

# SWI

## Statewide Intake Overview

Statewide Intake serves as the “front door to the front line” for all DFPS programs. As the central point of contact for reports of abuse, neglect and exploitation of vulnerable Texans, SWI staff are available 24 hours a day, 7 days per week, 365 days per year.

### Expenditures and Total Average Filled

#### Full Time Equivalent (FTE) Staff

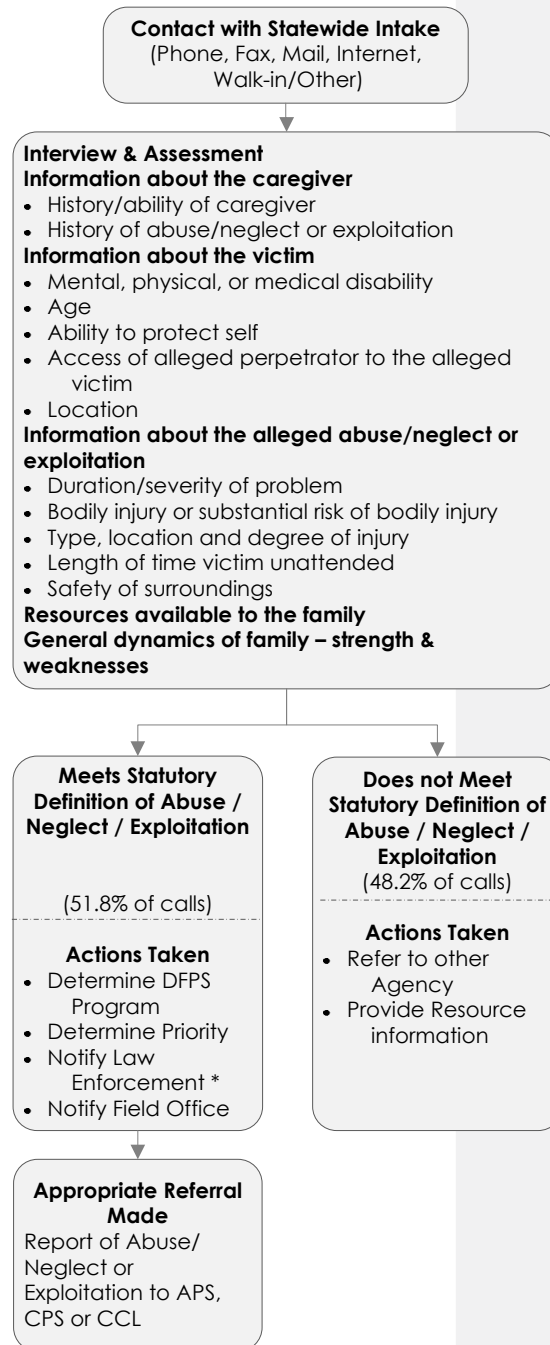
Total Staff	347.8
Workers	258.8
Supervisors	28.2
Staff Costs	\$14,416,983.00

#### Worker Demographic

Turnover Rate	26.4%
Tenure	
Less than 1 Year	28.6%
1 - 3 Years	27.4%
Greater than 3 Years	44.0%
Entry Salary	\$29,281.00
Average Age	38.4
Race/Ethnicity	
African-American	15.4%
Anglo	58.3%
Hispanic	21.8%
Other	4.5%

#### Supervisor Demographics

Turnover Rate	3.6%
Tenure	
Less than 1 Year	0.0%
1 - 3 Years	6.9%
Greater than 3 Years	93.1%
Entry Salary	\$35,337.00
Average Age	45.2
Race/Ethnicity	
African-American	3.4%
Anglo	65.5%
Hispanic	27.7%
Other	3.4%



\* CPS, CCL

## Legal Responsibility for Statewide Intake

### Statutory References

**Federal: Social Security Act**

**State: Texas Family Code, Human Resource Code**

### Major Functions

- Centralized point of intake for child abuse and neglect, abuse, neglect or exploitation of the elderly or adults with disabilities, clients served by DSHS or DADS employees in State Hospitals or State Schools, and children in licensed child-care facilities or treatment centers for the entire State of Texas.
- Open 365 days a year, twenty-four hours a day, seven days a week.
- Able to receive information via phone, Internet reporting system, fax or mailed correspondence.
- Responsibility to assess information received to the definitions of possible abuse, neglect or exploitation for each program served and to prioritize and route the information to the correct destination workload.
- Information and Referral Service as warranted or when information received does not meet statutory definitions.
- Generate Law Enforcement Notifications and route to the correct law enforcement jurisdiction for CPS and CCL programs.
- Insure confidentiality of IMPACT history and caller identity.
- Serve as an Expedited Background Check function for CPS by checking criminal and IMPACT history to aid field staff during emergency removals.
- Quality Assurance unit to review complaints, random call monitors and to develop Best Practice trainings for Intake staff.
- Point program for identifying problems with IMPACT rollouts.

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

### Challenges

- Respond to ever increasing number of phone calls, Internet reports, fax and mailed correspondence while keeping hold times to five minutes or less while maintaining a high quality of intakes.
- Increase number of bilingual staff.
- Reduce turnover.

