



Texas Department of  
Family and Protective Services

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# Juvenile Justice & Family Issues Committee Hearing

February 13, 2019

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# DFPS Mission, Vision, and Values

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## DFPS Mission

*We promote safe and healthy families and protect children and vulnerable adults from abuse, neglect, and exploitation.*

## DFPS Vision

*Improving the lives of those we serve.*

## DFPS Values

***Accountable:*** *We act with a sense of urgency to deliver results in an accountable, ethical, and transparent manner.*

***Respectful:*** *We recognize the value of each person and act timely, value privacy, and treat all with respect.*

***Diverse:*** *We promote diversity, inclusion, and equality by honoring individual differences.*

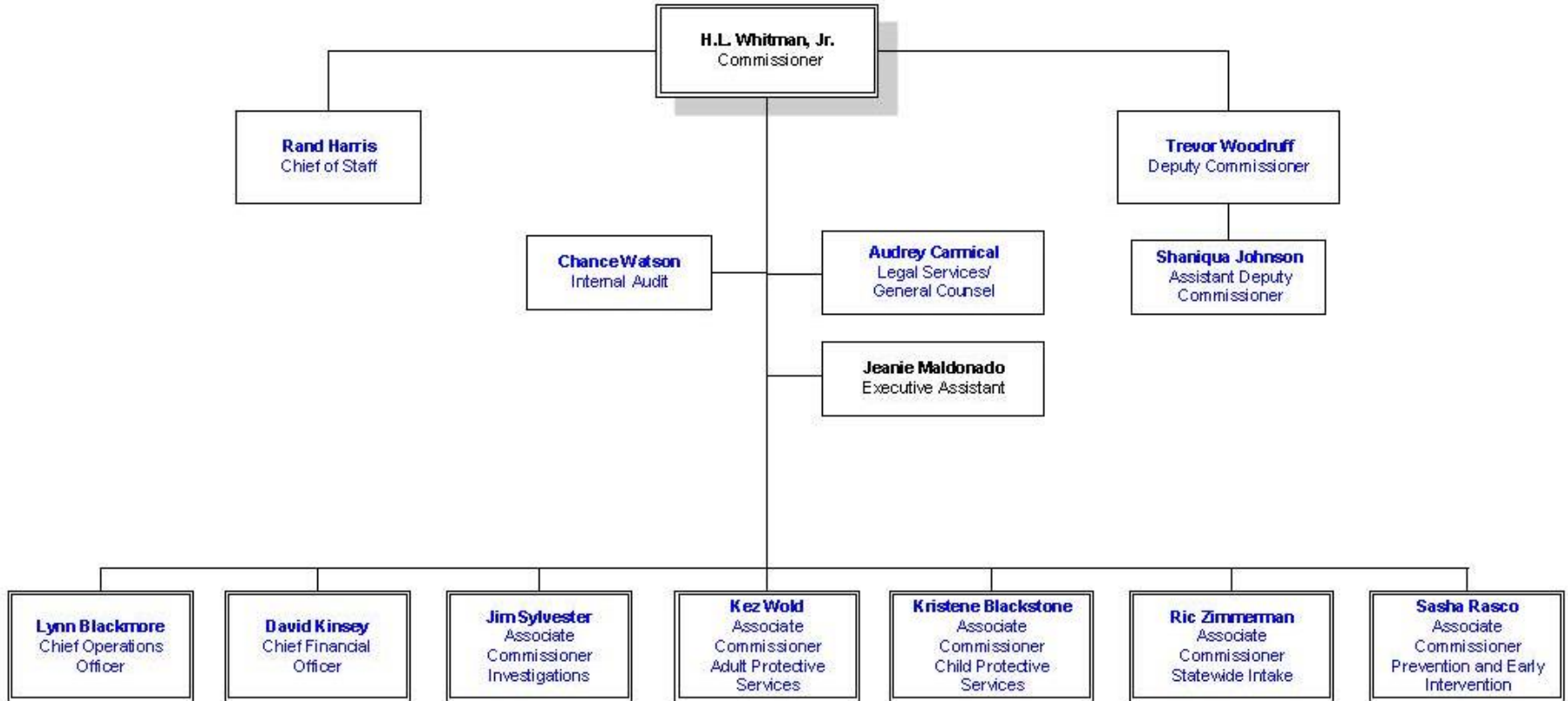
***Collaborative:*** *Whether through our staff or contractors, we work in partnership with clients, families, and communities to ensure our mutual success.*

