

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	304.9
Supervisors	33.2
Other Staff	68.8
Total SWI Staff	406.9

Intake Specialists Demographics

Turnover Rate	19.5%
Agency Tenure:	
Less than 1 Year	14.3%
1 - 3 Years	28.6%
Greater than 3 Years	57.1%
Entry Salary	\$29,932.92
Average Age	38.1
Race/Ethnicity:	
African-American	13.6%
Anglo	63.3%
Hispanic	20.5%
Other	2.6%

Supervisor Demographics

Turnover Rate	5.9%
Agency Tenure:	
Less than 1 Year	0.0%
1 - 3 Years	0.0%
Greater than 3 Years	100.0%
Entry Salary	\$38,145.96
Average Age	45.2
Race/Ethnicity:	
African-American	5.9%
Anglo	58.8%
Hispanic	26.5%
Other	8.8%

SWI Expenditures

SWI Staff	\$18,127,383
-----------	--------------



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 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.
- 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 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
2008	11.4	678,330	4.7%
2009	10.6	690,430	1.8%
2010	8.9	748,277	8.4%
2011	7.3	780,023	4.2%
2012	8.5	773,577	-0.8%

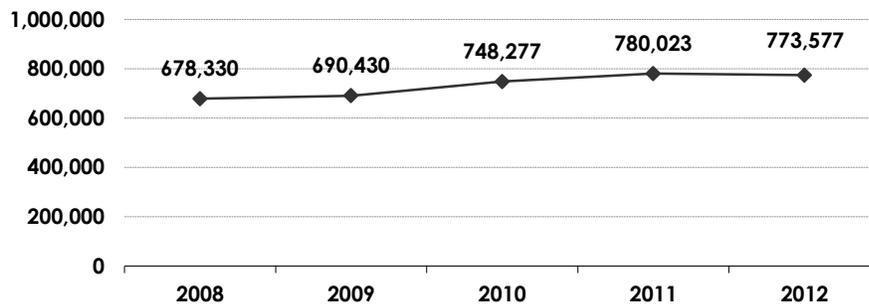
*English phone queue only

**Includes all contacts.

Total Number of Contacts Received by Method of Receipt Fiscal Year 2012

Contact Type	Number of Contacts	%
Internet	120,802	15.6%
Mail/Fax	33,099	4.3%
Other	1,200	0.2%
Phone	618,422	79.9%
Walk-in	54	0.0%
	773,577	100.0%

Number of Contacts Over Time



Number of Contacts by Type of Contact Fiscal Year 2012

	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*	107,201	11,587	241,428	3,458	3,129	366,803	47.4%
Case Related Special Requests	17	0	23,588	0	0	23,605	3.1%
Non Case Related Special Requests	Data not available by program					590	0.1%
Information and Referral - Related to Protective Services						320,193	41.4%
Information and Referral - Not Related to Protective Services						62,386	8.1%
Grand Total	107,218	11,587	265,016	3,458	3,129	773,577	100.0%

Note: The term "contacts" 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:

* Contacts by date received.

Source of Reports of Abuse/Neglect by Program Fiscal Year 2012

Source of Report	Total		CPS		APS In-Home	
	Number	Percent	Number	Percent	Number	Percent
Medical Personnel	66,023	18.0%	41,401	17.1%	22,595	21.1%
Relative	45,913	12.5%	27,299	11.3%	18,247	17.0%
School	44,381	12.1%	43,113	17.9%	790	0.7%
Law Enforcement	40,107	10.9%	34,397	14.2%	5,074	4.7%
Other	27,586	7.5%	18,135	7.5%	8,170	7.6%
Parent	25,704	7.0%	22,811	9.4%	1,706	1.6%
Community Agency	23,505	6.4%	8,578	3.6%	13,387	12.5%
Friend-Neighbor	20,849	5.7%	14,070	5.8%	6,576	6.1%
Victim	18,853	5.1%	780	0.3%	15,327	14.3%
Anonymous	16,380	4.5%	12,575	5.2%	2,988	2.8%
DFPS Staff	11,234	3.1%	7,601	3.1%	2,020	1.9%
Provider	7,906	2.2%	954	0.4%	6,565	6.1%
Legal/Court	4,209	1.1%	3,562	1.5%	456	0.4%
Institutional Personnel	3,953	1.1%	267	0.1%	261	0.2%
Day Care Provider	2,844	0.8%	2,039	0.8%	145	0.1%
State Agency	2,203	0.6%	1,140	0.5%	861	0.8%
Financial Institution	1,312	0.4%	18	0.0%	1,293	1.2%
Unrelated Home Member	1,110	0.3%	508	0.2%	468	0.4%
Parent's Paramour	1,066	0.3%	1,025	0.4%	32	0.0%
24 Hour Care Provider	739	0.2%	475	0.2%	20	0.0%
Religious Entity	649	0.2%	494	0.2%	144	0.1%
Blank/Unknown	277	0.1%	186	0.1%	76	0.1%
Grand Total	366,803	100.0%	241,428	100.0%	107,201	100.0%

Source of Report	APS Facility		CCL		RCCL	
	Number	Percent	Number	Percent	Number	Percent
Medical Personnel	1,244	10.7%	372	11.9%	411	11.9%
Relative	202	1.7%	89	2.8%	76	2.2%
School	80	0.7%	90	2.9%	308	8.9%
Law Enforcement	139	1.2%	348	11.1%	149	4.3%
Other	755	6.5%	268	8.6%	258	7.5%
Parent	303	2.6%	734	23.5%	150	4.3%
Community Agency	1,000	8.6%	60	1.9%	480	13.9%
Friend-Neighbor	90	0.8%	72	2.3%	41	1.2%
Victim	2,717	23.4%	0	0.0%	29	0.8%
Anonymous	593	5.1%	148	4.7%	76	2.2%
DFPS Staff	442	3.8%	304	9.7%	867	25.1%
Provider	301	2.6%	6	0.2%	80	2.3%
Legal/Court	80	0.7%	9	0.3%	102	2.9%
Institutional Personnel	3,273	28.2%	0	0.0%	152	4.4%
Day Care Provider	28	0.2%	587	18.8%	45	1.3%
State Agency	187	1.6%	5	0.2%	10	0.3%
Financial Institution	0	0.0%	1	0.0%	0	0.0%
Unrelated Home Member	128	1.1%	0	0.0%	6	0.2%
Parent's Paramour	1	0.0%	5	0.2%	3	0.1%
24 Hour Care Provider	13	0.1%	25	0.8%	206	6.0%
Religious Entity	4	0.0%	4	0.1%	3	0.1%
Blank/Unknown	7	0.1%	2	0.1%	6	0.2%
Grand Total	11,587	100.0%	3,129	100.0%	3,458	100.0%

Note: Not all reports are assigned for investigation.

Total Phone Calls - English Queue

Fiscal Year	Total Calls	Calls Handled	Calls Abandoned*	Average Time to Abandon	% Abandoned
2008	423,851	246,200	177,651	8.0	41.9%
2009	431,419	264,491	166,928	7.5	38.7%
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%

Total Phone Calls - All Calls

Fiscal Year	Total Calls	Calls Handled	Calls Abandoned*	Average Time to Abandon	% Abandoned
2008	621,623	405,159	216,464	7.4	34.8%
2009	638,747	429,551	209,196	6.9	32.8%
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%

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

