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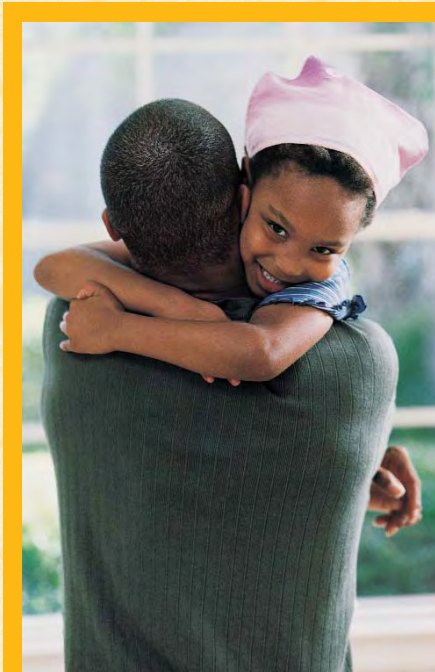
*Texas Department of
Family and Protective Services*



Annual Report
2007

2007 Annual Report

Letter from the Commissioner



The Texas Department of Family and Protective Services (DFPS) serves the state's youth, families, elderly, and people with disabilities. Our mission is to protect children and people who are elderly or have disabilities from abuse, neglect, and exploitation by working with clients, families, and communities. We work to accomplish that mission through four programs: Child Protective Services, Adult Protective Services, Child Care Licensing, and Prevention and Early Intervention.

The 2007 Annual Report is an overview of the department's programs, services, performance, and accomplishments. This report covers the fiscal year beginning Sept. 1, 2006 through Aug. 31, 2007. The companion to this report, the 2007 DFPS Data Book, is a comprehensive statistical resource. The 2007 Annual Report, Data Book, and additional information can be found on the department's web site at www.dfps.state.tx.us/statistics.

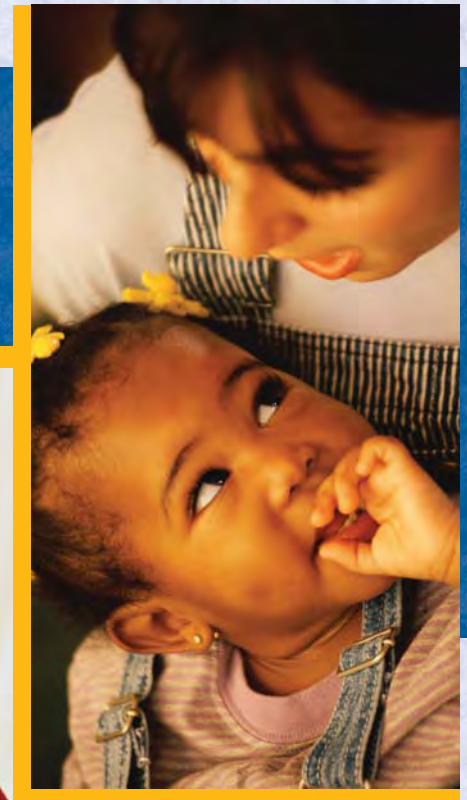
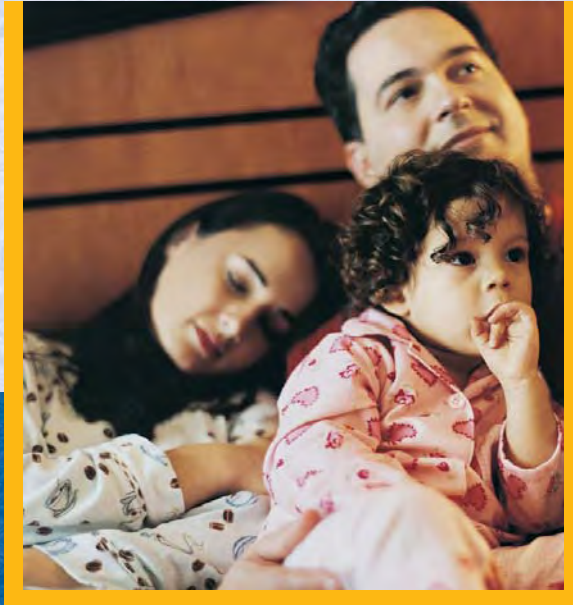
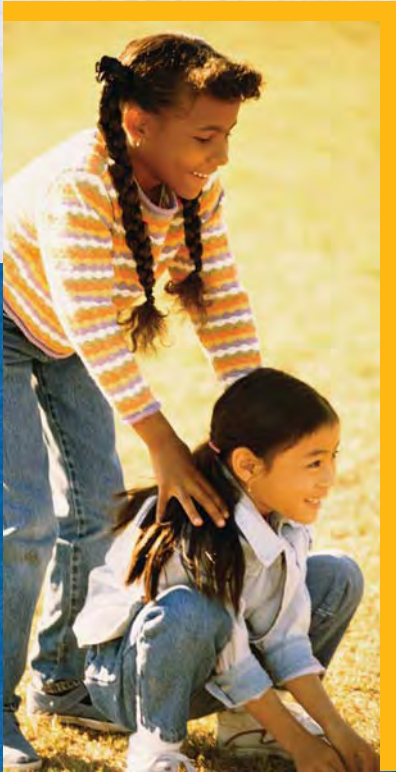
In 2007, DFPS continued the Renewal process to make improvements that touch every aspect of the agency and its mission.

We built upon the foundation for a wide spectrum of reforms and improvements required by Senate Bill 6, the protective services reform bill passed by the Texas Legislature and signed into law by Governor Rick Perry in the 2005 session.

In cooperation with a vast network of public and private partners and the support of the DFPS Council, our employees across Texas make tremendous contributions every day to fulfill our mission. I am pleased to present this summary of the services we provide, as well as highlights of the department's performance and accomplishments.

Carey D. Cockerell
DFPS Commissioner

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 Annual Report
2007

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Texas Department of Family and Protective Services (DFPS)

Mission

Our mission is to protect children and people who are elderly or have disabilities from abuse, neglect, and exploitation by working with clients, families and communities.

Vision

The Texas Department of Family and Protective Services (DFPS):

- ◆ 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.
- ◆ Supports staff who are highly motivated, diverse, ethical, well trained, and professional.

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 9,167 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).

DFPS Renewal

In 2007, DFPS proposed a package of recommendations to the 80th Texas Legislature to build on the foundation of reforms from the previous session and to assure continued progress. The 80th Legislature embraced those recommendations through the passage of the appropriations bill and SB 758. While SB 6 of the previous regular session dealt mostly with investigation aspects of the protective services system, the Reform II legislation of 2007 focused on other parts of the system. To that end, the Legislature and Governor allocated an additional \$101 million to DFPS, plus another \$87 million for a variety of purposes including more prevention programs, and more family based safety services and statewide intake staff. The Legislature also repealed the requirement of SB 6 to outsource substitute care and case management services for children in DFPS conservatorship.

The chief goals of this next phase of DFPS Renewal are to:

- ◆ Keep families together.
- ◆ Reduce the length of time children remain in state care.
- ◆ Improve the quality and accountability of foster care.

DFPS will accomplish these goals in three ways.

First, CPS will work to keep families together by enhancing efforts to engage families before removals become necessary. Specifically:

- ◆ CPS will lower the caseloads of family based safety services caseworkers and enhance family preservation services by adding additional staff.
- ◆ CPS will expand family group decision making so that in some cases conferences will be held before removals.
- ◆ DFPS will create an in-home support pilot program to offset the effects of poverty.

Second, to reduce the length of time children spend in state care DFPS will:

- ◆ Provide additional Family Group Decision Making (FGDM) services to families.
- ◆ Increase purchased services to help reunite families.
- ◆ Add additional conservatorship staff to enable CPS to visit foster children more often, increase child safety, and speed the path to permanency.
- ◆ Increase Kinship staff to support reaching permanency quicker.
- ◆ Add legal staff to speed up adoptions and improve court services.

Executive Summary

Third, to improve the quality and accountability of foster care:

- ◆ DFPS will provide tablet PCs to all Residential Child Care Licensing monitoring representatives by the end of FY 2008. (RCCL investigators were equipped in 2006). Also, half of all CPS conservatorship workers will receive tablet PCs with the goal of eventually equipping all conservatorship workers.
- ◆ DFPS will integrate case information and upgrade IMPACT, the electronic case management system.
- ◆ RCCL will add new procedures and increase its staff by 64%.
- ◆ RCCL will conduct "team" inspections of every child placing agency (CPA) and residential treatment center (RTC) at least once a year.
- ◆ RCCL will begin investigating some standards violations in CPA homes with children younger than age 6, rather than relying solely on private child placing agencies.
- ◆ RCCL will also hire investigation analysts and child safety experts to identify risks or additional steps needed to protect children.
- ◆ DFPS will strengthen contract oversight through improved monitoring and enhanced technology.
- ◆ DFPS will also improve the quality and timeliness of background checks by centralizing this function.

Child Protective Services (CPS) Highlights

- ◆ With new resources, CPS investigation caseloads have decreased from an annual average of 34.7 in fiscal year 2006 to 25.3 in fiscal year 2007.
- ◆ In 2007, CPS implemented pilot programs to shorten response time for Priority 2 child abuse cases to 72 hours, and by August made this change statewide.
- ◆ CPS initiated the "Why Not Me?" statewide public awareness campaign aimed at increasing the adoption of older children in CPS conservatorship. Adoptions increased 19.2 percent overall in FY 2007.

Adult Protective Services (APS) Highlights

- ◆ As of August 2007, the average daily caseload for APS In-Home Services workers was 36.4 compared to 51.2 in August 2006.
- ◆ In fiscal year 2007, APS continued to enhance the use of performance management information to improve worker performance.

Child Care Licensing (CCL) Highlights

- ◆ CCL implemented a new federal law requiring fingerprint based criminal history checks in foster and adoptive situations.
- ◆ CCL implemented a weighted enforcement system in January 2007, which assigns weights to individual minimum standard based on the risk to children.

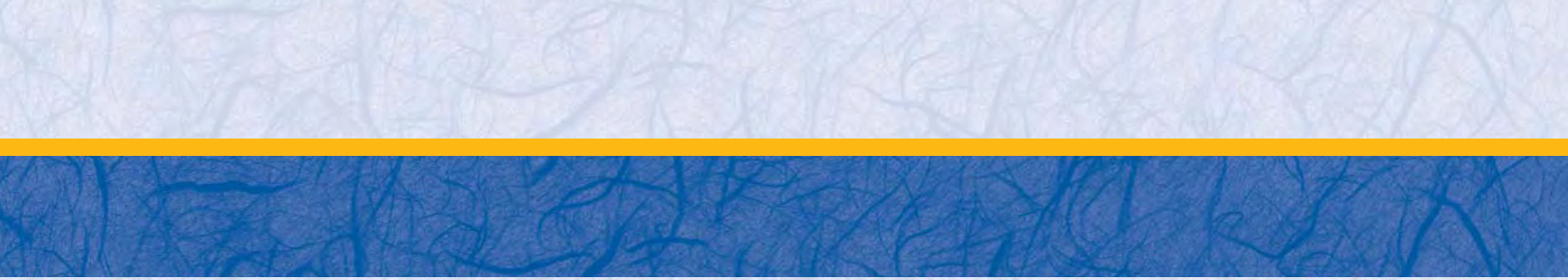
Prevention and Early Intervention (PEI) Highlights

- ◆ In FY 2007, DFPS contracted with the Relief Nursery of Eugene, Oregon to begin replicating their comprehensive model program in Texas on a limited basis. This pilot program provides at-risk families with comprehensive support services.
- ◆ The 80th Texas Legislature granted DFPS additional funding to implement two new programs that will begin in FY 2008. The first is a juvenile delinquency prevention program called the Statewide Youth Services Network (SYSN). This program will provide community and evidence-based juvenile delinquency prevention programs in each DFPS region. DFPS also received funding for the Community Based Family Services (CBFS) program to help reduce and prevent child abuse and neglect.

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. During fiscal year 2007, the Office of Consumer Affairs received 13,983 contacts from various sources including the public, clients, elected officials, other agencies, and DFPS staff. Of the total contacts received, 3,238 were handled as case-specific complaints, and 898 were inquiries from elected officials. The validation rate of complaints has been stable at 3.4 percent for the last several years.





Child Protective Services (CPS)

Responsibilities

- ◆ Conduct civil investigations of reports of child abuse and neglect.
- ◆ Protect children from abuse and neglect.
- ◆ Promote the safety, integrity, and stability of families.
- ◆ Provide permanent placements for children who cannot safely remain with their own families.

Continued Response to CPS Reform

In 2007, Child Protective Services continued to transform its operations and policies in response to Senate Bill 6, the sweeping protective services reform bill passed by the Texas Legislature and signed into law by Governor Rick Perry in 2005. These initiatives included strengthening investigations, supporting quality casework, improving services and child outcomes, building community partnerships, and preventing maltreatment.

Strengthening Investigations

Forensic Investigation/Law Enforcement

In 2006, CPS created a new division to ensure forensic investigation techniques are incorporated into casework and to improve working relationships with law enforcement. In 2007, CPS began working with the University of Texas to implement a network of forensic assessment centers. These healthcare facilities have expertise in forensic assessment, diagnosis, and treatment of child abuse and neglect. CPS also hired close to 200 special investigators with background in law enforcement, as well as liaisons who met with law enforcement agencies in more than 100 counties.

Subject Matter Experts and Support Staff

In recent years, CPS has hired subject matter experts to assist caseworkers conducting investigations. These subject matter experts include: child safety specialists with expertise in assessing risk and safety, law enforcement liaison staff, nurses, youth specialists, legal liaison staff, substance abuse experts, and investigation screeners who provide additional review when CPS reports are received. In 2007, CPS increased compliance with policy relating to child safety specialists and implemented an internet-based tool to ensure all appropriate cases were assigned to child safety specialists for review.

Joint Investigations

In 2007, DFPS worked with law enforcement agencies and Child Advocacy Centers of Texas to develop guidelines for conducting

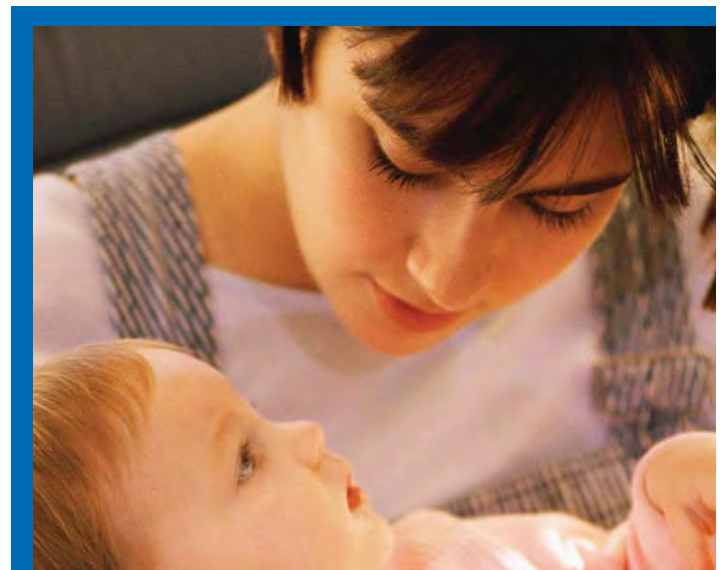
joint investigations. These guidelines will help CPS and law enforcement agencies create local multidisciplinary teams. CPS has also begun providing advanced investigation training through the Shaken Baby Alliance.

Risk Assessment Initiative

While CPS has had a formal system for assessing the risk of future child abuse/neglect for more than 15 years, the program has not consistently gathered, assessed or used appropriate information to make accurate and timely decisions. Through this initiative, CPS began improving the risk assessment tool used by caseworkers. CPS updated the risk assessment tool in 2006 to make it easier to understand and use and made enhancements to it in FY 2007. Child Safety Specialists help staff focus on best practices for ensuring child safety and working with families to develop plans to mitigate identified risk.

Reducing Response Time

Senate Bill 6 directs DFPS to develop rules by September 2007, which require CPS to immediately respond to reports that could lead to the death of or severe harm to a child. Highest priority reports must be responded to within 24 hours. All other reports must be responded to within 72 hours. Previously, CPS was required to respond to the highest priority (Priority 1) cases within 24 hours. However the response time for lower priority cases (Priority 2) was 10 days. In 2007, CPS implemented pilot programs to shortened response time for Priority 2 cases to 72 hours, and by August made this change statewide.



