

2015

Annual Report & Data Book



Texas Department of Family & Protective Services



2015 Annual Report & Data Book

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This report is an overview of DFPS programs, services, and accomplishments, as well as comprehensive statistics on our services for FY (fiscal year) 2015 – September 1, 2014 through August 31, 2015.

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Agency Overview

The Texas Department of Family and Protective Services (DFPS) provides protective services, regulates childcare, and works to prevent abuse and neglect. We provide these important functions through five major programs:

- Statewide Intake
- Adult Protective Services
- Child Care Licensing
- Child Protective Services
- Prevention and Early Intervention

DFPS is a part of the Texas Health and Human Services System (HHS) and the HHS executive commissioner appoints the commissioner of DFPS. The DFPS commissioner oversees 12,706 employees in 282 local offices located in 11 regions and a state headquarters in Austin. DFPS has a nine-member council that gathers public comment and makes recommendations on the department's rules and policies. You can learn more about the agency at www.DFPS.state.tx.us.

Sunset Review and CPS Transformation

The Texas Legislature passed two Sunset Advisory Commission laws in FY 2015 that will have a major effect on DFPS.

- Senate Bill 200 takes a phased approach to reorganizing the Texas Health and Human Services System and will eventually move the Child Care Licensing program from DFPS to the Health and Human Services Commission (HHSC). It also will consolidate HHSC's Texas Home Visiting program with prevention programs at DFPS.
- Senate Bill 206 did away with a number of requirements to give CPS caseworkers the flexibility to spend more time with clients. It also requires CPS to produce an annual business plan to focus its efforts and resources on its mission.

Even before these laws, DFPS was making major improvements based on the recommendations of the



Sunset Report, the CPS Operational Review, and a review of foster care in Harris County by Casey Family Services. The CPS Transformation initiative brought together all three sets of recommendations, and frontline field staff led much of the effort to make these changes. In FY 2015, CPS Transformation improvements included:

- New training and mentoring programs for CPS caseworkers.
- A new CPS case-practice model.
- Putting more structure into the decision-making of caseworkers.
- Streamlining policy so caseworkers have a better understanding of what they need to do to ensure the safety, permanency, and well-being of children.

Transformation also changed the way the agency as a whole recruits and hires caseworkers. DFPS:

- Added an assessment to help learn if applicants have the temperament for casework.
- Created new job preview videos to give applicants a realistic look at casework.
- Sharply increased the number of job fairs at colleges and military bases.
- Expanded recruiting to target a broader range of academic backgrounds.

You will find more on CPS Transformation later in this report and in the CPS Transformation section of the DFPS website.

Office of Consumer Affairs

DFPS takes complaints seriously. The Office of Consumer Affairs (OCA) handles complaints and legislative inquiries about DFPS programs and addresses the concerns of DFPS clients, their families, other stakeholders, and the public in a fair and unbiased way. OCA validated 18.8 percent of the 4,689 complaints it handled in FY 2015. OCA actively reached out to foster parents and both current and former foster youth to make them aware of its services. As a result, OCA received 150 complaints from foster parents, 48 from youth in foster care, and 22 from



former foster youth. The office also fielded 17,250 general inquiries and 733 legislative inquiries.

OCA shares the results of its reviews with DFPS managers to help them improve the quality of services. You can contact the Office of Consumer Affairs toll free at 800-720-7777, by email (OCA@DFPS.state.tx.us), or through the DFPS website's Contact Us page.

Volunteers

DFPS caseworkers rely on communities to help families struggling with abuse, neglect, and exploitation. Over 9,360 trained volunteers and 87 volunteer groups worked with DFPS to help families. Volunteers do a variety of important things to help Texans who are least able to protect themselves. Examples include answering phones and texts at the Texas Youth and Runaway Hotline and building community resources for families.



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 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.

We also operate 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.

2015 Accomplishments

Customer Service Awards

Statewide Intake won several awards in FY 2015 for its commitment to customer service and for efforts to develop and keep qualified staff. SWI won a Stevie Award for exceptional customer service for large call centers, a Texas Distance Learning Association award for the work of its Employee Development Unit, and the Austin American Statesman's "Best Place to Work 2015" award.

Greater Collaboration

SWI collaborated with Child Advocacy Centers of Texas to better coordinate investigations by law enforcement agencies, Child Protective Services, and Child Care Licensing. This initiative gives everyone a single point of contact to make communication easier and to make investigations and interviews more cohesive. We expanded the program in FY 2015 to involve 50 child advocacy centers and more than 260 law enforcement agencies.

SWI Services

State law requires anyone who believes a child or an adult who is 65 years or older or who has a disability is being abused, neglected, or financially exploited to report it. Statewide Intake'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 exploitation from across the state on the phone at 800-252-5400 and its secure website – 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. Learn more about reporting abuse on the DFPS Website.

The Statewide Intake 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 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.

Texas Youth Hotline

This toll-free hotline provides 24-hour confidential crisis counseling, advocacy, and information and referrals to runaways and 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, and youth who skip school or commit crimes or run away from home.

The Youth Hotline is available to youth, their families, school employees, youth care workers, law enforcement agencies, and anyone in need of community services. Hotline staff and volunteers are available via telephone, online chat, and text. Learn more by visiting the Texas Youth and Runaway Hotline website at www.TexasYouth.org.

SWI Wins Customer Service Award

Hundreds of thousands of people call the Texas Abuse and Neglect Hotline each year and the men and women of the Statewide Intake program are up to the challenge. The states are high and customer service is a part of the culture. That's why the program was nationally recognized for outstanding customer service with a Stevie Award.

Stevie Awards are one of the world's premier business awards, created to honor the achievements and contributions of organizations and working professionals worldwide. Statewide Intake won in the Sales and Customer Service Category, competing with the likes of Delta Airlines, Marriot Hotels, and other large entities that operate large contact centers.

"I think telework was one of the areas where we were strong," says Ric Zimmerman, DFPS assistant commissioner for Statewide Intake. "Our broad use of teleworking not only improves morale, but also helps us stay open for business when there's bad weather or some other emergency."

In some ways, the Texas Abuse Hotline is like any large call center. But unlike private companies that are in it for a buck, the hotline's business is protecting the state's children, elderly, and people with disabilities. The job of each intake worker is to gather as much relevant information as possible from each caller and determine if the allegation meets the legal definition of abuse, neglect, or exploitation. If so, the intake worker routes the case to the right local office and program for investigation.

The Texas Abuse Hotline started decades ago with a few people taking calls for CPS offices in a small part of the state. Today it's a statewide contact center that employs more than 400 people who field calls and review online reports for Child Protective Services, Adult Protective Services, and Child Care Licensing.

Program Administrator Sherrie Hardie, who started with the hotline in 1982, says back then most offices still took their own reports. "We were just a back-up and only for CPS. So to see how far we have come to serve all programs statewide is amazing and speaks to how hard we have worked to get here."

The SWI motto is "the front door to the front line". After all, intake caseworkers are truly the first in line to protect our state's most vulnerable children and adults.



Adult Protective Services (APS)

What We Do

At APS, we investigate reports of abuse, neglect, and financial exploitation of adults in the community who are 65 or older or who have disabilities, and provide or arrange for protective services when needed. We also investigate allegations of abuse, neglect, and exploitation of people living in state facilities and those receiving services in state-contracted community settings that serve adults and children with mental illness or intellectual disabilities.

