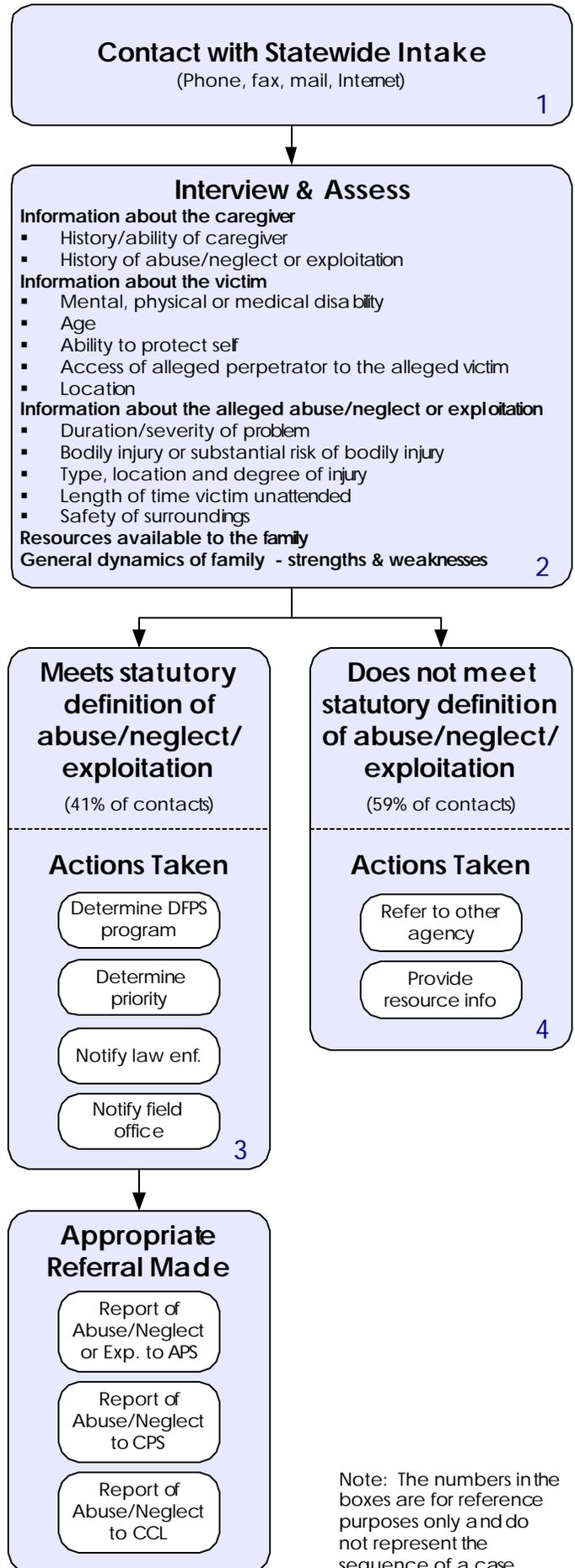


SWI

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.



Note: The numbers in the boxes are for reference purposes only and do not represent the sequence of a case.

Worker Demographics

number of staff	216 FTEs
turnover rate	12.7%
average tenure	5.1 years
less than 3 years	34%
percent w/Bachelor's	100%
percent w/Master's	16.6%
average salary	\$30,898

Supervisor Demographics

number of staff	23 FTEs
turnover rate	0%
average tenure	9.6 years
less than 3 years	4%
percent w/Bachelor's	100%
percent w/Master's	13%
average salary	\$39,297

Volume FY04 to date

average monthly calls	65,998
average monthly e-reports	3,911
average monthly fax/mail	2,900

Allegations Investigated by CPS (Texas Family Code Chapter 261)

Physical Abuse - physical injury that results in substantial harm to the child, or the genuine threat of substantial harm from physical injury to the child, including an injury that is at variance with the history or explanation given and excluding an accident, or reasonable discipline by a parent, guardian, or managing or possessory conservator that does not expose the child to a substantial risk of harm; failure to make a reasonable effort to prevent an action by another person that results in physical injury that results in substantial harm to the child; the current use by a person of a controlled substance ... in a manner or to the extent that the use results in physical ... injury to a child; causing, expressly permitting or encouraging the child to use a controlled substance ...

