



DEPARTMENT OF FAMILY AND PROTECTIVE SERVICES

DFPS Statewide Intake Update

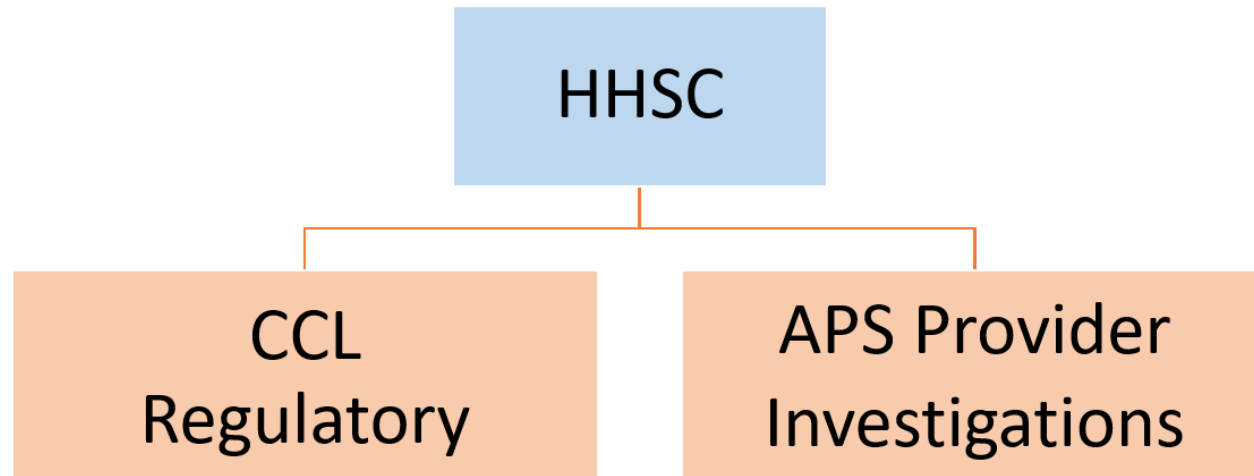
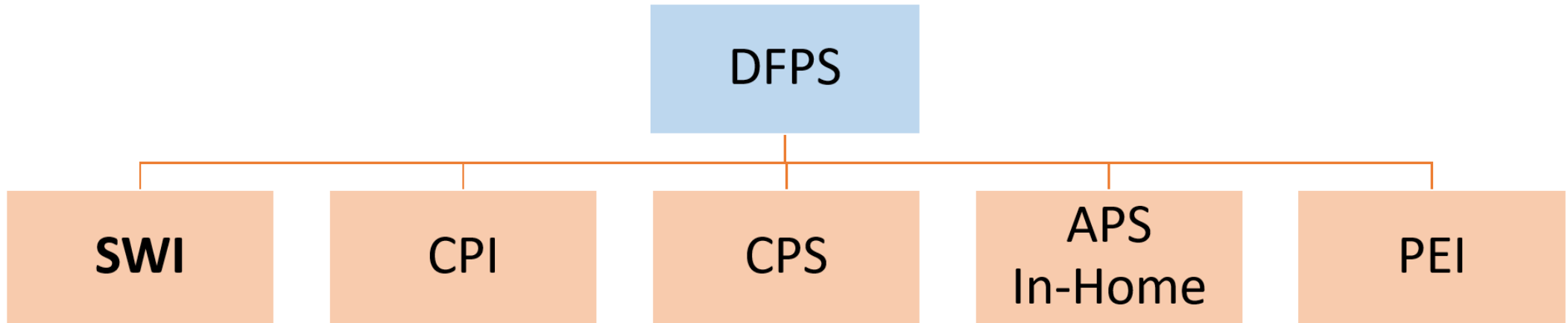
Fiscal Year 2018

Ric Zimmerman

SWI Associate Commissioner

Statewide Intake

- SWI Vision: To be the world's model for safeguarding the vulnerable by providing quality protective contact center services.
- SWI Mission: Providing professional and compassionate assessment of abuse, neglect and exploitation 24 hours a day, every day.
- **Texas Abuse Hotline: 1-800-252-5400**
- **Reporting Website: <https://txabusehotline.org>**



The Front Door to the Front Line

- Protecting children and vulnerable adults begins with the report of alleged abuse or neglect or exploitation
- **Note: Intake is the first step in the casework process**
- SWI is DFPS' centralized point of intake
- Open 24 hours a day, 7 days a week, 365 days a year
- Receive intakes via phone, Internet, fax, or mail
- Protective Service Intake Specialists make the first critical decision in program service delivery.

Intake Functions

- Interview reporter about alleged abuse, neglect or exploitation.
- Determine if reports meet abuse neglect or exploitation statutory definitions.
- Referral to and other state agencies, resources, share info and educate.
- Match with previous DFPS history.
- Prioritize intake for further action.
- Notify law enforcement and affiliated Child Advocacy Center if necessary.
- Determine field jurisdiction and route to field.