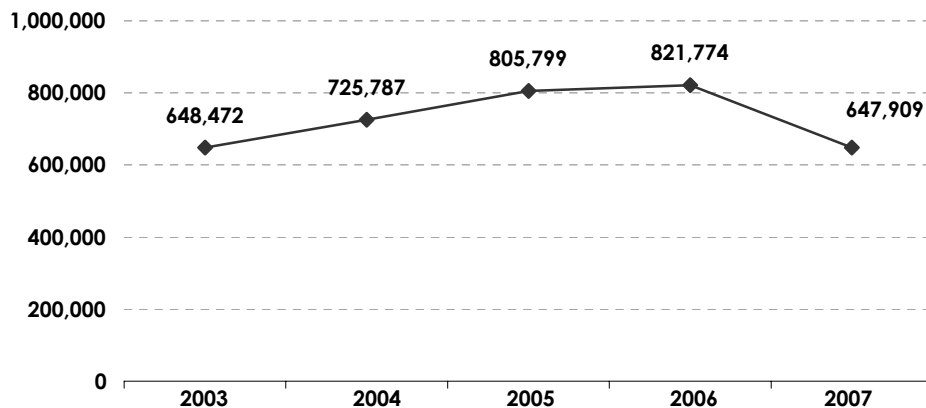
**Number of Calls Received**

Fiscal Year	Hold Time	Number of Calls	% Change
2003	7.4	648,472	
2004	7.4	725,787	11.9%
2005	5.2	805,799	11.0%
2006	7.1	821,774	2.0%
2007	9.6	647,909	-21.2%

**Number of Calls Received by Method of Receipt  
Fiscal Year 2007**

Call Type	Number of Calls	%
Internet	108,217	16.7%
Mail/Fax	26,902	4.2%
Other	1,045	0.2%
Phone	511,546	79.0%
Walk-in	199	0.0%
<b>Total</b>	<b>647,909</b>	<b>100.0%</b>

**Number of Calls Over Time**



*Note: A major phone system upgrade occurred at Statewide Intake in August 2006. Phone scripts were updated, giving callers information about entities external to DFPS who might better meet their needs, such as 211, TANE, and Foodstamps. As a result, significantly fewer callers chose to be routed to intake specialists than in past years for information and referral information.*

**Number of Calls by Type of Call  
Fiscal Year 2007**

	Adult Protective Services - In Home	Adult Protective Services - Facility	Child Protective Services	Residential Child Care Licensing	Child Care Licensing	Unknown	Total	% of Total
Reports of Alleged Abuse/Neglect*	77,302	8,599	240,688	4,770	3,899	242	335,500	51.8%
Case Related Special Requests	26	0	28,931	3	2	0	28,962	4.5%
Non Case Related Special Requests	Data not available by program						1,557	0.2%
Information and Referral - Related to Protective Services							242,725	37.5%
Information and Referral - Not Related to Protective Services							39,165	6.0%
<b>Grand Total</b>	<b>77,328</b>	<b>8,599</b>	<b>269,619</b>	<b>4,773</b>	<b>3,901</b>	<b>242</b>	<b>647,909</b>	<b>100.0%</b>

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

### Source of Reports of Abuse/Neglect by Program Fiscal Year 2007

CPS	Number	Percent
Anonymous	11,340	4.7%
Blank/Unknown	8,829	3.7%
Child Care Facility	2,211	0.9%
DFPS Staff	909	0.4%
Friend/Neighbor	14,673	6.1%
Law Enforcement	31,371	13.0%
Medical Personnel	39,749	16.5%
Other	33,148	13.8%
Parent	22,957	9.5%
Relative	28,980	12.0%
School	45,578	18.9%
Victim	943	0.4%
<b>Grand Total</b>	<b>240,688</b>	<b>100.0%</b>

APS In-Home Source of Report	Number	Percent
Anonymous	1,827	2.4%
Blank/Unknown	3,724	4.9%
Friend/Neighbor	4,832	6.3%
Institutional Personnel MHMR	12,231	15.8%
Law Enforcement	3,658	4.7%
Legal/Court	391	0.5%
Medical Personnel	5,699	7.4%
Other	6,092	7.9%
Provider	6,654	8.6%
Relative	13,770	17.8%
Social Agency	9,898	12.8%
Victim	8,526	11.0%
<b>Grand Total</b>	<b>77,302</b>	<b>100.0%</b>

CCL-Source of Report	Number	Percent
Anonymous	142	3.6%
Blank/Unknown	453	11.6%
Child Care Facility	662	17.0%
DFPS Staff	63	1.6%
Friend/Neighbor	93	2.4%
Law Enforcement	390	10.0%
Medical Personnel	396	10.2%
Other	471	12.1%
Parent	950	24.4%
Relative	147	3.8%
School	129	3.3%
Victim	3	0.1%
<b>Grand Total</b>	<b>3,899</b>	<b>100.0%</b>

APS Facility-Source of Report	Number	Percent
Anonymous	565	6.6%
Friend/Neighbor	87	1.0%
Institutional Personnel MHMR	3,202	37.2%
Law Enforcement	66	0.8%
Legal/Court	27	0.3%
Medical Personnel	381	4.4%
Other	665	7.7%
Provider	255	3.0%
Relative	374	4.3%
Social Agency	568	6.6%
Unknown	422	4.9%
Victim	1,987	23.1%
<b>Grand Total</b>	<b>8,599</b>	<b>100.0%</b>

RCCL-Source of Report	Number	Percent
Anonymous	82	1.7%
Blank/Unknown	1,032	21.7%
Child Care Facility	41	0.9%
DFPS Staff	145	3.0%
Friend/Neighbor	67	1.4%
Law Enforcement	171	3.6%
Medical Personnel	534	11.2%
Other	1,960	41.1%
Parent	235	4.9%
Relative	93	1.9%
School	372	7.8%
Victim	37	0.8%
<b>Grand Total</b>	<b>4,770</b>	<b>100.0%</b>

Note: Not all reports are assigned for investigation.