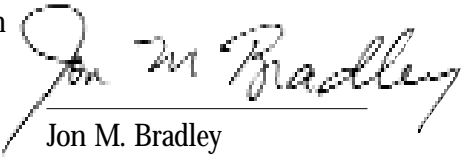


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THE MISSION of Texas Department of Protective and Regulatory Services (PRS) is to protect the unprotected — children, elderly, and people with disabilities — from abuse, neglect, and exploitation. In pursuit of this charge, the agency provides child protective services, child-care licensing, adult protective services, and prevention programs. The agency regulates child care; investigates allegations of abuse and neglect against children, the elderly, and people with disabilities; and provides for foster care, adoption, and a myriad of services for victims and their families.

for the fiscal year ending Aug. 31, 1997. We hope you find it helpful in learning more about the important work we do for the people of Texas.



Jon M. Bradley
Chairman



James R. Hine
Executive Director

This annual report is a summary of the services we provided, as well as an overview of the agency's performance and accomplishments,

Introduction

Every day, PRS staff help mend the lives of the state's most vulnerable people — those who have suffered the consequences of abuse, neglect, and exploitation. Every year, the number of citizens we assist continues to rise, and 1997 was no exception.

Looking beyond the statistics, however, PRS has a lot to be proud about. Only a few years ago, we were faced with some serious challenges to improve the way we did business. As a result, during the 1996-97 biennium, PRS underwent a reorganization to lay a strong foundation of support for serving victims of abuse and neglect. At the same time, the agency was faced with a comprehensive legislative Sunset review of its core programs and mission-related functions.

The most sweeping change for staff has been the complete implementation of a statewide automated casework management system. PRS has also consolidated management, made improvements in areas such as abuse and neglect investigations and minimum standards of child-care facilities, intensified family preservation services, boosted efforts to recruit adoptive parents, and strengthened requirements for contracted services.

Our initiatives received positive attention. The 75th Texas Legislature made significant changes to laws that will increase our ability to respond, and

recognized our need for additional resources as warranted. The Sunset process renewed our agency through the year 2009. We have improved our relationships with concerned parties outside the agency and have done a better job of including them in the rule-making and service delivery processes. The bottom line from these improvements is that we are better able to serve our clients. In the pages that follow, we will share a few of our success stories.

Together, working with communities across Texas, PRS continues to fulfill its mission — to protect the unprotected.

Board members

Jon M. Bradley, *Chairman*
Dallas

Maurine Dickey
Dallas

Penny Beaumont
Bryan

Richard S. Hoffman
Brownsville

Catherine Clark Mosbacher
Houston

Bill Sheehan
Dumas

James R. Hine
Executive Director

Overview

The major focus of the Texas Department of Protective and Regulatory Services (PRS) is providing services. The agency's functions are divided into three main programs, child protective services, adult protective services, and child-care licensing. The programs serve different populations but share many administrative and organizational functions. They also share a common goal: to provide the best possible services to our clients.

PRS became a separate agency Sept. 1, 1992. It is governed by a six-member board appointed by the Governor to staggered six-year terms. The board sets policy and selects an executive director, who is responsible for administration and operations. As of Aug. 31, 1997, the agency employed 6,002 staff. Offices are located throughout the state, which is divided into 11 administrative regions. The agency's headquarters are in Austin.

Regional Boundaries

