

SWI

Statewide Intake Overview

Statewide Intake serves as the “front door to the front line” for all DFPS programs. As the central point of contact for reports of abuse, neglect and exploitation of vulnerable Texans, SWI staff are available 24 hours a day, 7 days per week, 365 days per year.

Paid Expenditures and Total Average Filled Full Time Equivalent (FTE) Staff

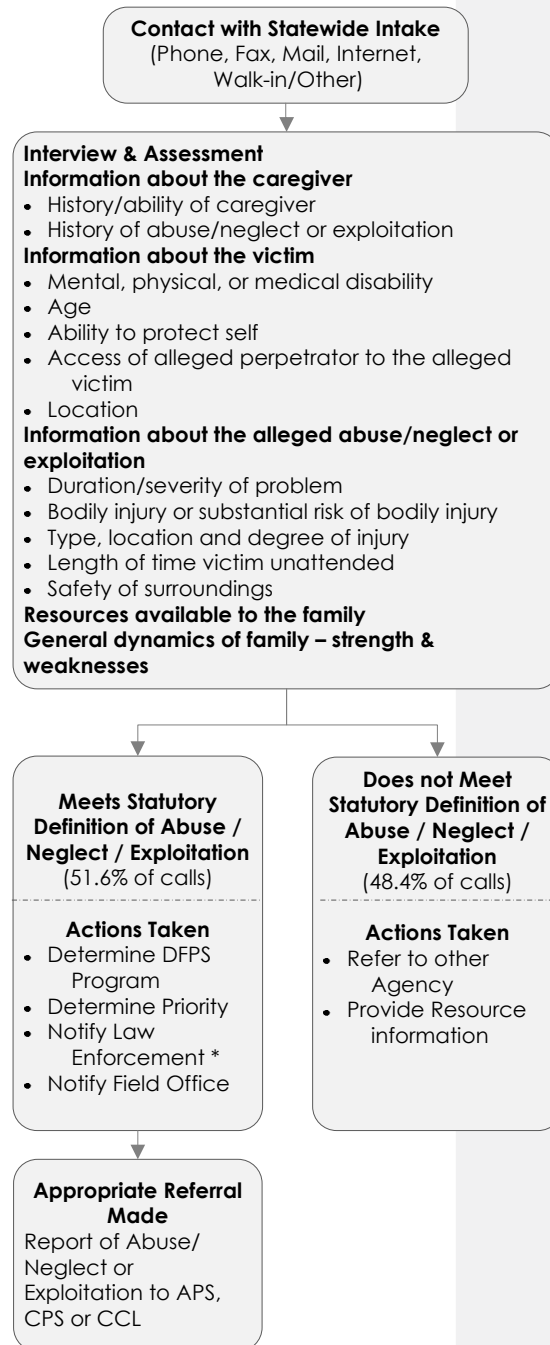
Total Staff	411.8
Workers	310.3
Supervisors	33.5
Other	67.9
Staff Costs	\$17,344,867.40

Worker Demographics

Turnover Rate	18.6%
Tenure	
Less than 1 Year	25.8%
1 - 3 Years	32.4%
Greater than 3 Years	41.7%
Entry Salary	\$30,481.44
Average Age	37.7
Race/Ethnicity	
African-American	10.5%
Anglo	66.1%
Hispanic	20.1%
Other	3.3%

Supervisor Demographics

Turnover Rate	0.0%
Tenure	
Less than 1 Year	0.0%
1 - 3 Years	13.9%
Greater than 3 Years	86.1%
Entry Salary	\$38,145.96
Average Age	44.0
Race/Ethnicity	
African-American	2.8%
Anglo	63.9%
Hispanic	25.0%
Other	8.3%



* CPS, CCL

Legal Responsibility for Statewide Intake

Statutory References

Federal: Social Security Act

State: Texas Family Code, Human Resource Code

Major Functions

- Centralized point of intake for child abuse and neglect, abuse, neglect or exploitation of the elderly or adults with disabilities, clients served by DSHS or DADS employees in State Hospitals or State Supported Living Centers, and children in licensed child-care facilities or treatment centers for the entire State of Texas.
- Open 365 days a year, twenty-four hours a day, seven days a week.
- Able to receive information via phone, Internet reporting system, fax or mailed correspondence.
- Responsibility to assess information received to the definitions of possible abuse, neglect or exploitation for each program served and to prioritize and route the information to the correct destination workload.
- Information and Referral Service as warranted or when information received does not meet statutory definitions.
- Generate Law Enforcement Notifications and route to the correct law enforcement jurisdiction for CPS and CCL programs.
- Insure confidentiality of IMPACT history and caller identity.
- Serve as an Expedited Background Check function for CPS by checking criminal and IMPACT history to aid field staff during emergency removals.
- Quality Assurance unit to review complaints, random call monitors and to develop Best Practice trainings for Intake staff.
- Point program for identifying problems with IMPACT rollouts.

- Provide daily reports on call volume per application; hold times per application, etc.
- Integrate hardware and software upgrades to phone and computer systems to reduce hold times and improve efficiency.
- Use of an IEX Workforce Management System to schedule shifts, breaks and meal times for intake workers in order to maximize efficiency.
- Telstrat Engage call recording system utilized to record phone calls for Quality Assurance and legal requirements.

Challenges

- Respond to ever increasing number of phone calls, Internet reports, fax and mailed correspondence while keeping hold times to eight minutes or less while maintaining a high quality of intakes.
- Increase number of bilingual staff.
- Reduce turnover.

