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Department of Family  
and Protective Services

# House Appropriations Committee

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## DFPS IT Overview

**Lisa Kanne, Chief Operating Officer**  
**David Kinsey, Chief Financial Officer**

March 4, 2021



# DFPS IT Division

DFPS IT Division is housed under the Chief Operating Officer.

- IT provides technical leadership, strategic direction, and support to DFPS in order to meet the agency's business needs. Core services include:
  - Software applications maintenance and enhancement;
  - Hardware and software infrastructure support needed to maintain 24/7 access to program services statewide for 12,810 agency FTEs; and
  - Ensuring the security of all DFPS electronic information;

IT currently employs 234 FTEs.



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# Key IT Systems

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**IMPACT** - The Information Management Protecting Adults and Children in Texas (IMPACT) system is the core casework management tool used by DFPS since 1996. IMPACT is essential for worker efficiency, timely management review of work performed, and consistency and quality of services provided across the state.

DFPS currently maintains over 50 additional applications such as:

- Statewide Intake eReporting
- Prevention and Early Intervention Reporting System (PEIRS)
- eTravel



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# DFPS Reliance on HHSC IT Systems

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Per HB 5 (85R), HHSC IT continues to provide DFPS IT support services to maintain operations such as:

- System-wide applications such as CAPPS HR and CAPPS Financials;
- Help desk support; and
- Statewide Intake Call Center Infrastructure Support.



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# DFPS IT Governance

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In order to ensure efficient use of IT resources, the DFPS IT Governance process was created.

Members of the DFPS Executive Team meet on a quarterly basis (or as needed) to evaluate critical projects and review project planning roadmaps to determine agency priorities, including any legislatively driven changes.

When prioritizing IT efforts, IT Governance members consider factors such as whether the effort aligns with the agency's strategic direction, risk management, appropriations, estimated project cost, and compliance.



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# DFPS IT Accomplishments FY 20-21

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- IMPACT Modernization Phase II
- Prevention and Early Intervention Reporting System (PEIRS)
- Community Based Care Enhancements
- Program Enhancements for Statewide Intake, APS, CPI, CPS



# DFPS IT Exceptional Items

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DFPS has no significant IT system requests for FY22-23. Funds are needed to support critical program and infrastructure needs as follows:

*Comply with Federal Court Orders in Foster Care Lawsuit (Biennial Total: \$3.1 million GR/\$3.6 million All Funds)*

- Track required training by external parties who provide care to children in DFPS conservatorship.
- Track notification to caregivers to ensure awareness and knowledge of a child's sexual abuse victimization or aggression history.
- Improve ability to access documentation for abuse/neglect investigations in one system.

*Data Center Services (Biennial Total: \$3.1 million GR/\$3.4 million All Funds)*

- This item would fund anticipated data center billings from DIR, with the increase primarily related to transition to a new Microsoft Office 365 Enterprise Licensing model with improved security management and advanced threat protection.



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**Thank you**

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