



**TEXAS**  
Department of Family  
and Protective Services

# Key Metrics Dashboard

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Fiscal Year 2021



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# Statewide Intake

## Resource Management

Metric Description	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21
All, Turnover	7.2	7.2	10.0	10.0	10.0	7.0	7.0	7.0	8.1	8.1	8.1	10.9
Intake, Caseworker Hires	1	1	0	0	0	0	0	0	0	0	0	5
Intake, Caseworker Terminations	3	1	4	2	1	0	3	3	2	7	2	6
Total Number of Calls Received	64,561	67,410	59,122	58,140	61,980	58,651	69,743	69,795	67,756	63,044	62,970	66,850

## Outcomes

Metric Description	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21
Average Time to Process E-Reports (Hours)	0.8	2.1	1.5	3.4	4.2	9.2	9.6	11.0	11.9	3.7	6.0	8.0
Average Hold Time for English Queue (Min)	3.1	3.8	4.0	4.7	4.6	6.5	7.0	9.3	6.9	3.2	3.0	5.4
Percent of Abandoned Calls in English Queue	15.9	17.1	19.5	21.3	20.6	26.4	27.0	32.2	26.6	17.0	16.8	23.7
Number of Calls Received for the Youth/Runaway Helpline	414	448	393	392	461	497	782	895	737	583	761	965

# Child Protective Investigations

## Resource Management

### All Investigations (INV)

Metric Description	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21
All Investigation, Average Daily Caseload	12.4	14.0	14.6	14.9	14.4	14.7	15.3	16.0	16.7	16.1	14.9	14.5

### Residential Child Care (RCL)

Metric Description	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21
Residential, Caseworker Turnover	28.8	28.8	27.8	27.8	27.8	29.0	29.0	29.0	23.0	23.0	23.0	26.4
Residential, Caseworker Hires	0	1	2	2	2	1	2	7	9	4	2	0
Residential, Caseworker Terminations	1	3	1	1	2	2	0	2	1	1	3	4
Residential, Number of Abuse/Neglect Investigations Opened	352	452	378	359	421	406	463	493	436	353	323	338
Residential Care, Investigator Average Daily Caseload	10.3	12.3	14.4	14.7	13.7	15.0	12.8	7.6	9.2	9.0	8.0	7.9

### Daycare

Metric Description	Sep 20	Oct 20	Nov 20	Dec 20	Jan 20	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21
Daycare, Caseworker Turnover	18.2	18.2	35.3	35.3	35.3	40.6	40.6	40.6	43.6	43.6	43.6	45.8
Daycare, Caseworker Hires	1	0	0	2	1	1	0	2	0	2	1	0
Daycare, Caseworker Terminations	0	1	2	1	2	1	1	2	1	1	1	2
Daycare, Number of Abuse/Neglect Investigations Opened	165	143	114	115	103	100	158	174	209	189	150	175
Daycare, Investigator Average Daily Caseload	5.3	6.3	6.4	5.4	5.0	5.8	6.3	6.8	10.5	11.2	10.1	9.9

### Special Investigator

Metric Description	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21
Special Investigator, Turnover Rate	8.3	8.3	11.9	11.9	11.9	15.9	15.9	15.9	18.2	18.2	18.2	17.0
Special Investigator, Hires	0	2	2	1	2	2	6	3	4	7	2	3
Special Investigator, Terminations	4	4	1	2	7	6	6	6	5	6	3	1
Special Investigator, Average Daily Caseload	1.6	1.8	3.0	4.1	4.7	4.1	3.8	3.0	2.4	2.0	1.6	1.5

