

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

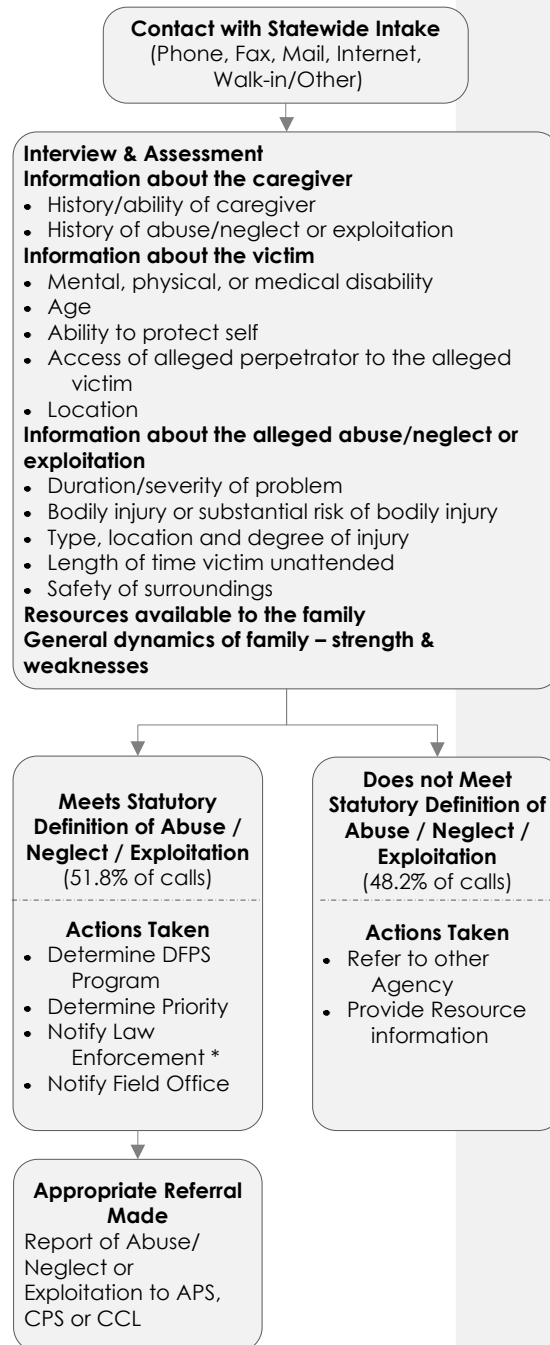
Total Staff	353.4
Workers	265.3
Supervisors	30.4
Other	57.7
Staff Costs	\$15,515,108.63

Worker Demographic

Turnover Rate	28.4%
Tenure	
Less than 1 Year	29.1%
1 - 3 Years	27.0%
Greater than 3 Years	43.9%
Entry Salary	\$29,881.44
Average Age	38.8
Race/Ethnicity	
African-American	12.9%
Anglo	62.6%
Hispanic	20.1%
Other	4.3%

Supervisor Demographics

Turnover Rate	0.0%
Tenure	
Less than 1 Year	0.0%
1 - 3 Years	6.5%
Greater than 3 Years	93.5%
Entry Salary	\$36,043.00
Average Age	44.0
Race/Ethnicity	
African-American	6.5%
Anglo	54.8%
Hispanic	32.3%
Other	6.5%



* 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.

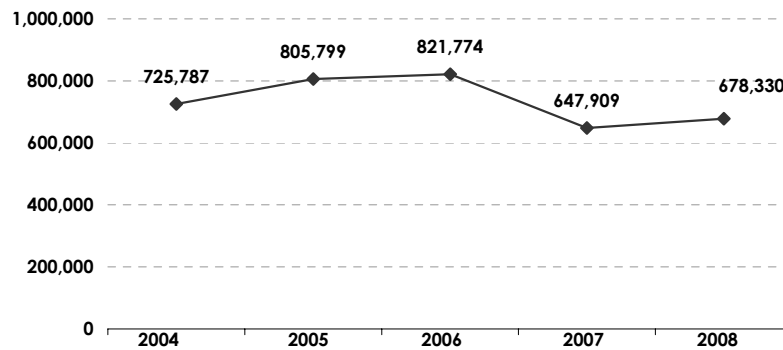
Number of Calls Received

Fiscal Year	Hold Time	# of Calls	% Change
2004	7.4	725,787	
2005	5.2	805,799	11.0%
2006	7.1	821,774	2.0%
2007	9.6	647,909	-21.2%
2008	11.4	678,330	4.7%

