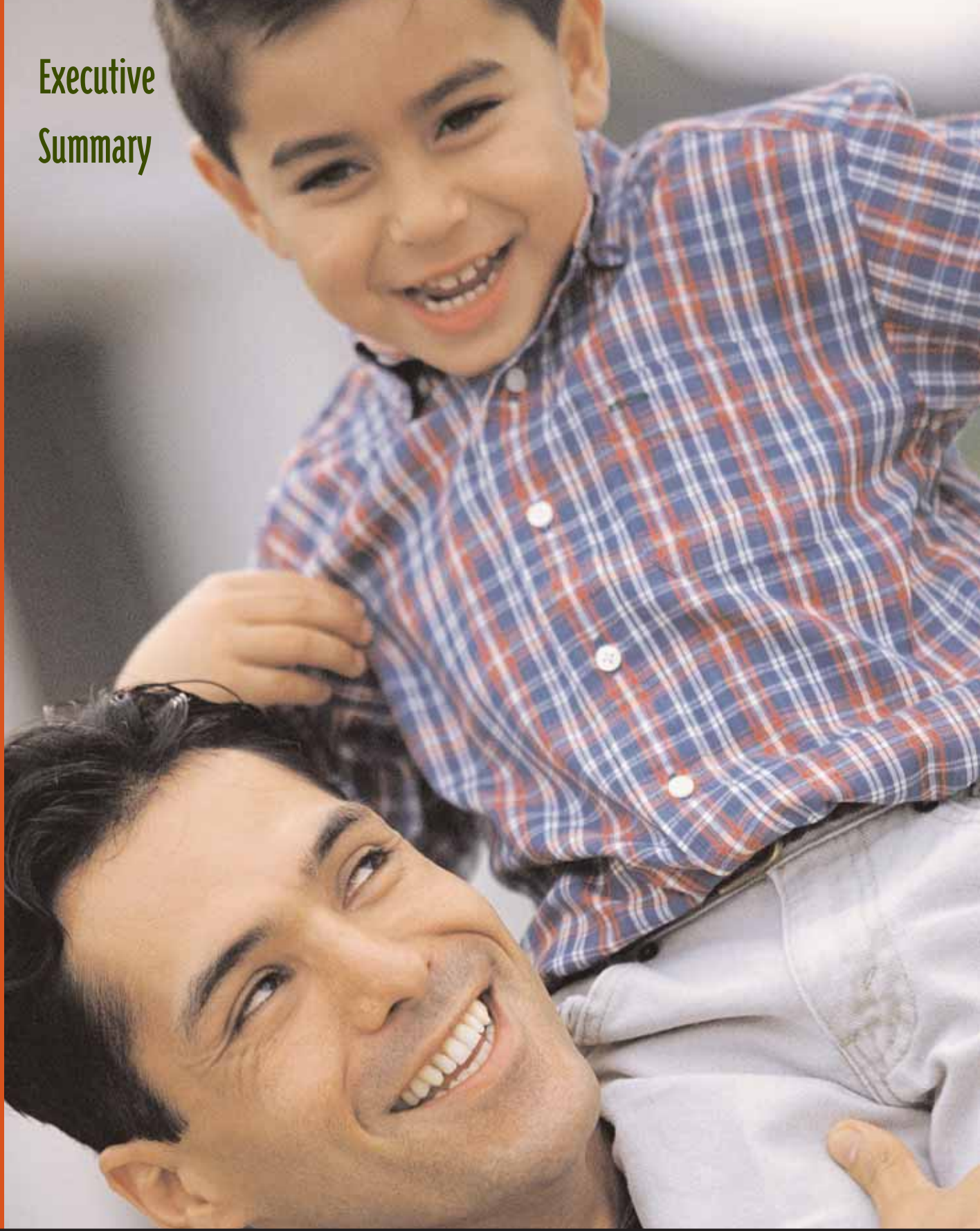


# Executive Summary



## Executive Summary

**Our Mission** is to protect children, the elderly, and people with disabilities from abuse, neglect, and exploitation by working with clients, families and communities.

### DFPS Vision

**The Department of Family and Protective Services:**

- ◆ Is recognized for innovative, effective services;
- ◆ Builds strong, effective partnerships with clients, communities and state leaders;
- ◆ Provides effective leadership that is accountable for its actions and communicates openly with clients and stakeholders; and
- ◆ Supports staff who are highly motivated, diverse, ethical, well trained, and professional.

### DFPS Values

- ◆ We protect the unprotected.
- ◆ We involve clients, families and communities in decision-making.
- ◆ We provide quality services.
- ◆ We are innovative and strive for excellence.
- ◆ We are ethical and accountable.
- ◆ We promote diversity.
- ◆ We value our staff.

## Overview

A nine-member council, appointed by the Governor and confirmed by the Senate, makes recommendations regarding the department's rules and policies. The DFPS Commissioner, who is appointed by the Executive Commissioner of the Texas Health and Human Services Commission, directs about 8,500 employees in about 280 local offices. These offices are located in

five administrative districts that are further divided into 11 regions, and a state headquarters in Austin. Four major programs make up DFPS: Child Protective Services (CPS), Adult Protective Services (APS), Child Care Licensing (CCL), and Prevention and Early Intervention (PEI).

