

Agency Mission

The mission of The Texas Department of Family and Protective Services is to protect children, the elderly, and people with disabilities from abuse, neglect, and exploitation by working with clients, families and communities.

Agency Values

The Texas Department of Family and Protective Services seeks to support, protect and strengthen families and their members at all stages of life. As a result:

- We protect the unprotected.
- We include clients, families and communities in our decision-making.
- We find new and innovative approaches to get the job done.
- We strive for excellence and are responsive to feedback from our customers.
- We are accountable to our clients, stakeholders and each other.
- We are honest, respectful of others, and adhere to the highest ethical principles.
- We value diversity and deliver services that draw on the strengths of each client's culture, ethnicity and community.
- We are committed to reducing disproportionate representation of minorities in our client population.
- We value our people and their individual talents.

Program Responsibilities

- Ensure that children suspected to be at risk of abuse and/or neglect receive prompt and effective investigative services.
- Deliver quality in-home/family preservation services to all children found, by investigation, to need them.
- Ensure that all children who are found to need substitute care are provided effective services until returned to their homes or another permanent placement.
- Provide timely and quality investigations and protective services to adults in the community who are elderly or who have disabilities and who are victims of maltreatment.
- When no less-restrictive alternative is feasible, provide guardianship for persons with disabilities who have aged out of Child Protective Services conservatorship and who are unable to manage their affairs. Adult Protective Services (APS) also may provide guardianship for APS in-home clients who are incapacitated, have no one to act in their behalf, and need this service to prevent further maltreatment.
- Ensure that all allegations of abuse and/or neglect of vulnerable persons served by or through the Texas Department of Aging and Disability Services (DADS) or the Texas Department of State Health Services (DSHS) are promptly and effectively investigated.

- Regulate all child care facilities as required by law, to reduce the risk of serious harm to children in these facilities by invoking minimum standards for health, safety, and well being.
- Provide community-based prevention and early intervention services to at-risk children, youth and families.
- Identify needs and provide services on the front end of the agency's continuum of services.