***Professional:*** *We value our staff and strive for excellence while being professional, passionate, and innovative.*

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# DFPS Executive Leadership



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**Statewide Intake (SWI)** operates 24 hours a day, seven days a week, as the centralized point of intake for reporting suspected incidents of abuse, neglect, and exploitation and child care licensing standards violations.

**Child Protective Investigations (CPI)** investigates reports of abuse and neglect and ensures the immediate safety of children.

**Child Protective Services (CPS)** protects children by working with families to prevent or reduce the risk of abuse and neglect, by placing children in substitute care when they are not safe in their own homes, and by providing services to achieve permanency.

**Adult Protective Services (APS)** investigates allegations of abuse, neglect, and financial exploitation of adults aged 65 and older, and adults who have a disability and are living in the community. APS provides an array of protective, social, and supportive services to alleviate the neglect and prevent further harm to vulnerable clients

**Prevention and Early Intervention (PEI)** contracts with and manages community-based programs aimed to prevent abuse and neglect of Texas children prior to CPI or CPS involvement.

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## What is Statewide Intake?

- The Statewide Intake (SWI) division is the “front door to the front line” for all DFPS programs. It's Statewide Intake’s job is to assess all reports of abuse, neglect, or exploitation and route them to the right local office.
- Initial contact for all reports of abuse, neglect and/or exploitation in Texas
- Recommend for Investigation or Information & Referral (I&R)
- 24 hours/365 days/Telework/Satellite Offices, Phone, fax, mail and internet

## Statewide Intake (SWI) division responsibilities includes receiving reports for:

- Child abuse and neglect;
  - Abuse, neglect, self-neglect, and exploitation of the elderly or adults with disabilities living at home;
  - Abuse of children in child-care facilities or treatment centers; and
  - Abuse of adults and children who live in state facilities or are being helped by programs for people with mental illness or intellectual disabilities.
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# Child Protective Investigations