2015 Accomplishments

SHIELD

The APS In-Home Investigations and Services Program put a new casework practice model into action on September 1, 2014. It benefits clients by helping our caseworkers make decisions, identify needs, and resolve problems so clients are less likely to be abused, neglected, or financially exploited in the future. APS calls the practice model SHIELD (Strategies that Help Intervention and Evaluation Leading to Decisions). SHIELD includes three assessment tools:

- Safety Assessment
- Risk of Recidivism Assessment
- Strengths and Needs Assessment

After this change, the percentage of clients who experienced abuse, neglect, or exploitation again within six months declined from 11.6% in FY 2014 to 11.1% in FY 2015.

Improving Provider Investigations

APS took steps to improve investigations involving clients who have intellectual or developmental disabilities or mental illness. APS changed the name of the program from Facility Investigations to Provider Investigation and made other policy and structure changes in FY 2015. The Texas Legislature also broadened the type of cases APS investigates, protecting more vulnerable Texans.

APS restructured the program and hired a statewide

program director to help ensure consistency, ensure clients get the protection and safety they deserve, and help the State of Texas continued to comply with a settlement agreement with the U.S. Department of Justice on the operation of state supported living centers.

Services to Clients with Pets

Banfield Charitable Trust gave APS a multi-year grant in 2014 to purchase items and services for pets of clients who are victims of abuse, neglect or financial exploitation. The goal is to address situations where clients refuse services to avoid losing pets or leaving pets without care when there is no help available from family or neighbors or other community resources. The grant allows APS to pay for food, grooming, veterinary care, health certificates, boarding, pet medications and other necessities as long as the pet will be reunited with the client. Helping clients care for their pets can make clients more likely to cooperate with a service plan to remedy abuse or neglect. Also, the positive effects that pets can have on their owner's physical and mental health are well documented.

APS drafted a new policy on pets and trained APS staff around the state on this new program. In FY 2015, APS assisted 99 pets of clients.

Partnership with WellMed

In 2012, the Administration on Community Living gave APS a grant to test, measure, and put in place new approaches to preventing elder abuse, neglect, and exploitation, as well as to study risk factors to improve



prevention efforts. WellMed Charitable Foundation is APS' primary partner in this effort.

APS and WellMed developed a screening tool for physicians consisting of six questions endorsed by the World Health Organization. WellMed uses this tool in their clinics in San Antonio, Austin, the Lower Rio Grande Valley, and El Paso to help identify those at-risk for abuse, neglect or financial exploitation. It also helps identify caregivers suffering from burnout. APS embedded two APS specialists with WellMed in San Antonio to provide training, technical assistance, and case consultation at WellMed clinics.

By the end of FY 2015, APS had trained over 800 WellMed staff on APS protocols and reporting. Physicians used the new tool in over 8,500 screenings and over 100 caregivers were referred to get help.

The partnership increased communication and collaboration between APS and WellMed when providing services to the same person.

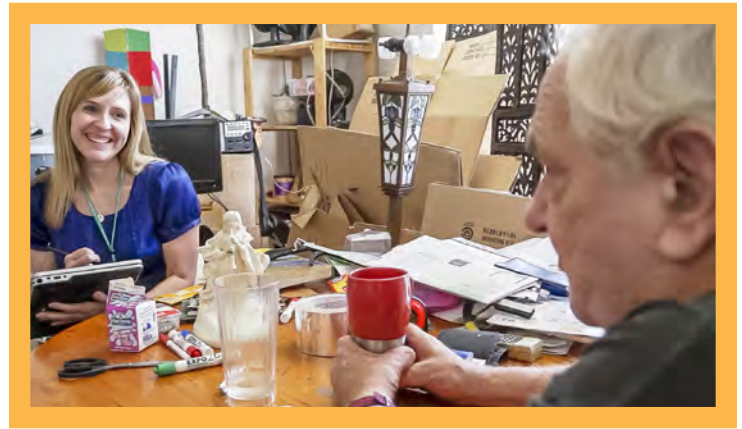
APS Services

In-Home Investigations and Services

The largest APS program is In-Home Investigations and Services. The In-Home program investigates allegations of abuse, neglect, and financial exploitation of adults who are elderly or have disabilities and live in their own homes or in unlicensed room-and-board homes.

This program also investigates allegations of financial exploitation of adults living in nursing 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.

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 alleviate 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 agencies to provide resources to vulnerable adults. APS works closely with the Texas Department of Aging and Disability Services (DADS) on cases that require guardianship services. APS caseworkers or intake specialists at the Texas Abuse Hotline may notify law enforcement at any point during an investigation if they suspect a crime has been committed.

For more information, see: DFPS Data Book, pages 7-20 and 129-134.

Provider Investigations

APS is responsible for investigating abuse, neglect, and exploitation of people living in state-operated facilities and those receiving services in state-contracted community settings that serve adults and children with mental illness or intellectual disabilities. APS conducts investigations in:

- State supported living centers, state hospitals, and the Rio Grande State Center.
- Community centers.
- Privately operated intermediate care facilities for individuals with intellectual disabilities.
- Home and community-based waiver programs.

APS starts an investigation after the Texas Abuse Hotline receives an allegation. DFPS notifies the facility or provider agency within one hour and notifies law enforcement and the Health and Human Services Commission Office of Inspector General (OIG) within one hour if necessary. APS completes the investigation, makes a finding for each allegation, and sends a report to the provider as well as law enforcement and OIG if necessary. The provider is responsible for taking appropriate steps to protect their clients.

APS also determines if the perpetrator should be added to the Employee Misconduct Registry and submits the person's name after all due process and appeals. This registry bars people from certain jobs that involve working with people with disabilities. This also applies to certain In-Home cases.

For more information, see DFPS Data Book, pages 21-25 and 135-137.

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 intake staff and APS caseworkers contact local law enforcement when they believe that the alleged neglect or abuse of an adult with disabilities or an elderly person might be a criminal offense. In such cases, APS may coordinate investigations with local law enforcement or work with local courts when seeking emergency legal action to protect clients.

Forensic Assessment Center Network

The network gives APS access to the knowledge of medical professionals to help assess client injuries as part of abuse and neglect investigations. The Forensic Assessment Center Network also gives APS staff ongoing training in geriatric medicine and the psychological and psychiatric issues of persons with mental illness and cognitive disabilities. DFPS contracts with the University of Texas Health Science Center (UTHSC) Houston for these services.

Child Advocacy Centers

Children's advocacy centers (CACs) work with APS on abuse and neglect investigations. CACs provide an 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 2015, 97 percent of the people in Texas lived in a county served by a CAC.

Texas Partners for APS and Resource Rooms

Texas Partners for Adult Protective Services is a statewide non-profit organization that works with APS to help improve the lives of clients by developing resources that support APS clients. Twenty five nonprofits elect members to Texas Partners, which works with local boards to raise funds and educate the public and service providers on elder abuse issues. Texas Partners and local boards raise donations to stock emergency resource rooms in APS offices with supplies that APS caseworkers use, 24-hours a day, to help adults who are being abused or neglect. In FY 2015, there were 44 resource rooms meeting needs in 157 Texas counties. Resource rooms go by different names such as Bridge Rooms, Silver Star Rooms, and Silver Ribbon Rooms.