### CPS Investigations

Metric Description	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21
Investigations, Caseworker Turnover	28.8	28.8	40.0	40.0	40.0	39.6	39.7	39.7	40.9	40.9	40.9	43.1
Investigations, Caseworker Hires	99	112	119	88	98	90	105	84	91	135	117	104
Investigations, Caseworker Terminations	98	108	88	101	101	86	102	111	102	118	121	115
Investigations, Average Daily Caseload	12.6	14.2	14.7	15.1	14.5	14.8	15.5	16.3	16.9	16.4	15.2	14.7
Investigations and AR, Total Number of Investigation and AR Stages Opened	21,231	23,091	20,148	19,600	20,285	19,099	24,800	25,440	23,955	19,573	18,661	21,078
Investigations and AR, Total Number of Investigation and AR Stages Closed	17,621	21,272	18,199	21,202	20,233	18,061	22,912	23,716	23,512	23,234	21,628	19,323
Investigations and AR, Average Days to Investigation and AR Stages Closure	70.3	73.5	77.0	86.4	91.8	86.0	86.7	82.4	83.6	93.6	95.7	90.8



## Outcomes

Metric Description	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21
Completed Investigations with a Substantive Disposition (Ruled out or RTB) (%)	87.5	88.3	87.8	88.1	88.2	87.8	87.8	88.1	88.3	87.7	86.6	86.6
12 Month Recidivism on Investigations Closed without Services	7.8	7.3	7.2	7.2	7.4	7.8	7.6	8.0	8.0	7.6	6.9	6.5
Timely Initial FTF Actual Contact - P1 (%)	85.6	86.3	86.7	85.5	85.5	85.3	85.8	84.6	84.0	83.8	81.8	81.0
Timely Initial FTF Actual or Attempted Contact - P1 (%)	94.6	93.9	93.6	94.1	93.6	93.2	93.6	91.8	92.1	92.3	91.6	90.8
Timely Initial FTF Actual Contact - P2 (%)	87.9	87.2	87.2	86.5	86.8	85.4	84.4	84.6	84.4	83.3	81.6	80.5
Timely Initial FTF Actual or Attempted Contact - P2 (%)	95.1	94.5	94.5	94.0	93.6	92.6	92.2	91.8	91.9	91.5	90.9	90.5
Timely Initial FTF Actual Contact - AR (%)	80.6	81.4	81.3	82.2	77.9	79.7	76.7	74.1	75.4	74.2	70.9	71.6
Timely Initial FTF Actual or Attempted Contact - AR (%)	83.4	84.2	84.3	85.2	80.8	82.9	79.5	77.9	78.7	78.0	75.8	76.8

# Child Protective Services

## Resource Management

### All CPS

Metric Description	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21
All, Vacancy Rate	4.2	4.7	4.0	3.7	4.2	4.0	3.9	4.9	7.1	7.8	8.0	7.8
All, Turnover	23.3	23.3	26.8	26.8	26.8	26.1	26.1	26.1	27.3	27.3	27.3	29.7

### Family-Based Safety Services (FBSS)

Metric Description	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21
FBSS, Caseworker Turnover	18.6	18.6	20.9	20.9	20.9	20.1	20.1	20.1	20.3	20.3	20.3	21.4
FBSS, Caseworker Hires	25	18	16	15	16	21	22	18	21	15	18	23
FBSS, Caseworker Terminations	17	19	21	16	19	17	20	21	16	22	17	28
FBSS, Average Daily Caseload	12.5	12.5	11.4	10.3	9.6	8.9	8.3	7.6	7.0	6.4	5.7	5.4
FBSS, Total Number of FPR Stages Opened	2,356	1,681	1,246	1,276	1,108	942	1,101	1,003	874	896	823	774
FBSS, Total Number of FPR Stages Closed	1,915	2,254	2,009	2,060	1,576	1,414	1,825	1,736	1,363	1,387	1,235	1,168
FBSS, Average Days to FPR Stages Closure	163.0	141.5	146.7	160.3	166.8	167.7	175.6	181.4	187.0	187.3	183.6	178.2

