

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.

Expenditures and Total Average Filled Full Time Equivalent (FTE) Staff*

Total Staff	332.8
Workers	250.7
Supervisors	28.1
Staff Costs	\$13,398,307

Worker Demographics

Turnover Rate	17.3%
Tenure	
Less than 1 Year	23.1%
1 - 3 Years	29.6%
Greater than 3 Years	47.3%
Entry Salary	\$27,132.00
Average Age	38.8
Race/Ethnicity	
African-American	11.9%
Anglo	63.4%
Hispanic	22.2%
Other	2.5%

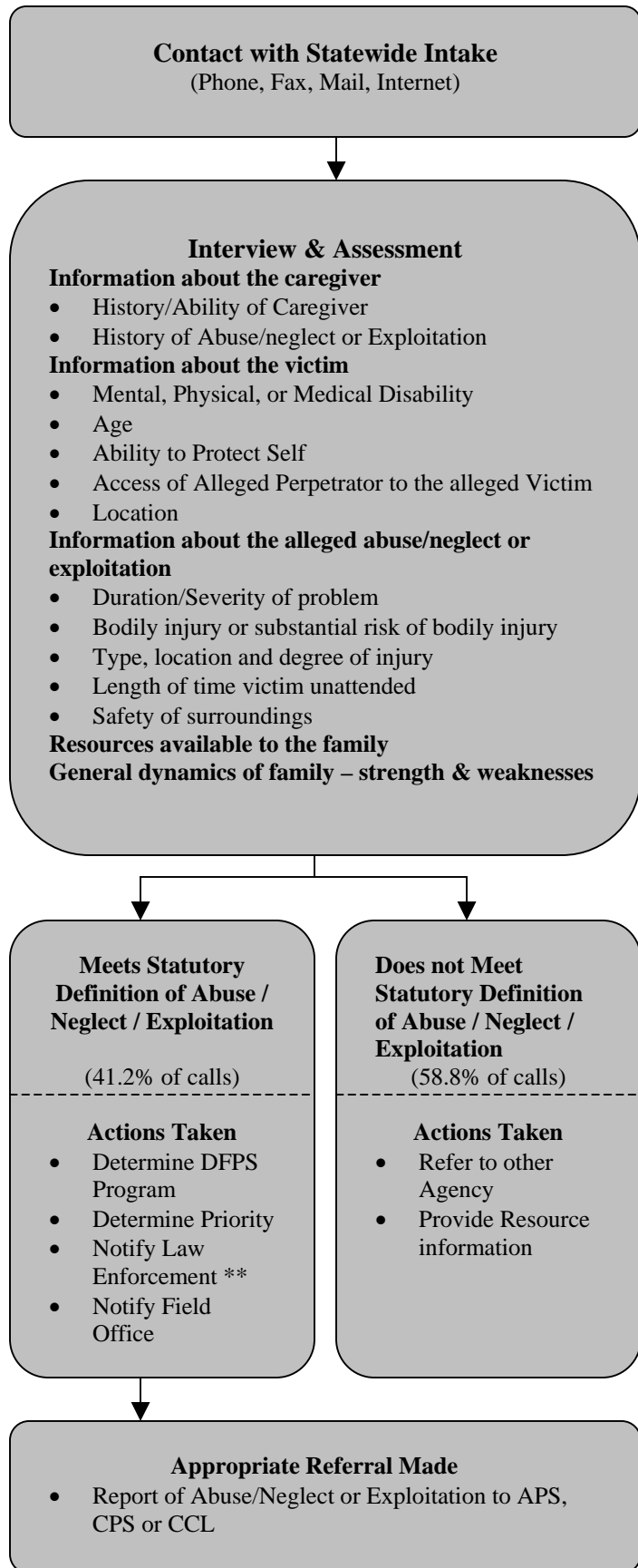
Supervisor Demographics

Turnover Rate	4.0%
Tenure	
Less than 1 Year	0.0%
1 - 3 Years	8.3%
Greater than 3 Years	91.7%
Entry Salary	\$34,308.00
Average Age	45
Race/Ethnicity	
African-American	4.2%
Anglo	70.8%
Hispanic	20.8%
Other	4.2%

*FTE is the year-to-date average FTE which is calculated by the hours paid each month

Average FY06

Average Monthly Calls	68,481
Average Monthly E-Reports	6,518
Average Monthly Fax/Mail	2,110



** CPS, CCL