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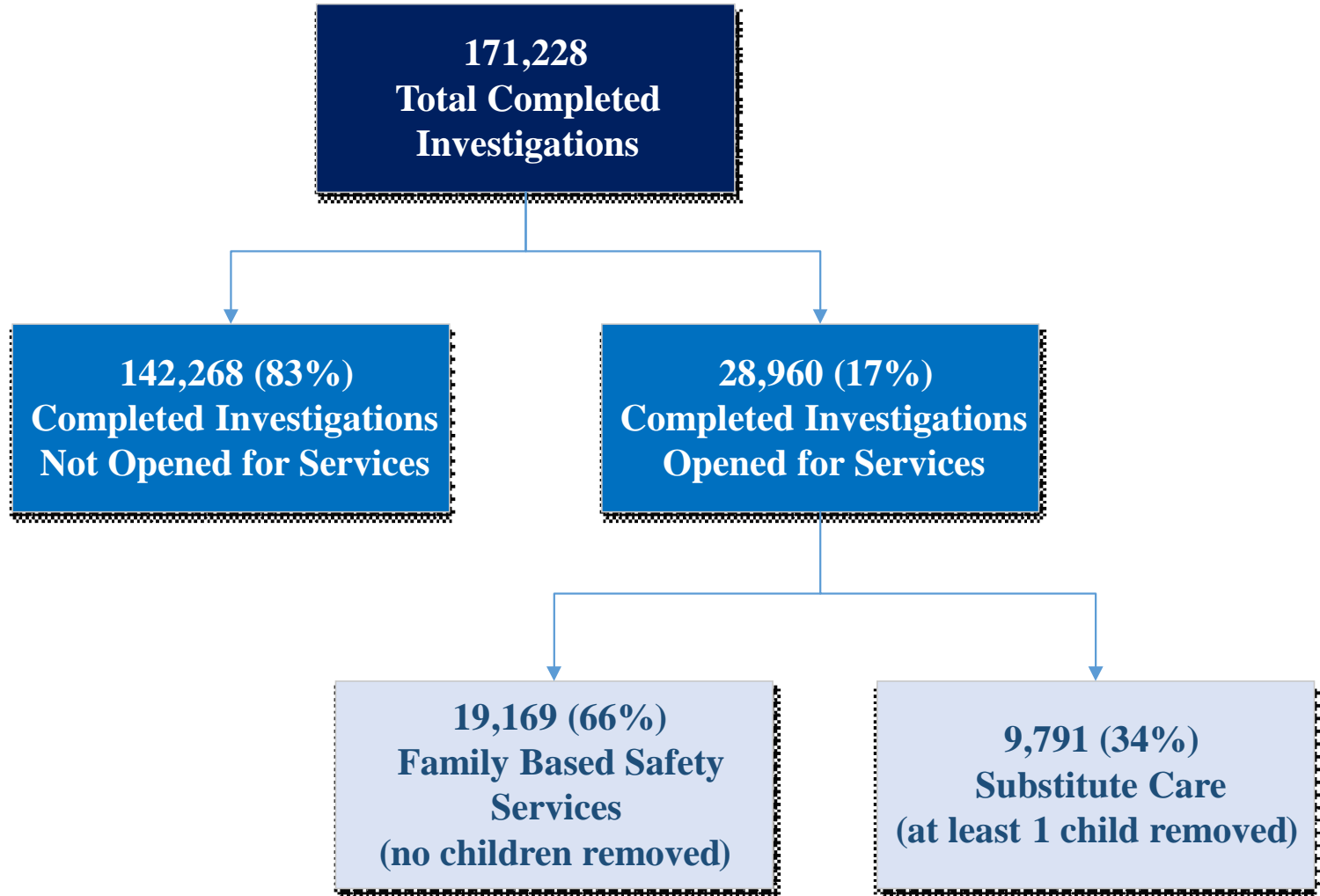
Texas Department of Family and Protective Services (DFPS) investigators investigate reports of child abuse or neglect to determine if any child in the family has been abused or neglected. Investigators decide if there are any threats to the safety of all children in the home. If so, they determine whether the parents are willing and able to adequately manage those threats to keep children safe. If DFPS decides that children aren't safe, the investigator starts protective services.

## **Investigations responsibilities include:**

- Investigating allegations of child abuse and neglect;
  - Working with law enforcement on joint investigations;
  - Taking custody of children who are unsafe;
  - Referring children to community resources that promote their safety and well-being; and
  - Assisting in the fight against human trafficking.
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# At-A-Glance Fiscal Year 2018



# Child Protective Services

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Child Protective Services (CPS) becomes involved with children and families when they are referred by the DFPS Investigations division, which investigates allegations of child abuse and neglect.

CPS works closely with families to make it safe for children to remain in their home or return permanently to their parents. When children can't live safely at home, a court of law can give the State of Texas temporary legal custody. CPS places these children in foster care. Foster care is meant to be temporary until a permanent living arrangement is found.

