

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	311.8
Supervisors	34.2
Other Staff	71.1
Total SWI Staff	417.1

Intake Specialist Demographics

Turnover Rate	16.7%
Agency Tenure:	
Less Than 1 Year	15.8%
1 - 3 Years	24.8%
Greater than 3 Years	59.4%
Entry Salary*	\$30,532.92
Average Age	38.3
Race/Ethnicity:	
African American	16.1%
Anglo	57.9%
Hispanic	24.1%
Other	1.9%

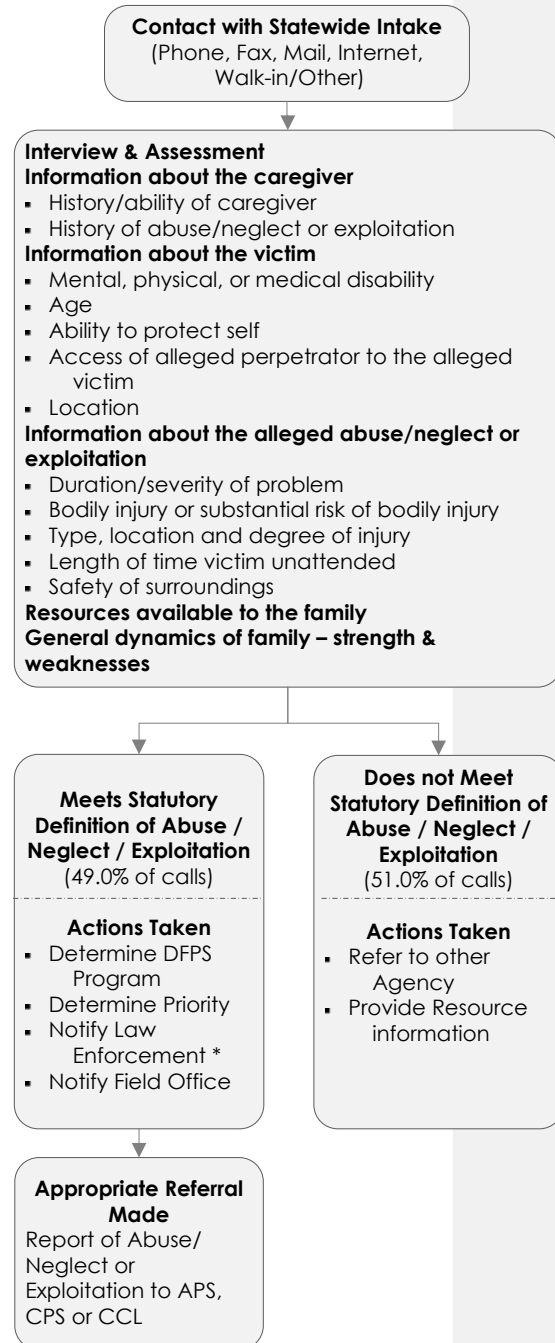
Supervisor Demographics

Turnover Rate	11.3%
Tenure as Supervisor:	
Less Than 1 Year	9.4%
1 - 3 Years	21.9%
Greater than 3 Years	68.8%
Entry Salary*	\$41,416.08
Average Age	46.6
Race/Ethnicity:	
African American	6.3%
Anglo	62.5%
Hispanic	25.0%
Other	6.3%

SWI Expenditures*

SWI Staff	\$20,009,687
-----------	--------------

* Source: DFPS Office of Finance and
FY 2016-17 LAR (plus benefit replacement pay)



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.

Number of Contacts* Received

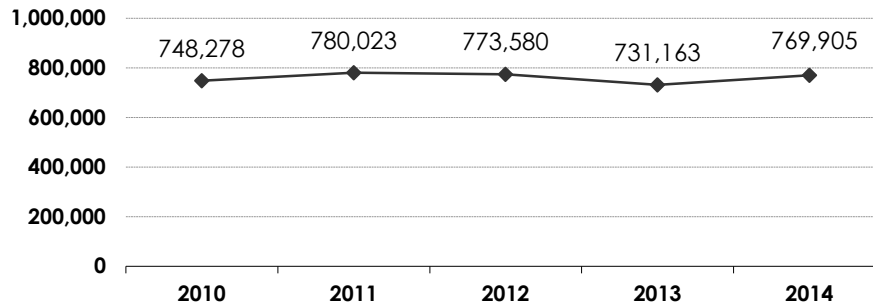
Fiscal Year	Hold Time	# of Contacts	% Change
2010	8.9	748,278	8.4%
2011	7.3	780,023	4.2%
2012	8.5	773,580	-0.8%
2013	8.1	731,163	-5.5%
2014	6.5	769,905	5.3%

Note: Hold time is for the English phone queue only.
 Update to the code reflects a more accurate count of entries recorded in IMPACT and may not reflect information in past Data Books.

