

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	309.1
Supervisors	35.2
Other Staff	73.2
Total SWI Staff	417.5

Intake Specialist Demographics

Turnover Rate	19.1%
Agency Tenure:	
Less Than 1 Year	15.2%
1 - 3 Years	23.5%
Greater than 3 Years	61.3%
Entry Salary*	\$31,144
Average Age	38.8
Race/Ethnicity:	
Anglo	56.7%
Hispanic	22.9%
African-American	18.3%
Other	2.2%

Supervisor Demographics

Turnover Rate	8.2%
Tenure as Supervisor:	
Less Than 1 Year	19.4%
1 - 3 Years	22.2%
Greater than 3 Years	58.3%
Entry Salary*	\$42,244
Average Age	45.5
Race/Ethnicity:	
Anglo	66.7%
Hispanic	22.2%
African-American	5.6%
Other	5.6%

SWI Expenditures*

SWI Staff	\$20,495,905
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*Source: DFPS Office of Finance and FY 2016 Operating Budget (plus benefit replacement pay).



* CPS, CCL

Legal Responsibility for Statewide Intake Statutory References

Federal: Social Security Act

State: Texas Family Code, Human Resource Code

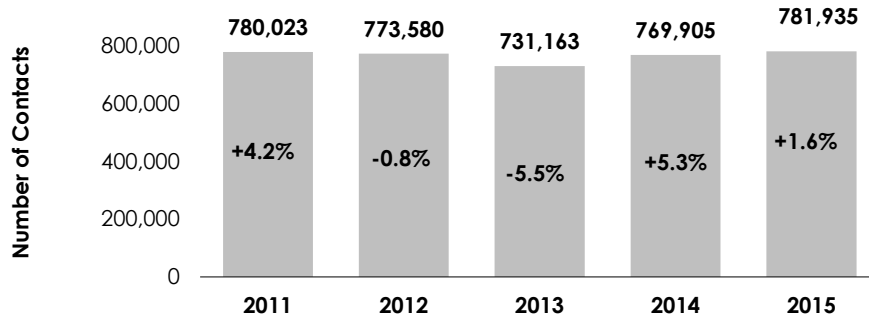
Major Functions

- Centralized point of intake for child abuse and neglect, abuse, neglect or exploitation of people age 65 or older 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.
- Provide background check function for CPS caseworkers after office hours if caseworkers do not have system access to complete their own check for 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.

Contacts* Received by Fiscal Year



Note: Update to the code reflects a more accurate count of entries recorded in IMPACT and may not reflect information in past Data Books.

**Contacts* by Method of Receipt
Fiscal Year 2015**

Contact Type	Count	%
Phone	606,951	77.6%
Internet	144,518	18.5%
Mail/Fax	24,807	3.2%
CPS/ICPC	3,796	0.5%
Other	910	0.1%
Data Match	897	0.1%
Walk-in	56	0.0%
Total	781,935	

**Contacts* by Program and Type of Contact
Fiscal Year 2015**

	Totals	% of Total	APS In-Home	APS Facility	CPS	DCL	RCCL
Reports of Alleged Abuse/Neglect	405,824	51.9%	110,277	12,952	274,448	3,700	4,516
Case Related Special Requests	6,460	0.8%	13	0	6,447	0	0
Information and Referral - Related to Protective Services	42	0.0%	Data not available by program				
Information and Referral - Not Related to Protective Services	314,635	40.2%					
Non Case Related Special Requests	54,974	7.0%					
Statewide	781,935		110,290	12,952	280,895	3,700	4,516

**The term "contacts" represents information received by DFPS and then entered into IMPACT system. Information may be received in the form of a telephone call, via Internet reporting system, regular mail or via fax. Contacts may not match number of Abuse/Neglect Intakes in respective program sections.*

SWI Phone Calls by Queue and Fiscal Year

Phone Queue	2011	2012	2013	2014	2015
English					
Calls	435,622	442,221	426,366	433,963	444,920
Handled	317,938	310,614	308,989	335,384	325,403
Abandoned*	117,684	131,607	117,377	98,579	119,517
% Abandoned	27.0%	29.8%	27.5%	22.7%	26.9%
Average Hold Time (mins.)	7.3	8.5	8.1	6.5	8.2
LBB Hold Time Target**	11.4	8.7	8.7	8.7	8.7
Transfers to English Queue					
Calls	25,488	25,265	23,457	23,105	23,377
Handled	19,306	18,438	18,039	18,712	17,848
Abandoned*	6,182	6,827	5,418	4,393	5,529
% Abandoned	24.3%	27.0%	23.1%	19.0%	23.7%
Average Hold Time (mins.)	7.4	8.5	7.9	6.2	7.8
Spanish					
Calls	24,423	22,597	20,689	19,172	20,047
Handled	14,914	13,021	11,997	12,397	11,923
Abandoned*	9,509	9,576	8,692	6,775	8,124
% Abandoned	38.9%	42.4%	42.0%	35.3%	40.5%
Average Hold Time (mins.)	6.1	7.2	7.0	6.0	6.9
Transfers to Spanish Queue					
Calls	175	694	1,578	1,607	1,535
Handled	114	472	1,062	1,201	1,085
Abandoned*	61	222	516	406	450
% Abandoned	34.9%	32.0%	32.7%	25.3%	29.3%
Average Hold Time (mins.)	7.1	7.0	8.2	7.0	8.6

NOTE: Past Data Books also included EBC, Re-Entry and Support Staff in all queues total.

