

# 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%

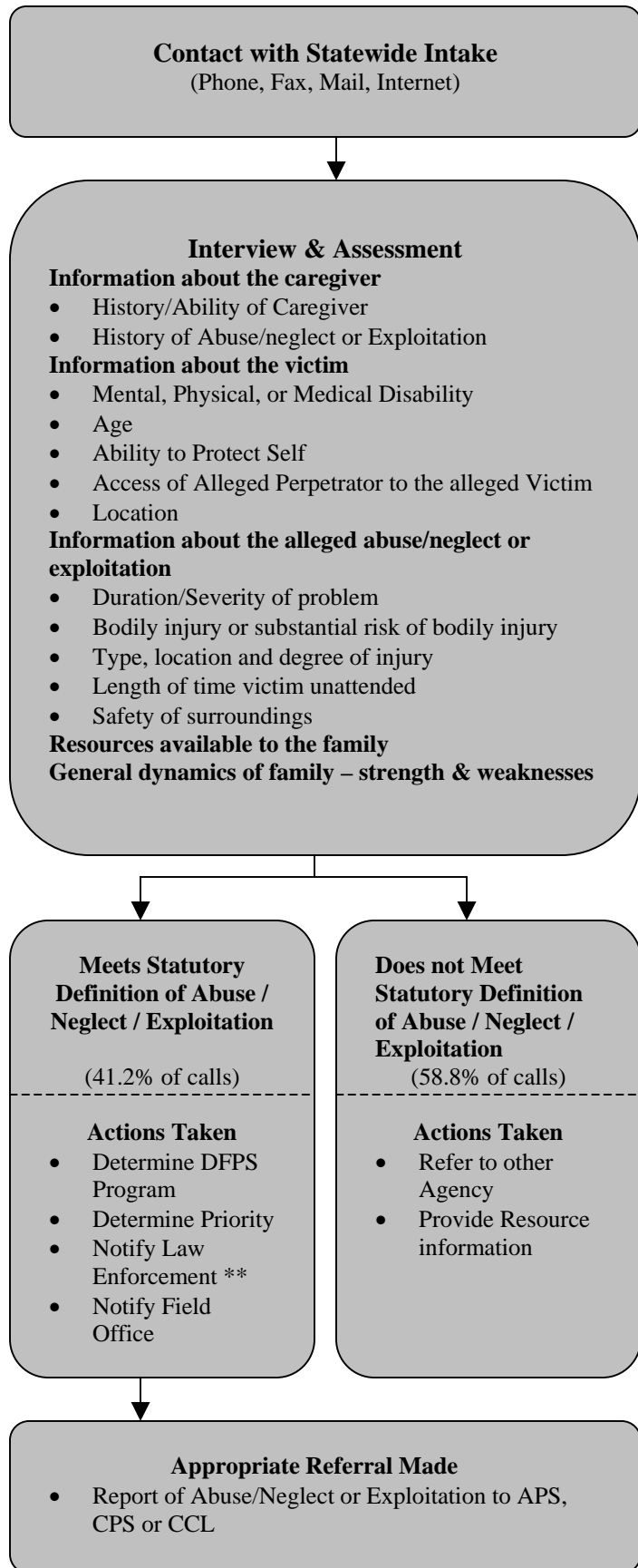
### Supervisor Demographics

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

# 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 application; hold times per application, etc.
- Integrate hardware and software upgrades to phone and computer systems to reduce hold times and improve efficiency.
- Use of an IEX Workforce Management System to schedule shifts, breaks and meal times for intake workers in order to maximize efficiency.
- Telstrat Call Parrott call recording system utilized to record phone calls for Quality Assurance and legal requirements.

