

Family and
Protective Services
Council Meeting

September 11, 2020
9:00 a.m.



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Council Organizational Issues

Hon. Bonnie Hellums



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General Administrative Items



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Council Meeting Schedule

November 13, 2020

February 12, 2021

May 14, 2021

August 13, 2021

November 12, 2021



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Council Member Reports



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DFPS Update

**Commissioner
Jaime Masters**



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DFPS Response to COVID 19

Deneen Dryden
Child Protective Services



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DFPS Response to COVID 19

Jim Sylvester
Child Protective Investigations



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COVID-19 Response

**Texas Department of Family and Protective
Services**

Introduction



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In the wake of the worldwide COVID-19 Pandemic, Department of Family Protective Services CPI/CPS staff have overcome barriers and continued to provide services in order to ensure the safety of children and the well-being of families.



CPS Virtual Contact

During the pandemic, CPS made the temporary pivot to virtual contact with most children and families. These virtual services included:

- Virtual Home Visits
- Virtual Parent/Child and Sibling Visits
- Virtual Court Hearings and Family Group Decision Making Meetings

CPS Virtual Home Visits

- **In March 2020, in-person face-to-face contacts were replaced by virtual face-to-face contacts. Guidance was given to staff on how best to assess child safety using the technology.**
- **In-person face-to-face contacts resumed for most children and families in May 2020, with screening to determine when a virtual contact should still be used.**
- **Whether virtual or in person, child safety continued to be assessed.**



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Virtual Parent-Child Visits



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- Parent and sibling visitation was modified for most families as more information was gained regarding spread of infection.
- Contacts were maintained between parents and children, but held in offices where the environment could be more safely controlled.
- Face to face visits between parents and children were resumed on June 2, 2020.
- Dr. Rodriguez, the DFPS Medical Director, created multiple videos for staff and for staff to share with parents prior to resuming face to face contacts. This helped address expectations and provide guidance needed to ensure safe contacts.

Note: There were no changes in jurisdictions that required DFPS to follow court-ordered visitation schedules in person.



DFPS CPI/CPS Virtual Court Hearings and Family Group Decision Making Meetings

Family Group Decision Making is vital to effectively engaging families in case planning, understanding family strengths and needs, and enhancing children's chances for achieving permanency. CPS adapted to provide this service virtually to families throughout the pandemic.

Courts, equipped with technology before the pandemic, held virtual hearings and our cases continued with virtual hearings.



DFPS Medical Response

- DFPS CPI/CPS continued to ensure children and youth had their medical needs addressed:
- “3 in 30” assessment requirements were modified:
 - The initial 3 Day exams continued in person, to ensure a medical professional screened children coming into care.
 - CANS assessments were made available via telehealth statewide.
 - Texas Health Steps checkups available in person were prioritized for the youngest children.
- Covid-19 testing of children in DFPS conservatorship was closely monitored.
 - A dedicated mailbox collected reports of testing and results.
 - CPS Medical Services staff worked with STAR Health (Superior Health Plan) staff to obtain copies of lab results for the child’s health passport.

DFPS CPI/CPS Teleworking and PPE

- DFPS staff began teleworking in March 2020.
- DFPS caseworkers and supervisors have been mobile workers for a number of years and were equipped with technical tools needed to work remotely.
- Personal Protective Equipment, or “PPE”, played a critical role in keeping children, families and staff safe. Use of PPE was a new concept for our staff.



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CPI Covid-19 Response

CPI balances the critical role of ensuring child safety while also addressing health-related concerns to keep families and staff safe.

- CPI staff are required to wear PPE and ask health screening questions prior to entering a home.
- CPI staff continue to be required to make face to face contact with families to ensure child safety.
- Coronavirus Guides and Resources have been sent to staff in efforts to help with family engagement such as “Talking to Children and Youth about Covid-19”, Child Welfare Safety Assessment and Planning – Covid Edition”. Assessing for Substance Use When Testing is Unavailable”, etc.



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CPI Covid Workforce

- CPI has been successful in maintaining an average of a 75% workforce despite COVID continued disruption.
- CPI Managers seamlessly transitioned to virtual management with their staff.
- CPI continued to work with little to no disruption amid COVID-19 and looming hurricanes.
- CPI has maintained an average 86% Timely Face to Face contacts.
- CPI Staff have worked diligently to resolve cases and bring the Average Daily Caseload to the lowest it has been in over a year.
- CPI staff have been successful in reducing backlog and finding resolution for families significantly during this time.



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Conclusion



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- The Covid-19 pandemic does not stop child abuse or neglect.
- CPI staff have continued to be essential to the community in ensuring child safety and working to mitigate the risk of future abuse or neglect.
- CPS staff ensured it did not stop family reunification, maintaining connections, and positive permanency.
- DFSP CPI/CPS staff did not let it diminish the commitment to our mission to “Protect the Unprotected”.