## **Child Protective Services responsibilities include:**

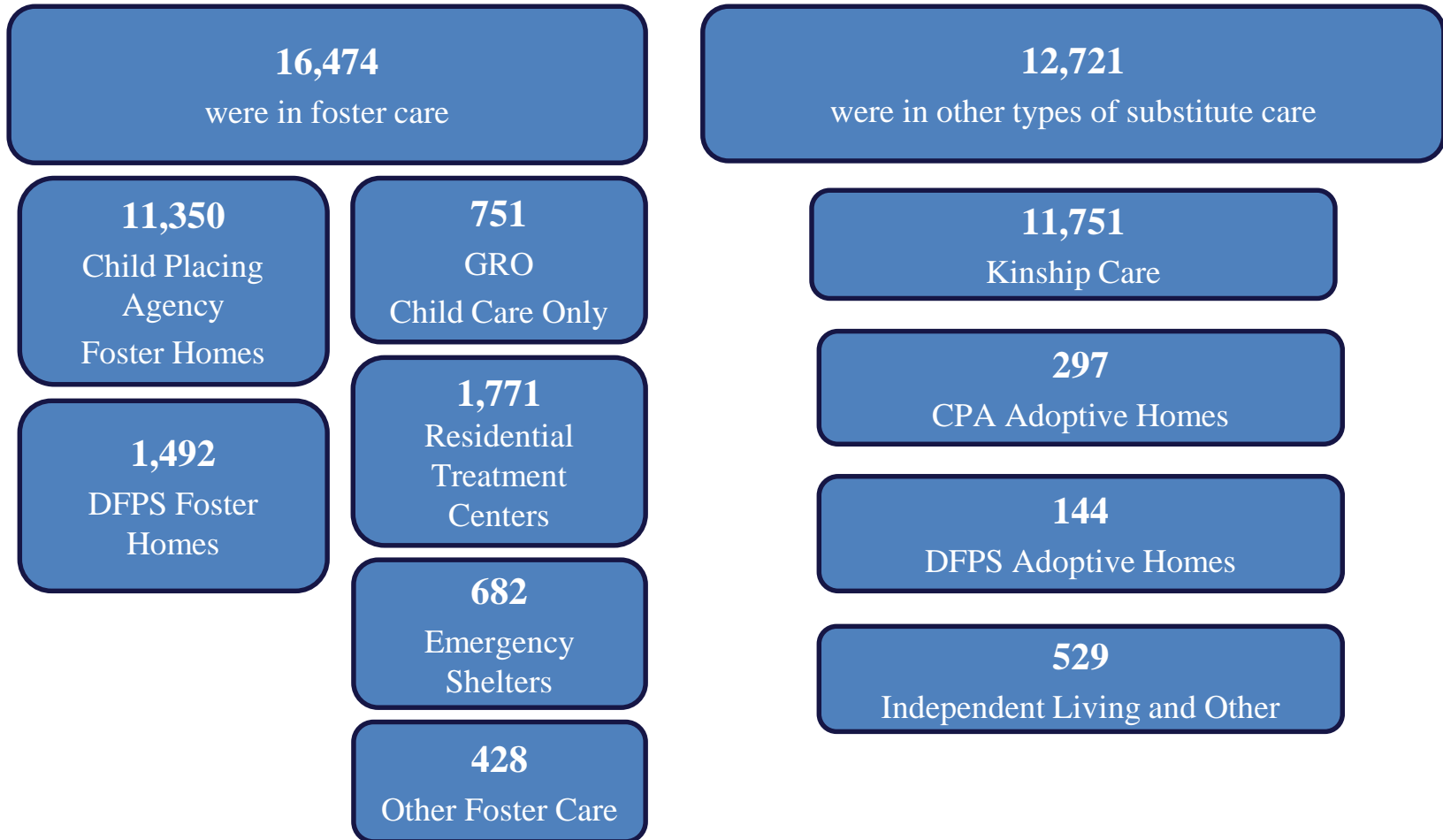
- Providing families a variety of services in their own homes in Family-Based Safety Services (FBSS), to strengthen families so that children can stay safe at home;
  - Placing children in foster care and with kin caregivers when they cannot remain safe at home;
  - Providing services to help youth in foster care successfully transition to adulthood; and
  - Helping children get adopted.
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# Substitute Care

**Of the 29,195 children in care (ages 0-17) at the end of Dec. 2018 Statewide:**



# Adult Protective Services

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APS conducts investigations of alleged abuse, neglect and exploitation (ANE) of persons age 65+ and persons with disabilities living in the community. APS also provides protective services to alleviate ANE.

## APS Investigates:

- Individuals in state of self-neglect;
- Caretakers;
- Family members;
- Individuals who have an ongoing relationship with alleged victim; and
- Certain paid caretakers.