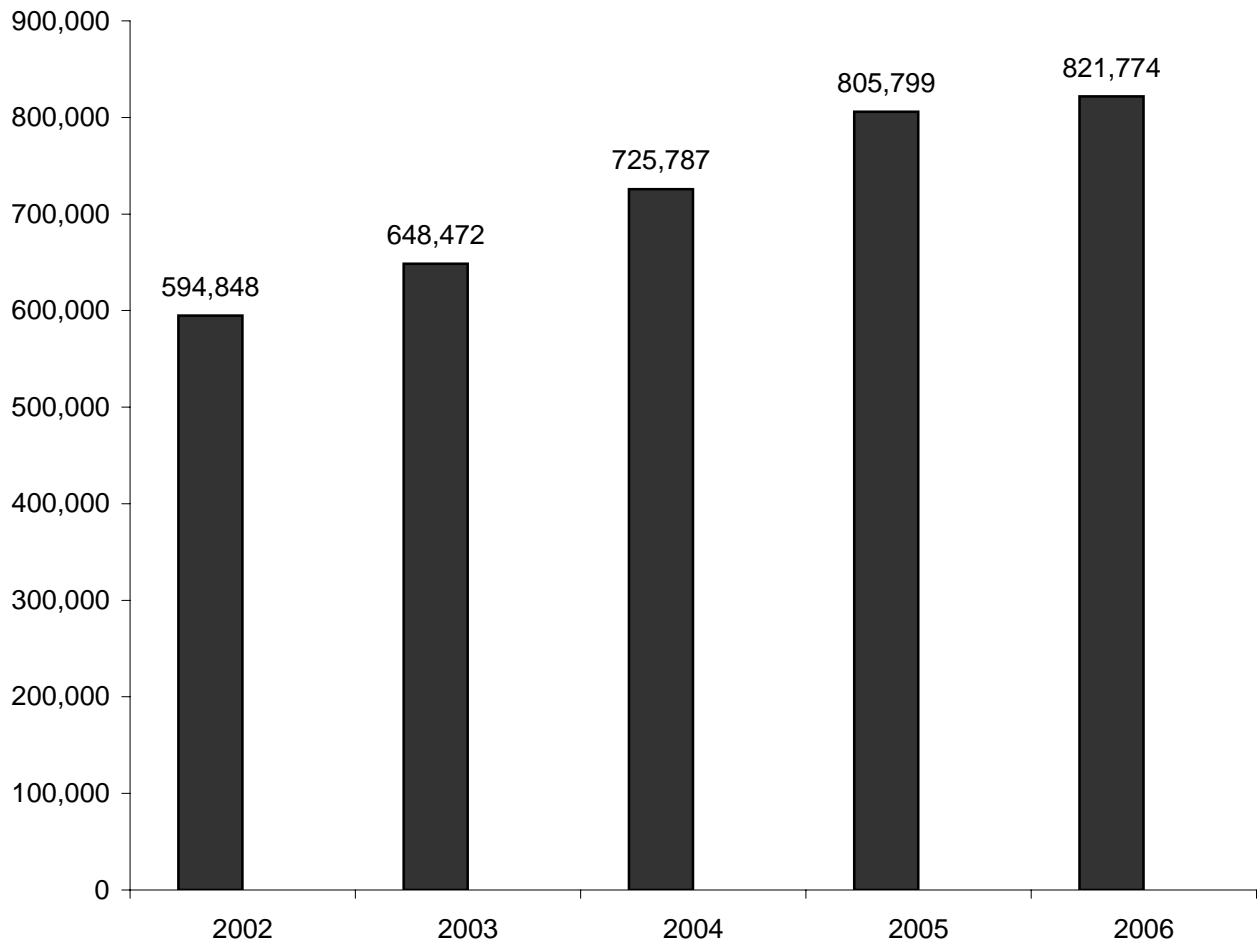
## Other Programmatic Information

### 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.

## Total Number of Calls Received by Fiscal Year

Fiscal Year	Number of Calls
2002	594,848
2003	648,472
2004	725,787
2005	805,799
2006	821,774



## Total Number of Calls by Region Fiscal Year 2006

Region	Information & Referral Related to Protective Services	Information & Referral Not Related to Protective Services	Case-related Special Request	Non Case-related Special Request	Reports of Alleged Abuse/Neglect	Total
Lubbock (1)	0	6	79	0	8	93
Abilene (2)	4	3	127	0	14	148
Arlington (3)	16	22	801	4	209	1,052
Tyler (4)	0	2	90	2	13	107
Beaumont (5)	3	3	95	0	40	141
Houston (6)	1,821	17	479	5	101	2,423
Austin (7)	6	6	267	0	32	311
San Antonio (8)	1	4	247	0	50	302
Midland (9)	0	1	20	0	1	22
El Paso (10)	2	12	74	1	10	99
Edinburg (11)	15	9	118	2	62	206
Unknown	25	10	500	0	33	568
Statewide Intake	405,730	51,296	21,217	1,451	336,608	816,302
<b>State Total</b>	<b>407,623</b>	<b>51,391</b>	<b>24,114</b>	<b>1,465</b>	<b>337,181</b>	<b>821,774</b>

*Note:* The term "calls" represents information received by DFPS and then entered in the IMPACT system. Information may be received in the form of a telephone call, regular mail, via Internet reporting system or via fax.

## Reports of Alleged Abuse/Neglect Calls by Program Area

Program Area	Number of Calls	%
Adult Protective Services (APS and MHMR)	90,387	26.8%
Child Protective Services (CPS)	239,102	70.9%
Licensing (CCL)	7,692	2.3%
<b>Total Abuse/Neglect Related Calls</b>	<b>337,181</b>	<b>100.0%</b>

*Note:* Calls and Reports by date report received.

## Total Number of Calls Received By Method of Receipt Fiscal Year 2006

Call Type	Number of Calls	%
Internet	82,894	10.1%
Mail/Fax	25,325	3.1%
Other	1,347	0.2%
Phone*	710,526	86.4%
Walk-in	1,682	0.2%
<b>State Total</b>	<b>821,774</b>	<b>100.0%</b>

\*Average Hold time of reports by phone is 7.1 minutes