Public Awareness Campaign

It's Everyone's Business is an APS outreach campaign held every May to promote ways to protect the elderly and adults with disabilities from abuse and neglect. 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, and enlist community support for clients 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 www.EveryonesBusiness.org for more information.



Child Care Licensing (CCL)

Child Care Licensing

What We Do

Child Care Licensing (CCL) works to promote the health, safety, and well-being of children and youth in daycare as well as in foster care and other types of 24 hour childcare. We do this by:

- Regulating childcare operations and child-placing agencies¹.
- Issuing permits and checking to make sure operations and agencies comply with licensing standards, rules, and laws.
- Giving technical assistance to help childcare providers meet licensing standards, rules, and laws.
- Investigating reports of violations of minimum standards and reports of abuse or neglect in daycare and residential childcare.
- Educating parents and others about choosing regulated childcare and how each daycare or business complies with state standards.

2015 Accomplishments

Making Children in State Care Safer

We strengthened licensing standards to reduce risks to children in state care. The new minimum standards:

- Improve screening, approving, and monitoring of new foster homes, including visits to new and existing foster homes.
- Improve care for children with serious medical needs who rely on foster parents for daily living activities.
- Require each child's care addresses the trauma they have suffered and considers the unique culture, experiences, and beliefs of the child.

In FY 2015, we also enhanced services to children who are victims of human trafficking.

¹ Private agency that places children in its own foster/adoptive homes

They get comprehensive residential care from people who are trained and equipped to deal with their unique situations and needs.

Letting Kids Be Kids

Children in foster care have the right to feel like normal kids. Normal family experiences and activities are critical to a child's development and overall quality of life. Studies show that having friends increases a child's self-esteem, reduces feelings of isolation and is important to physical and psychological health. That is why we began requiring child placing agencies to do more to help children in state care lead normal lives as much as possible. Foster parents must give children in foster care a chance to participate in a full range of extracurricular activities, social activities, and job opportunities, just as other children do.

Searching for Illegal Child Care

CCL found 3,540 new illegal daycare operations in FY 2015. These daycares are more dangerous because they operate in the dark – no inspections, background checks or training, and no one enforcing basic health and safety standards. Dedicated CCL staff initiated 60 percent of the investigations of illegal operations by actively looking for them on websites (like Craigslist) and social media, in newspapers and flyers, or just by being observant when driving down the street. CCL also reached out to CPS caseworkers and communities to explain the importance of reporting any daycare they suspect is illegal.

CCL gives illegal daycare operations the choice of complying with the law or closing. Of the illegal operations identified in FY 2015, 328 received permits, 64 had pending applications, and 293 voluntarily closed.

Childcare for Kids with Special Needs

Families have long struggled to find quality childcare for children with special needs. Every child and family has the right to feel they belong, build strong relationships, and reach their full potential.

CCL teamed with the Texas Workforce Commission and Texas A&M AgriLife Extension Service to:

- Develop online training for childcare providers.
- Create technical assistance documents for both providers and parents.
- Deliver instructor-led training on inclusive childcare for infants and toddlers with special needs.

Childcare providers took 34,822 online training courses, and 1,721 providers took classroom training to learn about ways to care for children with special needs. Eighty-one percent of those who took the training said that they planned to make changes in their daycare. The training empowers childcare providers to design routines, activities, materials, and the childcare environment to help each child engage, succeed, and grow in his or her areas of need. These best practices benefit all children, not just children with disabilities.

CCL Services

At CCL, we have two programs (Day Care Licensing and Residential Child Care Licensing) that protect the health, safety, and well-being of children and youth in daycare and residential childcare, including foster care. We do this in two ways: regulation and investigations. Both programs have licensing



inspectors and abuse and neglect investigators. Inspectors and investigators work hand in hand to make sure childcare providers follow state standards and rules and to address allegations of abuse or neglect. Child Care Licensing:

- Develops rules and minimum standards for daycare, child-placing agencies, and residential childcare.
- Takes applications and issues permits to childcare operations.
- Inspects daycare and other childcare operations.
- Investigates alleged violations of licensing laws, rules, or minimum standards.
- Investigates reports of abuse or neglect in childcare.
- Makes sure criminal background checks are done on childcare owners, employees, or anyone who is at least 14 years old and regularly present while children are in care.
- Helps current and potential childcare providers learn to comply with minimum standards.
- Takes enforcement action against operations when necessary.
- Helps parents and others make informed decisions by giving them information about the types and availability of childcare as well as results of inspections and investigations.

Who We Regulate

We regulate four basic categories of childcare. They are licensed operations (daycare and 24-hour residential childcare), registered childcare homes, listed family homes, and operations with a compliance certificate.

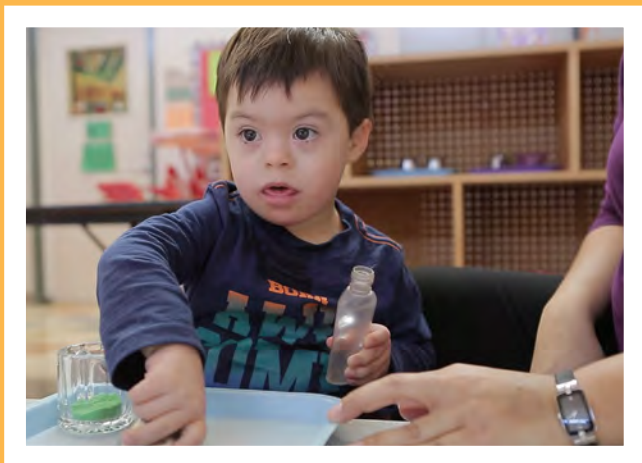
Licensed Operations

CCL routinely monitors and inspects licensed operations. Licensed operations must follow specific minimum standards and they must complete an overview of regulation before they apply for and pass background checks. We issue a license only after inspecting the operation to ensure the applicant

Day Care for All Kids

Ben Fernandez is three years old. He proudly wears an oversized Spiderman backpack and is quick to point out that his shirt confirms that he was “Born Awesome!” He’s active and inquisitive. He oscillates between being playfully, distracted, and laser focused on the task at hand. He’s like most kids his age, except for having Down syndrome.

The childcare staff at Concordia Lutheran Church already knew Ben because he was in their Sunday school program. His parents hoped to enroll him in daycare during the week as well, believing that he would learn the most by learning alongside kids that don’t have disabilities.



The daycare’s goal is to grow the strengths of every child and encourage them in their weaknesses, but this was a unique case. They wanted to make sure they could give Ben the care and curriculum that works for him and met their high standards. So they brought in a specialist to conduct an instructional session to teach them about the potential challenges. The turnout was great and the staff learned a lot. Kathy Entzenberger, director of Early Childhood Ministry at Concordia, calls it a watershed event.

After Ben enrolled, other language and behavioral specialists shared their wisdom. The staff realized that any perceived disparities were small. Every child has a unique personality and, in many ways, Ben is just like any other child. In the classroom and on the playground, the other children barely even recognize the differences that adults do.

“They behave as if there is no difference. They celebrate Ben’s accomplishments, just like the celebrate everybody else’s. They get frustrated with something he does, just like they get frustrated with something any one else does.”