### Department Renewal

In 2005, the Texas Legislature instructed DFPS to improve the services it provides to children, families, the elderly, and adults with disabilities. DFPS was given an unprecedented increase in funding and started making far-reaching changes to its CPS, APS, Child Care Licensing (CCL), and Prevention and Early Intervention (PEI) divisions. Sen. Jane Nelson and Rep. Suzanna Hupp passed Senate Bill 6, the omnibus DFPS reform bill. The reforms required by Senate Bill 6 and others identified administratively affect all DFPS programs and divisions.

In order to facilitate the required changes, the Legislature appropriated \$2.1 billion to DFPS for the FY 2006-07 biennium, nearly a 22 percent increase compared to the previous budget. DFPS grew from about 6,938 staff in FY 2005 to about 8,433 workers in FY 2006, with plans to grow to about 9,532 in FY 2007.

In 2006, DFPS continued to build upon hundreds of improvements that were begun in 2005 that affect every aspect of DFPS. These changes have strengthened investigations, improved management and accountability, reduced caseloads, and support quality casework.

For more information on the department's renewal efforts, visit our web site at [www.dfps.state.tx.us](http://www.dfps.state.tx.us)

### Child Protective Services—Highlights

- ◆ Child Protective Services continued to transform its operations and policies in response to Senate Bill 6. These initiatives included



strengthening investigations, supporting quality casework, improving services and child outcomes, building community partnerships, and preventing maltreatment.

- ◆ The U.S. Department of Health and Human Services (HHS) awarded Texas a total of \$4,082,000 for increasing the number of children adopted from foster care, the most awarded to any state. Texas will use the adoption incentive awards to encourage adoptions and enhance our child welfare programs.
- ◆ CPS established a specialized unit of child placing specialists in each region. As a result, there was a reduction in placement disruptions, a reduction in the number of children experiencing emergency shelter placements, and more accountability and oversight when matching children to appropriate foster caregivers.
- ◆ Every three years, states must undergo a federal review of foster care cases for compliance with federal regulations regarding the determination of Title IV-E foster eligibility. For the second time, DFPS had zero errors out of the 80 cases sampled.

### Adult Protective Services-Highlights

- ◆ Adult Protective Services continued to transform its operations and policies in response to Senate Bill 6. These initiatives included improving outcomes for clients, increasing capacity to investigate and arrange services, and working effectively with existing and new community partners. By the end of FY 2006, APS had implemented 100 percent of the 252 initiatives required under APS Reform and all of the mandates required in Senate Bill 6.
- ◆ Staff across Texas continued to help survivors of Hurricane Katrina and Hurricane Rita. Although the disasters struck in late FY 2005 and early FY 2006, respectively, there were still many follow-up issues throughout FY 2006,

such as finding housing or more suitable living arrangements, providing clothing, furniture and other necessities, and reuniting families.

- ◆ APS staff coordinated the 22nd Annual APS Conference in San Antonio in November 2005. The conference was successful, drawing 413 participants, including 50 out-of-state participants, and representatives from outside the U.S. The Texas APS conference is a major training event for APS practitioners and related professionals nationally and offered continuing education credits to social workers.

### Child Care Licensing-Highlights

- ◆ Child Care Licensing continued to transform its operations and policies in response to Senate Bill 6. These initiatives included a number of measures design to better ensure child safety and improve regulations.
- ◆ In 2006, CCL completed the process of revising minimum standards for residential child-care. These operations include general residential operations, residential treatment centers, child-placing agencies, and foster homes.
- ◆ CCL initiated a project in 2006 to develop a system that assigns a weight to each minimum standard regulation, based on the risk to children. The goal is to place more emphasis on those regulations that correspond to child health and safety.
- ◆ In 2006, CCL, in cooperation with other agency areas, conducted three statewide public awareness campaigns. The Don't be in the Dark campaign educated Texas parents about the dangers of illegal child care and encourage unlicensed operators to seek proper authorization. The See and Save campaign urged parents and caregivers to be vigilant when it comes to children and water safety. And the Look before You Leave Campaign raises public awareness about the dangers of leaving children in hot cars.



### Prevention and Early Intervention-Highlights

- ◆ PEI implemented two new programs, the Family Strengthening Program and the Youth Resiliency Program. These programs build protective factors for families and youth who are directly associated with the prevention of child maltreatment or juvenile delinquency, respectively.
- ◆ PEI programs began moving to evidence-based services consistent with Texas Family Code, Section 265.004. In FY 2006, Community Youth Development, Family Strengthening, Youth Resiliency and Texas Families: Together and Safe were shifted to this approach.
- ◆ PEI worked with the Interagency Coordinating Council for Building Healthy Families to complete a comprehensive statewide inventory of state-funded child maltreatment prevention services (direct- and indirect-impact).
- ◆ The Services to At-Risk Youth (STAR) and Community Youth Development (CYD) programs were restored to FY 2003 levels.

### Office of Consumer Affairs

While DFPS' goal is to have a positive impact on the lives of the people we serve, it is important to respond to complaints. When clients have case-specific complaints about DFPS, they may contact the Office of Consumer Affairs at 1-800-720-7777 for an impartial review of their case. The review determines if the agency's policies have been followed properly. If corrective action is needed, DFPS offers a variety of solutions such as administrative reviews, hearings, and mediation. During fiscal year 2006, the Office of Consumer Affairs received 10,498 contacts from various sources including the public, clients, elected officials, other agencies, and DFPS staff. Of the total contacts received, 4,332 were handled as case-specific complaints, and 938 were inquiries from elected officials. The validation rate of complaints was 3.1 percent.