APS **does not** investigate abuse, neglect or exploitation, including financial exploitation, by strangers.

# Prevention & Early Intervention

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PEI prevents child maltreatment by promoting child, family and community protective factors and building resilience among children and youth. PEI accomplishes its mission by:

- Contracting with community-based organizations and local governments to deliver voluntary, evidence-based parenting programs, early childhood services and positive youth development programs;
- Supporting community coalitions working on systemic issues impacting child and family well-being; and
- Conducting public awareness and education initiatives



# Major PEI Programs

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- **Community Youth Development (CYD)**
    - The CYD program contracts with community-based organizations to develop juvenile-delinquency prevention programs in ZIP codes with high juvenile crime rates for youth ages six to 17 (with a focus on youth ages 10 through 17). Communities use mentoring, youth-employment programs, career preparation, and alternative recreational activities to prevent delinquency. CYD services are available in 15 targeted Texas ZIP codes.
  - **Healthy Outcomes through Prevention and Early Support (HOPES)**
    - Project HOPES is a community-based program started in FY14 providing child abuse and neglect prevention services that target families with children between zero to five years of age. The Project HOPES program is intended to address child abuse and neglect prevention by focusing on community collaboration in high risk counties and by increasing protective factors of families served, thereby reducing the likelihood of abuse.
  - **Services to At-Risk Youth (STAR)**
    - The Services to At-Risk Youth (STAR) program provides crisis intervention, short-term emergency shelter, individual and family counseling, youth and parent skills groups, and universal child abuse and neglect prevention activities. This program is available in all counties in Texas.
  - **Texas Home Visiting (THV)**
    - The primary goals of Texas Home Visiting (THV) are to enhance maternal and child outcomes and to increase school readiness for children. To accomplish these goals, THV includes two primary components: (a) provision of evidence-based home visiting services for at-risk pregnant women and parents/caregivers of children birth to age five; and, (b) development/enhancement of early childhood coalitions that effectively coordinate services and address broad, community-level issues that impact young children and families.
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# FY2018-2019 Accomplishments

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- Community-Based Care Expansion from 1 to 4 Catchment Areas
- Contract signed with Pathways in El Paso and RFP ongoing for Nueces County Family-Based Safety Services Pilots
- Signed contracts for Treatment Foster Care
- Established Human Trafficking Division
- Partnered with DPS to regularly recover runaway foster youth and ensure safe placement
- Instituted internal policy changes to streamline Statewide Intake, and reduce hold times and abandoned calls
- Established supervisor training and qualification test
- Created DFPS Promotions recognition at State Office
- Established the Office of Consumer Relations, to conduct internal investigations and to address external complaints and concerns

# FY 2018-19 CPS Accomplishments

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**December 2016 to December 2018**

## **Caseworker Turnover Decreased**

- Investigations: by 11% from 33.5% to 29.7%
- Family Based Safety Services: 20% from 25.4% to 20.4%
- Conservatorship: by 40% from 24.3% to 14.7%

## **Average Daily Caseloads Per Worker Decreased**

- Investigations: by 20% from 17.2 to 13.8
- Family Based Safety Services: by 36% from 15.8 to 10.1
- Conservatorship: by 9% from 29.1 to 26.4

**Preparation for Adult Living Completion:** increased by 37% from 61.3% to 83.7%

**Kinship placements:** increased by 2% from 44.6% to 45.3%

**Faith partnerships:** increased by 158% from 605 to 1,559

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# Community Based Care

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CBC is a community-based approach to meeting the individual and unique needs of children, youth, and families.

Within a geographic service area, a Single Source Continuum Contractor (SSCC) is responsible for finding foster homes or other living arrangements for children in state care and providing them a full continuum of services.

