

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.

Worker Demographics	
Number of Staff	249 FTEs
Turnover Rate	16.7%
Average Tenure	4.1 years
Less than 3 Years	46.9%
Average Salary	\$30,604.80
Supervisor Demographics	
Number of Staff	25 FTEs
Turnover Rate	8.3%
Average Tenure	8.7 years
Less than 3 Years	8.0%
Average Salary	\$39,800.64
Average FY05	
Average Monthly Calls	66,902
Average Monthly E-Reports	4,667
Average Monthly Fax/Mail	1,914

