

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.

Paid Expenditures and Total Average Filled Full Time Equivalent (FTE) Staff

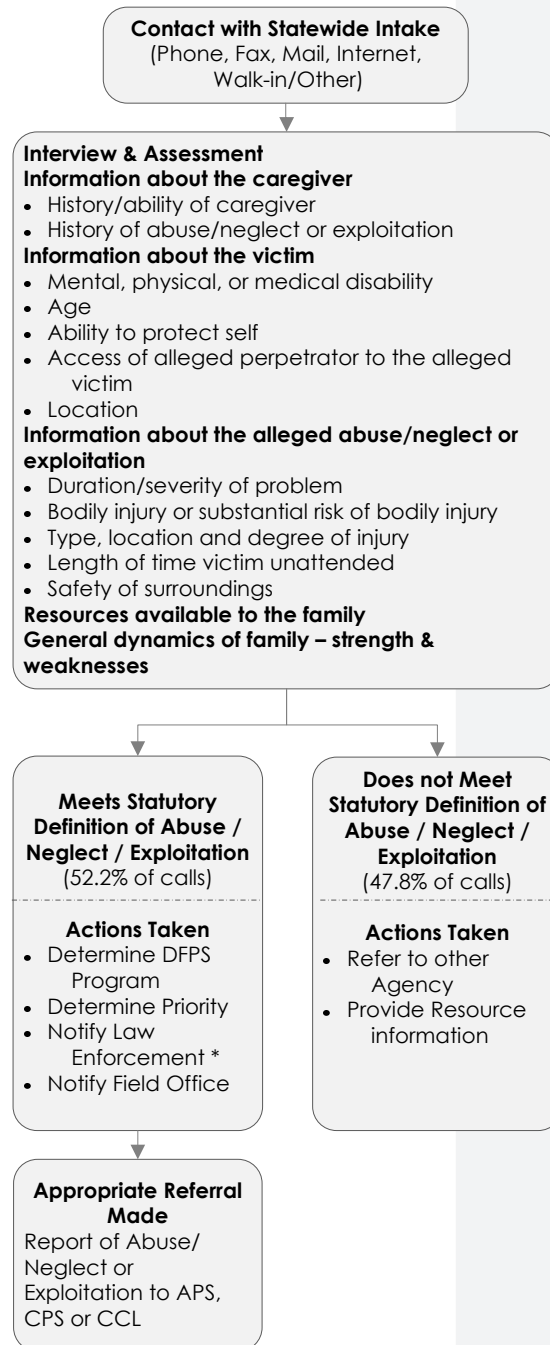
Total Staff	388.7
Workers	289.7
Supervisors	32.1
Other	66.9
Staff Costs	\$17,393,248.59

Worker Demographic

Turnover Rate	24.7%
Tenure	
Less than 1 Year	27.0%
1 - 3 Years	32.8%
Greater than 3 Years	40.2%
Entry Salary	\$30,481.44
Average Age	38.1
Race/Ethnicity	
African-American	10.3%
Anglo	64.0%
Hispanic	21.2%
Other	4.5%

Supervisor Demographics

Turnover Rate	3.1%
Tenure	
Less than 1 Year	0.0%
1 - 3 Years	3.1%
Greater than 3 Years	96.9%
Entry Salary	\$36,763.92
Average Age	44.7
Race/Ethnicity	
African-American	6.3%
Anglo	56.3%
Hispanic	34.4%
Other	3.1%



* CPS, CCL

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 the elderly or adults with disabilities, clients served by DSHS or DADS employees in State Hospitals or State Schools, 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.
- Insure confidentiality of IMPACT history and caller identity.
- Serve as an Expedited Background Check function for CPS by checking criminal and IMPACT history to aid field staff during emergency removals.
- Quality Assurance unit to review complaints, random call monitors and to develop Best Practice trainings for Intake staff.
- 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 Call Parrot call recording system utilized to record phone calls for Quality Assurance and legal requirements.

Challenges

- Respond to ever increasing number of phone calls, Internet reports, fax and mailed correspondence while keeping hold times to eight minutes or less while maintaining a high quality of intakes.
- Increase number of bilingual staff.
- Reduce turnover.