Supporting Quality Casework

Hiring Additional Staff

In fiscal year 2006, CPS divided its direct delivery staff into investigations, family-based safety services, and conservatorship "functional units." Each unit consists of five caseworkers and one supervisor, thereby reducing the supervisor's span of control and increasing the time supervisors can spend with each worker teaching and guiding them to make sound casework decisions.

In the two years of reform from September 1, 2005 to August 31, 2007, DFPS hired more than 4,851 CPS caseworkers, supervisors, and clerical support staff to directly provide services to clients. Using hiring specialists, DFPS has been able to quickly fill vacancies as well as the new positions created by the reform effort. Despite the challenge of high turnover, DFPS had a net gain of 1,397 CPS staff since fiscal year 2005. With new resources, CPS investigation caseloads steadily decreased from an annual daily average of 43.2 in fiscal year 2005 to 34.7 in fiscal year 2006, and again to 25.3 in fiscal year 2007.

Improving Documentation of Cases/Continued Rollout of Tablet PCs

To fully leverage the benefits of the tablet PCs used by all CPS investigators, "Super Skilled Users" began piloting an application called Mobile Protective Services (MPS) in January 2007. The application became available statewide in May 2007. Tablet PCs

are lightweight, portable computers that serve as a caseworker's portable office. The addition of MPS allows caseworkers to download portions of case records into tablet PCs prior to leaving the office. Then, in the field, they can not only reference that information but also add to it, documenting the case on the go. Caseworkers then synchronize the files with DFPS' master case database when they return to the office or via a wireless internet connection, updating each file in the agency's system. In 2007, the Legislature also provided funding to put Tablet PCs in the hands of half of all CPS conservatorship workers by September 2009.

Reviewing Performance and Accountability

In fiscal year 2007, CPS began to require its staff to document certain critical actions within 24 hours. In December 2006, DFPS began providing performance management trainings to CPS supervisors on the use of data to monitor cases and make decisions. DFPS integrated performance management training into the CPS basic skills training in January 2007 and developed performance management computer-based training for CPS supervisors available in May 2007.

Training

In 2007, CPS increased use of web-based training on subjects such as transitional living services, the new managed health care model for those in foster care, kinship, family assessment, medical services, and certification of trainers for Casey Family Services' "Knowing Who You Are."

Improving Services and Child Outcomes

Outsourcing

In 2007, the 80th Texas Legislature passed Senate Bill 758. Signed into law by the Governor, this legislation continued the CPS reform process and repealed the requirement for DFPS to contract with private entities to provide all substitute care and case management services by Sept. 1, 2011.

Family Focus Initiative

Begun in 2005, this initiative is responsible for a cultural change in CPS to a more family-focused philosophy. Expanding the use of the Family Group Decision Making model throughout all stages of service has helped achieve this shift. This initiative matches services to individual family needs by improving family member involvement in the actual case planning process, as well



Child Protective Services (CPS)



as increasing opportunities to listen to the voices of parents and former foster youth.

Kinship Care

The kinship program includes a variety of supportive services for relatives and other designated caregivers who are caring for children in DFPS conservatorship. In 2007, CPS continued to expand kinship care and at the end of the fiscal year, 8,801 children were placed with kinship caregivers, compared with 7,907 children at the end of fiscal year 2006 and 6,240 children at the end of fiscal year 2005. Kinship development workers were hired statewide and in fiscal year 2007 more than \$5,133,708 were distributed in kinship caregiver assistance funds, which assisted 3,137 families and 5,689 children. Kinship placements help children stay connected with their relatives and communities when they must be out of their homes for their safety.

Disproportionality

In 2007, CPS continued to address systemic factors and identify improvements in practices to address disproportionality, which is the over representation of a race or cultural group in a program or system. CPS is using data, community advisory groups, and "Undoing Racism" training to reduce disparate outcomes. In the Texas CPS system, disproportionality means a higher percentage of African-American children are removed from their homes, a lower percentage are successfully reunited with their families, and a higher percentage age out of foster care.

Educational Passport

Begun as a result of Senate Bill 6, 79th Texas Legislature, the Educational Passport initiative is enhancing educational outcomes for children in foster care by ensuring school records follow children when their placements change. The Education Portfolio became operational in August 2006. In October 2006, CPS, the Texas Education Agency, and Casey Family Programs held joint video conference training to raise awareness on the educational needs of youth in out-of-home care. At the end of fiscal year 2007, 91.4 percent of children had an Education Portfolio.

Transitional Living Services

In fiscal year 2007, CPS expanded the Transitional Living Services Initiative, which is a systematic approach to improving services for youth who age out of the state's foster care system. As a result, CPS began allowing youth to stay in extended foster care from age 18 to the end of the month they turn 22, if they are enrolled in and regularly attend high school. CPS conducted a random survey of youth in substitute care who are at least age 14 to determine what improvements could be made to services; analysis indicated youth are generally satisfied with the quality of all services and benefits but simply need more. CPS also continued to expand a program called Circles of Support to make services available in one or more areas in each region statewide. This program brings together foster youth with families, friends, and professionals to discuss their strengths, hopes, dreams, and goals, and to develop a plan to help youth succeed.

Psychotropic Medication

In October 2007, HHSC published "Update on the Use of Psychoactive Medications in Texas Foster Children Fiscal Years 2005 - 2007," a follow-up to a June 2006 report called "Use of Psychoactive Medications in Texas Foster Children." As with the 2006 report, the 2007 update shows an overall decrease in the use of psychotropic medication.

Strengthened Medical Support for Children in Care

DFPS worked closely with HHSC and Superior HealthPlan Network on the effort to create a managed health care program for children in foster care, kinship care, and young adults who have aged out of care. Known as STAR Health, the program is scheduled to begin serving children in the spring of 2008. One component of STAR Health is a health passport. While not a comprehensive electronic medical record, the passport will provide important physical and behavioral health claims information for each child in DFPS care.

Through Thick and Thin, Worker and Former Client Stick Together



Out of all the Child Protective Services workers and clients, it seems destiny brought Carolyn Roberson and Veronica Lockett together. "I first met Veronica when she was 13," says Roberson (right, holding Lockett's daughter, Raney). She was a special kind of kid. I saw something in her. I knew she was going to be OK. Despite rough times, she has learned from it. She has never given up."

Lockett, now 26, wrote a guest column that ran in several Texas newspapers in the spring of 2007 that described how she came into foster care. "I was nine going on 10 when I was placed in the Texas foster care system. My mother abused drugs and alcohol and wound up in jail. Growing up, we were so poor I often had to wear the same clothes to school three days in a row, and the other children would make fun of me. There were times when I was so hungry that my throat burned when I finally got something to eat."

With Roberson's guidance, Lockett is on the road to what looks like a bright future. Lockett took advantage of a Texas law passed in 1993 that exempts youths who are in foster care or adopted from foster care from paying tuition and fees at state supported vocational schools, colleges, and universities. Now a student at Texas State University in San Marcos, she has been the recipient of several scholarships, awards for academic achievement, and is president of the local national honor society.

Since aging out of the foster care system, Lockett has participated in many meetings and focus groups with foster care officials, foster youth, and foster care alumni. "I have been in panel discussions on subjects such as undoing racism and disproportionality." Lockett has also helped get the word out about the tuition waiver program, and she advocated for Texas foster youth to begin participating in their own court hearings. She will graduate in May 2008 with a degree in social work and says if she ever ends up working for Child Protective Services, she hopes it will be to develop agency policy.

Regional Vignettes

Region 1 (Amarillo Region)

Region 1 saw the unveiling of two Heart Galleries in 2007. Premiering in Amarillo and Lubbock, the Heart Gallery of the High Plains and Heart Gallery of the South Plains generated widespread community interest in the growing need for adoptive families. More than 15 professional photographers from the community donated their skill, service and vision to capture the unique hopes of more than 60 children waiting for their forever families.

Region 2 (Abilene Region)

In April 2007, as part of Child Abuse Prevention Month, Child Protective Services in Sweetwater participated in Family FunFair. Organized by High Sky Children's Ranch and the West Texas Children's Advocacy Center, the goal of the annual event is to educate parents about child abuse prevention and awareness. The event also promotes programs that work with families, children, and youth while offering children a fun environment featuring games, food, raffles, and more. The community-wide event concluded with a vigil in memory of child abuse victims.

Region 3 (Arlington Region)

When stakeholders learned children were spending the night in CPS offices and workers were staying long hours with children in uncomfortable situations, the community pulled together to build a short-term resolution. All Church Home and Letot Shelter offered assistance with space and a more comfortable setting for children to sleep, while caseworkers and CPS staff monitored the situation until placements could be found. Other community organizations donated assistance such as laundry services, janitorial services, food, and basic need items.

Region 4 (Tyler Region)

In December 2006, CPS staff in Texarkana teamed up with area law enforcement agencies and their counterparts in Arkansas for the 12th annual Shop with a Cop program. Officials from both states' protective services agencies chose 100 low-income children, ages 2 through 12, to receive \$100 each. A charity golf tournament raised \$14,000 for the program. Since its inception, the program has raised \$94,000 and helped 850 children.

Child Protective Services (CPS)

Region 5 (Beaumont Region)

Port Arthur Helping Our People Excel (HOPE) is a non-profit organization whose mission is to remove barriers that prevent individuals and families from reaching their goals and becoming self-sufficient. HOPE worked with 10 single families in 2007 to provide them with the resources and support they needed to become self-sufficient. With help from HOPE, one single mother completed school, found a job at a local refinery, began looking at attaining certifications to advance her career, and found better housing for her family. Her story demonstrates how one can obtain their dreams through education and commitment.

Region 6 (Houston Region)

When foster care placements became scarce in FY 2007, Region 6 workers diligently requested home studies so that children could be moved out of foster care and into the care of extended families and other familiar caregivers. The Kinship program conducted more than 2,479 home studies on relatives or family friends who might become caregivers. In the 13-county region, CPS placed 2,486 children with relatives and 270 children with family friends. Staff continued to show their dedication to children by seeking the best possible placements in safe, nurturing, and loving environments with relatives or family friends.

Region 7 (Austin Region)

Region 7 staff moved the foster/adoption information meetings out of CPS offices and into the community. Informational meetings were held in a variety of locations such as community centers and churches. In addition, the region saw its first youth conference in April 2007 at Austin Community College (ACC). The event was planned by Casey Family Programs, Court Appointed Special Advocates (CASA), CPS, ACC, youth alumni, foster parents and foster youth. About 100 youth, foster parents and staff were in attendance.

Region 8 (San Antonio Region)

Region 8 realizes how crucial family involvement is for the successful outcome of a case and the importance of parents reaching out to other parents. The local Parent Collaboration staff liaisons have worked with the parent representative to design what has become a successful parent support group called Parents Informing Parents (PIP). Led by experienced mentor parents, these support groups are held the first Wednesday of the month. Mentor parents share

the story of how they became involved with CPS, and the lessons learned from their experiences. A question and answer period follows in which parents are given advice and guidance.

Region 9 (Midland Region)

In March 2007, Child Protective Services participated in a new community coalition to fight drug abuse in the Concho Valley called the Concho Valley Community Action and Resources for Empowerment and Success (CV CARES). The coalition is comprised of 28 local agencies and nine individuals including the Catholic Diocese of San Angelo, the Alcohol & Drug Abuse Council for the Concho Valley, and Shannon Health and Wellness. Representatives of various organizations identified community resources and ways to better curb use of illegal drugs. The group is inspired by a similar effort in San Antonio called the San Antonio Fighting Back Committee.

Region 10 (El Paso Region)

El Paso created a Heart Gallery, and a beautiful ceremony was held on August 2, 2007 at the Camino Real Hotel. Attended by more than 200 people, the event attracted television and newspaper coverage and featured speakers and videos about adoption and the importance of permanent connections. The finale was the unveiling of the traveling exhibit of 20 beautiful photographs of children awaiting adoption.

Region 11 (Edinburg Region)

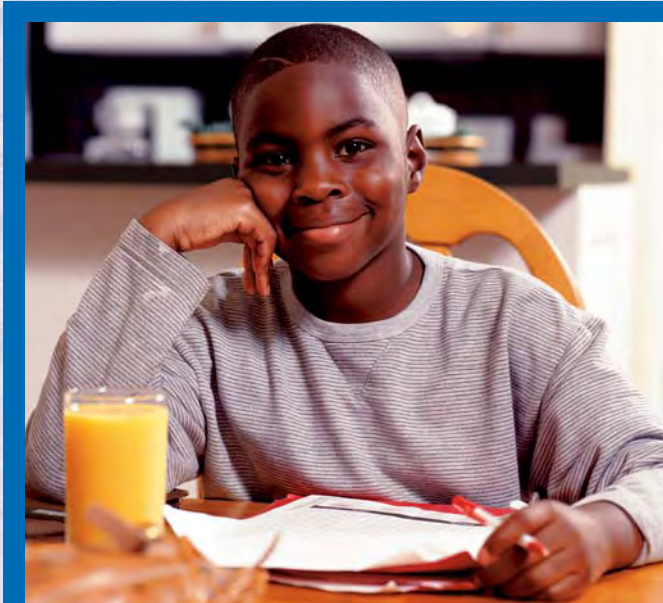
The Nueces County Family Drug Court Pilot Program was developed under the direction of Judge Carl Lewis. The program functions in partnership with DFPS, The Council on Drug and Alcohol Abuse, and CASA. The Nueces County Court at Law #5's Family Drug Court Program (FDCP) serves as an alternative treatment and support therapy for families dealing with a parent suffering from drug addiction. The primary goal is for parents to successfully reunify with their children and function as responsible drug-free parents.



Building Community Partnerships

Community Engagement

Building community partnerships is an integral part of DFPS' work and is critical to providing clients with the support they need. As a part of the DFPS department-wide community engagement initiative, CPS has developed a comprehensive strategic plan to improve community engagement. In 2007, CPS leadership met with community providers of foster care around the state to gather input. CPS involved faith-based organizations and partnered with volunteers to use of Heart Galleries across the state to recruit more families for children awaiting adoption.



Co-location

In FY 2006, DFPS conducted a cost-benefit analysis to determine the feasibility of co-locating CPS staff with other community services such as hospitals, police departments, schools, and child advocacy centers. These opportunities for co-location would enhance services to clients. In 2007, the Neighborhood Place opened in San Antonio as a co-location site for CPS, law enforcement, and other social services agencies. CPS staff in Corpus Christi also developed plans to house Police Department Child Abuse Investigators with CPS staff.

Public Awareness

Why Not Me? Adoption Campaign

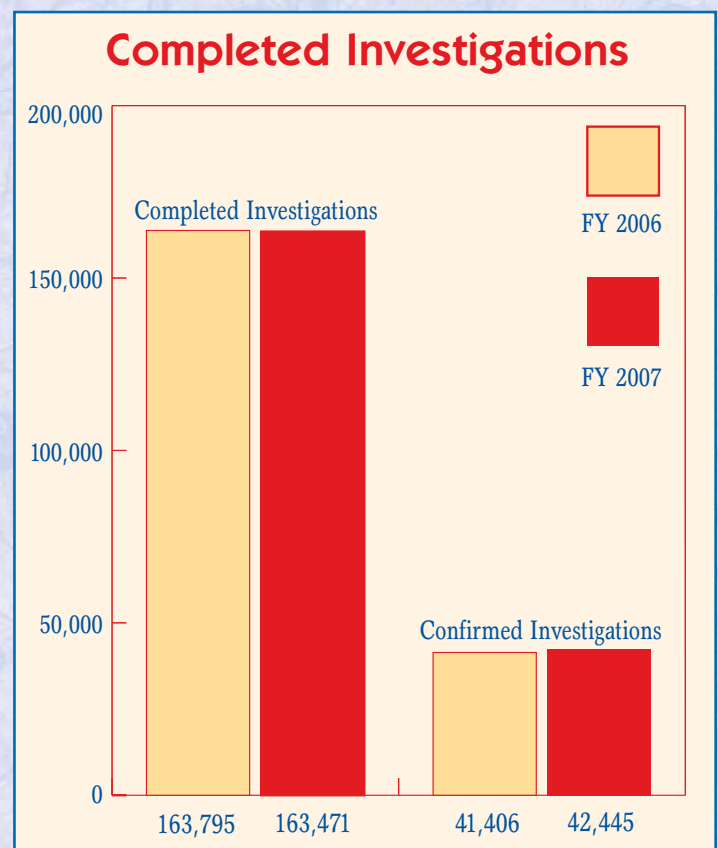
In cooperation with the DFPS Center for Consumer and External Affairs, CPS launched a comprehensive campaign called "Why

Not Me?" to encourage adoption, especially of older children who tend to linger longest in CPS conservatorship. Using a portion of a federal grant awarded for increasing adoptions in FY 2005, DFPS created high quality television and radio ads that ran statewide in April, May and June of 2007. Billboard and direct mail ads in predominately minority neighborhoods were utilized in July and August. This advertising worked in unison with free news media coverage in November 2006 (Adoption Awareness Month) and in April (Child Abuse Awareness Month) to raise awareness of the need for adoptive families for older children. CPS adoptions rose almost 19.2 percent in FY 2007.