### Conservatorship (CVS)

Metric Description	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21
CVS, Caseworker Turnover	24.6	24.6	21.7	21.7	21.7	19.7	19.7	19.7	21.7	21.7	21.7	24.5
CVS, Caseworker Hires	48	37	69	49	39	36	55	33	35	75	85	113
CVS, Caseworker Terminations	38	47	37	21	50	28	38	56	49	59	70	60
CVS, Average Daily Caseload	22.9	22.8	22.8	22.6	22.3	22.2	22.2	22.2	22.5	22.9	23.1	23.3
CVS, Total Number of Removals	1,560	1,632	1,337	1,271	1,294	1,113	1,615	1,495	1,151	1,261	1,241	999
CVS, Total Number of Exits from DFPS Responsibility	1,416	1,527	1,499	1,501	1,083	1,005	1,544	1,501	1,460	1,562	1,475	1,538
CVS, Average Months to Exit from DFPS Responsibility	20.1	20.2	21.0	21.1	19.6	20.8	20.1	20.6	20.2	20.4	20.5	22.4
CVS, Average Daily Child Count	15.9	15.7	15.7	15.6	15.3	15.3	15.2	15.2	15.4	15.7	15.8	15.9

### Outcomes

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

Metric Description	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21
Removals in FBSS Stages (%)	5.7	5.8	6.0	6.1	6.2	6.3	6.4	6.6	6.5	6.5	6.4	6.3
12 Month Recidivism on FBSS Stages Closed with No Further CPS Involvement (%)	8.6	9.5	7.7	8.4	7.9	8.6	9.5	7.8	8.2	6.7	8.6	7.1

**CVS In-Care**

Metric Description	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21
Average number of Placements for Children in Foster Care	3.1	3.1	3.1	3.1	3.1	3.1	3.1	3.2	3.2	3.2	3.2	3.2
Children in Substitute Care Placed with Relatives (%)	44.2	44.2	44.5	44.9	44.4	44.2	44.9	45.2	45.4	45.4	45.2	45.2
Sibling Groups with All Siblings Placed Together (%)	65.8	65.6	65.7	65.6	65.5	65.4	64.9	64.6	64.9	64.8	64.6	64.3
Children in Foster Care Placed in County (%)	38.7	37.8	37.6	37.5	37.4	37.4	37.1	36.9	36.9	36.3	36.0	35.5
Youth who Aged out and Have Complete PAL (%)	94.8	95.2	93.4	93.6	89.2	92.3	93.7	94.5	95.5	99.2	93.8	91.7

**CVS Permanency**

Metric Description	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21
Children Who Exit DFPS Responsibility to Permanency (%)	91.5	91.4	94.0	92.1	88.4	89.6	91.8	91.1	92.6	92.6	91.4	91.2
Children Who Exit DFPS Responsibility to Family Reunification (%)	34.3	33.7	28.0	31.9	37.8	33.2	33.1	29.8	34.9	32.5	36.7	34.2
Of Those Who Do Not Reunify, Children Who Exit DFPS Responsibility to Relatives (%)	67.0	66.9	61.2	65.7	68.5	66.3	69.4	64.0	66.6	68.3	66.7	64.9
Children Adopted within 12 Months of Termination of Parental Rights (%)	54.6	54.6	58.3	58.3	58.3	53.3	53.3	53.3	76.7	76.7	76.7	54.7
Permanency for Children in Care for 2 or More Years (%)	32.6	32.6	31.6	31.6	31.6	32.6	32.6	32.6	34.8	34.8	34.8	34.6

## DFPS Key Metrics Dashboard

Metric Description	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21
Average Months to Permanency	18.3	18.3	20.0	19.9	17.6	18.8	18.5	18.9	18.9	18.4	18.3	19.7
12 Month Recidivism for Children Who Return Home	13.2	13.1	13.8	13.5	14.7	11.5	11.8	12.1	11.2	11.0	14.7	9.4

## 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 stages 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

DFPS Key Metrics Dashboard

<b>Term</b>	<b>Definition</b>
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.