

VII. GUIDE TO AGENCY PROGRAMS – CONTINUED

A. Provide the following information at the beginning of each program description.

Name of Program or Function	Statewide Intake (SWI)
Location/Division	2401 Ridgpoint Drive, Austin, Texas/ Operations
Contact Name	Ric Zimmerman – Director Sherrie Hardie – Program Administrator
Actual Expenditures, FY 2012	\$19,712,433
Number of Actual FTEs as of June 1, 2013	411.5
Statutory Citation for Program	Chapters 40, 42, and 48, Human Resources Code; Chapter 261, Family Code Texas Youth and Runaway Hotline: Chapter 265, Family Code

B. What is the objective of this program or function? Describe the major activities performed under this program.

Statewide Intake (SWI), a sub-division of DFPS Operations, serves as the “front door to the front line” for all DFPS programs. Through a multi-channel contact center, SWI processes all intakes of reports of abuse, neglect, or exploitation and then routes reports to the appropriate local program office. This centralized process allows for consistency, accountability, and efficiency in intake and referral for all types of reports, including:

- abuse or neglect of children;
- abuse, neglect, and exploitation of persons aged 65 or older or adults with disabilities; and
- abuse, neglect, and exploitation of person in State Supported Living Centers, State Hospitals, state centers, and community based centers licensed by the Department of Aging and Disability Services (DADS) or Department of State Health Services (DSHS) when employees in those facilities are alleged perpetrators.

SWI is also responsible for:

- assessing reported information, based on state law;
- determining the correct DFPS program with jurisdiction to investigate;
- entering the information into a specialized computer application, IMPACT (Information Management Protecting Adults and Children in Texas), which is used by all DFPS programs’;
- routing the report to the correct location;

- serving as a referral center when information reported is not within DFPS jurisdiction; and
- completing emergency background checks when requested by CPS staff without access to IMPACT.

SWI operates the toll-free, nationwide, Texas Abuse Hotline, 24 hours a day, 365 days a year, including holidays. SWI also provides a prioritized toll-free hotline number that is solely for the use of law enforcement personnel and another line dedicated for individuals in facilities for mental health or intellectual and developmental disabilities. For all calls, translation services are available whenever needed. To assist those who are hearing or speech impaired, intake specialists can also access the Relay Texas interpreter service. SWI also receives reports via an internet reporting system and by fax or mail.

Separate from Abuse Hotline, the SWI division also operates a toll-free Texas Runaway Hotline and Texas Youth Hotline. These services offer crisis counseling and referrals for troubled youth and families. Volunteers answer the phones and interact with callers facing a variety of problems including family conflict, delinquency, truancy, and abuse and neglect issues. The program also increases public awareness through media efforts and printed materials. In 2013, the two hotlines and their websites were merged into the Texas Youth and Runaway Hotline.

C. What evidence can you provide that shows the effectiveness and efficiency of this program or function? Provide a summary of key statistics and performance measures that best convey the effectiveness and efficiency of this function or program.

DFPS measures SWI program success in a variety of ways. Statistics include measures of quality as well as the average number of calls handled per hour, total number of calls handled, and time engaged in various activities including breaks, email, training, technical problems, unit meetings, and so on. Intake specialists can compare their performance to their peers and the statistics for each specialist is available for all of DFPS to view. The following tables highlight key performance measures.

Total Number of Contacts Received			
FY	Hold Time In Minutes*	Number of Total Contacts**	Percent Change in Total Contacts (From Prior FY)
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%

**Phone calls - English queue only.*

***Includes all contacts (phone, internet, fax, mail and walk-in).*

The Texas Legislative Budget Board (LBB) has set the measure for SWI performance on the English queue at an annual average hold time of 8.7 minutes (+/- 5 percent).