Preventing Maltreatment

Drug Endangered Child Initiative

CPS partnered with the Texas Alliance for Drug Endangered Children to conduct training sessions, and formed local drug endangered children teams. CPS also completed the hiring of substance abuse specialists in every region. These specialists train CPS staff on substance abuse related issues and work with substance abuse treatment providers to ensure the treatment needs of clients are met.



Child Protective Services (CPS)

CPS Services

Intake

State law requires anyone who believes a child is being abused or neglected to report the situation to the DFPS abuse hotline. DFPS administers a toll free, 24-hour statewide hotline (1-800-252-5400) for reporting suspected abuse or neglect of children, the elderly, or people with disabilities. People can also report online through a secure web site at <https://www.txabusehotline.org>.

Anyone needing to report abuse or neglect (in English or Spanish) can reach a professional intake worker. All reports meeting the statutory definitions of abuse and neglect are assigned a priority based on the level of risk to the alleged victim. Law enforcement agencies are also notified of reports regarding children. DFPS received 241,125 reports of child abuse and neglect in 2007.

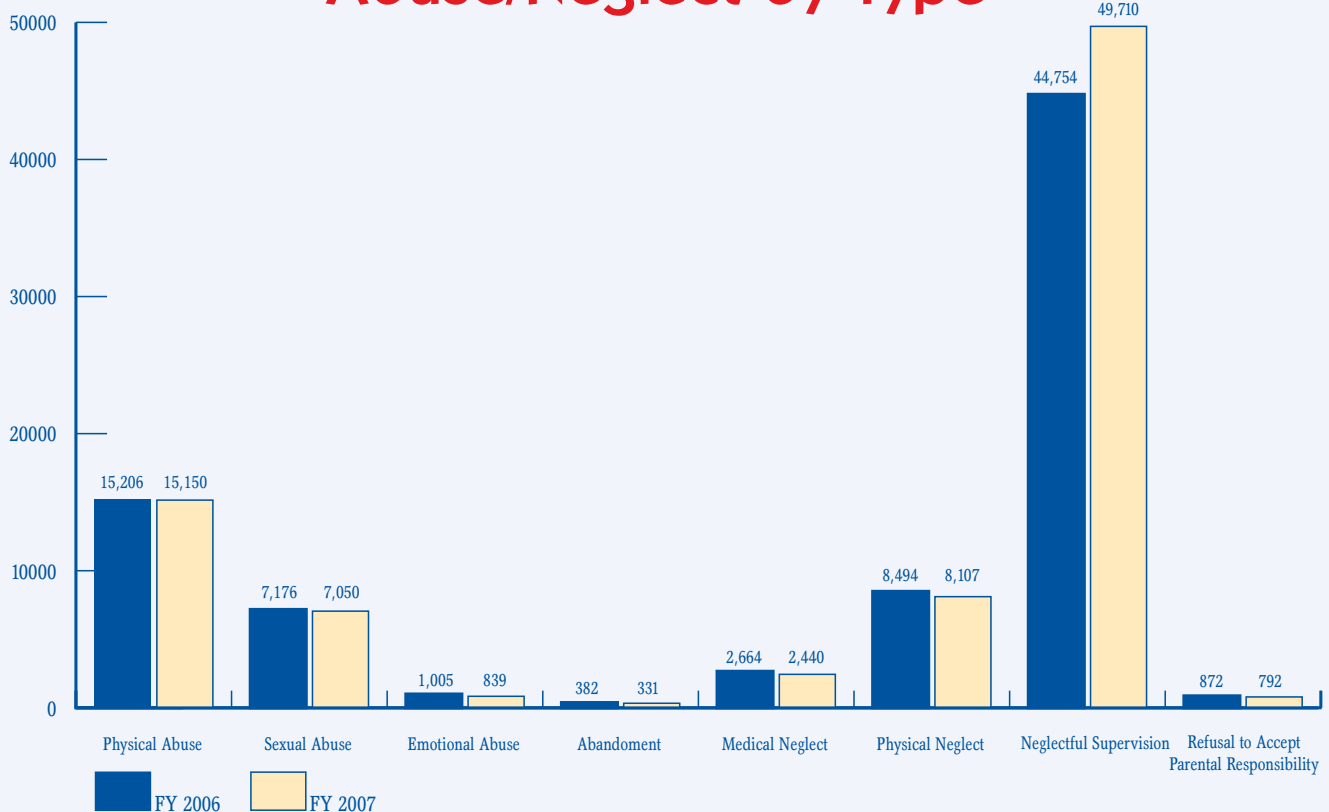
Investigations

When an intake report is assigned, CPS workers interview children, parents, and others with knowledge of the family. These interviews help determine if child abuse or neglect has occurred and assess the risk of further harm to the child. If criminal conduct is involved, law enforcement may investigate at the same time to determine if criminal charges will be filed. In 2007, CPS completed 163,471 investigations. Even if evidence of abuse or neglect is not found, caseworkers may refer families to services in the community, such as individual or family therapy, parenting classes, or programs offering financial assistance for utilities, rent, and child care.

Family-Based Safety Services (FBSS)

When child safety can be reasonably assured, CPS provides services to help stabilize the family and reduce the risk of future

Confirmed Allegations of Abuse/Neglect by Type

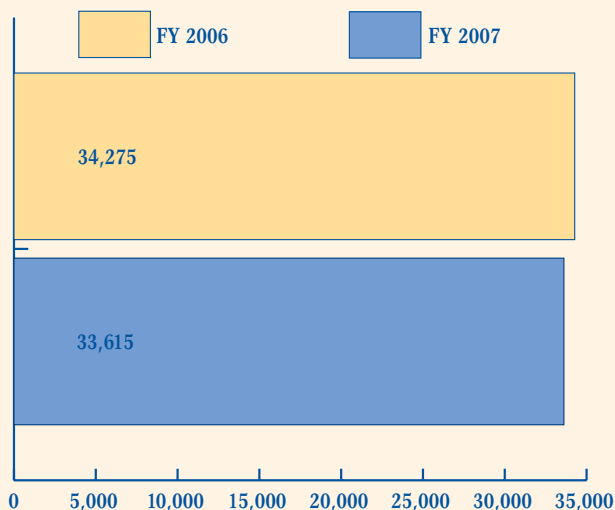


abuse or neglect. Services provided include family counseling, crisis intervention, parenting classes, substance abuse treatment, and child care. Most children served by FBSS continue to live at home while the department works with their families. In other cases, children may live elsewhere temporarily, usually with relatives or family friends, until the home becomes safe for them to return. In 2007, an average of 14,084 families per month received in-home services.

Foster Care

When it is not safe for children to live with their own families, CPS petitions the court to remove the children from their homes. They may be placed temporarily with relatives, a verified foster family, or an emergency shelter. Verified foster families provide a safe, nurturing environment for most children in CPS care. Foster families receive reimbursements for the cost of caring for children. CPS is required to arrange all medical, dental, and therapeutic services needed by the child. Some children have special emotional needs or other disabilities that can be difficult to address in a foster home. These children may be placed in specialized group homes, residential treatment centers, or other facilities. In 2007, the average number of children in foster care each month was 19,593.

Children in Foster Care During Fiscal Year 2007



Adoption

When it is not possible for a child to return home, the court may terminate the parents' rights and legally make the child available for adoption. DFPS completed 4,023 adoptions in 2007. DFPS contracts with licensed private child-placing agencies to increase the number of adoptive homes available to adopt foster children. At the end of 2007, there were 6,232 children in the department's custody awaiting adoption. Of the children awaiting adoption, 4,375 had not been placed with adults who planned to adopt them.

Dual-Licensed Homes

In 2007, 45.6 percent of adoptions were by foster parents. National studies indicate greater opportunities for successful adoptions in these situations because children and their new parents form a bond during the foster care placement. CPS makes a concerted effort to "dually license" homes for both foster care and adoption.

Recruitment of Foster and Adoptive Families

CPS actively recruits foster and adoptive families through national, state, and regional campaigns, and through the Texas Adoption Resource Exchange web site at www.adoptchildren.org. Examples include:

- ◆ The statewide Foster Care Month in May.
- ◆ Adoption Awareness Month in November. Activities include mass adoption events created by working with juvenile courts, adoptive families, attorneys, and others to schedule clusters of hearings for finalizing adoptions in November.
- ◆ The "Why Not Me?" campaign, which encourages families to become adoptive parents and adopt older children.
- ◆ Faith-based collaborations such as the Congregations Helping in Love and Dedication (CHILD) and the One Church, One Child programs currently in place in Dallas/Fort Worth, Beaumont, Tyler, and Houston.
- ◆ Heart Galleries, a national movement involving photo exhibits of children waiting for adoptive families. Professional photographers volunteer their time and skills to capture children's personalities and help them find loving homes.

Texas Adoption Resource Exchange

The Texas Adoption Resource Exchange (TARE) provides information on children awaiting adoption. Photos, profiles, videos, and inquiry forms are on the Internet at www.adoptchildren.org. TARE participates with other adoption organizations during national recruitment campaigns and promotes children on TARE

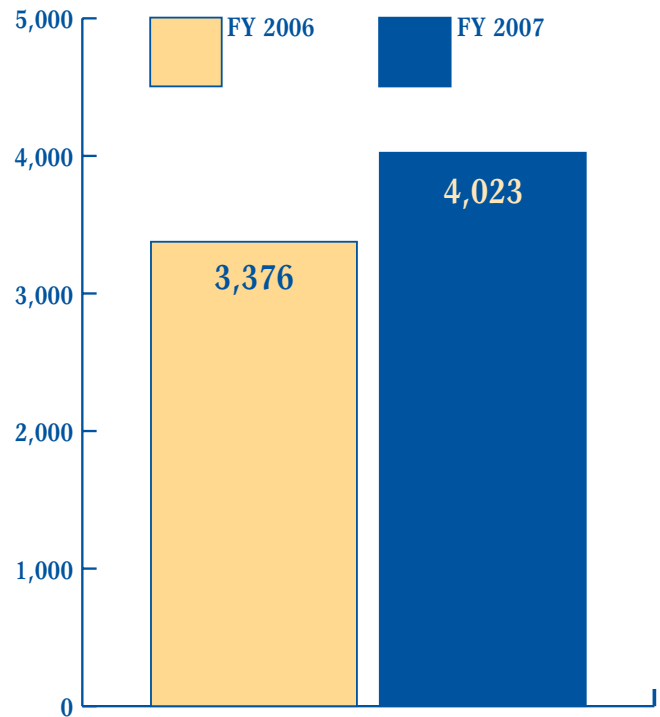
Child Protective Services (CPS)

in the AdoptUSKids national web site as well as other web sites. At the end of FY 2007, there were 1,361 children registered in TARE. In FY 2007, 349 children were adopted through TARE, 192 children were pending placement, 164 were removed due to numerous inquiries from approved adoptive families, and 213 children were removed from TARE due to changes in their permanency plan or medical needs.

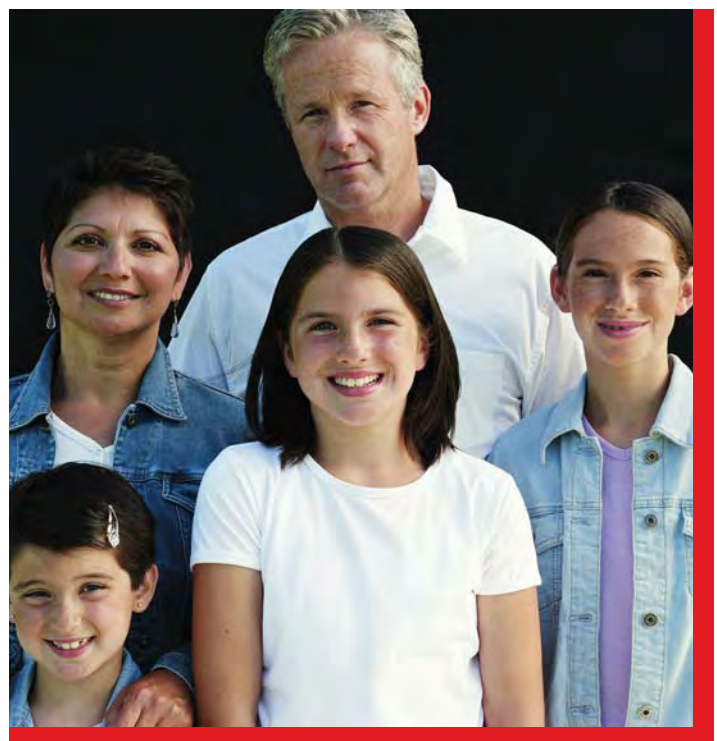
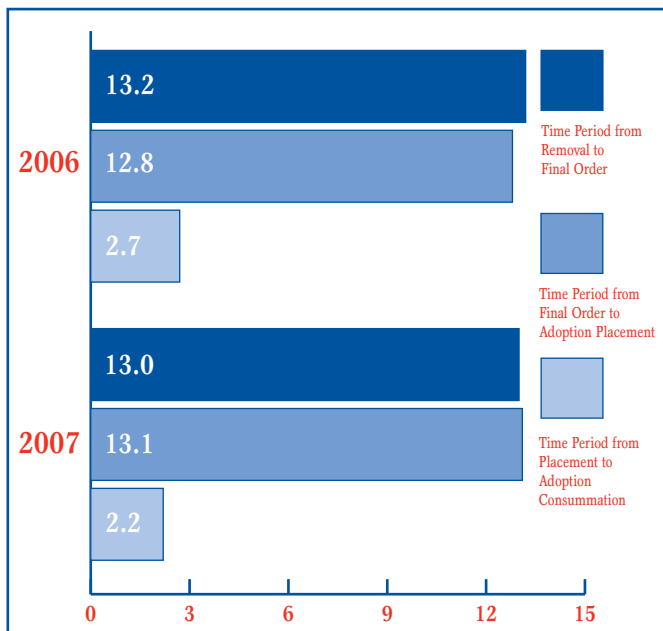
TARE offers a toll-free, statewide Adoption and Foster Care Inquiry Line (1-800-233-3405) and the Adoption Family Network (AFN). AFN is a free, self-registration listing of adoptive families and individuals across the United States approved for adoptions. Through AFN, families may list their preferences for children they are willing to parent, and this information is available to CPS adoption staff through a searchable database. The AFN has more than 2,000 approved adoptive families across the U.S. who registered their adoption preferences so that DFPS staff can match them with waiting children.

The toll-free statewide inquiry line receives about 150 to 200 calls a month from prospective foster care and adoptive families across the state. These calls are entered into Internet inquiry forms and forwarded to their respective regions as soon as they are received.

Completed Adoptions



Months Spent in State Care for Children whose Adoptions were Consumated



Adoption Support Services

Adopted children who have suffered abuse or neglect often need help coping with the effects of these experiences and the loss of their birth families. Each CPS region contracts with private agencies to provide post-adoption services to adopted children and their families. Those services include case management, mental health services, therapeutic services to children and families, parent training, support groups, and respite care for adoptive parents. Post-adoption services were provided to 2,337 children and families in 2007.