The parents of one of Ben’s playmates, Cate, were especially interested in the way Ben and the other children fit into the routine. Their newborn daughter, Lucy, also has Down syndrome. It was important to keep the siblings together, and Ben’s seamless integration into the program was an encouraging benchmark.

“I don’t know that we would’ve responded the same way to Lucy had we not already met Ben,” Entzenberger confesses.





meets minimum standards. We also inspect licensed operations at least once a year or more often if we get a report of child abuse or neglect or violations of licensing laws, rules, or standards. Some licensed operations provide daycare and others provide 24-hour residential childcare.

Daycare:

- Licensed childcare homes (group daycare homes) provide daycare in the caregiver's home for 7-12 children under 14 years old for at least two hours a day, three or more days a week.
- Childcare centers (daycare centers) care for 13 or more children (under 14 years old) for less than 24 hours, at least two hours a day, three or more days a week.
- Before and after-school programs provide care before or after school and on holidays for at least two hours a day, three days a week, to children in pre-kindergarten through 6th grade.
- School-age programs supervise children in pre-kindergarten through 6th grade and teach recreational skills or provide other training

before or after school for at least two hours a day, three or more days a week. A school-age program may also operate during holidays or any other time when school is not in session.

24-Hour Residential Child Care:

- Foster family homes provide around-the-clock care for six or fewer children under 18 years old. Some are screened and approved (verified) by a child-placing agency and some are approved directly by CCL.
- Foster group homes provide around-the-clock care for seven to 12 children under 18 years old. Foster group homes can be approved by a child-placing agency or directly by CCL.
- General residential operations, which include residential treatment centers, provide around-the-clock care for 13 or more children under 18 years old. They may provide various treatment services, emergency care services, or therapeutic camps.
- A child-placing agency is a business that places or plans to place children in foster or adoptive homes that it approves and monitors.

Registered Child-Care Homes

Registered childcare homes provide regular care in the caregiver's home for up to six children under age 14 and up to six more school-age children. Regular care means – "at least four hours per day, three or more days a week, for three or more consecutive weeks -or- four hours a day for 40 or more days in a period of 12 months." The number of children allowed in a registered childcare home depends on the ages of the children. No more than 12 children can be in care at any time, including the caregiver's children.

Applicants must pass background checks and complete an overview of regulation before they apply. We issue a registration only after an inspection to make sure the provider is meeting the standards that apply. We inspect registered childcare homes every two years and also will investigate any allegation of child abuse and neglect -or- violations of licensing laws, rules, or minimum standards.

Listed Family Homes

Listed family homes provide regular care in the caregiver's home for one to three unrelated children under 14 years old. Regular care means "at least four hours per day, three or more days a week, for three or more consecutive weeks -or- four hours a day for 40 or more days in a period of 12 months." Providers must be at least 18 years old and go through an application process that includes a criminal background check and getting a "listing" permit from CCL.

These providers do not have to meet minimum standards or take training. We do not routinely inspect listed family homes, but do investigate reports that:

- Children have been abused or neglected.
- There is an immediate risk to the health or safety of a child.
- The home is providing childcare for too many children.
- A caregiver gave a child medication without their parent or guardian's written permission.

Operations with a Compliance Certificate

Anyone wanting to operate a shelter care or an employer-based childcare operation must complete an application and get a compliance certificate. We conduct an on-site inspection before issuing the permit to make sure laws and minimum standards are met.

Shelter Care

Shelter care is childcare provided at a temporary shelter for children while their parents, who also live at the shelter, are away. At CCL, we regulate shelter care that involves seven or more children under the age of 14 for at least four hours a day, three or more days a week. Anyone wanting to operate a shelter care must pass criminal background checks and an initial inspection. We do not regularly inspect shelters, but do investigate allegations of child abuse or neglect or violations of licensing laws, rules, or minimum standards.

Employer-Based Childcare

Employer-based childcare cares for up to 12 children of employees (under age 14) for less than 24 hours per day in the same building where the parents work. CCL issues a compliance certificate only after the operation passes the application process, which includes criminal background checks and an inspection. An employer-based childcare doesn't have to meet minimum standards and is not inspected after it gets a certificate. As always, CCL will investigate allegations of child abuse or neglect or a violation of licensing laws or rules.



Violations and Technical Assistance

Our goal is to correctly and consistently enforce minimum standards for all types of childcare and to help them improve their compliance. Consistent understanding and enforcement of minimum standards is a challenge for all involved. That's why we analyze violations trends to get a better idea of how consistent we are and to learn what technical assistance we can give providers to help them meet or exceed minimum standards in the future.

- See the top 10 standards deficiencies for daycare operations in on pages 89 and 90 of the DFPS Data Book.
- See the top 10 standards deficiencies for residential operations in on pages 105-107 of the DFPS Data Book.

Child Protective Services (CPS)

What We Do

Child Protective Services (CPS) investigates reports of child abuse and neglect to protect children from harm now and in the future. 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.

2015 Accomplishments

New Structured Decision Making Assessment Tools

CPS gave investigative caseworkers and managers new tools to help them make better decisions. The Structured Decision Making® (SDM) safety and risk assessment tools follow a structured series of steps that support consistent decision-making based on historical data. The Safety Assessment helps investigators assess immediate danger and the need to take steps to keep children safe. The Risk Assessment focuses CPS efforts on the cases that need them the most. In FY 2015, CPS trained 3,080 staff on the Safety Assessment and 4,160 staff on the Risk Assessment. These tools are now fully a part of CPS practice in investigations and are incorporated into our electronic case-management system.

New Mentoring and Training for New Workers

CPS redesigned its training for caseworkers to reduce turnover and give new caseworkers a realistic understanding of the job early on. The nine-month training begins on the caseworker's first day and includes working with experienced caseworkers (mentors), more time in the field, and revised classroom training. In a pilot in the San Antonio area, 70 percent of new caseworkers said mentoring helped them develop their skills. Plus, most mentors said the experience made them more likely to stay at CPS.

While overall turnover among investigation caseworkers improved only slightly from 34 percent to 33 percent,

there was a shift in when caseworkers left the program. For those hired in FY 2015, turnover in the first three months on the job increased significantly from 15 percent to 20 percent. New caseworkers are learning what the job requires early on and those that are not a good fit are opting out before they carry a caseload or more training resources are lost.

Adoptions

Children who leave state custody are increasingly more likely to find a permanent home. In FY 2015, 92 percent of children who left DFPS custody went back to their family or a relative or were adopted. That's compared to 90 percent in FY 2011, and 91 percent in FY 2012, 2013, and 2014. When a child cannot safely return home, adoption is the most legally permanent alternative. The number of adoptions has increased 18 percent since FY 2011 from 4,635 to 5,466.

Faith-based Collaboration

CPS works with faith-based organizations and community partners across the state to serve children and families who are at risk or already involved with CPS. This includes using the Care Portal, a web-based tool that allows CPS staff to connect with the



Mentors Show the Way

Child Protective Services new mentoring program pairs every new caseworker with an experienced caseworker. The goal is to give new workers the hands-on lessons and guidance they need to succeed. The early returns are small but measureable. New caseworkers are discovering sooner whether or not the job is right for them, so that more time and effort are spent developing those who are a good fit.