Sexual Abuse - sexual conduct harmful to a child's mental, emotional, or physical welfare; failure to make a reasonable effort to prevent sexual conduct harmful to a child; compelling or encouraging the child to engage in sexual conduct ...; causing, permitting, encouraging, engaging in, or allowing the photographing, filming, or depicting of the child if the person knew or should have known that the resulting photograph, film, or depiction of the child is obscene ..., or pornographic;

Emotional Abuse - mental or emotional injury to a child that results in an observable and material impairment in the child's growth, development, or psychological functioning; causing or permitting the child to be in a situation in which the child sustains a mental or emotional injury that results in an observable and material impairment in the child's growth, development, or psychological functioning; the current use by a person of a controlled ... in a manner or to the extent that the use results in ... mental or emotional injury to a child;

Physical Neglect - the failure to provide the child with food, clothing, or shelter necessary to sustain the life or health of the child, excluding failure caused primarily by financial inability unless relief services had been offered and refused;

Medical Neglect - the failure to seek, obtain, or follow through with medical care for the child, with the failure resulting in or presenting a substantial risk of death, disfigurement, or bodily injury or with the failure resulting in an observable and material impairment to the growth, development, or function of the child;

Neglectful Supervision - placing the child in or failing to remove the child from a situation that a reasonable person would realize requires judgment or actions beyond the child's level of maturity, physical condition, or mental abilities and that results in bodily injury or substantial risk of immediate harm to the child; placing a child in or failing to remove the child from a situation in which the child would be exposed to a substantial risk of sexual conduct harmful to the child;

Abandonment - the leaving of a child in a situation where the child would be exposed to a substantial risk of physical or mental harm, without arranging for necessary care for the child, and a demonstration of an intent not to return by a parent, guardian, or managing or possessory conservator of the child;

Refusal to Assume Parental Responsibility - the failure by the person responsible for a child's care, custody, or welfare to permit the child to return to the child's home without arranging for the necessary care for the child after the child has been absent from the home for any reason, including having been in residential placement or having run away;

Allegations Investigated by Child Care Licensing (Texas Family Code Chapter 261.001)

Abuse - an intentional, knowing, or reckless act or omission by an employee, volunteer, or other individual working under the auspices of a facility that causes or may cause emotional harm or physical injury to, or the death of, a child served by the facility as further described by rule or policy.

Exploitation - The illegal or improper use of a child or of the resources of a child for monetary or personal benefit, profit, or gain by an employee, volunteer, or other individual working under the auspices of a facility as further described by rule or policy.

Neglect - A negligent act or omission by an employee, volunteer, or other individual working under the auspices of a facility, including failure to comply with an individual treatment plan, plan of care, or individualized service plan, that causes or may cause substantial emotional harm or physical injury to, or the death of, a child served by the facility as further described by rule or policy.

Allegations Investigated by Adult Protective Services In-Home (Human Resources Code, §48.002)

Abuse - The negligent or willful infliction of injury, unreasonable confinement, intimidation, or cruel punishment with resulting physical or emotional harm or pain by a caretaker, family member, or other individual with whom the elderly or disabled person has an ongoing relationship.

Neglect - The failure to provide for one's self the goods or services, including medical services, which are necessary to avoid physical or emotional harm or pain or the failure of a caretaker to provide the goods or services.

Exploitation - The illegal or improper act or process of a caretaker, family member, or other individual who has an ongoing relationship with an elderly or disabled person using the resources of the elderly or disabled person for monetary or personal benefit, profit, or gain without the informed consent of the elderly or disabled person.

Allegations Investigated by Adult Protective Services Facility (Texas Administrative Code Chapter 711)

Abuse - any act or failure to act performed knowingly, recklessly, or intentionally, including incitement to act, which caused or may have caused physical injury or death to a person served; any act of inappropriate or excessive force or corporal punishment, regardless of whether the act results in an injury to a person served; any use of chemical or bodily restraints not in compliance with federal and state laws and regulations; sexual abuse; or any act or use of verbal or other communication including gestures to curse, vilify, or degrade a person served or threaten a person served with physical or emotional harm.

Neglect - A negligent act or omission by any individual responsible for providing services in a facility rendering care or treatment which caused or may have caused physical or emotional injury or death to a person served, placed a person served at risk of physical or emotional injury or death, and includes an act or omission such as: the failure to establish or carry out an appropriate individual program plan or treatment plan for a person served, if such failure results in a specific incident or allegation involving a person served; the failure to provide adequate nutrition, clothing, or health care to a person served...; or the failure to provide a safe environment for a person served, including the failure to maintain adequate numbers of appropriately trained staff, if such failure results in a specific incident or allegation involving a person served.

