Senate Health and Human Services
Charge 2B: Face-to-Face Visits

H.L. Whitman, DFPS Commissioner
March 22, 2018
Sec. 261.301, Family Code

- *Immediately* respond to a report of abuse or neglect that involves circumstances in which the death of the child or substantial bodily harm to the child would result unless the department immediately intervenes;

- PRIORITY ONE: Respond within 24 hours to a report of abuse and neglect that is assigned the highest priority

- PRIORITY TWO: Respond within 72 hours to a report of abuse or neglect that is assigned the second highest priority
Face to Face Contacts

24% increase in timely P1 Face-to-Face contacts
16.5% increase in timely P2 Face-to-Face contacts
Unlike initial face-to-face contact in the investigation stage, DFPS has already made contact with families in the FBSS and CVS stages of service. The barriers to timely face-to-face contact in the investigation stage of service largely are eliminated in FBSS and CVS, allowing for more consistent contact.
Unlike initial face-to-face contact in the investigation stage, DFPS has already made contact with families in the FBSS and CVS stages of service. The barriers to timely face-to-face contact in the investigation stage of service largely are eliminated in FBSS and CVS, allowing for more consistent contact.
Face-to-Face Visits

- Special Investigators involvement in face-to-face

- Escalation to regional leadership when statutory timelines aren’t met

- Turnover and reduced caseloads impact timely contact
  - Since October 2016, Investigations turnover has decreased by 31% and caseloads have decreased by 27%
Face-to-Face Visits

Face-to-Face visits in Conservatorship (CVS)
- Federal requirements dictate at least a once monthly visit, with the majority of visits taking place in the child’s residence
- Caseworker must speak with the child in private as appropriate with age and development

Face-to-Face visits in Family-Based Safety Services (FBSS)
- Initial face-to-face with child within 10 calendar days, with the majority of visits taking place in the child’s residence, and must see the child at least once monthly
- Caseworker must speak with the child in private as appropriate with age and development

CPS may determine more frequent face-to-face or other contacts (phone) are necessary to ensure child safety, permanency, and well-being