Services for Foster Youth Transitioning Out of Care

Preparation for Adult Living

The Preparation for Adult Living (PAL) program helps make the transition to adulthood more successful for youth in foster care. PAL services include independent living assessments, time-limited financial help, and training in such areas as money management, job skills, educational planning, and interpersonal skills. A statewide youth leadership committee meets quarterly to review policies and practices, and submits recommendations to the DFPS Council and other decision-makers to improve services for children and youth. In 2007, 7,639 youths, ages 16 through 20, participated in the PAL program. In addition, 709 teenagers ages 14 and 15 received PAL services. Funds from the federal Chafee Foster Care Independence Act enabled CPS to provide aftercare room-

and-board assistance for 931 young adults, and case management services for 1,854 young adults, ages 18 through 21, who exited foster care.

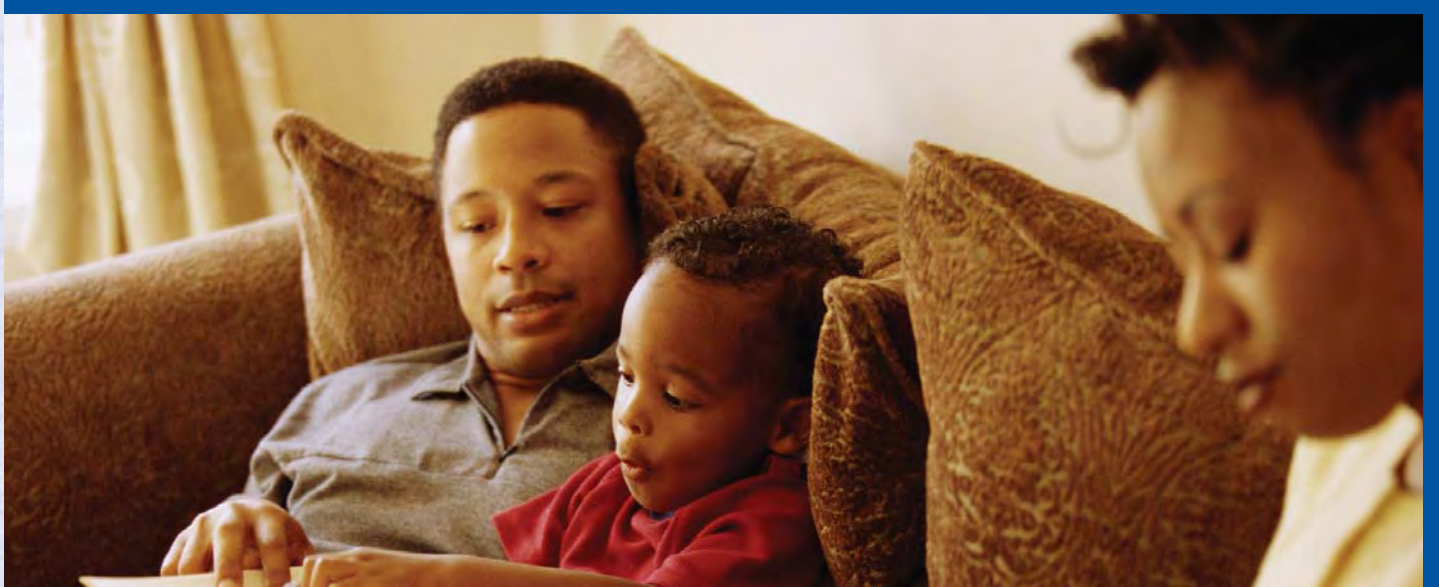
Education and Training Vouchers

The Education and Training Voucher (ETV) program provides additional money for youth who have left CPS care and are going to school to help cover expenses such as rent, computers, day care, and transportation. This program supplements the state's Preparation for Adult Living (PAL) program, as well as a tuition waiver program at state-funded universities, colleges, junior colleges, and vocational schools. The ETV program served 610 youth in FY 2007.

Working with Partners

Child Welfare Boards

DFPS works with the Texas Council of Child Welfare Boards (TCCWB), a statewide network of more than 2,000 volunteers appointed by county commissioners' courts to work in cooperation with CPS staff. Annually, child welfare boards distribute \$20 to \$30 million in County contributions to meet children's needs that cannot be met with DFPS funds. DFPS works with TCCWB and others to develop resources, programs, and strategies to enhance services to vulnerable children and families. Leaders from the regional councils come together with DFPS staff in Austin three to four times yearly for educational programs and to



Child Protective Services (CPS)

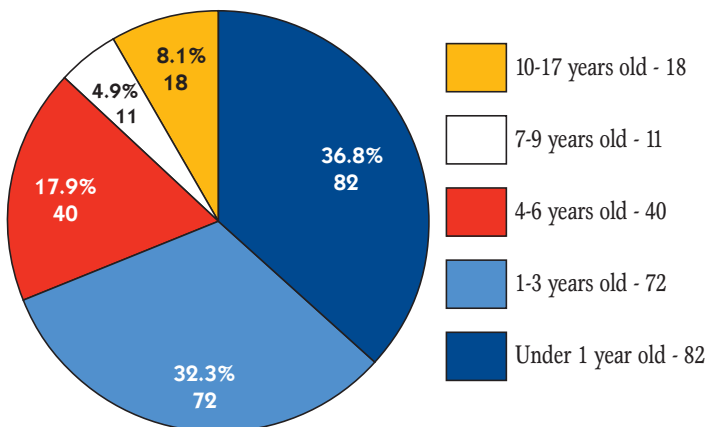
share information and strategies to provide for the safety and well being of children. Financial support is provided by DFPS, private donations, grants, and fundraising activities.

Greater Texas Community Partners

Greater Texas Community Partners supports two projects that help CPS caseworkers meet the needs of their clients: Rainbow Rooms and Adopt-A-Caseworker. Rainbow Rooms, supported by community contributions, provide donated clothes, toys, formula, and supplies to caseworkers in a store-like setting. Adopt-A-Caseworker projects pair church and civic groups, businesses, and individuals with CPS caseworkers to help children. Participants donate items such as birthday gifts, household goods, bus passes, new clothes, gift certificates for children's meals, and money to pay for utilities. These unique public/private partnerships between DFPS and local community partners groups throughout Texas support 113 Rainbow Rooms and 398 adopted caseworkers at 19 sites.

2007

Age of Fatality Victims Due to Abuse/Neglect



Abuse/Neglect Fatalities

CPS has developed both internal and external mechanisms to review child fatalities due to abuse/neglect. Citizen Review Teams, Child Fatality Review Teams, CPS child safety specialists, regional CPS child death review committees, and the state Child Safety Review Committee all review child deaths. While each entity reviews child deaths for unique purposes, a common goal is to help CPS and communities identify the causes of child fatalities and develop strategies, programs, and training to reduce the rate of preventable child deaths, as well as provide intervention services to families and children at risk.

CPS confirmed abuse or neglect as the cause of death for 223 children in FY 2007.

Texas State Strategy

The Texas State Strategy is a collaborative systems improvement effort of Casey Family Programs and DFPS. The strategy addresses challenges in the areas of kinship services and foster care transition services in Texas.



Adult Protective Services (APS)

Responsibilities

- ◆ Investigate reports of abuse, neglect, and exploitation of adults who are elderly or have disabilities.
- ◆ Provide or arrange protective services as needed.
- ◆ Investigate reports of abuse, neglect, and exploitation of persons receiving services in state operated and/or certain contracted settings that serve adults and children with mental illness or mental retardation.

Accomplishments

Continued Response to APS Reform

By the end of fiscal year 2006, APS had completed 100 percent of the 252 initiatives required by APS Reform and Senate Bill 6 of the 79th Legislature. Therefore, in fiscal year 2007, APS turned its attention to evaluating the effects of these unprecedented reform initiatives. The reform initiatives touched every aspect of APS casework, including improving outcomes for clients, increasing capacity to investigate and arrange services, and working effectively with existing and new community partners. Programmatic change of this magnitude necessitated examining how changes affected the quality of services to the people and communities APS serves.

APS outlined a plan to accomplish this critical examination in phases. The first phase focused on mobile technology and was

completed in June 2007. As a result, staff made improvements to the agency's Mobile Protective Services software technology.

The next phases of evaluation, scheduled for completion in 2008, will examine areas such as quality assurance, community satisfaction, training, and risk assessment. At the completion of each phase, an evaluation report will be prepared that addresses the:

- ◆ Purpose and goals of the evaluation.
- ◆ Data analysis.
- ◆ Key findings of the evaluation.
- ◆ Plans for identifying best practices, integrating process improvements, and lessons learned.

Improving Outcomes for Clients

In FY 2007, APS worked on a number of significant initiatives focused on improving outcomes for the people it serves, and further enhancing services to our most vulnerable Texans.

Enhancing Quality Assurance and Performance Management

In fiscal year 2007, APS continued to enhance how performance management information is used to improve worker performance. This includes field management using performance management information to assess needs and build the skills of field staff. While improvement is not uniform across all measures, two important performance measures: investigation and client outcome scores have increased. The investigation quality scale has increased from 89.65 percent during the first quarter to 92.66 percent during the fourth quarter and the client outcomes scale has increased from 87.5 percent during the first quarter to 90.11 percent in the fourth quarter. The scales represent an average of 10 performance standards that measure specific program functions.

Guardianship Coordination with DADS

The transfer of guardianship responsibilities to the Texas Department of Aging and Disability Services (DADS) in fiscal year 2005 reinforced the primary role of APS in investigating and ensuring the safety and well-being of vulnerable adults in need of protection. This transfer provided a unique opportunity for DFPS and DADS to work together. In 2007, a joint agency steering committee developed guidelines to ensure coordination and communication in serving our clients, which will be implemented in APS policy in fiscal year 2008.



Improving Investigations and Service Delivery

APS began revising its handbook to reflect new performance standards and reform policy changes. APS also increased the number of regional specialized staff with expertise in financial exploitation and self-neglect cases. These subject matter experts provide a critical resource for staff in gathering key evidence that may lead to legal action, and in addressing complex medical and social factors to ensure the safety of clients. APS also developed additional special task units in counties with populations greater than 250,000 to assist with complex investigations.

Increasing Capacity

Improving Staff Resources

APS completed the phase-in of additional professional staff resources. APS continues to offer current staff opportunities to build skills and pursue formal education relevant to their jobs through educational stipends and ongoing professional development classes.

Caseload Reduction

At the end of FY 2007, the average daily caseload for APS In-Home Services was 36.4. That compares to an average daily caseload of 51.2 at the end of fiscal year 2006. The successful reduction of caseloads was due to several factors.

- ◆ Caseload growth was less than projected.
- ◆ Regional staff focused on reducing the duration of long-pending cases.
- ◆ A higher than anticipated percentage of new staff completed their training and maintained a full workload.

Training

In 2007, APS continued work on enhancing web-based training and the ability to provide training across the state to meet the demand created by the increase of in-home services staff. More than 300 trainees attended training in fiscal year 2007, which is more than double the previous year. APS contracted with the University of Texas Health Science Center in Houston to develop training modules on conducting medical and mental health assessments. The training modules targeted medical and mental health professionals who assess APS clients. The agency also contracted for new training on the Texas Penal Code related to elder abuse and neglect.

Technology

As of December 2005, all APS caseworkers received new tablet personal computers (tablet PCs). APS caseworkers became a mobile workforce by using tablet PCs and digital cameras in the field. These tools eliminated the boundary between the field and the office. However, APS continued to improve the Mobile Protective Services (MPS) software application in fiscal year 2007 through user surveys. MPS allows caseworkers to download portions of case records into tablet PCs prior to leaving the office. Then, in the field, they can not only reference that information but also add to it, documenting the case on the go.

In May 2007, APS published the results of a mobile technology evaluation which indicated that using tablet PCs improved case work efficiency and quality by allowing caseworkers to work "any time, any place." Tablet PCs also allow workers to:

- ◆ View new cases as they are assigned.
- ◆ Document closer to the time of contact.
- ◆ Access case information remotely.
- ◆ Find and retrieve resources.
- ◆ Map travel using the streets and trips function.

The evaluation recommendations are being used to improve casework. The APS/CPS Mobile Caseworker pilot is scheduled in FY 2008. The project will more closely link mobile caseworker activities and resources to job requirements.

Working Effectively With Community Partners

Public Awareness

In 2007, APS continued the public awareness campaign called "It's Everyone's Business" to help bring attention to the problems of adult abuse, neglect, and exploitation. Built around community engagement activities with APS partners across the state, the campaign focused on elder abuse, as well as specialized topics featuring the dangers of summer heat, information on mental illness and homelessness, and financial exploitation of vulnerable adults. APS distributed public service announcements about adult abuse prevention to TV stations across Texas, and newspaper and broadcast media news stories were developed on all topics of the yearly campaign.

Adult Protective Services (APS)

In 2007, DFPS updated the adult abuse prevention kit which includes a variety of educational materials and is available to individuals and groups in all Texas communities. The materials focus on local information, efforts to help educate people about the problems faced by the elderly and adults with disabilities, and how to prevent adult maltreatment. The kit includes sections on: APS responsibilities; key definitions about types of abuse, exploitation and neglect; publicity, presentation and media tips (including sample materials); issues facing vulnerable adults; how to get involved; and caregiver resources and other valuable resources. All these materials are available to download for free at www.everyonesbusiness.org.

Annual Community Satisfaction Survey

APS also conducted an annual community satisfaction survey in accordance with Human Resources Code, Section 48.006. The purpose of the survey was to solicit information from community

partners regarding DFPS performance. The survey is sent annually to members of the judiciary, law enforcement agencies, community organizations and resource groups, and Adult Protective Services (APS) community boards. In 2007, APS conducted its third survey concerning community satisfaction about adult protective services. The results of the survey show that the current APS community engagement activities and local outreach efforts are effective. Survey results indicated a higher level of performance in fiscal year 2007 than in fiscal year 2006. Overall, the community satisfaction survey results from all four stakeholder groups were positive.

APS uses results of the annual surveys to plan overall community engagement activities in regions. The results provide direction for sustaining community support and planning local community engagement initiatives that strengthen volunteer programs and enhance resources in communities that benefit APS clients.

Sample Survey Questions	2006 Survey Results ("Agree" or "Strongly Agree" with statement)	2007 Survey Results ("Agree" or "Strongly Agree" with statement)
From judicial community: "APS staff members are prepared when testifying in court."	73%	78%
From law enforcement community: "APS staff members are prepared with information and facts when working with law enforcement on APS cases."	72%	84%
From community partners: "APS is an important component of my community's resource and social service network."	89%	95%
From community board members: "APS is an important component of my community's resource network."	90%	97%

'Guardian Angel' Helps Client Keep Roof over Her Head



When people reach their "golden years," one of the last things they want to worry about is whether or not they can keep a roof over their heads. But after a couple of Texas-sized gully washers, that's exactly the dilemma Hilda Taylor of Comanche faced.

"We had this incredible rain, it was like the Mississippi River was running through here," says Taylor, age 71.

Taylor says one rain created a leak in the roof that rotted out the floor of one bathroom and the sink and commode sunk into the foundation. Another rain in the main living area caused a leak in the roof that almost caused the ceiling to cave in. It also left a hole where mice, rats, and cats entered the house.

Taylor, who has been on her own since 2002 when her husband succumbed to heart problems, does not have the resources to maintain her house. "I am living on half of the money I had when my husband was alive," she says. "But the bills are the same. Home repair and remodeling costs more and since I am older, there are fewer things that I can do myself. I have children, but they live in Germany. There are neighbors who are willing to help but they don't always have the time."

Since her husband was in the service, Taylor first approached the Veterans Administration but staff there said it would take time for benefits to come through. "When I was younger, I never thought stuff like this would happen to me. I'd look at people less fortunate and wonder how they let themselves go like that. Now it's me. I didn't end up this way on purpose."

Staff at the Veteran's Administration contacted Adult Protective Services and the case was assigned to Shauna Wells, a caseworker in Brownwood. Wells worked with a local roofer and through an emergency fund, was able to supplement money from Taylor's insurance company. Wells also helped Taylor apply for a rural development loan from the United States Department of Agriculture to fix the rest of the house.

"Shauna is a guardian angel," says Taylor. "I never met any official person who was as warm and helpful. I thought that was a friend helping me, I didn't pay any attention that it was someone working for the government."