Exploitation - The illegal or improper act or process of using a person or the resources of a person served for monetary or personal benefit, profit, or gain.

CPS

Child Protective Services Overview

The mission of Child Protective Services is to protect children and to act in the children's best interest. To seek active involvement of the children's parents and other family members to solve problems that lead to abuse or neglect.

Guiding principles include safety, permanency and family and child well-being.

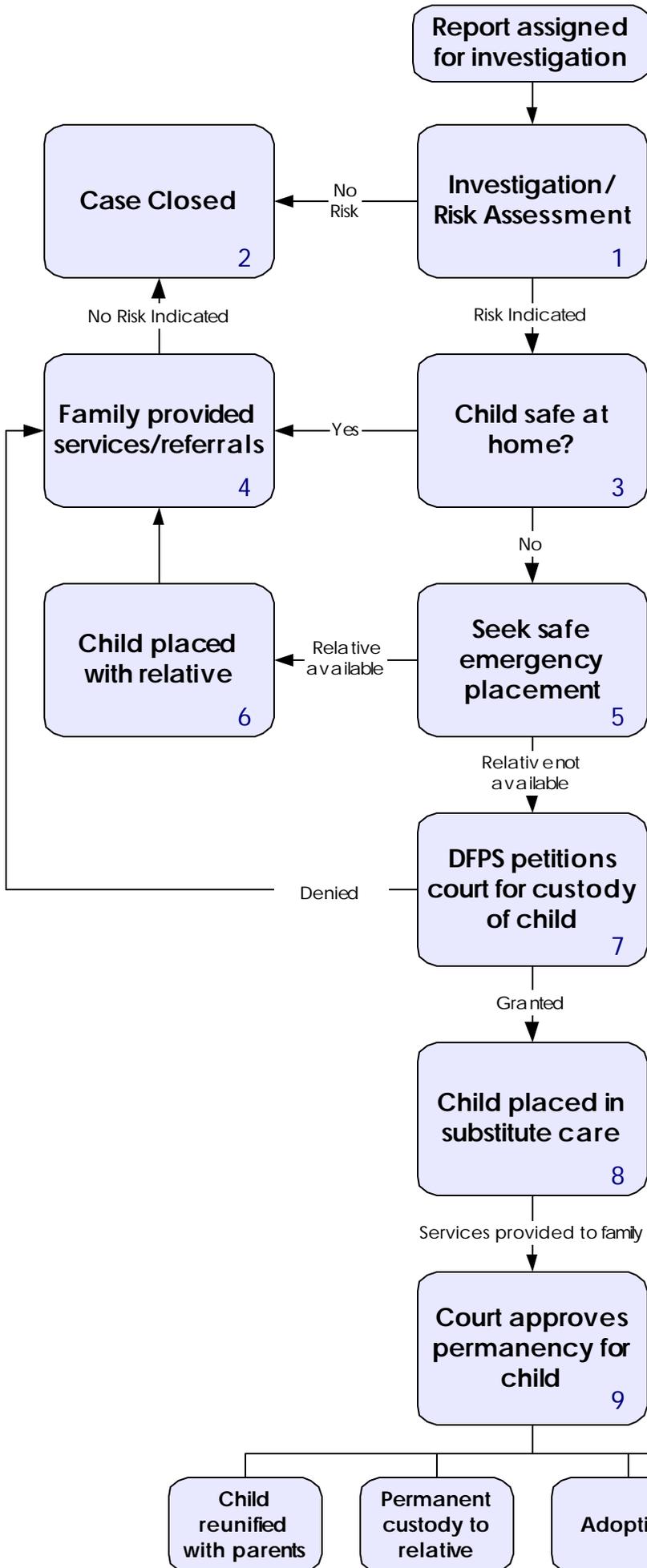
Statistics FY03

child population	6,037,731
children in investigations	278,871
children in confirmed inv.	78,475
children removed	8,595

Most Common...

- ...**person reporting abuse/neglect**
school professional (20.4%)
- ...**allegation confirmed**
neglectful supervision (52.5%)
- ...**confirmed perpetrator of abuse/neglect**
parent (76.5%), female (56.6%), age 26 to 35 (36.7%) and married (35%)
- ...**characteristic of confirmed victim**
age 1 to 3 (22%) and female (53%)
- ...**placement after foster care**
with parent or relative (69%)

Note: The numbers in the boxes are for reference purposes only and do not represent the sequence of a case.



