

# 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.

### Total Average Filled Full Time Equivalent (FTE) Staff

Intake Specialists	322.7
Supervisors	34.7
Other Staff	70.3
<b>Total SWI Staff</b>	<b>427.7</b>

### Intake Specialists Demographics

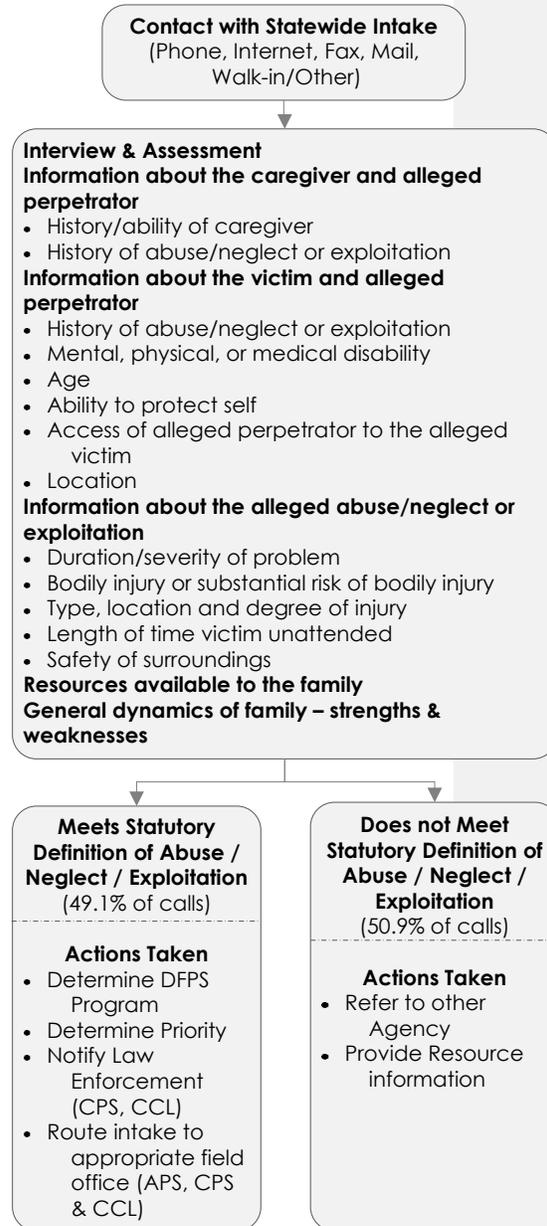
Turnover Rate	17.9%
Agency Tenure:	
Less than 1 Year	21.5%
1 - 3 Years	31.5%
Greater than 3 Years	47.0%
Entry Salary	\$30,481.44
Average Age	37.3
Race/Ethnicity:	
African-American	12.7%
Anglo	66.4%
Hispanic	18.2%
Other	2.7%

### Supervisor Demographics

Turnover Rate	13.9%
Agency Tenure:	
Less than 1 Year	2.9%
1 - 3 Years	2.9%
Greater than 3 Years	94.1%
Entry Salary	\$38,145.96
Average Age	43.9
Race/Ethnicity:	
African-American	5.9%
Anglo	58.8%
Hispanic	26.5%
Other	8.8%

### SWI Expenditures

SWI Staff	\$18,949,205
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## 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.
- Ensure confidentiality of IMPACT history and reporter 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 assist in development of policy, procedure and best practice.
- 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.
- Employee Development Unit leads all training for new and tenured staff

### Challenges

- Respond to ever increasing number of phone calls, Internet reports, fax and mailed correspondence while keeping hold times to 8.7 minutes or less while maintaining a high quality of intakes.
- Increase number of bilingual staff.
- Reduce turnover.

**Number of Contacts Received**

Fiscal Year	Hold Time*	# of Contacts**	% Change
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%
2011	7.3	780,023	4.2%

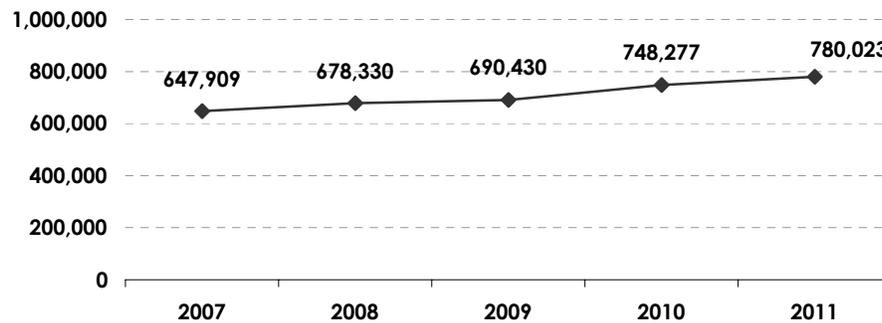
\*English phone queue only

\*\*Includes all contacts.

**Total Number of Contacts Received by Method of Receipt Fiscal Year 2011**

Contact Type	Number of Contacts	%
Internet	113,953	14.6%
Mail/Fax	30,566	3.9%
Other	1,276	0.2%
Phone	634,190	81.3%
Walk-in	38	0.0%
	780,023	100.0%

**Number of Contacts Over Time**



**Number of Contacts by Type of Contact Fiscal Year 2011**

	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*	108,594	11,505	255,514	3,703	3,319	382,635	49.1%
Case Related Special Requests	12	0	24,850	0	0	24,862	3.2%
Non Case Related Special Requests	Data not available by program					631	0.1%
Information and Referral - Related to Protective Services						312,119	40.0%
Information and Referral - Not Related to Protective Services						59,776	7.7%
<b>Grand Total</b>	108,606	11,505	280,364	3,703	3,319	780,023	100.0%

Note: The term "contacts" 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:

\* Contacts by date received.