Regional Vignettes

Region 1 (Amarillo/Lubbock Region)

APS staff continued to work with the Panhandle Plains Area Fraud Reduction Committee, which was formed in 2006. Through this task force, APS enlisted the support of several local banks and state and federal agencies to help reduce instances of financial exploitation against adults who are elderly or disabled. The task force is comprised of representatives from APS, City Bank Fraud Management, Plains Capital Fraud Management, Lubbock Police Department, Amarillo Police Department, US Postal Inspector, and FBI Fraud Unit. The Fraud Unit provides an opportunity to discuss difficult cases and learn more about what type of fraud cases are being discovered by the various agencies.

Region 2 (Abilene Region)

Region 2 initiated STARS (Supporting, Training, & Retaining Staff) groups for both in-home and mental health and mental retardation investigations workers with less than two years of service. Workers develop ideas for the meetings and select training topics. Recognizing the value of involving our community stakeholders, the groups asked representatives from Area Agency on Aging, Community Care for the Aged and Disabled, law enforcement agencies, and others to provide training sessions on client services, safety, and other topics. STARS meetings include time for training, peer networking, and in-depth discussions with the regional director and program administrator.

Region 3 (Arlington Region)

Region 3 hosted several "It's Everyone's Business" campaign events in May 2007 as part of Elder Abuse Prevention Month including one at the Senior Recreation Center in McKinney, and another at the Senior Center in Frisco. Both presentations focused on how to recognize elder abuse and what to do if it is suspected. The lectures pointed out that although many forms of abuse are more obvious to the public, such as physical, sexual, verbal, or psychological abuse, others are less obvious such as self-neglect, medical neglect, malnutrition, over medication, or exploitation.

Region 4 (Tyler Region)

APS staff joined forces with Area Agency on Aging of East Texas and other agencies in 2007 to create the Affordable Housing Solutions program. Affordable Housing Solutions is an on-going

Adult Protective Services (APS)

program consisting of a one day community event to help low income vulnerable adults learn more about affordable housing, home repair, and relocation options. An Affordable Housing Solutions event was held once every three months in various counties throughout the region. The topics included: Senior Housing Options, Section 8 Housing, Mold Prevention, How to Conserve Energy in Your Home, Insulating Your Home, USDA Rural Development Programs; How to Hire a Contractor; Medicaid Estate Recovery, and Consumer Credit Counseling Services. Every attendee received a free housing resource directory provided by the American Association of Retired Persons and the Cities of Tyler and Longview.

Region 5 (Beaumont Region)

Trinity County APS Board members took on the "Ultimate Fundraiser for the Year." Through individual connections with extended family members in all the right places, the board acquired numerous brand new hunting items to raffle off just before deer season (which is huge in East Texas). The funds raised through these efforts will assist many APS clients in one of the more impoverished counties of East Texas.

Region 6 (Houston Region)

In 2007, the Region 6 APS Advisory Board collaborated with Harris County Probate courts and the APS attorney to provide legal training for 40 new caseworkers. The primary purpose of the training was to increase the knowledge, awareness, and skills of APS staff about legal interventions. Staff gained valuable knowledge on testifying in court proceedings in an actual courtroom environment. Participants included a probate court judge, county attorney, private attorney, physician, and nurse practitioner. The training included mock trial proceedings.

Region 7 (Austin Region)

After less than a year in existence, the Williamson County Special Task Unit is off to a successful start. Members have provided very creative recommendations for resolving some of the most complex and difficult situations faced by Williamson County APS clients. The group has had a varied membership including a bank president, a local physician, a pastor, and representatives from the County and District Attorneys offices, Mental Health and Mental Retardation Authority, and five local law enforcement agencies.

Region 8 (San Antonio Region)

San Antonio's Elder Domestic Violence Task Force, of which APS is a member, has been in existence for 10 years. In 2007, APS collaborated with the task force to produce a public awareness campaign called "Domestic Violence, It Gets Old." The campaign will be a year round effort to raise public awareness of elder abuse in the San Antonio area.

Region 9 (Midland Region)

Region 9 staff demonstrated leadership in becoming mobile caseworkers and experts in new technology. With the introduction of tablet personal computers (tablet PCs), many rural area staff quickly incorporated tablet PC capabilities into their work style, enabling them to save travel time by performing many "office" functions outside the traditional office setting. The region formed a skilled users group which included a member from each unit who demonstrated enthusiasm and good technical skills with tablet PCs. These skilled users provide training in small groups for their unit and continue networking to identify best practices and helpful tips.

Region 10 (El Paso Region)

In May 2007, Region 10 APS staff organized a free, two-day training on domestic violence and elder/disability awareness. Nearly 100 attended the public session at El Paso Community College and topics included accessibility of services, communicating with people with disabilities, and breaking down of stereotypes. According to the 2000 census, more than 3.6 million Texans have a disability—122,545 of them reside in El Paso County.

Region 11 (Edinburg Region)

Region 11 staff partnered with Silver Ribbon Community Partners for Thanksgiving and Christmas of 2006. They delivered 45 family dinners for Thanksgiving and 30 for Christmas so APS clients could enjoy a festive holiday dinner in the traditional way where the parent hosted their adult children and grandchildren. Workers also delivered personal hygiene items, warm-ups, pajamas, and household cleaning items.

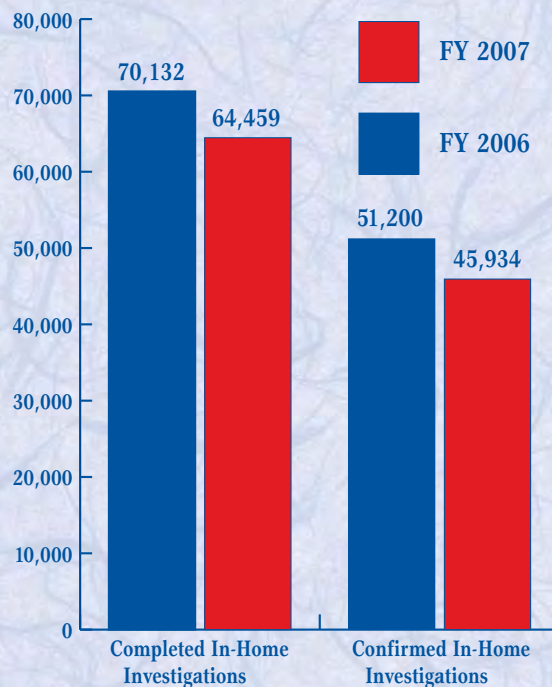
Community Engagement

In fiscal year 2007, Texas Partners for Adult Protective Services, a non-profit organization, was established after a year of planning. The purpose is to support and advocate for APS on a statewide level. Local community volunteers representing every region around the state were recruited to serve as board members. Also in 2007, regional community engagement specialists strengthened collaborations with community partners to better protect the people we serve. Community initiative specialists built a larger base of APS volunteers and interns and developed diverse community boards. Resource and external relations specialists focused on building relationships with the health and human service community, law enforcement officials, judiciary partners, and code enforcement officials. APS community engagement staff served as partners on extreme weather task forces, fatality review teams, and financial exploitation task teams, as well as other collaborative efforts in all parts of the state to protect vulnerable people in our communities.

Resource and external relations specialists partnered with APS regional attorneys and regional trainers to provide training relating to judicial partners for new caseworkers. The training provides new caseworkers with information on accurate documentation, navigating the court system, and testifying in court cases. Pilot trainings, conducted in December and January, were positively received by staff.



Completed In-Home Investigations



Additional Accomplishments

APS staff coordinated the 23rd Annual APS Conference in San Antonio in November 2006. The successful conference attracted 437 participants from 25 states and two countries outside the U.S. The annual Texas conference is a major national training event for APS practitioners and related professionals and offers continuing education credits to social workers and law enforcement.

APS Services

APS clients are adults who are age 65 and older, or who have a disability and reside in the community. They may also be adults or children with mental illness or mental retardation who receive services in state operated and/or contracted settings, or in unlicensed facilities. Two program areas serve APS clients: in-home investigations and services, and mental health (MH) and mental retardation (MR) investigations. APS in-home staff work closely

Adult Protective Services (APS)



with Texas Department of Aging and Disability Services (DADS) staff on cases that require coordination and referral for guardianship services.

As the population of adults who are elderly or have a disability continues to grow, so does the need for protective services. Based on HHSC population projections for 2007, Texans who were elderly or who were adults with a disability made up about 17.9 percent of the state's population. In 2007, over 2.3 million Texans were age 65 and older, and 44.5 percent or 1.04 million of those had a disability. 12.7 percent of adults, ages 18 to 64, had a disability. Many of these individuals live alone and depend on others for care.

In-Home Investigations and Services

The largest APS program area is in-home investigations and services. The in-home program investigates allegations of abuse, neglect, and exploitation of the elderly or adults with disabilities. Specifically, APS works with vulnerable adults who reside in their own homes or in room-and-board homes not subject to licensure. APS also investigates allegations of exploitation involving vulnerable adults living in nursing homes who may be financially exploited by someone outside the facility. State law requires anyone who believes that an elderly person or adult with a disability is being abused, neglected or exploited to report it to the DFPS hotline at 1-800-252-5400 or online at <https://www.txabusehotline.org>.

An investigation begins with initial contact by phone or in person within 24 hours of receiving a report. In FY 2007, APS completed 64,459 investigations, which resulted in 45,934 confirmed cases of abuse, neglect, or exploitation. When maltreatment is confirmed,

APS may provide or arrange for emergency services to alleviate abuse, neglect, and exploitation. These services may include short-term assistance, shelter, food, medication, health services, financial assistance for rent and utility restoration, transportation, and minor home repair. APS also refers clients to other social or community services including guardianship services at DADS.

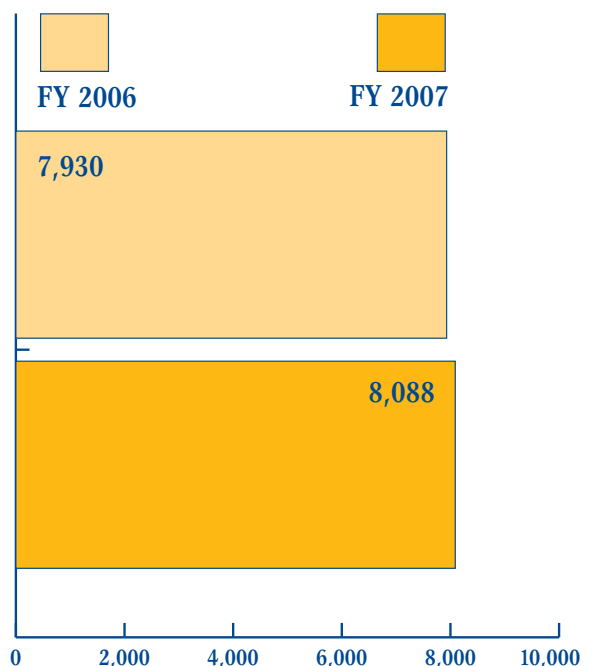
Mental Health/Mental Retardation Investigations

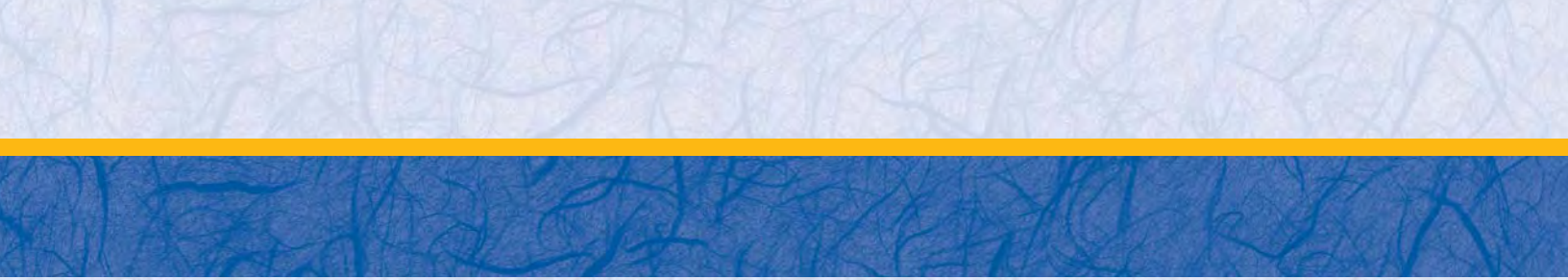
APS is responsible for investigating abuse, neglect, and exploitation of people receiving services in state operated and/or certain contracted settings that serve adults and children with mental illness or mental retardation. Investigations are conducted in the following settings:

- ◆ State schools, state hospital and state centers.
- ◆ Community mental health/mental retardation centers.
- ◆ Facility and community center contractors, including home and community-based waiver programs.

During FY 2007, APS completed 8,088 of these investigations.

Completed Facility Investigations





Child Care Licensing (CCL)

Responsibilities

- ◆ Regulate all child-care operations and child-placing agencies to protect the health, safety, and well-being of children in care largely by reducing the risk of injury, abuse, neglect, and communicable disease.
- ◆ Establish and monitor operations and agencies for compliance with minimum standards of care.
- ◆ Investigate complaints in operations and agencies.
- ◆ Inform parents and the public about child care, and the histories of specific homes, child care operations, and child-placing operations in complying with minimum standards of care.
- ◆ Provide technical assistance to providers on meeting minimum standards of care.

Continued Response to CCL Reform

In 2007, Child Care Licensing (CCL) continued to transform its operations and policies in response to Senate Bill 6, the sweeping protective services 2005 reform bill. These initiatives included a number of measures designed to better ensure child safety and improve regulations.

Ensuring Child Safety

Child Care/Child-Placing Administrator License

Senate Bill 6 added the requirement for each child-placing agency to have a licensed child-placing administrator. In 2006, CCL created a test instrument and began testing child-placing agency administrators. In 2007, the department continued to test and license hundreds of child-placing agency administrators.

Reports of Abuse and Serious Incidents

Senate Bill 6 added a requirement to Chapter 42 of the Texas Human Resources Code that requires residential child care operations and child-placing agencies to report certain serious incidents involving children to DFPS. Serious incidents include:

- ◆ A critical injury to a child.
- ◆ An illness that requires hospitalization of a child.
- ◆ Arrest, abuse, neglect, exploitation, runaway, suicide attempt, or death of a child.

As a result, DFPS adopted corresponding minimum standard rules in 2006. Between January 1 and June 30, 2007, licensed general residential operations, residential treatment centers, and child-

placing agencies were given technical assistance on implementing and applying these and other new licensing standards.

Background Checks

On October 1, 2006, the Adam Walsh Child Protection and Safety Act of 2006 took effect. This federal law requires fingerprint-based criminal history checks for new foster and adoptive parents and out-of-state registry checks for foster and adoptive parent applicants or other adults in the home who have lived out of state in the last five years.

Regulatory Action

Random Inspections

In 2005, the Texas Legislature amended Section 42.044 of the Texas Human Resources Code to require Child Care Licensing to inspect a random sample of agency foster homes. In FY 2007, DFPS staff conducted 2,733 random inspections of foster homes.

Revised Residential Child Care Standards

The new minimum standards for general residential child care operations and child-placing agencies went into effect on January 1, 2007. These standards represent the first major overhaul of minimum standards for residential child care in several years. The new standards will strengthen the level of protection for all children in out-of-home care while also improving the performance of the Residential Child Care Licensing (RCCL) program. These new standards are the result of a lengthy process which included research, stakeholder workgroups, public hearings, written public comment, and a fiscal impact survey. Following the adoption of these standards, RCCL collaborated with permit holders from across the state to conduct training sessions on the new standards for both the permit holders and RCCL staff in every DFPS region. RCCL also offered a six-month period of technical assistance from January 1 to July 1, 2007. During this time, RCCL staff assisted permit holders in learning and implementing the new requirements rather than citing violations for minimum standards.



Houston Licensing Staff Host Counterparts from Republic of Georgia



According to **EveryChild**, a British-based international aid organization, more than 5,000 children in the Republic of Georgia live in residential care institutions, and a disproportionate number of them have disabilities. Where possible, the Georgian government is working to return these children to their biological families or place them with foster families.

In May 2007, Child Care Licensing staff in Houston hosted six visitors from the Republic of Georgia national government. During their visit, they discussed regulation issues involving child welfare services. Topics included procedures, application processes, criteria, monitoring and evaluation tools for licensing child welfare services, and the structure and functions of inspection and accreditation bodies.

