

Child Protective Services



- ◆ Budgeting skills
- ◆ Alcohol/Substance Abuse referral information, education, counseling, treatment
- ◆ Domestic Violence referral information and counseling
- ◆ Parent/child relationship issues
- ◆ Therapy
- ◆ Anger management
- ◆ Referrals for public assistance resources
- ◆ Other information and referrals in your community as needed and available

Who to call if I need help:

CPS Caseworker/Telephone

CPS Supervisor/Telephone

DFPS Office of Consumer Affairs:

1-800-720-7777

Accepts complaints about open CPS cases

The National Domestic Violence Hotline

1-800-799-SAFE (1-800-799-7233)

TDD for people with hearing impairments: 1-800-787-3224

Texas Youth Hotline

1-800-210-2278

Provides phone counseling to youth and parents for family conflicts

Medicaid/Food Stamps/TANF

211

www.yourtexasbenefits.com

Texas Health Steps

1-877-THSTEPS or 1-877-847-8377

<http://www.dshs.state.tx.us/thsteps/>

Medical and dental checkups for children on Medicaid

Texas Abuse/Neglect Hotline

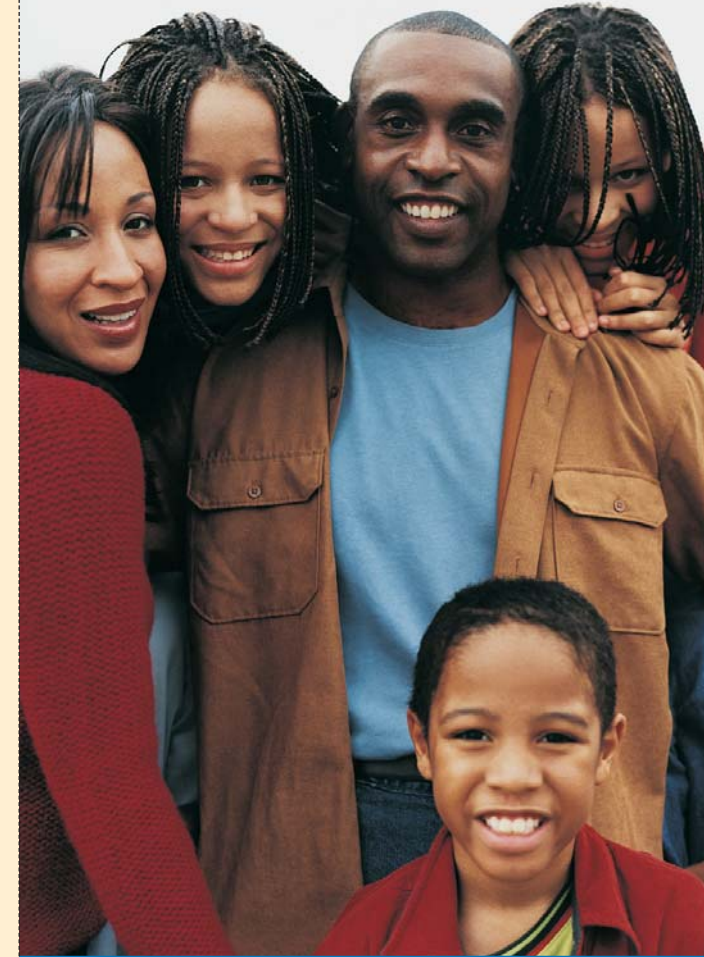
1-800-252-5400

CHIP/Children's Medicaid

1-877-KIDS-NOW (1-877-543-7669)

www.CHIPmedicaid.org

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Supporting Your Family through Family Based Safety Services (FBSS)

The Texas Department of
Family and Protective Services

What are Family Based Safety Services?

- ◆ Have you been investigated by Child Protective Services (CPS)?
- ◆ Have you been told your children may be at risk of abuse or neglect?
- ◆ Have you been told your children may be removed from your home?
- ◆ Are you working to get your children back?