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Thank you

DFPS Response to COVID 19

Camille Payne
Adult Protective Services



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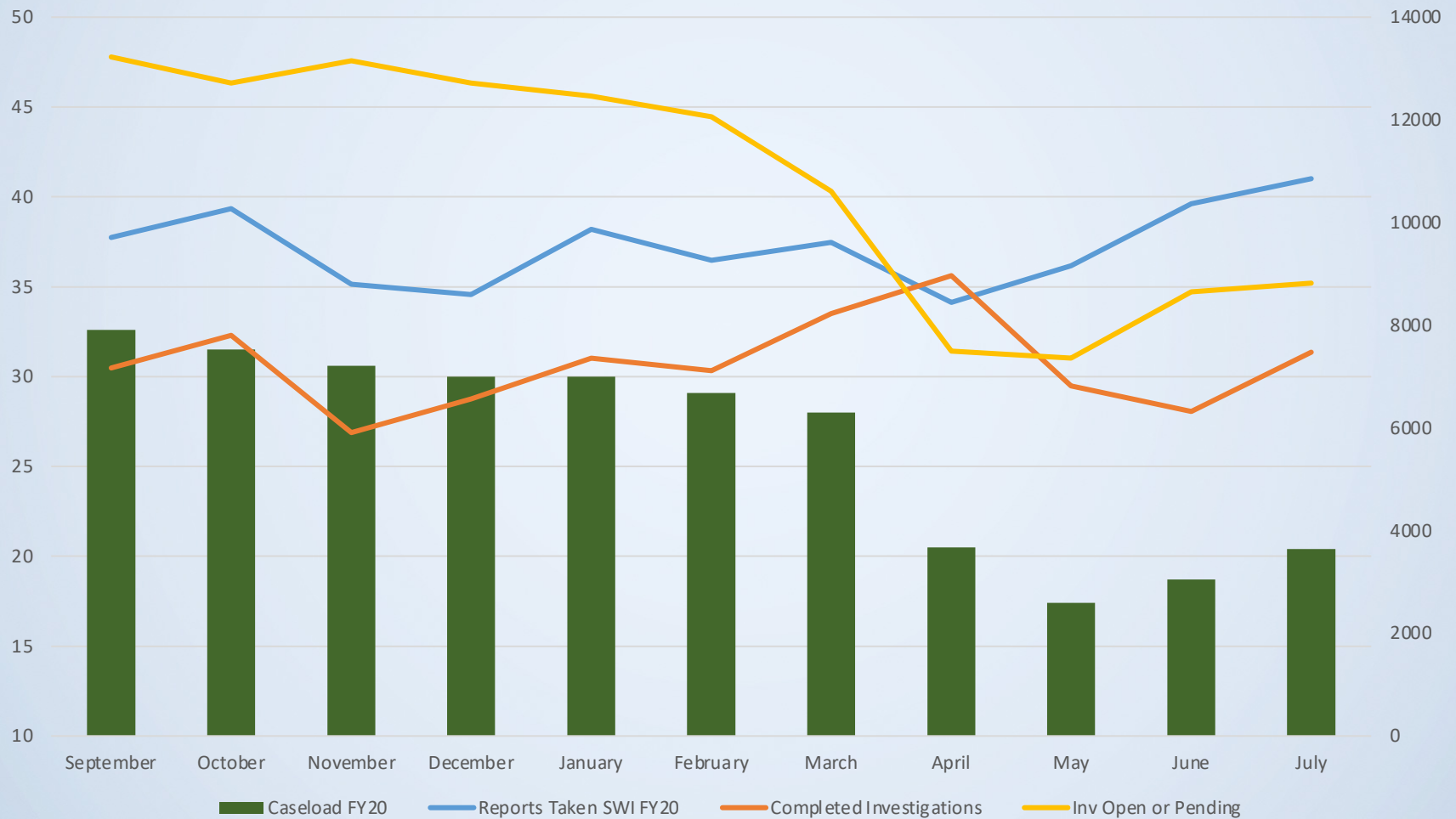
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Adult Protective Services FY '20