The delegation was comprised of Tamar Chanturia and Nino Tsereteli, Ministry of Education and Science; Drs. Nino Chanturidze and Nino Japaridze, Ministry of Labor, Health, and Social Affairs; Tamar Kakutia, Ministry of Education and Science; and Nino Nutsbudze, "Child and Environment" NGO.

"It was a very interesting and unique experience," says Sue Lehmeier, Houston CCL district director. "The only term that did not translate was 'shaken baby syndrome.' They were especially interested in our corrective action policy. They also wanted to know if we helped new applicants with start up costs and background checks on the staff in the child care facilities."

Christina Harvey, the Licensing Resource Consultant for CCL, says visiting with the delegation was a great forum for sharing knowledge. "Finding out about their experiences and expertise in areas of child care was interesting," she says. "The communication between them during the meeting and the questions they asked about our program showed a real commitment to learning about other child care systems."

The visit was arranged by the Institute of International Education and U.S. State Department's International Visitor Leadership Program, which brings participants to the United States from all over the world each year to meet and confer with their professional counterparts and to experience the U.S. firsthand.

Regional Vignettes

Northwest District (Regions 1, 2, 9, and 10)

CCL staff provided 89 technical assistance trainings to 2,996 child care providers. Topics included supervision, field trips and transportation, recognizing abuse and neglect, what to expect on inspections and investigations, director responsibilities, child/staff ratio, maintaining records, immunization, and caregiver responsibilities. Staff also worked with various organizations and coordinated trainings with child care associations. Over 800 providers participated in 17 training sessions covering topics such as Sudden Infant Death Syndrome, Shaken Baby Syndrome, discipline, medication, new legislation, supervision, and playground safety.

East Central District (Regions 3, 4, 5, and 7)

During fiscal year 2007, the Arlington District Child Care Licensing Advisory Committee was developed. This committee consists of 25 members of the child care community including owners of for-profit licensed child-care centers, managers of non-profit licensed child-care centers, licensed child-care home providers, registered child-care home providers, and representatives from the local workforce board and local health departments. During this first year, the committee identified a need to have more quality training available to all child-care providers and is planning a training conference.

Houston District (Region 6)

CCL staff conducted a conference in May 2007 for about 200 Houston area child care providers. These were "Plan 1" providers, or providers who are inspected on a very frequent basis. Training sessions were conducted on minimum standards, playground safety, child development, record keeping, and other topics.

South District (Regions 8 and 11)

In May 2007, CCL staff joined Head Start, the San Antonio Fire Department, and Dr. Juan Parra of University of Texas Health Science Center to warn residents about summer dangers facing children. The "See and Save" campaign raises public awareness to never leave children unsupervised near water or in cars, not even for a few minutes.

Child Care Licensing (CCL)

Other Accomplishments

Licensing regulation includes a collection of standards that work together as a total package to protect the health and safety of children in out-of-home care. The standards lay out the expectations or baseline for child care, and no facility should operate below that baseline. However, not all standard violations present the same risk to children. For example, failure to supervise a child presents a much greater risk than failure to document a recent home visit or the name of a child's school in the child's record. In an effort to recognize these differences, CCL initiated the first part of a weighted enforcement system in January 2007 that assigns a weight to individual minimum standards, based on the risk to children. CCL will continue to build the system based on the preliminary weights assigned in 2007 through a validation process and the development of an internal system of enforcement decisions based in part on the validated weights.

CCL Services

Child Care Licensing is responsible for protecting the health, safety, and well-being of Texas children who attend or reside in regulated child care operations. These operations include child care centers, licensed and registered child care homes, residential child care operations, child-placing agencies, foster homes, adoptive homes, and maternity homes. CCL also licenses child care administrators and child-placing agency administrators.

Regulating Child Care Operations

Child Care Licensing regulates three categories of day care operations. They are: Listed Family Homes, Registered Operations (Child Care Homes), and Licensed Operations (Day care and 24-hour care).

Listed Family Homes

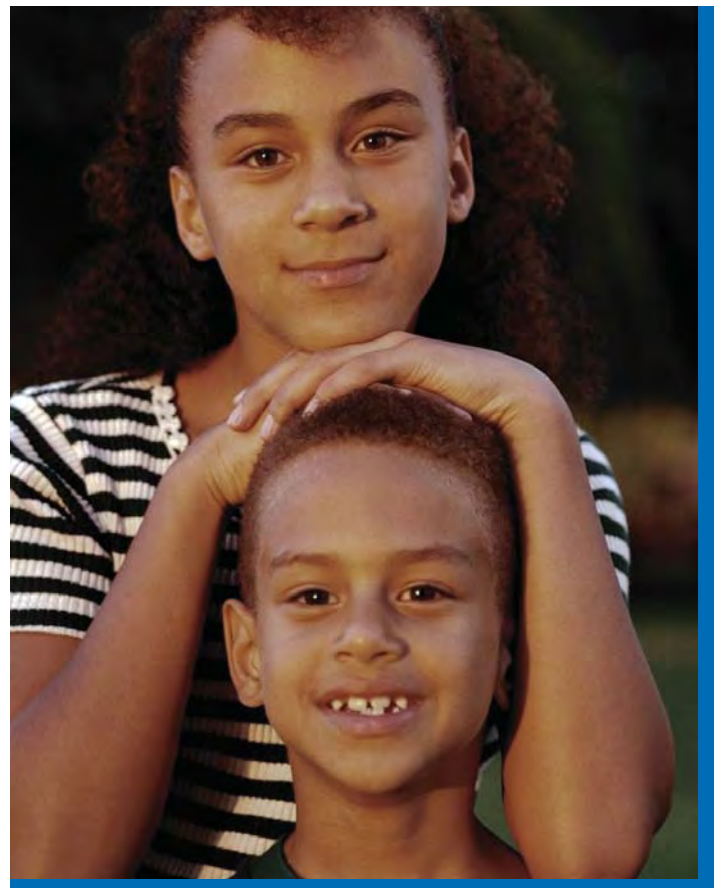
Listed Family Homes provide child care on a regular basis (at least 4 hours per day, 3 or more days a week, for more than 9 consecutive weeks) in the providers' own homes for 1 to 3 unrelated children. Providers are required to go through an application process that includes a criminal background check and issuance of a certificate. Listed Family Home providers must be at least age 18. However, there are no minimum standards, orientation, or training requirements. Listed Family Homes are not inspected unless DFPS receives a report alleging child abuse or neglect. CCL also investigates any home that is reportedly not properly listed or registered.

Registered Child Care Homes

Registered Child Care Homes provide care in the providers' own homes for as many as 6 children younger than age 14. They may also take in as many as 6 additional school-age children. The number of children allowed in a home is determined by the ages of the children. No more than 12 children can be in care at any time, including the provider's children. Providers are required to go through an application process that includes completion of an orientation class and criminal background checks. DFPS issues a registration certificate after licensing inspectors complete an on-site inspection to ensure providers are meeting the minimum standards. Registered homes are inspected every one to three years. CCL will also inspect them if we receive a report related to child abuse or neglect or standards violations.

Licensed Operations

All licensed operations must follow published standards and are routinely monitored and inspected. To become a licensed operation, a prospective provider must complete an application process that includes completion of an orientation class and criminal



background checks. DFPS issues a license after our staff completes on-site inspections to ensure providers are meeting minimum standards. Licensed operations are inspected every 5 to 12 months or more often if there are reports of alleged child abuse or neglect or violations of state standards. Licensed operations include Day Care and 24-Hour Care.

◆ **Day Care**

- ❖ Child Care Centers serve 13 or more children younger than age 14 for less than 24 hours.
- ❖ Licensed Child Care Homes provide care for less than 24 hours per day for 7 to 12 children younger than age 14.

◆ **24-Hour Care**

- ❖ Foster Family Homes provide 24-hour care for 6 or fewer children younger than age 18.

- ❖ Foster Group Homes provide 24-hour care for 7 to 12 children younger than age 18.
- ❖ Child Care Institutions provide 24-hour care for 13 or more children younger than age 18 and for the mentally fragile. These institutions include general residential operations that may provide various treatment services, emergency care services, or therapeutic camps.
- ❖ Maternity homes provide care for four or more minor and/or adult women and her children during pregnancy and/or during the six-week postpartum period, within a period of 12 months.

Child-Placing Agencies

A child-placing agency (CPA) is a person, agency, or organization, other than the natural parents or guardian of a child, which places or plans for the placement of a child in a child-care facility,

State's Top 10 Standards Deficiencies for Day Care Operations (FY07)

Standard Rule	Description	Violations Cited	category
746.3701	Safety: Areas free from hazards.	2220	Safety
746.1203(4)	Responsibilities of caregivers: Supervision of children.	1800	Caregiver
746.3407	Maintenance of building, grounds and equipment.	1774	Safety
746.1201(1)	Responsibilities of employees and caregivers: Demonstrate competency, good judgment, self-control.	1526	Caregiver
746.5101(a)	Annual fire inspection: Before provisional issued and every 12 months.	1291	Safety
746.1601	Child/caregiver ratio: 13 or more children.	1139	Caregiver
747.3501	Safety: Areas free from hazards.	1111	Safety
746.1315(a)	One caregiver per group of children must have current training in first aid with rescue breathing and choking. Pediatric first aid is preferred.	1086	Caregiver
746.3701(1)	Safety: Electrical outlets covered.	991	Safety
746.401(9)	Posting requirements: list entitled.	964	Record keeping

Child Care Licensing (CCL)

agency foster home, agency foster group home, or adoptive home. CPAs recruit and verify foster family homes, foster group homes, and/or adoptive homes. A child-placing agency is also responsible for managing its verified homes and ensuring that they comply with all applicable laws and minimum standards.

Child-placing agencies licensed by DFPS range in both size and the scope of their operations. Some are very small agencies that offer only private adoption services. Others are multi-office organizations that offer adoption services, manage networks of foster parents, and provide treatment services to children placed in foster care. A large collection of licensed child-placing agencies serve as the state's foster care system, including privately licensed CPAs and Child Protective Services (CPS) which is itself licensed as a CPA. These CPAs screen, approve, and manage foster homes as well as match children in the state's custody with foster homes and manage their care in those homes. Private CPAs play a critical role in the care of CPS foster children.

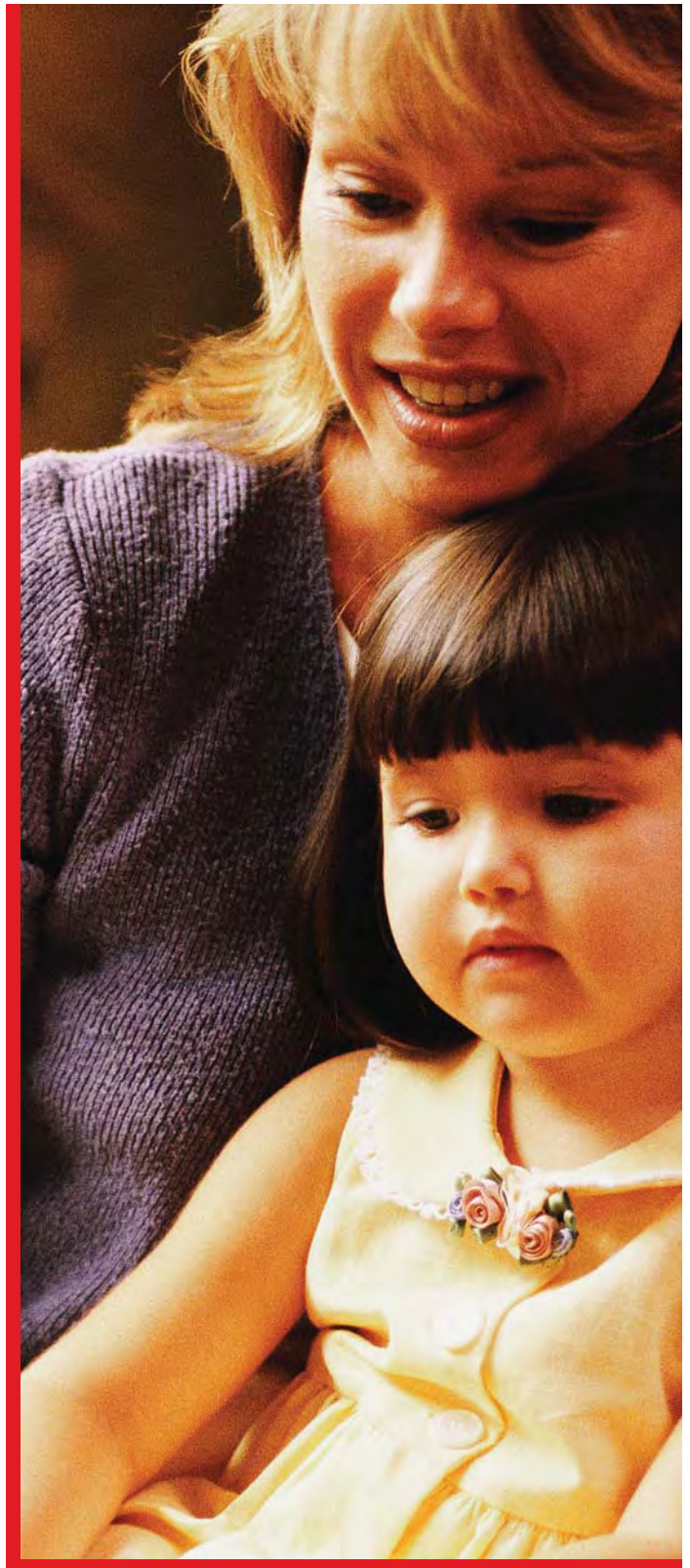
Annual Report of Licensing Violations

Using standards, CCL strives to protect the basic health and safety of children in out-of-home care. The goal of the Child Care Licensing program is the appropriate and consistent enforcement of minimum standards across operation types and across the state. The consistent enforcement of minimum standards should result in increased compliance from child-care operations and provide stronger protections for children in care.

The regulation of child care facilities and child placing agencies routinely presents two challenges for licensing staff and permit holders alike: consistency in interpretation of minimum standards and consistency in enforcement decisions and actions. CCL analyzes trends in licensing standards violations cited statewide and regionally to get a better idea of the technical assistance needed by providers during the next fiscal year.

Day Care Violation Trends

The statewide trends on page 30 are derived from analysis of standard violations cited for day care operations during fiscal year 2007. The most cited violations have been categorized into three distinct groups for the purpose of trend analysis: safety violations, record keeping, and caregiver responsibilities. Safety violations represented the majority of violations cited at 53 percent of the total, caregiver responsibility violations accounted for 40 percent of the total, and record keeping violations accounted for 7 percent



State's Top 10 Standards Deficiencies for Residential Care Operations (FY07)

Standard Rule	Description	Non-Compliances	Category
749.607(1)	Employee general responsibilities: Demonstrate competency, prudent judgment, self-control in presence of children and when performing assigned tasks.	111	Caregiver
748.3301(a)	Physical site: Buildings must be structurally sound, clean, and in good repair. Paints must be lead-free.	78	Safety
748.685(a)(4)	Caregiver responsibility: Providing the level of supervision necessary to ensure each child's safety and well-being.	60	Caregiver
745.615(a)	Required background checks on each person over 14 years or older, who will regularly or frequently be present while children are in care.	55	Caregiver
749.2593(a)(3)	Supervision: The caregiver is responsible for ensuring each child's safety and well being, including auditory and/or visual awareness of the child.	49	Caregiver
749.2815(a)(1)	Supervisory visits: Must have supervisory visits in the foster home at least quarterly.	46	Safety
745.625(a)(4)	Background checks submitted: Every 24 months after first submitted.	43	Safety
749.1003(b)(4)	Children's rights; Adhere to the child's rights to be free of abuse, neglect, and exploitation as defined in Texas Family Code 261.401.	42	Safety
748.3301(i)	Physical Site: Equipment and furniture must be safe for children and must be kept clean and in good repair.	41	Safety
748.507(1)	Employee general responsibilities: Demonstrate competency, prudent judgment, self-control in presence of children and when performing assigned tasks.	39	Caregiver

Child Care Licensing (CCL)

of the total. Based on this data the majority of violations cited involve safety and caregiver standards. (Regional trend data is available upon request.)