Worker Demographics

number of staff	2,926 FTEs
turnover rate	22.1%
average tenure	4.2 years
less than 3 years	50%
percent with Bachelor's	100%
percent with Master's	11.8%
average salary	\$32,681

Supervisor Demographics

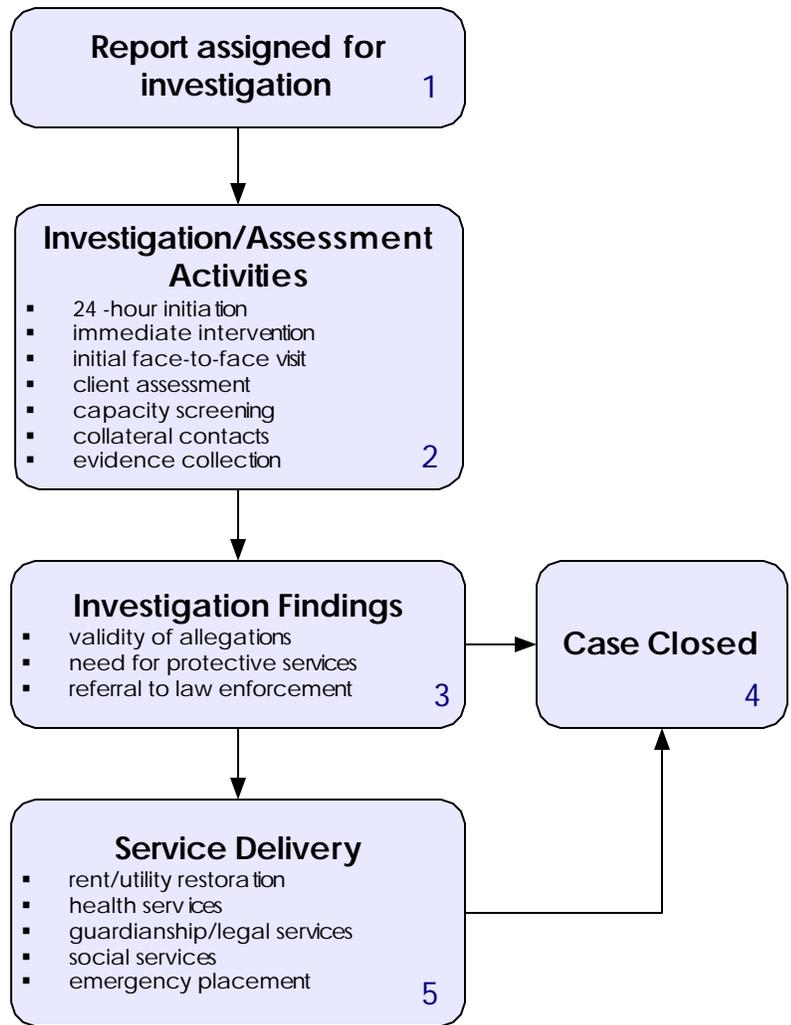
number of staff	522 FTEs
turnover rate	8.7%
average tenure	9.4 years
less than 3 years	4%
percent with Bachelor's	100%
percent with Master's	13.9%
average salary	\$40,944

APS

Adult Protective Services
Overview

The mission of Adult Protective Services is to protect older adults and persons with disabilities from abuse, neglect and exploitation by investigating and providing or arranging for services necessary to alleviate or prevent further maltreatment.

APS serves persons who are reported to be abused, neglected or exploited and age 65 or older or age 18-65 with a disabling condition.



Worker Demographics

number of staff	423 FTEs
turnover rate	16.5%
average tenure	7.1 years
less than 3 years	27%
percent with Bachelor's	93.2%
percent with Master's	9.8%
average salary	\$34,397

Supervisor Demographics

number of staff	68 FTEs
turnover rate	22.4%
average tenure	9.5 years
less than 3 years	5%
percent with Bachelor's	92.2%
percent with Master's	15.6%
average salary	\$40,295

Statistics FY 03

completed in home Investigations	61,342
confirmed in home Investigations	44,694
opened for services	36,980

Most common...

- ...**person reporting abuse/neglect/exploitation**
family member (19.4%)
- ...**allegation confirmed**
physical neglect (64.4%)
- ...**confirmed perpetrator of a abuse/neglect/exploitation**
adult child (37.5%)
- ...**service delivered to client**
social service (58.3%)
- ...**characteristic of client**
aged (55.5%) and female (62.3%)

Note: The numbers in the boxes are for reference purposes only and do not represent the sequence of a case.