**How has Covid-19 affected
the APS Program?**



APS





APS

September 2019

July 2020

| RESOURCES | | TARGET ZONES | State |
|---|------------------------------------|--------------|------------------|
| FTEs | FTEs (allocated) | N/A | 562 |
| | Filled FTEs | > 90% | 525 (93%) |
| Calculated | Case Carrying Staff Ratio | 85-100% | 83% |
| Calculated | Case Carrying FTEs | N/A | 466.5 |
| csl aps 02/04 (Monthly) | INV Stages | N/A | 13,650.0 |
| | SVC Stages | N/A | 1,603.1 |
| Calculated | Total Stages | N/A | 15,253.1 |
| exd1 03 | Turnover (current month) | < 20% | 20.7% |
| | Avg Daily Caseload (current month) | 31.4 | 32.7 |
| Calculated | Avg Daily INV Caseload | N/A | 29.3 |
| Calculated | Avg Daily SVC Caseload | N/A | 3.4 |

| RESOURCES | | TARGET ZONES | State |
|---|------------------------------------|--------------|--------------------|
| FTEs | FTEs (allocated) | N/A | 578 |
| | Filled FTEs | ➤ 90% | 566 (98.1%) |
| | Vacant FTEs | N/A | 12 |
| Calculated | Case Carrying Staff Ratio | 85-100% | 85% |
| Calculated | Case Carrying FTEs | N/A | 493.8 |
| csl aps 02/04 (Monthly) | INV Stages | N/A | 9,077.4 |
| | SVC Stages | N/A | 996.0 |
| Calculated | Total Stages | N/A | 10,073.4 |
| exd1 03 | Turnover (current month) | < 20% | 19.0% |
| | Avg Daily Caseload (current month) | 30 | 20.4 |
| Calculated | Avg Daily INV Caseload | N/A | 18.4 |
| Calculated | Avg Daily SVC Caseload | N/A | 2.0 |

Update on
**Community
Based Care**

Deneen Dryden
Child Protective Services



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Community-Based Care (CBC) Update

DFPS Council Meeting

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CBC Catchment Areas



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CBC Implementation Region 3b

- **September 2018** – DFPS renewed contract with ACH (Our Community Our Kids) through 2023
- **October 2019** – DFPS and OCOK formally announced start-up for Stage II and began implementing Stage II work plan and transition activities:

Implementation workgroups for:

- Communications
- Performance
- Human Resources
- Training
- Technology
- Purchased Client Services
- Protocol sessions



- **March 1, 2020** - DFPS certified readiness and OCOK began Stage II implementation
- Currently serving 1,947 children and families from 3b counties as of September 1st.



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CBC Implementation Region 2



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- **June 2018** – contract awarded to Texas Family Initiative (TFI) and New Horizons (2INGage)
- **December 1, 2018** – 2INGage began serving children in Region 2
- **December 2019** – DFPS and 2INGage formally announced start-up for Stage II
- **January 2020** – DFPS and 2INGage initiated Stage II implementation work plan and protocol sessions as in 3b. Activities continued virtually with no interruption.
- **June 1, 2020** – DFPS certified Stage II readiness and 2INGage began Stage II implementation.
- Currently serving 1,577 children and families as of September 1st.



CBC Implementation Region 8a



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- **August 2018** – contract awarded to The Children’s Shelter (Family Tapestry)
- **February 1, 2019** – Family Tapestry began serving children in Bexar County
- Currently serving 1,760 children as of September 1st
- DFPS and Family Tapestry will formally announce Stage II start-up which is anticipated in FY 21



CBC Implementation Region 1



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- **June 2019** - Contract awarded to Saint Francis Community Services
- **January 6, 2020** - St. Francis began serving children in Region 1 after a six month start-up period and confirmation of readiness by DFPS
- Currently serving 970 children as of September 1st.
- Stage II roll-out will be based on the 87th Legislative Session, as well as Saint Francis and DFPS readiness

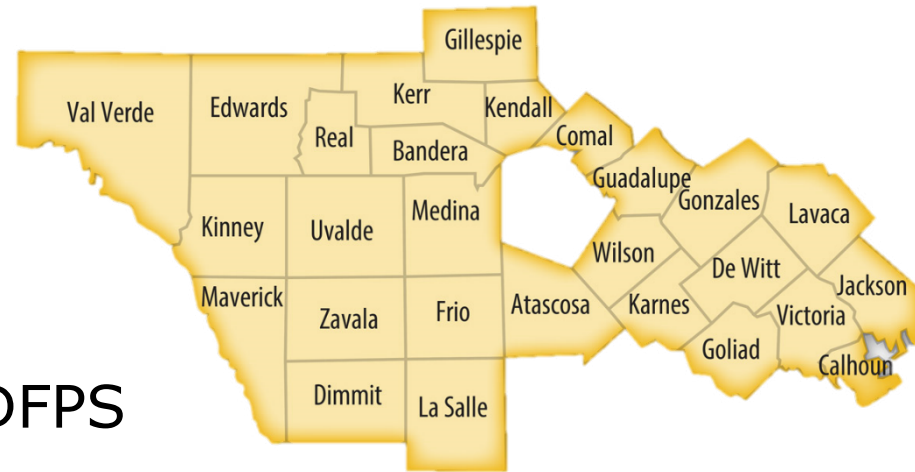
| | | | | | |
|------------|---------|------------|-----------|---------------|-----------|
| Dallam | Sherman | Hansford | Ochiltree | Lipscomb | |
| Hartley | Moore | Hutchinson | Roberts | Hemphill | |
| Oldham | Potter | Carson | Gray | Wheeler | |
| Deaf Smith | Randall | Armstrong | Donley | Collingsworth | |
| Parmer | Castro | Swisher | Briscoe | Hall | Childress |
| Bailey | Lamb | Hale | Floyd | Motley | |
| Cochran | Hockley | Lubbock | Crosby | Dickens | King |
| Yoakum | Terry | Lynn | Garza | | |