Residential Care Violation Trends

The trends on page 32 are derived from analysis of standard violations cited for residential care operations during fiscal year 2007 beginning in January of 2007 when the new minimum standard became effective. The most cited violations have been categorized into two distinct groups for the purpose of trend analysis: safety violations and caregiver responsibilities. Safety violations represented the majority of violations cited at 56 percent of the total and caregiver responsibilities accounted for the remaining 44 percent of the total.

Residential Child Care Licensing (RCCL) is a statewide program that is not divided into regions for the purpose of administering the program. Therefore, a regional analysis of violation trend data was not performed for residential operations.

Addressing Violation Trends with Technical Assistance

It is important to note that these violations are cited in various types of inspections, meaning some are cited during an unannounced, routine monitoring inspection; some are cited in response to a complaint concerning a specific incident; and others are cited during targeted, follow-up inspections.

Additional emphasis has been placed on providing technical assistance to providers concerning these minimum standards. In addition, the data will be shared with all management staff and field trainers to promote awareness of the need to provide targeted technical assistance to providers in an effort to improve compliance.

Child Care Licensing is also developing a Performance Management division to further review these and other trends in child care operations and make recommendations.

Training

To continue to enhance the quality of child care regulation, CCL district representatives, investigators, supervisors, directors, and clerical staff each received more than 30 hours of training and professional development on work-related issues. These include child development, using automation support, regulation and inspection of operations, and health and safety. CCL staff also provided more than 100 training events for more than 5,000 child care providers and caregivers. The topics included minimum standards, health and safety, infant and toddler needs, guidance, discipline, staff/child ratios, and child development. The training was provided through conferences, licensing meetings and orientations, and technical assistance to centers. CCL workers provide training and collaborate with local associations to provide training for providers on a regular basis.

Child Care Facilities in Texas

Number of homes and percentage:

Registered Child Care Homes	7,214	22.5%
Listed Family Homes (LFH)	3,900	12.2%
CPS-Approved Foster Homes	2,052	6.4%
CPS-Approved Adoptive Homes	597	1.9%
Private Agency Foster Homes	6,789	21.2%
Independent Foster Homes	15	0.1%

Number of Child Care centers:

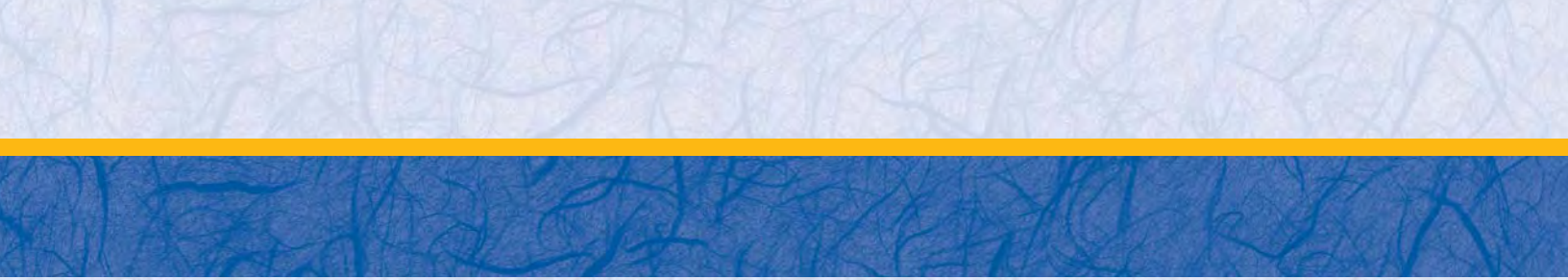
Licensed/Certified Facilities	10,855	33.9%
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Number of 24-hour care:

Residential Facilities	227	0.7%
Child-Placing Agencies	332	1.0%
Maternity Homes	16	0.1%

Totals	31,997	100%
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Prevention and Early Intervention

Responsibilities

- ◆ Work with Texas communities to develop services to prevent child abuse and neglect, delinquency, running away, and truancy.
- ◆ Plan, develop, and administer a comprehensive, unified approach to delivering prevention services to avoid fragmentation and duplication.
- ◆ Make prevention and early intervention services more accountable by adopting outcome measures that demonstrate the effectiveness or public benefit of programs.

Accomplishments

New Programs Implemented

In FY 2007, DFPS contracted with the Relief Nursery of Eugene, Oregon to begin replicating their comprehensive model program in Texas. This program provides at-risk families with comprehensive support services. These services are based on research identifying core elements for enhancing protective factors and delivering effective child abuse and neglect prevention services. The program includes outreach, therapeutic early childhood services, parent education, mental health services, substance abuse recovery support, parent resource room, and ancillary support services.

To begin replicating the program in Texas, DFPS attempted a competitive procurement to identify two contractors within Texas to replicate the model. Though there were no successful applicants, Relief Nursery and DFPS identified two local groups of community stakeholders that were interested in and had resources to replicate the program. DFPS plans to enter into a contract or contracts during FY 2008, to begin developing the infrastructure and services, which are anticipated to begin in FY 2009.

New Programs Funded

The 80th Texas Legislature granted DFPS additional funding to implement two new programs. The first will be a juvenile delinquency prevention program called the Statewide Youth Services Network (SYSN). This program will provide community and evidence-based juvenile delinquency prevention programs in each DFPS region. The program will begin in FY 2008, with services focused on youth ages 10 through 17.

DFPS also received funding for the Community Based Family Services (CBFS) program to help reduce and prevent child abuse

and neglect. This program will serve families who have been investigated by Child Protective Services and the allegations were unsubstantiated. The program will provide community and evidence-based services to prevent child abuse and neglect. Services include home visitation, case management, and additional social services to provide a safe and stable home environment. DFPS will implement the Community Based Family Services program in FY 2008.

Interagency Coordinating Council

PEI collaborated with the Interagency Coordinating Council (ICC) for Building Healthy Families to develop a report entitled, "Recommendations for Improving Coordination and Collaboration of Child Abuse and Neglect Prevention and Early Intervention Programs and Services Among State Agencies." The ICC submitted the report to the Texas Legislature on December 1, 2006, in partial fulfillment of the requirements specified in House Bill 1685 of the 79th Legislature.

The ICC's recommendations to the Legislature were:

- ◆ Continue support for child maltreatment prevention and early intervention efforts delivered through state agencies.
- ◆ Consider an evaluation of the effectiveness of state-funded child maltreatment prevention programs and services.
- ◆ Continue the ICC and focus its efforts on child abuse and neglect, as well as on state agency initiatives to develop healthy families.

PEI Services

PEI contracts with community-based agencies and organizations to provide services to prevent the abuse, neglect, delinquency, and truancy of Texas children. Services are voluntary and provided at no cost to participants. All services are not available in all Texas communities. To find out if services are available in your community, look under Prevention and Early Intervention on the DFPS web site at www.dfps.state.tx.us.

Community Youth Development (CYD)

The CYD program contracts with community based organizations to develop juvenile delinquency prevention programs in ZIP codes with high juvenile crime rates. Approaches used by communities to prevent delinquency have included mentoring, youth employment programs, career preparation, and alternative recreational activities. Communities prioritize and fund specific prevention

DFPS-funded Program Gives Concho Valley Families New Hope



As we all know, there are plenty of moms and dads who could hone up on being better parents. When things go horribly wrong, Child Protective Services may get involved. In recent years, however, there has been a trend toward programs to prevent abuse or neglect. Many of those programs are successful because they don't only include professionals, but also parents who mentor each other. This mixed approach to learning better parenting is known as "shared leadership."

Not all communities have enough resources in place to offer such services, but in San Angelo, the Children's Advocacy Center of Tom Green County did that. It is one of a few agencies receiving funding from the DFPS Prevention and Early Intervention division that use a shared leadership model to work to improve outcomes for children, youth, and families.

"Everything we do has shared leadership. Parents, facilitators, and professionals work together," said Heather Ward, director of family services for the center (right). "Our services are not only about preventing child abuse. They're about making families stronger. We use trained parents as leaders and experts in everything we do. Our classroom is not only a way for professionals to teach parenting skills, really a circle where parents exchange information and tips based on their own experiences. We hope that we can help make parenting a better journey by making better choices."

Onice Luna (pictured left), explained how she got involved and eventually became a parent leader. "I was really young when I had my first child and found that being a parent could be stressful at times," she says. "I heard there were parenting classes for people who were already involved with CPS, but I wanted something before anything like that happened. I came to the center because I wanted to learn a new way to discipline my children, who are ages 10, 7, and 13 months. I came from a different background so I wanted a better way for my kids. I knew the way I was handling my kids probably wasn't the best way for them to turn into more productive adults."

Luna, who is now a mentor to other parents through the center's Parent Mentor Program, says one of the best aspects of the classes is that parents share their experiences. "When people relate to each other, that's what makes you want to come back," she says. "You start to find out there other parents going through the same things and you build relationships. I got my self esteem and felt better about being a parent. Coming here has empowered me and now I have a way to give back to my community."

services according to local needs. CYD services are available in 15 targeted Texas ZIP codes. In fiscal year 2007, 12,319 youth received services through the CYD program.

Services to At-Risk Youth (STAR)

The STAR program contracts with community agencies to offer family crisis intervention counseling, short-term emergency respite care, and individual and family counseling. Youth, up to age 17, and their families are eligible if they experience conflict at home, truancy or delinquency, or a youth runs away from home. STAR services are available in all 254 Texas counties. Each STAR contractor also provides universal child abuse prevention services, ranging from local media campaigns to informational brochures and parenting classes. In fiscal year 2007, 32,085 youth received services through the STAR program.

Texas Families: Together and Safe (TFTS)

TFTS funds evidence-based, community-based programs designed to alleviate stress, and promote parental competencies and behaviors that increase the ability of families to become self-sufficient and successfully nurture their children.

The goals of TFTS are to:

- ◆ Improve and enhance access to family support services.
- ◆ Increase the efficiency and effectiveness of community-based family support services.
- ◆ Enable children to remain in their own homes by providing preventative services.
- ◆ Increase collaboration among local programs, government agencies, and families.

In fiscal year 2007, 2,741 families received services through the TFTS program.

Texas Youth and Runaway Hotlines

The toll-free Texas Runaway Hotline and the Texas Youth Hotline offer crisis intervention, telephone counseling, and referrals to troubled youth and families. Volunteers answer the phones and interact with callers facing a variety of problems including family conflict, delinquency, truancy, and abuse and neglect issues. The program increases public awareness through media efforts that may include television, radio, billboards and other printed materials. Hotline telephone counselors received 35,548 calls during FY 2007.

Prevention and Early Intervention

Texas Runaway Hotline:

◆ <http://www.texasrunaway.org> or 1-800-580HELP.

Texas Youth Hotline:

◆ www.texasyouth.org or 1-800-98YOUTH.

Community-Based Child Abuse Prevention (CBCAP)

The CBCAP program seeks to increase community awareness of existing prevention services, strengthen community and parental involvement in child abuse prevention efforts, and encourage families to engage in services that are already available. Community Partnerships for Strengthening Families (a program within CBCAP) involves parents, community members, community faith-based organizations and government agencies in a shared-leadership model that works to improve outcomes for children, youth and families. In addition, CBCAP funds support other child abuse and neglect special initiatives and public awareness campaigns as noted in those sections of this report.

Secondary/Tertiary Child Abuse Prevention

Community-based, volunteer-driven prevention, intervention and aftercare services are provided for children who have been, or who are at risk of being, abused and/or neglected. The goals of the program include reducing child maltreatment and the number of families re-entering the Child Protective Services system. Additional goals are improving the quality and availability of aftercare services for abused children, and enhancing a statewide

network of tertiary child abuse prevention programs. Services are available in select communities. In fiscal year 2007, 59 families received services through the Secondary/Tertiary Child Abuse Prevention program.

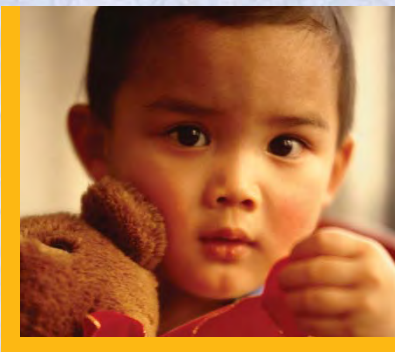
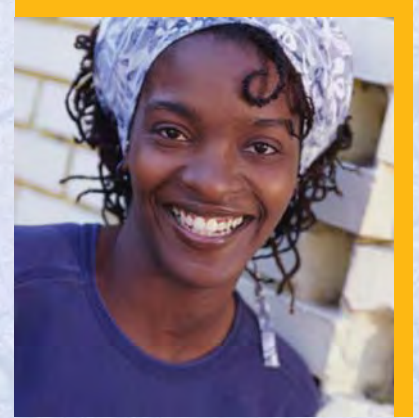
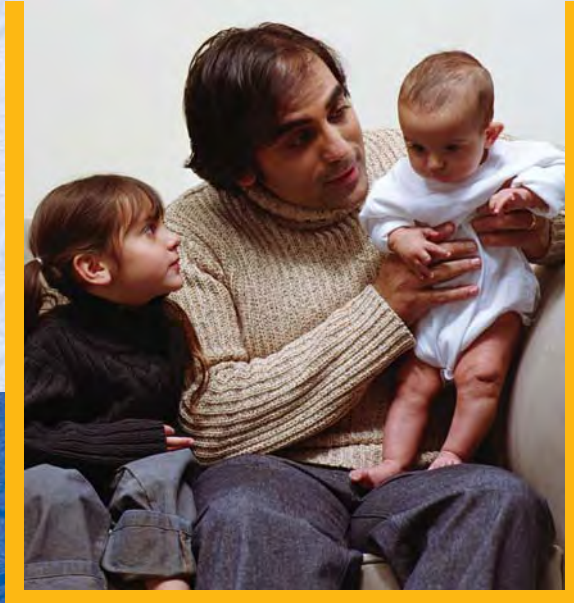
Family Strengthening

A variety of Family Strengthening services are available statewide that have been evaluated and proven to effectively increase family protective factors (At-Risk Family Strengthening Services) or that have utilized best practices and sound research in program design (Innovative Family Strengthening Services). These services are designed to increase family resiliency while preventing child abuse and neglect. Programs must also foster strong community collaboration to provide a continuum of family services. In fiscal year 2007, 1,347 clients received services through the Family Strengthening program.

Youth Resiliency

These services are either proven to effectively increase protective factors for youth (At-Risk Youth Resiliency services), or utilize best practices and sound research in program design (Innovative Youth Resiliency services). A variety of services are available across the state designed to increase youth resiliency and prevent juvenile delinquency. Programs must also foster strong community collaboration to provide a continuum of services for youth participants. In fiscal year 2007, 3,338 clients received services through the Youth Resiliency program.





Prevention and Early Intervention

PEI Child Abuse Prevention Special Initiatives

DFPS worked with parent leaders and agency partners to assess the most effective strategies for prevention outreach. The process included a comprehensive analysis of our previously distributed outreach materials including the Child Abuse Prevention Kits. The results of the analysis indicated the need to focus prevention outreach materials directly toward families, to provide material in a format that is user-friendly for parents and to provide concrete tools that parents can use to strengthen their parenting skills. As a result, DFPS created a prevention calendar for families across the state titled "The Parent Puzzle: Putting the Pieces Together". The purpose of the calendar was to provide caregivers practical advice, as well as tools for dealing with common parenting challenges such as temper tantrums, potty training, and setting rules.

PEI distributed 200,000 calendars to more than 250 agencies, contractors and partners across Texas, including:

- ◆ More than 150 social service providers who work with PEI and CPS.
- ◆ Licensed child care facilities, child welfare boards and child advocacy centers.
- ◆ The Dallas Independent School District (for programs such as Youth and Family Centers, School Campus Parenting Programs, Teen Parenting and Education Program, Health Services and Counseling Services) and other public schools.
- ◆ Women, Infants, and Children (WIC) offices in many locations.
- ◆ The Children's Partnership, Southeast Dallas Business & Professional Women's Club, local churches and Family Violence Prevention Services, Inc.

PEI also provided 500 copies of the federal child abuse prevention kit and 1,500 child abuse prevention posters to contractors, CPS regional staff, and local child welfare and other nonprofit agencies across Texas.

Additionally, PEI created and distributed 1,000 prevention resource cards to provide tools for practitioners working in the prevention field.