Total Number of Contacts Received by Method of Receipt FY 2012		
Contact Type	Number of Contacts	Percent of Total
Phone	618,422	79.9%
Internet	120,802	15.6%
Mail/Fax	33,099	4.3%
Other	1,200	0.2%
Walk-in	54	0.0%
TOTAL	773,577	100.0%

In 2010, DFPS purchased an improved system for call recording and scoring (Telstrat Engage COACH). Two COACH tools are used to measure the quality of work performed by those who answer hotline calls. For most evaluations, a tool with 21 questions is used to focus on the outcome of the contact. For newer staff and when more in-depth evaluations are needed, a tool with 120 questions is used. Inter-Rater Reliability Exercises are conducted on a quarterly basis, to ensure that the tool is being scored consistently.

D. Describe any important history regarding this program not included in the general agency history section, including how the services or functions have changed from the original intent.

1974

The Legislature requires all 254 Texas counties to have 24-hour reporting capability for cases involving child abuse or neglect; the agency now known as DFPS responds by creating the Texas Abuse Hotline.

1984

The Legislature mandated that the Adult Protective Services also have 24-hour reporting capability. SWI added staff and trained them to handle calls concerning abuse, neglect, and exploitation of persons aged 65 or older and adults with disabilities.

1993

SWI began a pilot program in Region 7 (Austin) designed to test the effectiveness of centralizing the intake system throughout the state.

1999

SWI began handling all intake functions for the Child Protective Services, Child Care Licensing, and Adult Protective Services programs for the entire state of Texas.

2002

SWI launched a secure agency website for professionals to report abuse and neglect. The website was developed by DFPS's Information Technology (IT) division in partnership with Statewide Intake leadership management, allowing professionals to make non-emergency reports to SWI without a phone call.

2004

At the request of Texas legislators, DFPS and the Texas Department of Public Safety (DPS) agreed on a plan to give DFPS employee access to crime records in order to assist workers in determining the appropriateness of kinship placements. In 2005, the Statewide Intake Expedited Background Check (EBC) unit began providing a centralized service to CPS caseworkers for certain emergency child placements.

2005

The internet reporting site was expanded to allow non-emergency reports from the general public.

2008

DFPS launched a redesigned internet reporting website called the Texas Abuse, Neglect, and Exploitation Reporting System; commonly known as the Texas Abuse Hotline website (www.TxAbuseHotline.org).

2012

The DFPS Texas Youth and Runaway Hotlines were transferred from Child Protective Services division to Statewide Intake.

E. Describe who or what this program or function affects. List any qualifications or eligibility requirements for persons or entities affected. Provide a statistical breakdown of persons or entities affected.

Anyone can report concerns about the safety of a child, person with disabilities or person who is elderly in Texas – whether they reside in Texas or not. No restrictions exist relating to such reports. However, statute requires certain professionals to report suspected instances of abuse or neglect. Specifically, pursuant to Chapter 261 of the Texas Family Code all persons are required to report child abuse and neglect. Professionals are mandated to report within 48 hours. Pursuant to Chapter 48 of the Human Resources Code, all person are required to report abuse, neglect, and exploitation of a person with disabilities or person who is elderly.

The following table shows the source of all reports as combined for CPS, both APS programs, and Child Care Licensing during FY 2012.