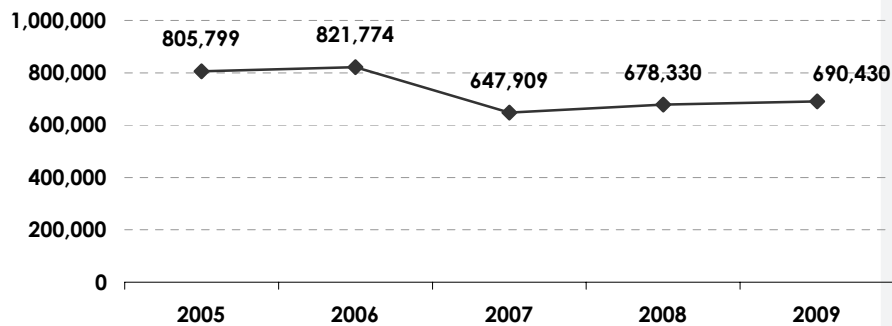
Number of Calls Received

Fiscal Year	Hold Time	# of Calls	% Change
2005	5.2	805,799	11.0%
2006	7.1	821,774	2.0%
2007	9.6	647,909	-21.2%
2008	11.4	678,330	4.7%
2009	10.6	690,430	1.8%

**Number of Calls Received by Method of Receipt
Fiscal Year 2009**

Call Type	Number of Calls	%
Internet	107,942	15.6%
Mail/Fax	30,665	4.4%
Other	1,109	0.2%
Phone	550,538	79.7%
Walk-in	176	0.0%
	690,430	100.0%

Number of Calls Over Time



Note: A major phone system upgrade occurred at Statewide Intake in August 2006. Phone scripts were updated, giving callers information about entities external to DFPS who might better meet their needs, such as 211, TANF, and Foodstamps. As a result, significantly fewer callers chose to be routed to intake specialists than in past years for information and referral information.

**Number of Calls by Type of Call
Fiscal Year 2009**

	Adult Protective Services - In Home	Adult Protective Services - Facility	Child Protective Services	Residential Child Care Licensing	Child Care Licensing	Total	% of Total
Reports of Alleged Abuse/Neglect*	89,556	10,383	252,529	4,182	3,832	360,482	52.2%
Case Related Special Requests	32	0	26,223	5	1	26,261	3.8%
Non Case Related Special Requests	Data not available by program					550	0.1%
Information and Referral - Related to Protective Services						257,386	37.3%
Information and Referral - Not Related to Protective Services						45,751	6.6%
Grand Total	89,588	10,383	278,752	4,187	3,833	690,430	100.0%

*Note: The term "calls" represent information received by DFPS and then entered into IMPACT system. Information may be received in the form of a telephone call, regular mail, via Internet reporting system or via fax: * Calls and reports by date report received.*

Source of Reports of Abuse/Neglect by Program Fiscal Year 2009

CPS - Source of Report	Number	Percent
School	45,826	18.1%
Medical Personnel	40,579	16.1%
Other	36,301	14.4%
Law Enforcement	35,358	14.0%
Relative	29,814	11.8%
Parent	24,708	9.8%
Friend/Neighbor	15,991	6.3%
Anonymous	11,514	4.6%
Blank/Unknown	8,382	3.3%
Child Care Facility	1,973	0.8%
DFPS Staff	1,195	0.5%
Victim	888	0.4%
Grand Total	252,529	100.0%

APS In-Home Source of Report	Number	Percent
Relative	15,920	17.8%
Institutional Personnel MHMR	12,683	14.2%
Victim	11,125	12.4%
Social Agency	9,684	10.8%
Other	7,361	8.2%
Blank/Unknown	7,170	8.0%
Provider	6,687	7.5%
Medical Personnel	6,496	7.3%
Friend/Neighbor	5,734	6.4%
Law Enforcement	4,100	4.6%
Anonymous	2,188	2.4%
Legal/Court	408	0.5%
Grand Total	89,556	100.0%

CCL - Source of Report	Number	Percent
Parent	918	24.0%
Child Care Facility	680	17.7%
Blank/Unknown	480	12.5%
Other	456	11.9%
Medical Personnel	428	11.2%
Law Enforcement	347	9.1%
Anonymous	149	3.9%
Relative	148	3.9%
School	89	2.3%
Friend/Neighbor	88	2.3%
DFPS Staff	46	1.2%
Victim	3	0.1%
Grand Total	3,832	100.0%

APS Facility - Source of Report	Number	Percent
Institutional Personnel MHMR	3,735	36.0%
Victim	2,443	23.5%
Other	812	7.8%
Anonymous	694	6.7%
Blank/Unknown	644	6.2%
Social Agency	583	5.6%
Medical Personnel	503	4.8%
Relative	429	4.1%
Provider	288	2.8%
Law Enforcement	101	1.0%
Friend/Neighbor	86	0.8%
Legal/Court	65	0.6%
Grand Total	10,383	100.0%

RCCL - Source of Report	Number	Percent
Other	1,658	39.6%
Blank/Unknown	945	22.6%
Medical Personnel	469	11.2%
School	311	7.4%
Parent	201	4.8%
Law Enforcement	168	4.0%
DFPS Staff	128	3.1%
Anonymous	87	2.1%
Relative	60	1.4%
Victim	59	1.4%
Friend/Neighbor	58	1.4%
Child Care Facility	38	0.9%
Grand Total	4,182	100.0%

Note: Not all reports are assigned for investigation.