### Source of Reports of Abuse/Neglect by Program Fiscal Year 2011

Source of Report	Total		CPS		APS In-Home	
	Number	Percent	Number	Percent	Number	Percent
Medical Personnel	65,942	17.2%	41,879	16.4%	22,057	20.3%
Relative	49,906	13.0%	30,716	12.0%	18,773	17.3%
School	46,532	12.2%	45,152	17.7%	824	0.8%
Law Enforcement	40,239	10.5%	34,802	13.6%	4,868	4.5%
Parent	28,224	7.4%	25,102	9.8%	1,819	1.7%
Other	28,091	7.3%	18,911	7.4%	7,840	7.2%
Community Agency	24,911	6.5%	9,454	3.7%	13,879	12.8%
Friend-Neighbor	23,825	6.2%	16,338	6.4%	7,263	6.7%
Victim	19,164	5.0%	824	0.3%	15,635	14.4%
Anonymous	17,765	4.6%	13,723	5.4%	3,097	2.9%
DFPS Staff	10,713	2.8%	7,446	2.9%	1,792	1.7%
Provider	8,392	2.2%	1,035	0.4%	6,947	6.4%
Legal/Court	4,208	1.1%	3,599	1.4%	451	0.4%
Institutional Personnel	4,156	1.1%	321	0.1%	261	0.2%
Day Care Provider	2,919	0.8%	2,088	0.8%	142	0.1%
State Agency	2,737	0.7%	1,420	0.6%	1,128	1.0%
Parent's Paramour	1,118	0.3%	1,078	0.4%	35	0.0%
Financial Institution	1,089	0.3%	20	0.0%	1,069	1.0%
Unrelated Home Member	1,063	0.3%	504	0.2%	454	0.4%
24 Hour Care Provider	720	0.2%	439	0.2%	23	0.0%
Religious Entity	648	0.2%	470	0.2%	176	0.2%
Blank/Unknown	273	0.1%	193	0.1%	61	0.1%
<b>Grand Total</b>	<b>382,635</b>	<b>100.0%</b>	<b>255,514</b>	<b>100.0%</b>	<b>108,594</b>	<b>100.0%</b>

Source of Report	APS Facility		CCL		RCCL	
	Number	Percent	Number	Percent	Number	Percent
Medical Personnel	1,226	10.7%	379	11.4%	401	10.8%
Relative	217	1.9%	140	4.2%	60	1.6%
School	133	1.2%	98	3.0%	325	8.8%
Law Enforcement	94	0.8%	324	9.8%	151	4.1%
Parent	281	2.4%	841	25.3%	181	4.9%
Other	774	6.7%	295	8.9%	271	7.3%
Community Agency	953	8.3%	59	1.8%	566	15.3%
Friend-Neighbor	107	0.9%	74	2.2%	43	1.2%
Victim	2,668	23.2%	3	0.1%	34	0.9%
Anonymous	728	6.3%	146	4.4%	71	1.9%
DFPS Staff	269	2.3%	279	8.4%	927	25.0%
Provider	325	2.8%	7	0.2%	78	2.1%
Legal/Court	54	0.5%	9	0.3%	95	2.6%
Institutional Personnel	3,376	29.3%	3	0.1%	195	5.3%
Day Care Provider	17	0.1%	624	18.8%	48	1.3%
State Agency	165	1.4%	6	0.2%	18	0.5%
Parent's Paramour	1	0.0%	3	0.1%	1	0.0%
Financial Institution	0	0.0%	0	0.0%	0	0.0%
Unrelated Home Member	92	0.8%	3	0.1%	10	0.3%
24 Hour Care Provider	10	0.1%	22	0.7%	226	6.1%
Religious Entity	1	0.0%	1	0.0%	0	0.0%
Blank/Unknown	14	0.1%	3	0.1%	2	0.1%
<b>Grand Total</b>	<b>11,505</b>	<b>100.0%</b>	<b>3,319</b>	<b>100.0%</b>	<b>3,703</b>	<b>100.0%</b>

Note: Not all reports are assigned for investigation.

**Total Phone Calls - English Queue**

<b>Fiscal Year</b>	<b>Total Calls</b>	<b>Calls Handled</b>	<b>Calls Abandoned*</b>	<b>Average Time to Abandon</b>	<b>% Abandoned</b>
<b>2008</b>	423,851	246,200	177,651	8.0	41.9%
<b>2009</b>	431,419	264,491	166,928	7.5	38.7%
<b>2010</b>	442,383	297,381	145,002	6.7	32.8%
<b>2011</b>	435,622	317,938	117,684	5.9	27.0%

**Total Phone Calls - All Calls**

<b>Fiscal Year</b>	<b>Total Calls</b>	<b>Calls Handled</b>	<b>Calls Abandoned*</b>	<b>Average Time to Abandon</b>	<b>% Abandoned</b>
<b>2008</b>	621,623	405,159	216,464	7.4	34.8%
<b>2009</b>	638,747	429,551	209,196	6.9	32.8%
<b>2010</b>	647,537	468,272	179,265	6.2	27.7%
<b>2011</b>	642,320	492,885	149,435	5.4	23.3%

*\*An abandoned call is a call that disconnects after completing navigation of the recorded message, but prior to being answered by an intake specialist.*