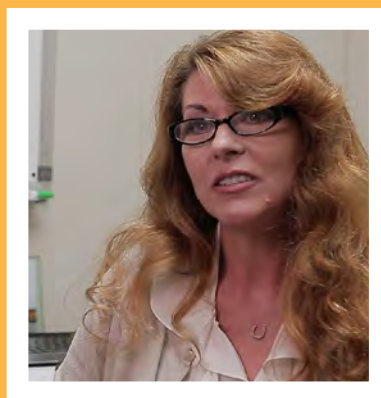


Abigail Guest is a veteran CPS caseworker in Kerrville who serves as a mentor and her dedication to CPS is evidenced by her tenure. Guest says she's drawn to protecting children, and she exudes a calm confidence. Now she gets to share what she's learned along the way.

The new program mixes on-the-job and classroom training. It's a lot more hands-on than the old training, where new hires spent most of their time in a classroom for three months. It's a change Guest fully endorses. "I think this is a huge step. I think it's the best thing that they could've done for the new hires and even the tenured workers."

Jennifer Genova was Guest's first protégé, and she shadowed Guest on home visits before working cases on her own. Genova had years of experience dealing with at-

risk youth, so when she came to Texas she jumped at the chance to become a CPS caseworker. "This is exactly the kind of work that I'm good at, and the kind of work that I like to do. I like making a difference. And I think I'm kind of good at it," she confesses.



It's hard to disagree when you see Genova in action. When she arrives at a familiar client's apartment, the first thing she does is

pick up the client's two-year-old son. He's immediately charmed and comfortable. When it's time to get an update from the mother, Genova is attentive and invested. She interjects with advice that is direct and maternal. When the toddler demands attention, she appeases him and turns back to the mother without missing a beat. It's a lesson in awareness, empathy, and efficiency – so artful that you'd think she was a family friend, not a caseworker.

Guest says it takes a certain type of person to be a caseworker and she sees a lot of potential in her protégé. In turn, Genova holds Guest in high regard. "Watching Abby introduce herself, and having the confidence to go in there and be upfront and in command but not threatening... there's a real nuance there that's very, very important, and I got to watch it a lot."

faith community. CPS uses the portal to ask churches to help meet the needs of children and families. The portal began in Bell, Williamson, and Travis Counties in August 2014, and has now expanded to nine other counties in Regions 2, 4, 7, 9, 10 and 11. There are 335 churches enrolled in the Care Portal in Texas and CPS and faith-based organizations assisted 97 families in FY 2015. A survey of the faith community found that more than 75 percent of respondents were pleased with the faith-based partnership.

CPS Services

Investigations Child Abuse and Neglect Reports

State law requires anyone who believes a child is being abused or neglected to report it so CPS can investigate. CPS interviews children, parents, and others who know about the family to help determine if abuse or neglect happened, if children are safe, and assess the risk of further harm. CPS investigators also consider physical evidence such as injuries, illegal drug use, and other factors such as insufficient food or the need for medical care. If needed, CPS investigators 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, CPS may ask a judge to remove the child from the parents' custody and place the child in a relative's care or foster care.

Alternative Response

In FY 2015, CPS started using an alternative to traditional investigations in a few parts of the state. Alternative Response lets CPS handle less serious allegations of abuse or neglect in a more flexible way – engaging families while still focusing on the safety of the children. CPS provides services and support to help families resolve safety issues and reduce future involvement with CPS. CPS used Alternative Response in the Amarillo, Laredo, and Dallas areas and plans to use this approach statewide by December 2017.

For more information on CPS investigations, see: DFPS Data Book, pages 39-46 and 144-179.

Family Based Safety Services

CPS provides in-home services to help stabilize families and reduce the risk of future abuse or neglect.

Family Based Safety Services (FBSS) can help avoid the need to remove children from their homes. These services often 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 day care. Most children receiving these services live at home while CPS works with their families. In some cases, children may live elsewhere, usually with relatives or family friends, until they can safely return home.

For more information on in-home services see DFPS Data Book, page 45.

Children in State Care

CPS explores every reasonable alternative to keep children safe from abuse and neglect at home. But, when children cannot live safely with their own families, CPS 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. CPS and the courts must consider relatives and others with close ties to the child or family as an option. CPS asks parents to name relatives and family friends who might care for their children. CPS contacts relatives and explains their options and the state support that is available. These “kinship caregivers” may also 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. At the end of FY 2015, 37 percent of all children and youth in state care were in Kinship Care.

See more on Kinship Care in the DFPS Data Book, pages 48-49 and 54.

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 the courts approve another permanent living arrangement for the children. The court has ongoing oversight while a child is in foster care.

See more on foster care and other placements in the DFPS Data Book, pages 48-54.

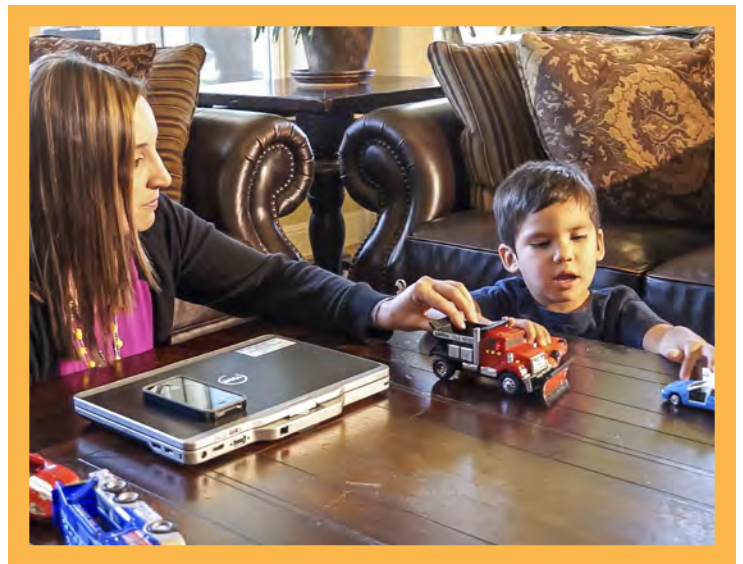
Permanency

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. We call this positive permanency. Planning for positive permanency starts as soon as CPS 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. In FY 2015, 30 percent of children in state care returned home, and 92 percent of children found permanency of one kind or another.

In 2015, CPS created a Permanency Strategic plan, which you can find on the DFPS website. The goals of the plan are to:

- Safely reduce the average time to achieve positive permanency by 25% by 2020.
- Achieve positive permanency for children



- under six years old 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. The number of children adopted from foster care increased significantly in the last decade. Kinship adoptions in Texas have more than doubled since 2005 and now account for 49 percent of DFPS adoptions. 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 (www.AdoptChildren.org) is an important tool for recruiting foster and adoptive parents and also promotes adoption with photo listings 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 on adoption, see DFPS Data Book, pages 58-62 and 202-219.

