	6.5	7.3	6.7	7.2	7.7	7.2	5.4	6.6	8.1	5.9

**CVS In-Care**

Metric Description	Sep 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22
Average number of Placements for Children in Foster Care	3.3	3.3	3.4	3.5	3.5	3.5	3.5	3.6	3.6	3.6	3.6	3.6
Children in Substitute Care Placed with Relatives (%)	45.1	44.7	44.6	44.5	43.8	43.5	42.6	42.3	41.9	42.0	41.8	41.6
Sibling Groups with All Siblings Placed Together (%)	64.1	63.9	63.8	63.4	63.2	62.4	62.5	62.1	62.3	62.1	62.3	62.4
Children in Foster Care Placed in County (%)	35.5	35.3	35.4	35.7	35.4	35.1	35.1	35.2	35.0	34.6	34.4	34.5
Youth who Aged out and Have Complete PAL (%)	92.9	89.6	87.5	90.1	88.3	87.5	95.2	89.2	93.5	92.9	86.8	88.6

**CVS Permanency**

Metric Description	Sep 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22
Children Who Exit DFPS Responsibility to Permanency (%)	92.9	91.0	92.7	92.2	89.2	92.6	92.0	92.8	91.6	92.0	90.3	92.2
Children Who Exit DFPS Responsibility to Family Reunification (%)	34.4	36.6	30.8	35.8	40.9	37.2	38.1	33.8	32.0	33.0	35.2	30.2
Of Those Who Do Not Reunify, Children Who Exit DFPS Responsibility to Relatives (%)	70.0	67.6	59.9	65.2	63.8	64.0	66.1	68.4	67.2	65.8	60.0	66.0
Children Adopted within 12 Months of Termination of Parental Rights (%)	54.7	54.7	52.6	52.6	52.6	53.9	53.9	53.9	72.9	72.9	72.9	54.7
Permanency for Children in Care for 2 or More Years (%)	34.6	34.6	35.0	35.0	35.0	36.0	36.0	36.0	36.4	36.4	36.4	36.9

Metric Description	Sep 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22
Average Months to Permanency	18.6	18.4	20.9	19.5	18.5	19.6	19.2	19.3	19.8	20.8	19.8	20.2
12 Month Recidivism for Children Who Return Home	10.3	9.7	7.1	9.8	8.9	9.0	9.4	6.7	5.1	8.7	12.2	10.5

## Data Dictionary

### Resource Management Metrics

Term	Definition
Turnover	Measures caseworker turnover using the State Auditor's Office methodology. Until the data is finalized for the fiscal year, the measure is only an estimate of how many caseworkers will leave in the fiscal year
Hires	Number of staff hired into the agency in each month
Terminations	Number of caseworkers who left the agency in each month.
Average Daily Caseload	Average daily caseload calculated pursuant to the Legislative Budget Board methodology.
CVS, Average Daily Child Count	Average daily count of children assigned to CVS workers pursuant to the Legislative Budget Board Methodology.
Total Number of Calls Received	Total number of calls received at SWI
Total Number of Stages Opened or Removals	Total number of stages started or removals during the month
Total Number of Investigation Stages Closed or Exits	Total number of sages closed during the month, including those closed to merge, or removals during the month
Average Time to Stage Closure or Exit	Average time to close a stage or for a child to exit conservatorship

## Outcomes

### Statewide Intake

Term	Definition
Average Time to Process E-Reports (Hours)	Average time to process electronic reports of abuse or neglect
Average Hold Time for English Queue (Min)	Average hold time for the English queue to report abuse or neglect
Percent of Abandoned Calls in English Queue	Percentage of calls in the English queue that are abandoned
Number of Calls Received for the Youth/Runaway Helpline	Number of calls made to the youth/runaway helpline

### Child Protection Investigations

Term	Definition
Completed Investigations with a Substantive Disposition (Ruled out or RTB) (%)	Percent of completed investigations with an overall disposition of ruled out or confirmed as reason to believe.
12 Month Recidivism on Investigations Closed without Services	Percent of alleged victims in an investigation closed without further services who have a subsequent confirmed allegation or are a principal in an investigation opened for services within 12 months.
Timely Initial FTF Actual or Attempted Contact - P1 (%)	Percentage of alleged victims in a P1 investigation with actual or attempted face to face contact within 24 hours
Timely Initial FTF Actual or Attempted Contact - P2 (%)	Percentage of alleged victims in a P2 investigations or an alternative response with actual or attempted face to face contact within 72 hours (investigations) or 5 days (alternative response).

**Family Based Safety Services**

Term	Definition
Removals in FBSS Stages (%)	Percentage of families receiving FBSS with at least 1 child removed after they started receiving FBSS, rolling 12 months
12 Month Recidivism on FBSS Stages Closed with No Further CPS Involvement (%)	Percent of child principals in an FBSS stage that are closed without further services who have a subsequent confirmed allegation or are a principal in an investigation opened for services within 12 months.

**Children in State Custody**

Term	Definition
Average number of Placements for Children in Foster Care	Children in foster care on the last day of the month, the average number of placements since their removal.
Children in Substitute Care Placed with Relatives (%)	Percentage of children in an out of home placement who are placed with a relative or fictive kin
Sibling Groups with All Siblings Placed Together (%)	Percentage of sibling groups with all siblings placed together.
Children in Foster Care Placed in County (%)	Children in foster care on the last day of the month, the percentage who are in a placement in the county from which they were removed.
Youth who Aged out and Have Complete PAL (%)	Percentage of youth 18 and over who exit substitute care and have completed the required PAL classes
Children Who Exit DFPS Responsibility to Permanency (%)	Of all children who exited state custody during the month, the percentage who exited to reunification, to a relative or to adoption
Children Who Exit DFPS Responsibility to Family Reunification (%)	Of all children who exited to state custody during the month, the percentage who exited to family reunification.
Of Those Who Do Not Reunify, Children Who Exit DFPS Responsibility to Relatives (%)	Of all children who exited to state custody to something other than reunification, the percentage who exited to a relative. Includes all relative exits - a relative as a permanent managing conservator (PMC) both with and without permanency care assistance and relative adoptions.
Children Adopted within 12 Months of Termination of Parental Rights (%)	Of children with parental rights terminated, the percentage who are adopted within 12 months

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Term	Definition
Average Months to Permanency	For children who exit to reunification, a relative or adoption, the average time between removal and the child's exit from state custody.
12 Month Recidivism for Children Who Return Home	Percent of children who exit to reunification who have a subsequent confirmed allegation or are a principal in an investigation opened for services within 12 months.