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

**Legislative Budget Board Performance Measure Targets are set every two years during Legislative Sessions.

SWI Phone Calls by Queue and Fiscal Year

Phone Queue	2011	2012	2013	2014	2015
Law Enforcement					
Calls	54,916	56,690	52,080	52,852	56,449
Handled	52,952	54,335	50,453	51,135	54,052
Abandoned*	1,964	2,355	1,627	1,717	2,397
% Abandoned	3.6%	4.2%	3.1%	3.2%	4.2%
Average Hold Time (mins.)	0.7	1.0	0.8	0.9	1.2
Community Center					
Calls	40,897	46,087	39,414	35,551	35,170
Handled	25,375	27,192	23,852	22,492	20,446
Abandoned*	15,522	18,895	15,562	13,059	14,724
% Abandoned	38.0%	41.0%	39.5%	36.7%	41.9%
Average Hold Time (mins.)	4.4	5.2	5.0	4.2	5.5
All Queues					
Calls	581,521	593,554	563,584	566,250	581,498
Handled	430,599	424,072	414,392	441,321	430,757
Abandoned*	150,922	169,482	149,192	124,929	150,741
% Abandoned	26.0%	28.6%	26.5%	22.1%	25.9%
Average Hold Time (mins.)	6.5	7.5	7.1	5.8	7.3

NOTE: Past Data Books also included EBC, Re-Entry and Support Staff in all queues total.

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

Source of Reports of Abuse/Neglect by Program Fiscal Year 2015

Source of Report	Total		CPS		APS In-Home	
	#	%	#	%	#	%
Medical Personnel	76,853	18.9%	49,819	18.2%	24,343	22.1%
School	54,790	13.5%	53,400	19.5%	718	0.7%
Relative	46,836	11.5%	28,619	10.4%	17,765	16.1%
Law Enforcement	46,503	11.5%	40,086	14.6%	5,634	5.1%
Other	29,669	7.3%	20,171	7.4%	8,115	7.4%
Parent	27,408	6.8%	24,537	8.9%	1,385	1.3%
Community Agency	27,341	6.7%	10,005	3.6%	15,398	14.0%
Friend-Neighbor	19,007	4.7%	12,569	4.6%	6,212	5.6%
Anonymous	17,781	4.4%	13,634	5.0%	3,225	2.9%
Victim	16,974	4.2%	792	0.3%	13,204	12.0%
DFPS Staff	10,884	2.7%	7,759	2.8%	1,497	1.4%
Provider	9,223	2.3%	1,151	0.4%	7,566	6.9%
Legal/Court	5,161	1.3%	4,483	1.6%	418	0.4%
Institutional Personnel	4,395	1.1%	332	0.1%	362	0.3%
State Agency	3,011	0.7%	1,887	0.7%	836	0.8%
Day Care Provider	2,911	0.7%	1,976	0.7%	176	0.2%
Financial Institution	2,696	0.7%	20	0.0%	2,675	2.4%
Parent's Paramour	1,227	0.3%	1,196	0.4%	26	0.0%
Unrelated Home Member	1,163	0.3%	591	0.2%	434	0.4%
24 Hour Care Provider	903	0.2%	573	0.2%	197	0.2%
Religious Entity	781	0.2%	563	0.2%	16	0.0%
Blank/Unknown	320	0.1%	224	0.1%	77	0.1%
Grand Total	405,837		274,387		110,279	

Source of Report	APS Facility		RCCL		DCL	
	#	%	#	%	#	%
Medical Personnel	1,577	12.2%	632	14.0%	482	13.0%
School	163	1.3%	387	8.6%	122	3.3%
Relative	249	1.9%	86	1.9%	117	3.2%
Law Enforcement	202	1.6%	182	4.0%	399	10.8%
Other	778	6.0%	323	7.1%	282	7.6%
Parent	359	2.8%	217	4.8%	910	24.6%
Community Agency	1,161	9.0%	684	15.1%	93	2.5%
Friend-Neighbor	106	0.8%	39	0.9%	81	2.2%
Anonymous	668	5.2%	90	2.0%	164	4.4%
Victim	2,923	22.6%	53	1.2%	2	0.1%
DFPS Staff	322	2.5%	1,013	22.4%	293	7.9%
Provider	398	3.1%	102	2.3%	6	0.2%
Legal/Court	134	1.0%	113	2.5%	13	0.4%
Institutional Personnel	3,472	26.8%	224	5.0%	5	0.1%
State Agency	253	2.0%	23	0.5%	12	0.3%
Day Care Provider	25	0.2%	48	1.1%	686	18.5%
Financial Institution	0	0.0%	1	0.0%	0	0.0%
Parent's Paramour	1	0.0%	1	0.0%	3	0.1%
Unrelated Home Member	129	1.0%	9	0.2%	0	0.0%
24 Hour Care Provider	3	0.0%	5	0.1%	3	0.1%
Religious Entity	15	0.1%	285	6.3%	24	0.6%
Blank/Unknown	15	0.1%	1	0.0%	3	0.1%
Grand Total	12,953		4,518		3,700	

Note: Not all reports are assigned for investigation.