Total Number of Contacts* Received by Method of Receipt Fiscal Year 2014

Contact Type	Count	%
Phone	608,990	79.1%
Internet	130,568	16.9%
Mail/Fax	25,243	3.3%
CPS/ICPC	3,679	0.5%
Other	877	0.1%
Data Match	489	0.1%
Walk-in	59	0.0%
Total	769,905	

Number of Contacts* Over Time



Number of Contacts* by Type of Contact Fiscal Year 2014

	APS In-Home	APS Facility	CPS	RCCL	DCL	Total	% of Total
Reports of Alleged Abuse/Neglect	103,019	12,314	254,537	4,039	3,332	377,241	49.0%
Case Related Special Requests	20	0	6,327	0	0	6,347	0.8%
Non Case Related Special Requests						94	0.0%
Information and Referral - Related to Protective Services	Data not available by program					327,129	42.5%
Information and Referral - Not Related to Protective Services						59,094	7.7%
Grand Total	103,039	12,314	260,864	4,039	3,332	769,905	

*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.

Source of Reports of Abuse/Neglect by Program Fiscal Year 2014

Source of Report	Total		CPS		APS In-Home	
	Count	%	Count	%	Count	%
Medical Personnel	69,742	18.5%	45,387	17.8%	22,057	21.4%
School	47,765	12.7%	46,563	18.3%	611	0.6%
Relative	45,491	12.0%	27,945	11.0%	17,125	16.6%
Law Enforcement	42,143	11.2%	36,313	14.3%	5,181	5.0%
Other	28,232	7.5%	18,764	7.4%	8,000	7.8%
Parent	26,024	6.9%	23,376	9.2%	1,319	1.3%
Community Agency	24,383	6.5%	8,863	3.5%	13,805	13.4%
Friend-Neighbor	19,554	5.2%	13,374	5.2%	5,968	5.8%
Anonymous	17,749	4.7%	13,815	5.4%	2,997	2.9%
Victim	16,483	4.4%	795	0.3%	12,830	12.5%
DFPS Staff	10,877	2.9%	7,569	3.0%	1,716	1.7%
Provider	8,057	2.1%	984	0.4%	6,648	6.4%
Legal/Court	4,634	1.2%	3,994	1.6%	420	0.4%
Institutional Personnel	4,230	1.1%	332	0.1%	336	0.3%
Day Care Provider	2,791	0.7%	1,941	0.8%	181	0.2%
State Agency	2,729	0.7%	1,643	0.6%	832	0.8%
Financial Institution	2,337	0.6%	23	0.0%	2,308	2.2%
Parent's Paramour	1,198	0.3%	1,162	0.4%	25	0.0%
Unrelated Home Member	1,125	0.3%	582	0.2%	401	0.4%
24 Hour Care Provider	821	0.2%	502	0.2%	25	0.0%
Religious Entity	646	0.2%	468	0.2%	171	0.2%
Blank/Unknown	266	0.1%	175	0.1%	66	0.1%
Grand Total	377,277		254,570		103,022	

Source of Report	APS Facility		CCL		RCCL	
	Count	%	Count	%	Count	%
Medical Personnel	1,354	11.0%	389	11.7%	555	13.7%
School	135	1.1%	89	2.7%	367	9.1%
Relative	221	1.8%	130	3.9%	70	1.7%
Law Enforcement	142	1.1%	352	10.6%	155	3.8%
Other	847	6.9%	301	9.0%	320	7.9%
Parent	347	2.8%	795	23.8%	187	4.6%
Community Agency	1,052	8.5%	92	2.7%	571	14.1%
Friend-Neighbor	99	0.8%	75	2.2%	38	0.9%
Anonymous	699	5.7%	153	4.6%	85	2.1%
Victim	2,815	22.9%	0	0.0%	43	1.1%
DFPS Staff	393	3.2%	287	8.6%	912	22.6%
Provider	335	2.7%	11	0.3%	79	2.0%
Legal/Court	108	0.9%	12	0.4%	100	2.5%
Institutional Personnel	3,357	27.3%	1	0.0%	204	5.0%
Day Care Provider	23	0.2%	602	18.1%	44	1.1%
State Agency	223	1.8%	11	0.3%	20	0.5%
Financial Institution	4	0.0%	0	0.0%	2	0.1%
Parent's Paramour	0	0.0%	9	0.3%	2	0.1%
Unrelated Home Member	131	1.1%	2	0.1%	9	0.2%
24 Hour Care Provider	11	0.1%	16	0.5%	267	6.6%
Religious Entity	3	0.0%	2	0.1%	2	0.1%
Blank/Unknown	15	0.1%	3	0.1%	7	0.2%
Grand Total	12,314		3,332		4,039	

Total Phone Calls - English Queue

Fiscal Year	Total Calls	Calls Handled	Calls Abandoned*	Average Time to Abandon	% Abandoned
2010	442,383	297,381	145,002	6.7	32.8%
2011	435,622	317,938	117,684	5.9	27.0%
2012	442,221	310,614	131,607	6.5	29.8%
2013	426,366	308,989	117,377	6.2	27.5%
2014	433,963	335,384	98,579	5.3	22.7%

Total Phone Calls - All Calls

Fiscal Year	Total Calls	Calls Handled	Calls Abandoned*	Average Time to Abandon	% Abandoned
2010	647,537	468,272	179,265	6.2	27.7%
2011	642,320	492,885	149,435	5.4	23.3%
2012	651,244	484,312	166,932	6.0	25.6%
2013	600,957	455,501	145,456	5.7	24.2%
2014	598,130	475,732	122,398	4.9	20.5%

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

NOTE: Total Phone Calls - All Calls includes Abuse Hotline (English and Spanish), Community Center, EBC, Law Enforcement, Re-Entry, and Support Staff.