CBC Implementation Region 8b



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- **May 2019** – RFA released.
- **August 2019** – RFA closed
 - Evaluation of bids ended with no award made
- **September 2020** – DFPS release of new RFA
- **September 2021** – Anticipated go-live (after contract negotiation and six month start-up)



CBC Implementation

Implementation Plan

- **December 2019** – Released FY 20 Annual Plan Update
- **December 2020** – FY 21 Annual Plan Update
 - Includes anticipated statewide roll-out schedule
 - Modification of catchment area map: 16 vs 17 Catchment Areas



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Process Evaluation

- DFPS has contracted with Texas Tech to perform a process evaluation for Stage I and Stage II of Community-Based Care
- The process evaluation will describe implementation of each stage in each catchment area, identify the key successes and barriers, and make recommendations for future implementation efforts
- In the past months, Texas Tech made virtual contacts to Region 1 to conclude Stage I analysis and contacts to 3b and Region 2 for Stage II analysis. A report will be published this fall.



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CBC Implementation

Systems Change Efforts

CBC encourages local flexibility and innovation under a performance-based contract.

SSCC Stage I Innovations:

- Placement Matching Data Systems
- Gateway Provider Information Exchange
- Community-wide Foster/Adoptive Recruitment Campaigns
- Efforts to Target Service Gaps, e.g. Financial Incentives
- Provider Safety Audits
- Provider Training

SSCC Stage II Innovations:

- Locally-chosen Family Engagement and Case Practice Models and Tools
- Locally-developed Caseworker Training
- Expanded Network of Purchased and Community Services for Families
- Family Finding/Kinship Supports



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Table 1. FY20Q3 Key Stage I Performance Outcomes

| Measure | 3b-OCOK | R2-2INgage | 8a-Family Tapestry | R1-St. Francis* |
|--------------------------|-------------------|--------------------|--------------------|--------------------|
| Safe in Foster Care | 99.1% | 99.5% | 99.8% | 99.9% |
| Close to Home (50 miles) | 77% <i>74%</i> | 43% <i>47%</i> | 85% <i>75%</i> | 46% <i>45%</i> |
| Family Home Setting | 80% <i>75%</i> | 78% <i>78%</i> | 72% <i>70%</i> | 77% <i>69%</i> |
| Siblings Placed Together | 65% <i>63%</i> | 57% <i>67%</i> | 63% <i>64%</i> | 65% <i>61%</i> |
| PAL Completion by Age 18 | 87% <i>86%</i> | 100% <i>91%</i> | 92% <i>88%</i> | 100% <i>92%</i> |

Performance is compared to the historical catchment baseline (shown in italics) which differs by area.

Region 3b is continued reporting of Stage I measures.

Region 1 is shared DFPS-St. Francis year to date performance in transition.³⁶

CBC Implementation

Stage II Joint Operations and Oversight

- Regional subject matter experts continue to support SSCC caseworkers.
- Local DFPS Case Management Oversight (CMO) teams provide implementation support, technical assistance and training as needed.
- Communication pathways developed for all CPS state office division areas to coordinate with SSCCs on Stage II services.
- Stage II contract performance measures, case management oversight tools and processes developed. Initial data collection and case reads have begun.
- DFPS-SSCC quarterly reviews support continuous quality improvement.



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**Information about CBC can be found
at:**

**[www.dfps.state.tx.us/Child Protection/
Community Based Care](http://www.dfps.state.tx.us/Child%20Protection/Community%20Based%20Care)**

**Additional questions about
CBC can be sent to:**

CBCare@dfps.state.tx.us

Preparation for the
**Upcoming
Legislative
Session**

Demetrie Mitchell
Chief of Staff



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Preparation for the
**Upcoming
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David Kinsey
Chief Financial Officer



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Public Comment



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Order of **Public Speakers**

1. Ivana Kratochvil
2. Grecia Mendez
3. Elizabeth Wheeler
4. Amber Schooler
5. Rashelle Barnes



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