Partners in Prevention Training Conference

Each year, DFPS hosts the Annual Partners in Prevention Training Conference in Central Texas. The conference brings together social services professionals, parents, advocates, educators, law enforcement professionals, childcare professionals, community

leaders, and faith leaders interested in improving programs and sharing expertise. The conference is open to prevention and early intervention agencies that contract with DFPS, as well as all other prevention service providers and interested parties. Department collaborators for the FY 2007 conference (held in Austin in November 2006) included the Texas Health and Human Services Commission, Texas Department of State Health Services, Texas Department of Aging and Disability Services, Texas Youth Commission, Texas Education Agency, Office of Attorney General, Texas Workforce Commission, and the Texas Juvenile Probation Commission. More than 400 people attended the Partners in Prevention Conference in November 2006.

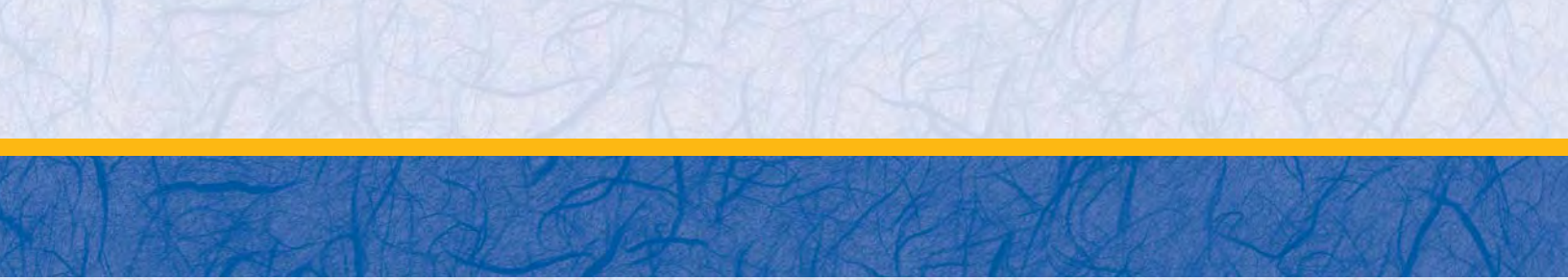
Public Awareness Campaigns

During FY 2007, PEI and other DFPS staff continued to conduct public awareness campaigns targeting child safety, to assist with parent resiliency, and to increase awareness of specific child safety issues. Those campaigns include:

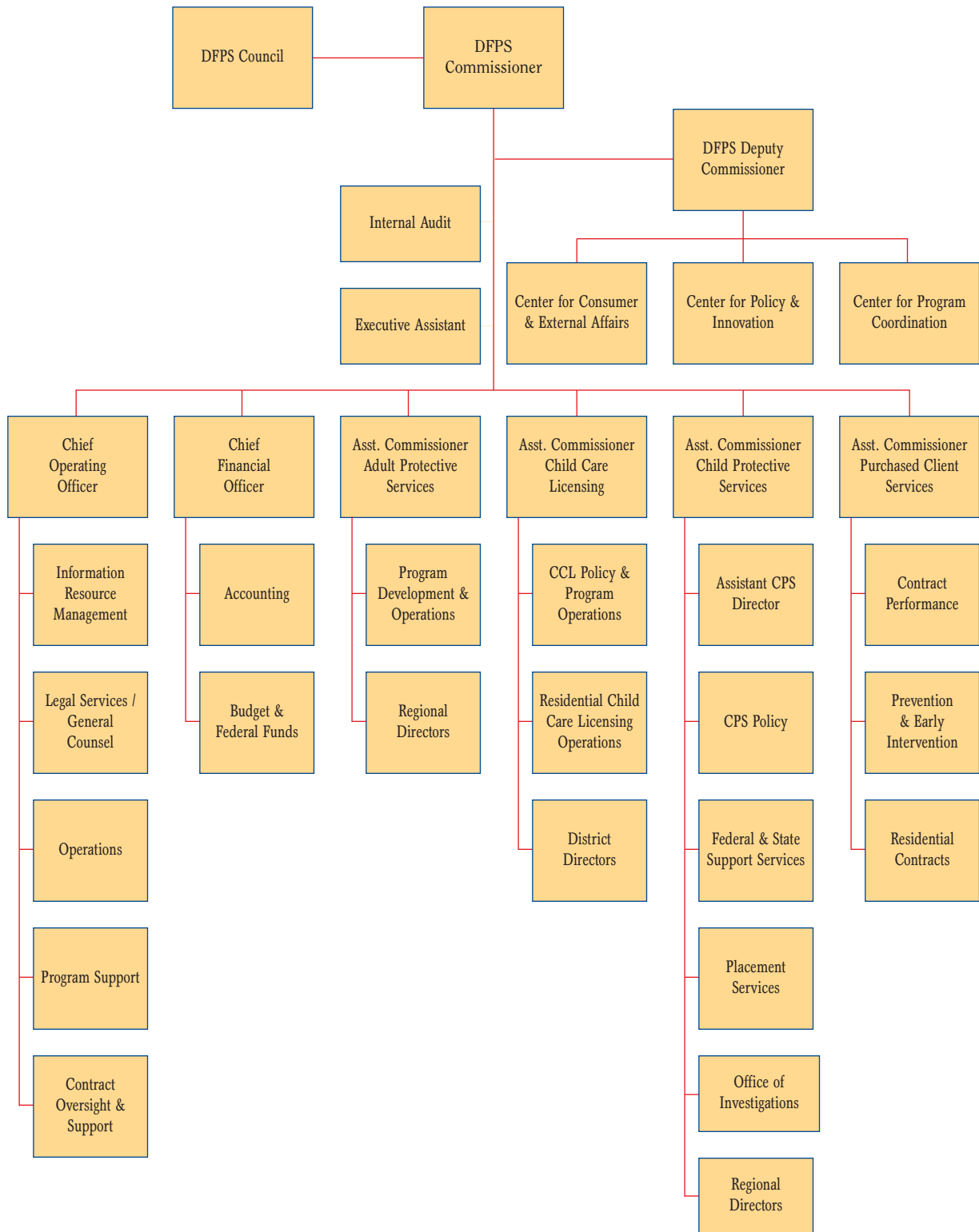
- ◆ See and Save, which seeks to prevent accidental child drowning, and child injury and death due to heat in cars.
www.seeandsave.org
- ◆ Don't Be in the Dark About Child Care, which seeks to increase awareness of the risks of unregulated child care.
www.dontbeinthedark.org

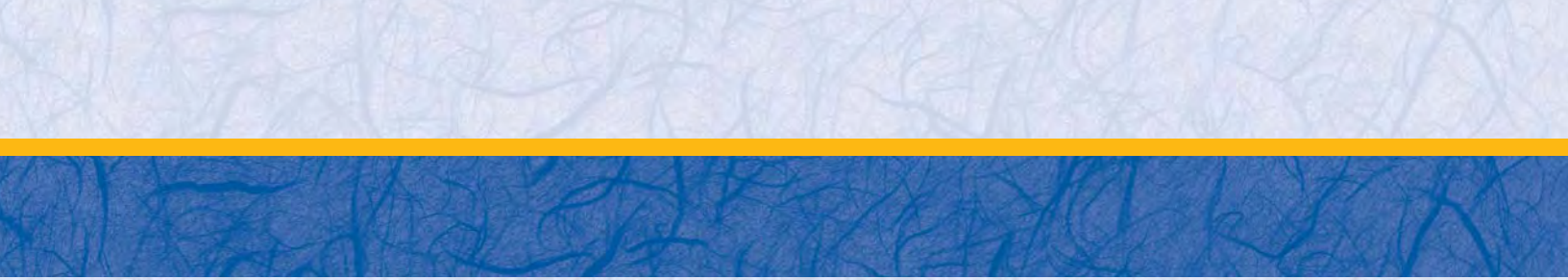
Downloadable information for each campaign is available in English and Spanish. These and other DFPS public awareness campaigns may be found at www.dfps.state.tx.us or www.itsuptoyou.org.



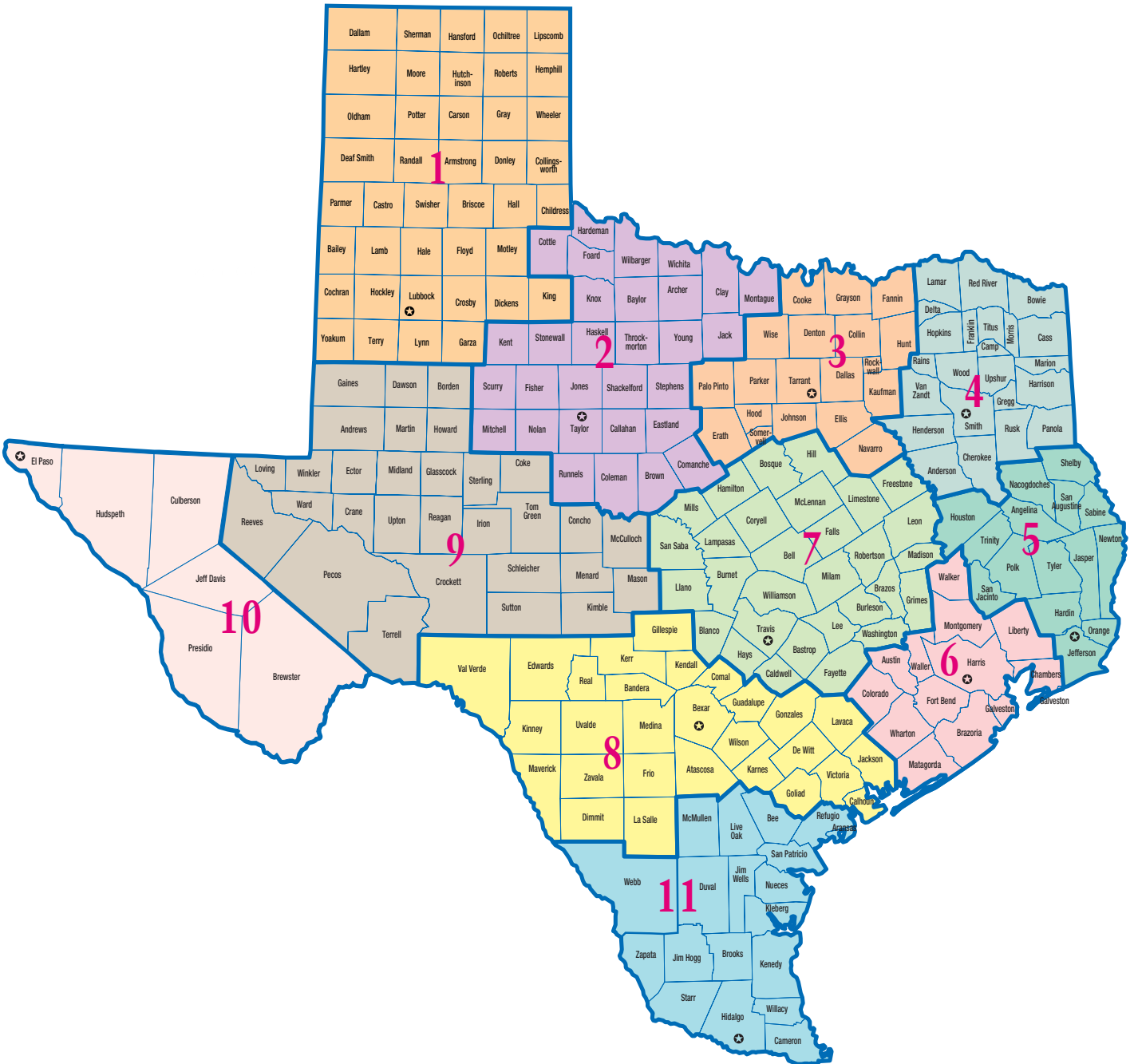


DFPS Organizational Chart





DFPS Regional Boundaries





Hotlines and Online Resources

Texas Abuse Hotline 1-800-252-5400 or <https://www.txabusehotline.org>
Report abuse, neglect, or exploitation of children, the elderly, or people with disabilities.

Foster Care and Adoption Inquiry Line 1-800-233-3405
Provides information on how to become a foster or adoptive parent.

Child Care Information 1-800-862-5252
Delivers information about child care in Texas.

Office of Consumer Affairs 1-800-720-7777
Make an inquiry about an existing DFPS case or make a complaint.

Texas Runaway Hotline 1-888-580-HELP
Provides peer counseling to runaways and family members.

Texas Youth Hotline 1-800-98YOUTH
Provides peer counseling to youth and family members for family conflicts, delinquency, truancy, and running away.

APS Facility Investigations: 1-800-647-7418
Report abuse, neglect, or exploitation in facilities.

DFPS Web Sites

www.dfps.state.tx.us

Texas Department of Family and Protective Services (DFPS)

<https://www.txabusehotline.org>

Report abuse, neglect, or exploitation of children, the elderly, or people with disabilities

www.adoptchildren.org

Adopt Children Through the Texas Adoption Resource Exchange

www.texasrunaway.org

Texas Runaway Hotline

www.texasyouth.org

Texas Youth Hotline

www.itsuptoyou.org

Child Abuse Prevention

www.everyonesbusiness.org

Adult Abuse Prevention

www.txchildcaresearch.org

Search Texas Child Care

www.volunteerdfps.org

Become a DFPS Volunteer

www.seeandsave.org

Safety for Children Around Water or in Cars

www.texasyouthconnection.org

Resources for Youth in Foster Care

Department Address

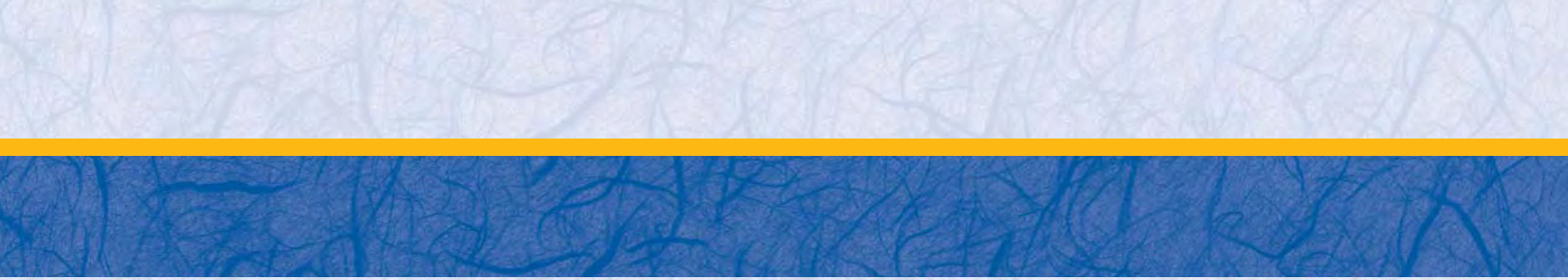
Texas Department of Family and Protective Services
(512) 438-4800

Mailing:

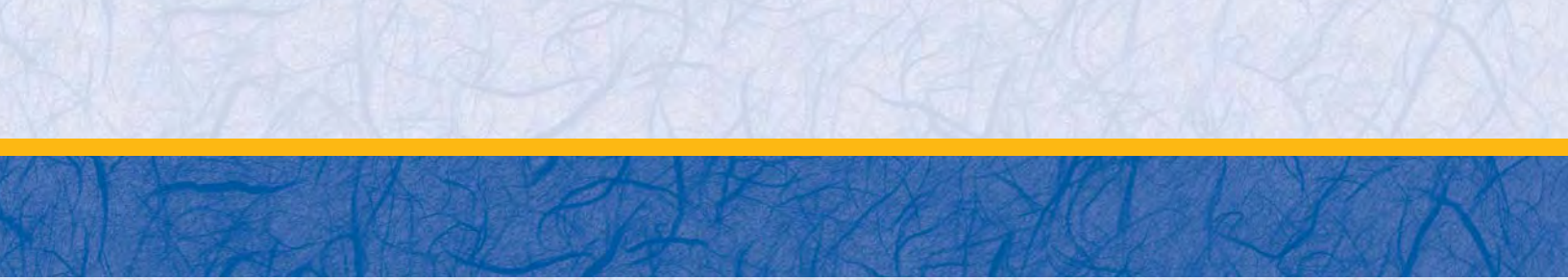
P.O. Box 149030
Austin, TX 78714-9030

Physical:

701 W. 51st St.
Austin, TX 78751







Texas Department of Family and Protective Services

2007 Annual Report