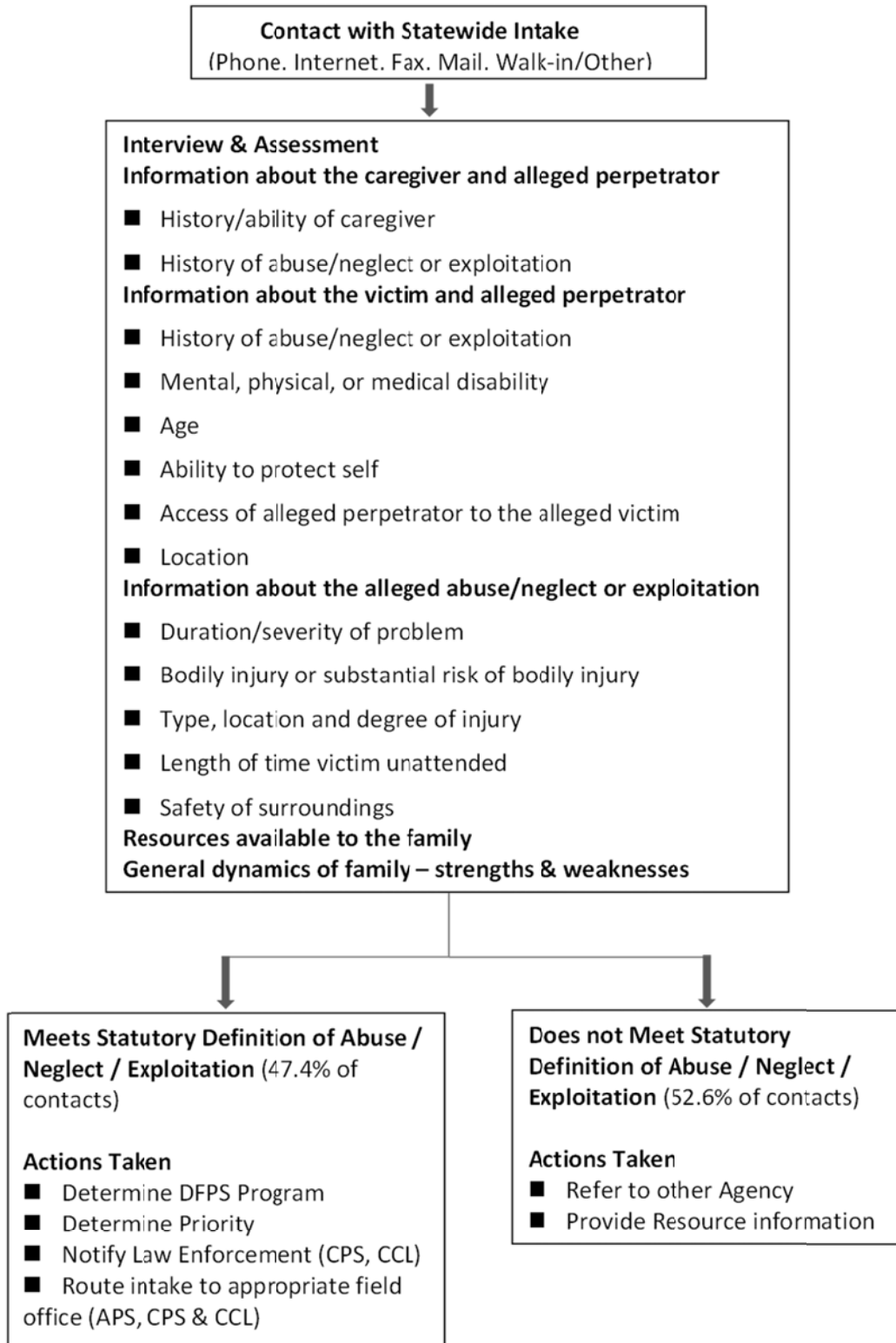
FY2012 Reporting Source		
Total (FY 2012) – Source of Report	Number	Percent of Total
Medical Personnel	66,023	18.0%
Relative	45,913	12.5%
School	44,381	12.1%
Law Enforcement	40,107	10.9%
Other	27,586	7.5%
Parent	25,704	7.0%
Community Agency	23,505	6.4%
Friend-Neighbor	20,849	5.7%
Victim	18,853	5.1%
Anonymous	16,380	4.5%
DFPS Staff	11,234	3.1%
Provider	7,906	2.2%
Legal/Court	4,209	1.1%
Institutional Personnel	3,953	1.1%
Daycare Provider	2,844	0.8%
State Agency	2,203	0.6%
Financial Institution	1,312	0.4%
Unrelated Home Member	1,110	0.3%
Parent's Paramour	1,066	0.3%
24-Hour Care Provider	739	0.2%
Religious Entity	649	0.2%
Blank/Unknown	277	0.1%
TOTAL	366,803	100.0%

F. Describe how your program or function is administered. Include flowcharts, timelines, or other illustrations as necessary to describe agency policies and procedures. Indicate how field and regional services are used, if applicable.

The Chief Operating Officer manages SWI. The Statewide Intake management team includes a SWI director, four intake program administrators, a division administrator for quality assurance, a division administrator for operations, and a division administrator for training. The Youth and Runaway Hotlines are managed by a program specialist.

