

Legal Responsibility for Statewide Intake

Statutory References

Federal: Social Security Act

State: Texas Family Code, Human Resource Code

Major Provisions

- Centralized point of intake for child abuse and neglect, elderly or disabled adult abuse, neglect or exploitation, clients served by DSHS or DADS employees in State Hospitals or State Schools, and children in licensed child-care facilities or treatment centers for the entire State of Texas.
- Open 365 days a year, twenty-four hours a day, seven days a week.
- Able to receive information via phone, Internet reporting system, fax or mailed correspondence.
- Responsibility to assess information received to the definitions of possible abuse, neglect or exploitation for each program served and to prioritize and route the information to the correct destination workload.
- Information and Referral Service as warranted or when information received does not meet statutory definitions.
- Generate Law Enforcement Notifications and route to the correct law enforcement jurisdiction for CPS and CCL programs.
- Insure confidentiality of IMPACT history and caller identity.
- Serve as an Expedited Background Check function for CPS by checking criminal and IMPACT history to aid field staff during emergency removals.
- Quality Assurance unit to review complaints, random call monitors and to develop Best Practice trainings for Intake staff.
- Point program for identifying problems with IMPACT rollouts.
- Provide daily reports on call volume per queue; hold times per queue, etc.
- Integrate hardware and software upgrades to phone and computer systems to reduce hold times and improve efficiency.
- Use of a Workforce Management System, Genesis Pro, to schedule shifts, breaks and meal times for intake workers in order to maximize efficiency.
- Dictaphone Recording System utilized to record phone calls for Quality Assurance and legal requirements.

Challenges

- Respond to ever increasing number of phone calls, Internet reports, fax and mailed correspondence while keeping hold times to five minutes or less while maintaining a high quality of intakes.
- Increase number of bilingual staff.
- Reduce turnover.

- Integrate possible upgrades to our ACD (Automatic Call Distributor) system with our Workforce Management System and IMPACT.
- Improve the physical work environment, especially air quality and lighting.

Fiscal Year 2005 Expenditures and Staffing

Statewide Intake Staff Costs \$ 12,138,686

317.5 Total staff