- **Stage I** includes the provision of paid foster care placement services;
  - **Stage II** includes the provision of substitute care placement and case management services; and
  - **Stage III** includes holding the SSCC financially accountable through the use of incentives and remedies for the timely achievement of permanency for served children beginning 18 months after case management services have transferred.
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- 3/29/2011 – Children’s Rights filed a federal class action lawsuit against the State of Texas.
  - 12/1/2014 – Trial began in Corpus Christi, TX.
  - 12/17/2015 – The District Court ruled in favor of Plaintiffs.
  - 3/21/2016 – Special Masters appointed.
  - 11/4/2016 – The Special Masters filed their initial recommendations.
  - 12/4/2017 – The Special Masters submitted a 138-page, 98-recommendation Implementation Plan.
  - 1/19/2018 – District Court entered Final Injunction against Texas incorporating, with minor changes, the entirety of the special master’s plan. **Stay Granted.**
  - Spring 2018: appellate briefing and arguments.
  - 10/18/2018 - The 5th Circuit Court of Appeals issued opinion, with limited remand to District Court.
  - 11/20/2018 – The District Court entered an Order incorporating the Fifth Circuit’s modifications and adding additional provisions.
  - 11/28/2018 – Texas filed a Notice of Appeal with the District Court and the Fifth Circuit regarding certain modifications in the District Court’s November order that exceed 5<sup>th</sup> Circuit’s ruling.
  - 1/14/19 - Texas filed its brief on January 14, 2019. Plaintiffs’ brief is due February 4, 2019 and Texas’ response brief is due February 11, 2019.
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# APPENDIX A: Summary of Exceptional Items

Item	Biennial		FY 2020	FY 2021
	GR/GRD	All Funds	FTE	FTE
<b>1. Maintain Current Caseloads</b>	<b>\$ 80,383,161</b>	<b>\$ 86,791,000</b>	<b>633.5</b>	<b>634.5</b>
a. Restore Child Care Facility Investigators and other Direct Delivery Staff	15,671,092	15,909,022	129.2	129.2
b. Maintain Target Caseloads in Child Protective Services	51,343,462	57,005,937	398.7	391.5
c. Maintain Target Caseloads in Statewide Intake	6,867,632	7,094,115	56.9	56.9
d. Maintain Target Caseloads in Adult Protective Services	6,500,975	6,781,926	48.7	56.9
<b>2. Maintain Client Services in Child Protective Services</b>	<b>\$ 59,713,888</b>	<b>\$ 66,133,039</b>	<b>-</b>	<b>-</b>
a. Maintain PAL Purchased Services	1,000,000	1,000,000	-	-
b. Maintain Adoption Purchased Services	10,649,741	10,649,741	-	-
c. Maintain Post-Adoption/Post-Permanency Purchased Services	3,314,277	3,314,277	-	-
d. Maintain Other CPS Purchased Services	11,935,002	11,993,852	-	-
e. Maintain Substance Abuse Purchased Services	26,497,702	26,497,702	-	-
f. Maintain Foster Care- caseloads and costs	6,317,166	12,677,467	-	-
<b>3. Strengthen Agency Operations</b>	<b>\$ 10,539,516</b>	<b>\$ 11,495,499</b>	<b>69.0</b>	<b>69.0</b>
a. Strengthen and Improve DFPS Contract Oversight	5,180,957	5,588,157	37.0	37.0
b. Strengthen and Improve Direct Delivery through Quality Legal Representation	2,287,573	2,532,035	10.0	10.0
c. Strengthen Data and Strategic Systems Support	1,304,746	1,436,046	9.0	9.0
d. Employee Support Services - Secondary Trauma Support	1,766,240	1,939,261	13.0	13.0
<b>4. Compensation for APS and SWI Frontline Staff</b>	<b>\$ 23,124,406</b>	<b>\$ 23,856,956</b>	<b>-</b>	<b>-</b>
a. Improve Adult Protective Services Retention Through Pay Parity	17,224,410	17,830,652	-	-
b. Statewide Intake Frontline Staff Compensation Alignment	4,252,528	4,329,992	-	-
c. APS Pay Parity for staff included in Maintain Caseload Item 1d	1,109,172	1,148,212	-	-
d. SWI Compensation Alignment for staff included in Maintain Item 1c	538,296	548,100	-	-
<b>5. Child Protective Services Initiatives and Operations</b>	<b>\$ 17,935,873</b>	<b>\$ 19,724,766</b>	<b>122.0</b>	<b>122.0</b>
a. Additional PAL Staff and Regional Youth Specialists	2,515,717	2,601,503	18.0	18.0
b. CPS Frontline Staff (non-Caseworkers)	10,845,600	11,990,698	99.0	99.0
c. Supervised Independent Living	1,314,078	1,794,749	-	-
d. Post-Adoption/Post-Permanency Services - Residential Treatment	2,540,684	2,540,684	-	-
e. Medical Services Well-Being Staff	719,794	797,132	5.0	5.0