**Number of Calls Received by Method of Receipt
Fiscal Year 2008**

Call Type	Number of Calls	%
Internet	131,264	19.4%
Mail/Fax	27,995	4.1%
Other	1,197	0.2%
Phone	517,743	76.3%
Walk-in	131	0.0%
Total	678,330	100.0%

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, TANF, 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 2008**

	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*	83,658	9,308	250,153	4,410	4,011	188	351,728	51.9%
Case Related Special Requests	16	0	29,490	3	1	5	29,515	4.4%
Non Case Related Special Requests	Data not available by program						1,138	0.2%
Information and Referral - Related to Protective Services							255,766	37.7%
Information and Referral - Not Related to Protective Services							40,183	5.9%
Grand Total	83,674	9,308	279,643	4,413	4,012	242	678,330	100.0%

*Note: The term "calls" represent information received by DFPS and then entered into 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 2008

CPS - Source of Report	Number	Percent
Anonymous	10,645	4.3%
Blank/Unknown	8,595	3.4%
Child Care Facility	2,267	0.9%
DFPS Staff	1,132	0.5%
Friend/Neighbor	15,570	6.2%
Law Enforcement	33,540	13.4%
Medical Personnel	41,321	16.5%
Other	35,186	14.1%
Parent	23,803	9.5%
Relative	29,477	11.8%
School	47,868	19.1%
Victim	786	0.3%
Grand Total	250,190	100.0%

APS In-Home Source of Report	Number	Percent
Anonymous	1,938	2.3%
Blank/Unknown	4,118	4.9%
Friend/Neighbor	5,334	6.4%
Institutional Personnel MHMR	12,612	15.1%
Law Enforcement	3,871	4.6%
Legal/Court	408	0.5%
Medical Personnel	6,742	8.1%
Other	6,935	8.3%
Provider	6,735	8.0%
Relative	14,723	17.6%
Social Agency	10,032	12.0%
Victim	10,217	12.2%
Grand Total	83,665	100.0%

CCL - Source of Report	Number	Percent
Anonymous	168	4.2%
Blank/Unknown	490	12.2%
Child Care Facility	680	17.0%
DFPS Staff	64	1.6%
Friend/Neighbor	90	2.2%
Law Enforcement	407	10.1%
Medical Personnel	412	10.3%
Other	435	10.8%
Parent	992	24.7%
Relative	177	4.4%
School	92	2.3%
Victim	4	0.1%
Grand Total	4,011	100.0%

APS Facility - Source of Report	Number	Percent
Anonymous	656	7.0%
Blank/Unknown	466	5.0%
Friend/Neighbor	84	0.9%
Institutional Personnel MHMR	3,483	37.4%
Law Enforcement	65	0.7%
Legal/Court	30	0.3%
Medical Personnel	506	5.4%
Other	765	8.2%
Provider	279	3.0%
Relative	345	3.7%
Social Agency	540	5.8%
Victim	2,089	22.4%
Grand Total	9,308	100.0%

RCCL - Source of Report	Number	Percent
Anonymous	79	1.8%
Blank/Unknown	848	19.2%
Child Care Facility	44	1.0%
DFPS Staff	131	3.0%
Friend/Neighbor	56	1.3%
Law Enforcement	160	3.6%
Medical Personnel	477	10.8%
Other	1,885	42.7%
Parent	237	5.4%
Relative	74	1.7%
School	375	8.5%
Victim	44	1.0%
Grand Total	4,410	100.0%

Note: Not all reports are assigned for investigation.