The public can access multiple avenues to contact SWI - phone, secure internet, mail, fax, and walk-in. The following flowchart illustrates an overview of the intake process.

SWI Intake Process



G. Identify all funding sources and amounts for the program or function, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. For state funding sources, please specify (such as general revenue, appropriations rider, budget strategy, fees and dues).

Please see Appendix A.

Alternate Exhibit Provided For Section VII. Item G.

H. Identify any programs, internal or external to your agency, that provide identical or similar services or functions to the target population. Describe the similarities and differences.

The Department of State Health Services (DSHS) and the Department of Aging and Disability Services (DADS) perform intake functions within the scope of their licensing or regulatory roles. Neither agency provides intake services 24-hours a day, 365 days a year or for the types of cases handled by DFPS.

I. Discuss how the program or function is coordinating its activities to avoid duplication or conflict with the other programs listed in Question H and with the agency's customers. If applicable, briefly discuss any memorandums of understanding (MOUs), interagency agreements, or interagency contracts.

SWI does not replicate services performed by any other agency. No other entity in Texas serves as the single point of contact for the reporting and referral of all allegations of abuse, neglect, and exploitation of children, persons aged 65 or older, adults with disabilities, persons in State Supported Living Centers, State Hospitals, State Centers, and community-based centers licensed by the Department of Aging and Disability Services (DADS) or the Department of State Health Services (DSHS).

J. If the program or function works with local, regional, or federal units of government, include a brief description of these entities and their relationship to the agency.

Statewide Intake does not work with local, regional, or federal units of government in ways other than what has already been discussed.

SWI coordinates with other state agencies to receive intakes through the methods described above and sends information to the Department of Aging and Disability Services (DADS) and Department of State Health Services (DSHS) when it is not within DFPS jurisdiction and appears to be within the responsibility of those agencies.

K. If contracted expenditures are made through this program please provide:

- a short summary of the general purpose of those contracts overall;
- the amount of those expenditures in FY 2012;
- the number of contracts accounting for those expenditures;
- top five contracts by dollar amount, including contractor and purpose;
- the methods used to ensure accountability for funding and performance; and
- a short description of any current contracting problems.

SWI had no contracts for FY 2012.

L. Provide information on any grants awarded by the program.

Statewide Intake does not award grants.

M. What statutory changes could be made to assist this program in performing its functions? Explain.

Statewide Intake (SWI), the centralized DFPS division designated to receive all reports of abuse or neglect, is one of the largest contact centers of its kind nationally and experiences a high volume of calls. Current performance measures established by the Legislative Budget Board for SWI require SWI not to exceed an “average hold time” of 8.7 minutes, and appropriations to DFPS are calculated to achieve that performance measure. However, the higher the average hold time, the greater the abandonment rate from persons attempting to report abuse or neglect, which may result in urgently needed reports of suspected abuse or neglect not being made or investigated. House Bill 304, introduced in the 83rd session, proposed the addition of Section 40.0529, Human Resources Code, to mandate that average hold times for SWI not exceed five minutes, and abandonment rates not exceed 25%, which, if fully funded, would have significantly improved SWI’s ability to provide prompt assistance to reporters, thereby enhancing safety for children and vulnerable adults. To address this concern, the legislature might consider amending Chapter 40, Human Resources Code, in a manner similar to the proposed amendments in HB 304, or might direct the LBB to revise the performance measures associated with this function. For additional discussion, see Section IX, Major Issue #3.

N. Provide any additional information needed to gain a preliminary understanding of the program or function.

Not applicable.

O. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, or other entity. For each regulatory program, if applicable, describe:

- Why the regulation is needed;
- The scope of, and procedures for, inspections or audits of regulated entities;
- Follow-up activities conducted when non-compliance is identified;
- Sanctions available to the agency to ensure compliance; and
- Procedures for handling consumer and public complaints against regulated entities.

Statewide intake does not perform licensing, registration, nor certification duties.

P. For each regulatory program, if applicable, provide the following complaint information. The chart headings may be changed if needed to better reflect your agency's practices.

Not applicable.