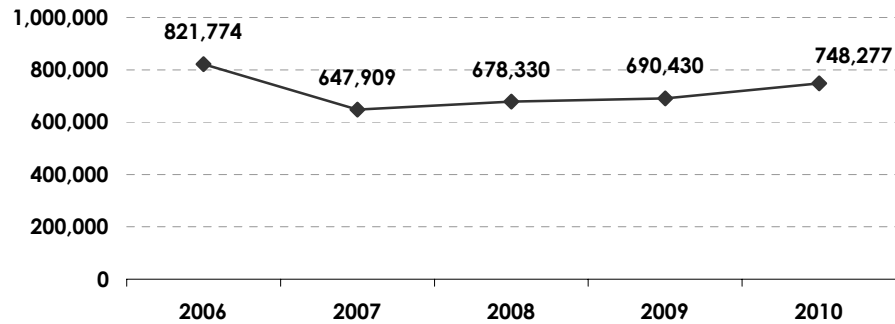
Number of Calls Received

Fiscal Year	Hold Time	# of Calls	% Change
2006	7.1	821,774	2.0%
2007	9.6	647,909	-21.2%
2008	11.4	678,330	4.7%
2009	10.6	690,430	1.8%
2010	8.9	748,277	8.4%

Total Number of Calls Received by Method of Receipt Fiscal Year 2010

Call Type	Number of Calls	%
Internet	112,581	15.0%
Mail/Fax	31,832	4.3%
Other	1,153	0.2%
Phone	602,676	80.5%
Walk-in	35	0.0%
	748,277	100.0%

Number of Calls Over Time



Note: A major phone system upgrade occurred at Statewide Intake in August 2006. Phone scripts were updated, giving callers information about entities external to DFPS who might better meet their needs, such as 211, TANF, and Food stamps. As a result, significantly fewer callers chose to be routed to intake specialists than in past years for information and referral information.

Number of Calls by Type of Call Fiscal Year 2010

	Adult Protective Services - In Home	Adult Protective Services - Facility	Child Protective Services	Residential Child Care Licensing	Child Care Licensing	Total	% of Total
Reports of Alleged Abuse/Neglect*	103,479	10,533	264,450	3,799	3,486	385,747	51.6%
Case Related Special Requests	12	0	26,401	0	0	26,413	3.5%
Non Case Related Special Requests	Data not available by program					649	0.1%
Information and Referral - Related to Protective Services						285,505	38.2%
Information and Referral - Not Related to Protective Services						49,963	6.7%
Grand Total	103,491	10,533	290,851	3,799	3,486	748,277	100.0%

Note: The term "calls" represent information received by DFPS and then entered into IMPACT system. Information may be received in the form of a telephone call, regular mail, via Internet reporting system or via fax:
 * Calls and reports by date report received.

Source of Reports of Abuse/Neglect by Program Fiscal Year 2010

CPS - Source of Report	Number	Percent
School	48,118	18.2%
Medical Personnel	42,553	16.1%
Other	37,541	14.2%
Law Enforcement	35,815	13.5%
Relative	31,281	11.8%
Parent	26,230	9.9%
Friend-Neighbor	16,580	6.3%
Anonymous	12,285	4.6%
Blank/Unknown	9,892	3.7%
Child Care Facility	2,043	0.8%
DFPS Staff	1,129	0.4%
Victim	934	0.4%
Legal/Court	49	0.0%
Grand Total	264,450	100.0%

APS In-Home Source of Report	Number	Percent
Relative	18,617	18.0%
Other	15,176	14.7%
Victim	14,276	13.8%
Institutional Personnel MHMR	14,139	13.7%
Social Agency	9,914	9.6%
Provider	7,424	7.2%
Medical Personnel	7,346	7.1%
Friend-Neighbor	6,461	6.2%
Law Enforcement	4,724	4.6%
Anonymous	2,563	2.5%
Blank/Unknown	2,387	2.3%
Legal/Court	452	0.4%
Grand Total	103,479	100.0%

CCL - Source of Report	Number	Percent
Parent	839	24.1%
Child Care Facility	642	18.4%
Medical Personnel	421	12.1%
Blank/Unknown	402	11.5%
Other	375	10.8%
Law Enforcement	303	8.7%
Relative	158	4.5%
Anonymous	146	4.2%
School	95	2.7%
Friend/Neighbor	61	1.7%
DFPS Staff	41	1.2%
Victim	2	0.1%
Legal/Court	1	0.0%
Grand Total	3,486	100.0%

Note: Not all reports are assigned for investigation.

APS Facility - Source of Report	Number	Percent
Institutional Personnel MHMR	3,772	35.8%
Victim	2,374	22.5%
Other	1,194	11.3%
Anonymous	629	6.0%
Medical Personnel	600	5.7%
Social Agency	583	5.5%
Relative	428	4.1%
Blank/Unknown	394	3.7%
Provider	295	2.8%
Law Enforcement	106	1.0%
Friend-Neighbor	101	1.0%
Legal/Court	57	0.5%
Grand Total	10,533	100.0%

RCCL - Source of Report	Number	Percent
Other	1,415	37.2%
Blank/Unknown	845	22.2%
Medical Personnel	430	11.3%
School	314	8.3%
Parent	217	5.7%
Law Enforcement	174	4.6%
DFPS Staff	112	2.9%
Relative	92	2.4%
Anonymous	68	1.8%
Friend/Neighbor	41	1.1%
Victim	36	0.9%
Child Care Facility	34	0.9%
Legal/Court	21	0.6%
Grand Total	3,799	100.0%