# APPENDIX A: Summary of Exceptional Items

(continued)

Item	Biennial		FY 2020	FY 2021
	GR/GRD	All Funds	FTE	FTE
<b>6. Sustain and Expand Community Based Care</b>	<b>\$ 73,878,007</b>	<b>\$ 79,111,451</b>	<b>87.0</b>	<b>147.0</b>
a. Start-Up (11 Stages)	24,710,929	27,478,265	-	-
b. Network Support	25,116,178	25,116,178	-	-
c. Child and Adolescent Needs and Strengths (CANS) Assessment	971,571	971,571	-	-
d. Evaluations	305,000	305,000	-	-
e. Infrastructure and Oversight	15,890,692	17,585,913	87.0	147.0
f. 3B Case Management Staff above resource transfer	6,883,637	7,654,524	-	-
<b>7. Child Protective Investigations Initiatives and Operations</b>	<b>\$ 8,145,640</b>	<b>\$ 8,521,171</b>	<b>66.0</b>	<b>66.0</b>
a. Child Care Investigations Additional Staff	1,678,465	1,688,759	13.0	13.0
b. Screener Staff	960,124	1,066,880	7.0	7.0
c. Child Safety Specialists	986,423	1,096,099	8.0	8.0
d. Child Protective Investigation Risk Managers	571,709	635,120	4.0	4.0
e. Crime Analysts for Caseworker Safety	3,948,919	4,034,313	34.0	34.0
<b>8. Expand Prevention Services</b>	<b>\$ 29,982,017</b>	<b>\$ 30,001,276</b>	<b>10.0</b>	<b>10.0</b>
a. Healthy Outcomes through Prevention and Early Support (HOPES)	9,704,050	9,704,994	2.0	2.0
b. Texas Nurse-Family Partnership (TNFP)	5,814,838	5,815,782	2.0	2.0
c. Community Youth Development (CYD)	4,223,525	4,223,999	1.0	1.0
d. Services to At Risk Youth (STAR)	9,336,217	9,336,687	1.0	1.0
e. Runaway Youth Hotline (RYH)/Targeted Public Awareness Campaign	903,387	919,814	4.0	4.0
<b>9. MD Lawsuit - Compliance with Court Orders</b>	<b>\$ 22,464,486</b>	<b>\$ 23,548,843</b>	<b>80.6</b>	<b>80.7</b>
a. Quality Child Care Investigations	1,957,873	2,059,597	13.0	13.0
b. Train Caseworkers and Caregivers	2,224,408	2,443,865	14.0	14.0
c. Assess and Review Placement Referral History	3,439,987	3,818,062	24.0	24.0
d. Timely Initiations of Face to Face Contacts by CCI	1,988,751	2,002,987	17.0	17.0
e. Improve Understanding of Child Sexual Abuse and Victimization	407,072	449,282	3.0	3.0
f. Systems Enhancements	1,454,829	1,696,655	3.6	3.7
g. Reporting and Tracking	991,566	1,078,395	6.0	6.0
h. Litigation Costs	10,000,000	10,000,000	-	-
<b>GRAND TOTAL</b>	<b>\$ 326,166,994</b>	<b>\$ 349,184,001</b>	<b>1,068.1</b>	<b>1,129.2</b>