Youth Transitioning to Independence

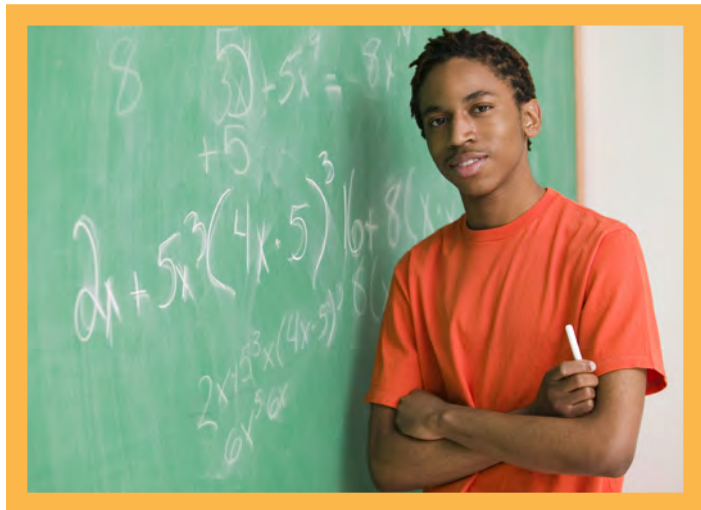
In some cases, CPS cannot find someone to take permanent custody of a child. These youth generally stay in state care until age 18. CPS works to connect these youth with adults who are committed to them and can support them. These youth may stay in foster care until the age of 21 while they seek an education or a job.

The Transitional Living Services (TLS) program provides various services to help these youth learn to live successfully on their own. Preparation for Adult Living services help youth ages 16 to 18 years of age prepare for the future. Programs for older youth include Education and Training Vouchers, College Tuition and Fee Waivers, Extended Foster Care, and more.

Extended Foster Care

Foster youth who don't achieve permanency usually leave state care after their 18th birthday. However, they can stay in 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 make them job ready.
- Work for at least 80 hours a month.



Education and Training

The Education and Training Voucher (ETV) program gives financial help to youth 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 former foster youth, youth 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 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. These youth get healthcare through STAR Health, a form of Medicaid that is overseen by the Texas Health and Human Services Commission and administered by Superior HealthPlan. STAR Health includes a medical home for each child, service coordination and management, 24-hour nursing and behavioral health helplines, and psychotropic medication monitoring.

When a youth aging out of DFPS care needs long-term care or support due to a health or mental condition, DFPS refers them to the Texas Department of Aging and Disability Services (DADS). If a court makes DADS the guardian, that agency takes responsibility for the youth. However, DFPS may continue to provide foster care for young adults even if they receive guardianship services.

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, CASA volunteers, child welfare boards, law enforcement agencies, child advocacy centers, other health and human service 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. While DFPS verified 1,896 foster homes directly, it contracted with 436 foster care providers for many thousands of additional foster homes. DFPS spent \$402,938,794 on foster care in FY 2015. DFPS also supports foster and adoptive parents by providing funds to the Texas Council on Adoptable Children and the Texas Foster Family Association. DFPS also provides funds to local foster parent associations to help them educate, train, and retain foster and adoptive parents.

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 conduct joint investigations of reports alleging a child has been a victim of a crime and there's immediate risk of death or serious harm. CPS and law enforcement also work together in cases where children are exposed to selling and manufacturing drugs. Law enforcement notifies CPS if they plan to raid a home so CPS can prepare to protect the children. CPS contacts law enforcement if it finds evidence that may warrant criminal prosecution. CPS and law enforcement also work together on cases involving human trafficking.

Children's Advocacy Centers

Children's advocacy centers (CACs) provide a safe place where law enforcement, CPS, and other

professionals can interview children who are suspected victims of sexual abuse, 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.

Community Partners Programs

In FY 2015, 153 rainbow rooms served children in 130 Texas counties and thousands of caseworkers were adopted by local organizations. Through rainbow rooms, community partners have helped more than 80,400 children and youth with their emergency needs, back-to-school items, birthday celebrations, and holiday gifts.

- Rainbow Rooms help meet the critical needs of abused and neglected children. These resource rooms supply 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.
- The Adopt-a-Caseworker Program connects CPS caseworkers with individuals, churches, businesses, and organizations to help meet the needs of children involved with CPS. Groups have also furnished items such as birthday presents, prom dresses, household goods, and groceries.



Prevention & Early Intervention (PEI)

What We Do

Our main job is to stop abuse and neglect and juvenile delinquency before it happens. We do this through public education and by working with and funding community organizations that provide services to children, youth, and families.

We also help communities develop and improve prevention programs to strengthen families so they can live better lives. This can mean families don't get involved with CPS and their kids stay in school, avoid risky behavior, and don't get in trouble with the law. Prevention services are available free or at a low cost. Some of these services are available statewide and others are only available in some areas of the state.

Our Office of Child Safety focuses on programs that address and reduce fatal and serious child abuse. Created in FY 2015, 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 recommendation and brings together local agency, non-profit, private sector, and government programs that reduce child abuse and neglect fatalities.

Accomplishments

More Served and Better Outcomes

PEI prevention programs served 75,449 people in FY 2015, an increase of almost 4.5 percent from FY 2014². The number of PEI providers also increased from 52 to 63. These services help youth avoid trouble with the law, strengthen families, and help them avoid getting involved with Child Protective Services.

- 32,282 youth served by PEI-funded programs did not enter the juvenile justice system in FY 2015.
- 10,679 parents served by PEI programs experienced an increase in factors that prevent abuse and neglect.
- 2,174 children who were at risk of abuse or neglect did not enter the child welfare system.

² Clients served by more than one PEI program may be counted more than once

Parent Education

PEI continued its child abuse prevention campaign called "Help for Parents, Hope for Kids" with an online/mobile media campaign in the summer of 2015. One of the goals of the ad campaign was to connect parents and youth with the prevention services offered by PEI's STAR (Services to At-Risk Youth) program as well as the Texas Youth Hotline.

- As a result of the FY 2015 media campaign, 152,574 people visited the campaign website to view 316,753 pages in the two months of the ad campaign.
- STAR served 392 more youth and families in FY 2015 than in FY 2014.
- While phone calls to the Texas Youth Hotline have been declining for many years, the hotline fielded 273 percent more chats and texts in FY 2015 than the year before.

Learn more about the campaign at www.HelpandHope.org.

PEI Services

PEI contracts with community-based agencies and organizations to provide services to prevent the abuse, neglect, delinquency, and truancy of Texas children. Services are voluntary and provided at no cost to



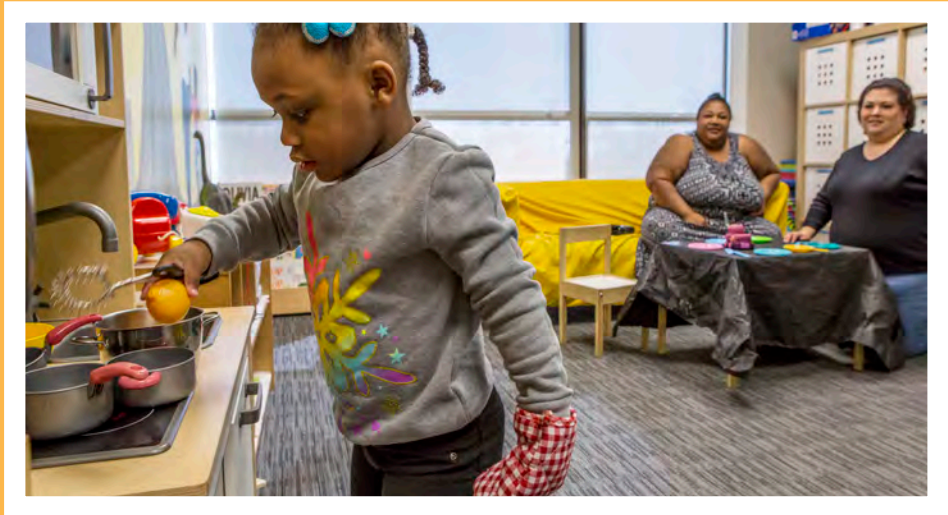
A Better Chance at Life's as Easy as ABC

Aisa Cruz is a bilingual parent educator at Any Baby Can (ABC) – a PEI provider and Central Texas non-profit. ABC's mission is empowering families to give their children a better chance at success in life.