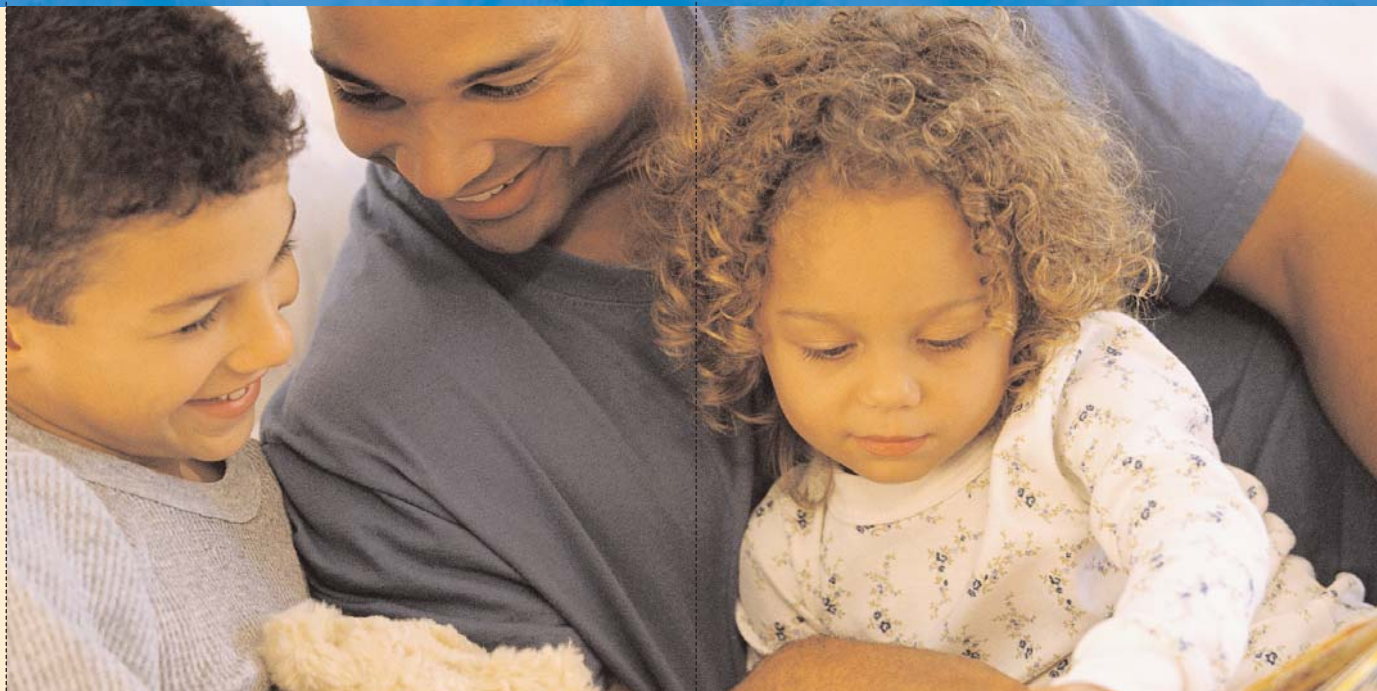
If you said “yes” to any of these questions, you may be offered Family Based Safety Services (FBSS). These services will be given in your home by CPS. They will be for a limited time—it depends on your case. They will help you make sure your children are healthy and safe.

Most families in trouble want help. They want to fix their problems. They can change.

We will be your partner. We will focus on your family’s needs and strengths. We will respect your culture. We will honor how you feel about schooling and raising children.

What will I be expected to do?

- ◆ Be open and honest with my caseworker
- ◆ Keep my children safe
- ◆ Figure out what I need help with and what my family needs
- ◆ Identify my strengths and the strengths in my family
- ◆ Make a plan for services with my caseworker that focuses on strengths and needs that we identify



- ◆ Meet with my caseworker regularly and allow my children to meet with the caseworker
- ◆ Participate in services I identify with my caseworker and others who may work with my family
- ◆ Make the changes needed to provide a safe and stable home for my children

What is my caseworker is expected to do?

- ◆ Meet with you and your family to figure out your family’s strengths and needs
- ◆ Work with you to develop a plan for services for you and your family that focuses on those strengths and needs
- ◆ Meet with your family regularly to provide support and guidance and review your progress

- ◆ Assess the safety of your children on an ongoing basis
- ◆ Provide you with the resources needed so you can make changes and provide your children with a safe and stable home

What kinds of things can I get help with depending on my family’s needs and what services are available?

- ◆ Day care
- ◆ Parenting skills
- ◆ Housekeeping skills
- ◆ Nutrition and health information