SWI “LEAN”

- Began following the 2017 legislative session
- The DFPS FY18-19 budget did not yield increase staff resources (FTE)
- Review every policy, procedure and practice to reduce total contact handling time and thereby reduce call and e-report hold times. With goal to make changes without:
 - Endangering client safety; or
 - Negatively affecting staff morale
- Examples of LEAN items include:
 - Simplifying documentation requirements
 - Restructuring the interview process

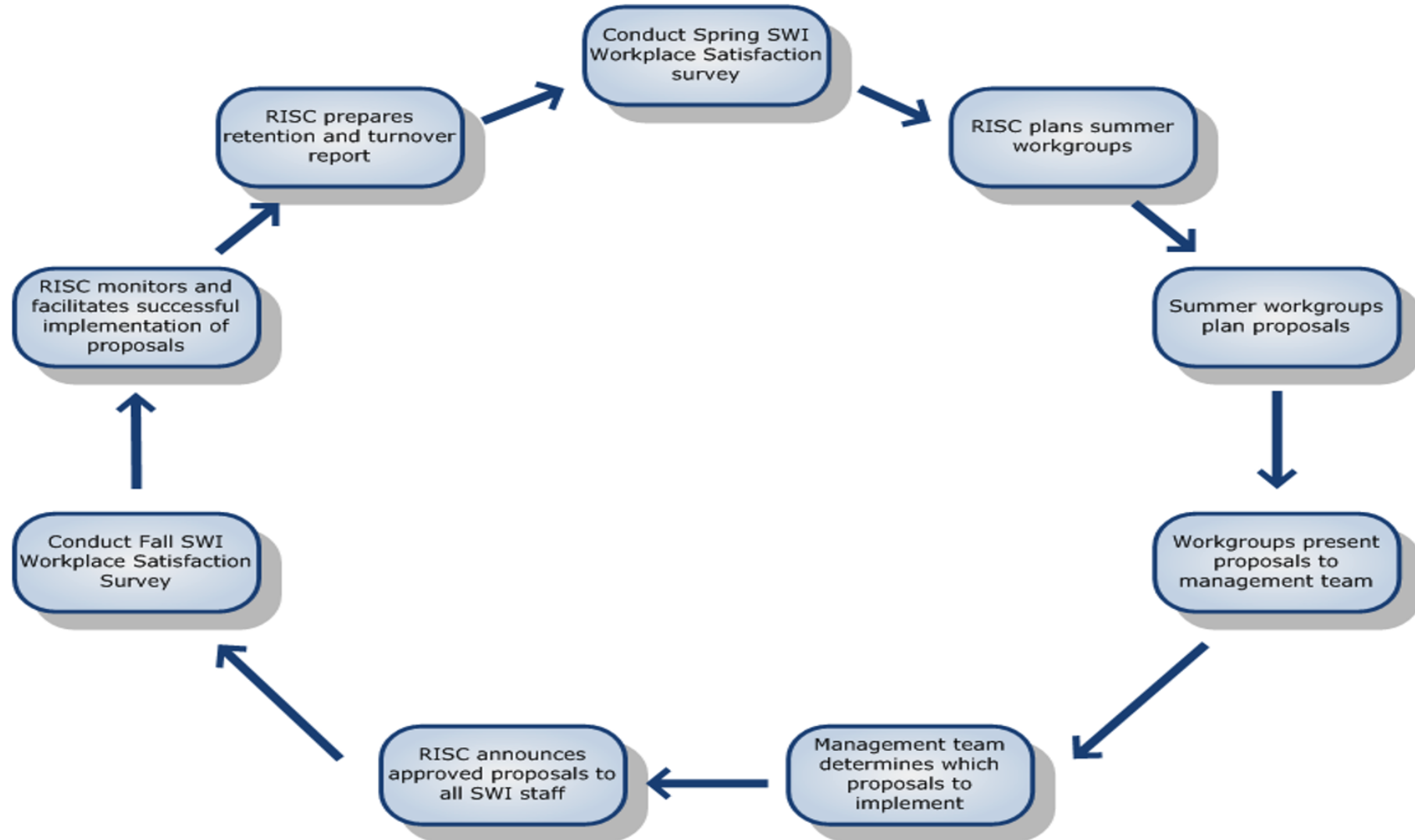
SWI Contact Volume and Performance

Fiscal Year	ENG AHT	ABAN CALLS	Reports Produced	E-reports	Authorized Intake FTE
2014	6.5 min	120,130	731,163	126,139	357
2015	8.2 min	150,741	769,905	138,563	351
2016	8.5 min	150,707	781,935	151,103	354
2017	10.5 min	172,093	824,604	166,691	349
2018	11.9 min	188,064	822,210	166,026	324

SWI Legislative Requests FY 2020-21

- SWI Forecasting Methodology
- 2019 Legislative Appropriations Request (LAR)
 - 83 FTE (64 Intake Specialists)
 - 22.5 less Intake Specialist than forecast
 - \$500/month raise
- Forecasted English Average Hold Time without new staff resources
 - FY 2020: 15.0 Min.
 - FY 2021: 16.5 Min.
- Legislative Budget Board Performance Targets for Average Hold Time:
 - FY 2018: 8.5 minutes
 - FY 2019: 8.5 minutes

SWI Retention Initiative Process



SWI Retention Initiative Goals

- Reduce turnover and increase workplace satisfaction
- Demonstrate to staff they are valued and respected.
- Build a reputation as a destination employer that attracts and retains top talent.
- Increase productivity and overall effectiveness.
- Improve outcomes for clients.



**Texas
Youth
Hotline**

**LIFE CAN HURT
WE CAN HELP**

Texas Youth Hotline Statistics

Fiscal Year	Calls	Text and Chat	Average Hold Time
2014	7,295	0	1.2 Min
2015	5,528	2,014	0.9 Min
2016	4,809	2,085	1.0 Min
2017	3,193	1,693	0.9 Min
2018	4,873	5,488	0.5 Min

Questions?