ABC has a variety of programs that include in-home visits, classes, and support groups. ABC tailors services to each family's situation, such as health issues, first-time parents, or mothers with postpartum depression. With a wide range of offerings, most parents can find value in at least a few of their programs.

ABC's services were certainly a hit with Cleo Nunn and her precocious 3-year-old daughter, Justice Miranda. At first, Cleo was skeptical of allowing a stranger into her house. But, after working with Aisa for more than a year, Cleo says Aisa is almost a member the family. When Justice occasionally spots somebody who resembles Aisa around town, she asks her mother with excitement, "Is that my teacher? I miss my teacher."

Aisa gave Cleo, a first-time mother, valuable information that's made a real difference for her and her child. Topics range from nutrition to potty-training to behavioral benchmarks for children as they grow. Aisa also uses "play" to teach Justice important lessons in language, cognitive skills and more to prepare her for her first years of school.



"She's brilliant," Cleo gushes about her daughter. "She's still stubborn, though. She wants to do her work, when she wants to do it." But, in the end, Justice does her lessons.

Let's flash back to a day in the nursery at the ABC offices. Justice bounces from one corner of the room to another, finally settling on a small kitchen station with a sink, oven, and stove. She dives right in to make an imaginary meal as Aisa encourages her to count the people in the room and get plates for everyone. Cleo has Justice searching the room for specific food items that might be useful in making their feast, and Justice is thrilled to oblige. Then, Cleo and Justice set down to work on an animal puzzle together, matching each animal to the sound it makes. Done with the puzzle, Justice plays her keyboard and leads her "band mates" through starts and stops. In the end, both mother and daughter are learning".

My hope for all my families to help them succeed," says Aisa. "I want them to leave knowing they can provide the best opportunities for their children".

participants. However, all services are not available in all Texas communities. To find out if services are available in your community, search for programs in your county at www.HelpandHope.org.

Community-Based Child Abuse Prevention

This program funds community-based organizations to provide child abuse and neglect prevention services. CBCAP services include respite, parent education, fatherhood services, parent leadership, home visitation, and various special initiatives. It also educates parents about prevention services and encourages them to use them. For example, the DFPS child abuse prevention campaign, Help for Parents, Hope for Kids, is funded by CBCAP. (www.HelpandHope.org)

CBCAP services were available in Bexar, Cameron, Concho, El Paso, Harris, Hudspeth, Kerr, Nueces, Runnels, Tarrant, Taylor and Tom Green counties. In FY 2015, 1,468 families were served.

Community-Based Family Services

This program serves families that CPS investigates and either does not confirm abuse or neglect or does confirm an allegation but the situation is low risk. Services include home visitation, case management, parent education and additional services shown to contribute to a safe and stable home environment. This program served 424 families in FY 2015.



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 need. Some of the approaches include mentoring, jobs programs, career preparation, and recreational activities. CYD served 16,526 youth in Bexar, Cameron, Dallas, El Paso, Galveston, Harris, Hidalgo, Lubbock, McLennan, Nueces, Potter, Tarrant and Travis counties.

Healthy Outcomes through Prevention and Early Support (HOPES)

HOPES is a new program that began in 2015 that uses community collaboration in high-risk counties to reduce the likelihood that parents or other caregivers will abuse children. The goal is to increase “protective factors” in families with children up to age five. This means qualities, skills, or strategies that helps people parent effectively even under stress – reducing the risk of abuse or neglect. HOPES providers use nationally-recognized methods that include home-visiting and are either promising or proven effective. They also include other support services. In its first year, HOPES served 1,371 families in Cameron, Ector, El Paso, Gregg, Hidalgo, Potter, Travis and Webb counties.

Helping through Intervention and Prevention (HIP)

HIP funds community-based programs that have been shown to be effective. In FY 2015, HIP contracted with community-based organizations to offer home visiting services to families with previous CPS history. It’s a voluntary program that educates and helps with the basic needs of families who are at risk of child abuse and neglect. In FY 2015, the HIP program served 58 families in Bexar, Dallas, Harris, Lubbock and Tarrant counties.

Services to At-Risk Youth (STAR)

The STAR program is available in all 254 Texas counties. PEI contracts with community agencies to offer crisis-counseling for families, short-term relief for those caring for at-risk youth (respite), individual and family counseling, life-skills for youth, and parenting-skills for parents or other caregivers.

STAR serves families with youth under 18 years old that are dealing with conflict at home, truancy, delinquency, or have a youth who have run away from home. In FY 2015, the STAR program served 24,097 youth and 19,478 parents or other primary caregivers. STAR contractors also provide child-abuse prevention brochures and parenting classes that serve everyone in the community.

Statewide Youth Services Network (SYSN)

These youth-services contracts make community and evidence-based juvenile delinquency prevention programs available to youth ages 6-17 in each DFPS region. This program served 4,198 clients in FY 2015.

Texas Families: Together and Safe (TFTS)

TFTS funds community-based programs 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 are to:

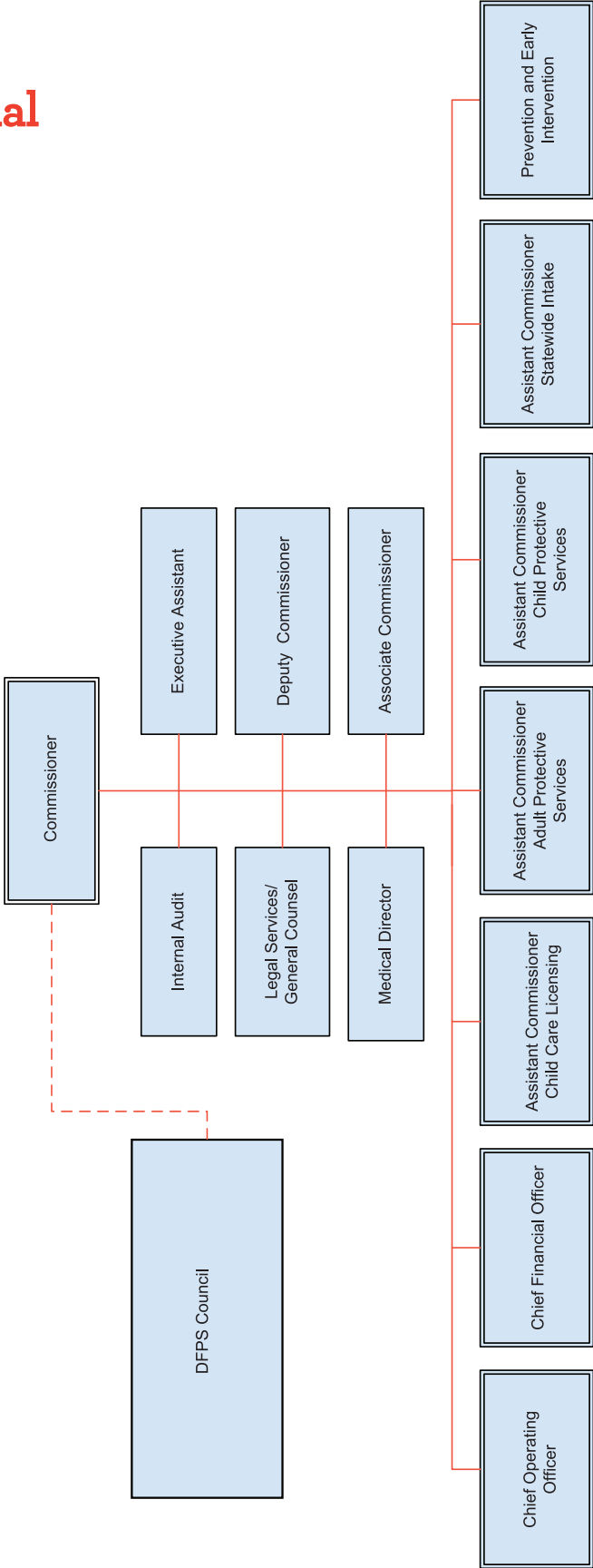
- Make family support services more available.
- Make community-based family support services more efficient and effective.
- Enable children to remain in their own homes.
- Help local programs, government agencies, and families work together.

This program served 2,208 families in FY 2015.



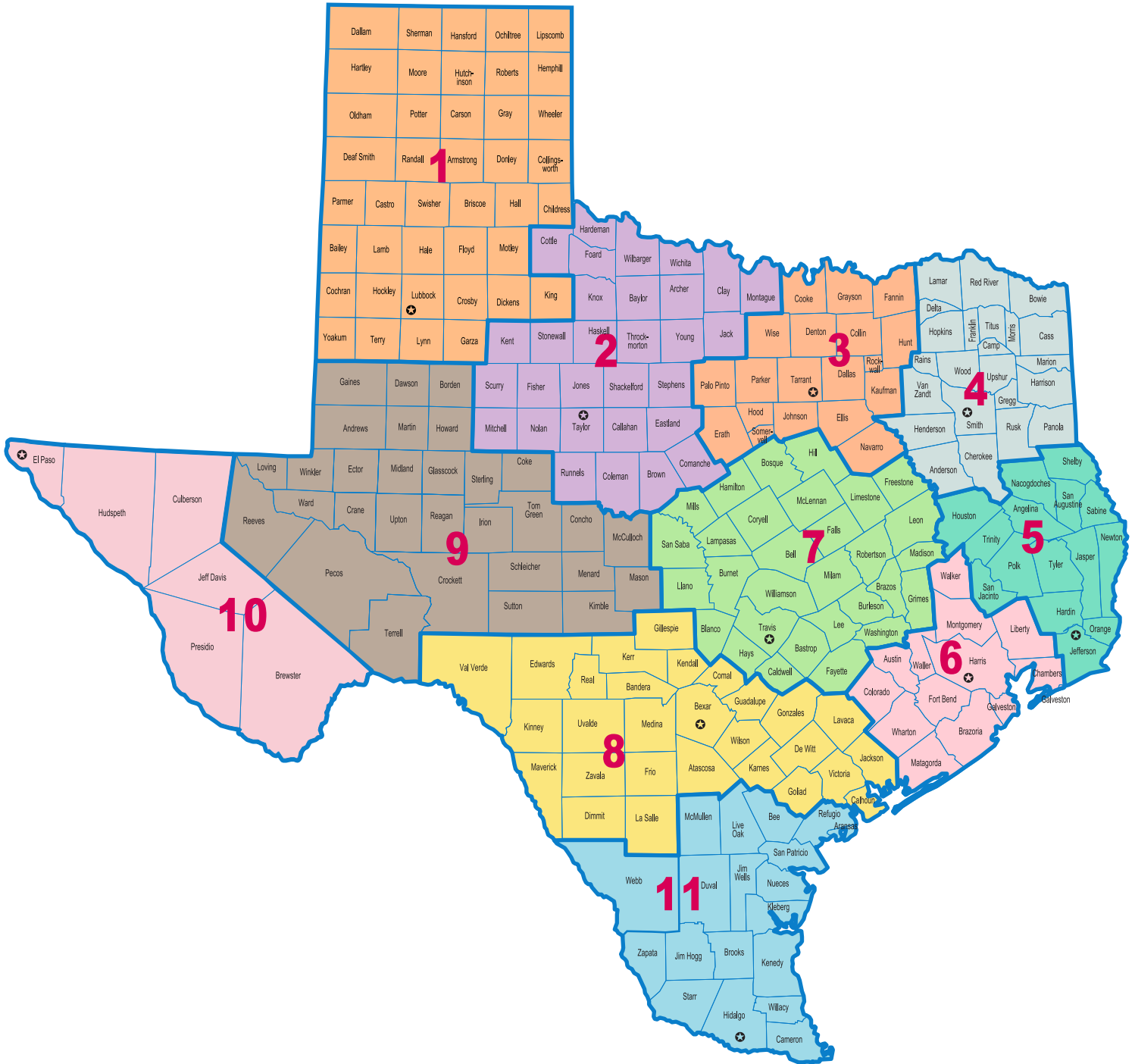
General Information & Resources

DFPS Organizational Chart



General Information & Resources

DFPS Regional Boundaries



General Information & Resources

DFPS Hotlines and Websites

Texas Abuse Hotline: 1-800-252-5400 or www.TxAbuseHotline.org

Report abuse, neglect, or exploitation of children, the elderly, or people with disabilities

APS Facility Investigations: 1-800-647-7418

Report abuse, neglect, or exploitation in facilities

Foster Care and Adoption Inquiry Line: 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

Office of Consumer Affairs: 1-800-720-7777

Make an inquiry or complaint about an existing DFPS case

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

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

DFPS Web Sites

www.dfps.state.tx.us

Texas Department of Family and Protective Services (DFPS)

www.TxAbuseHotline.org

Report abuse, neglect, or exploitation of children, the elderly, or people with disabilities

www.AdoptChildren.org

Adopt children through the Texas Adoption Resource Exchange

www.TexasYouth.org

Texas Youth and Runaway Hotline

www.HelpandHope.org

Child Abuse Prevention

www.AyudayEsperanza.org

www.EveryonesBusiness.org

Adult Abuse Prevention

www.TxChildCareSearch.org

Search Texas Child Care

www.dfps.state.tx.us/volunteer

Become a DFPS Volunteer

www.WatchKidsAroundWater.org

Water safety for children

www.CuidadoconlosNinosyelAgua.org

www.TexasYouthConnection.org

Resources for current and former youth in foster care

www.DontBelInTheDark.org

Choose regulated child care

www.NoEsteAOscuras.org

www.BabyRoomToBreathe.org

Safe sleeping tips for babies

www.NoEsteAOscuras.org

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