

# 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.

### Total Average Filled Full Time Equivalent (FTE) Staff

Intake Specialists	303.3
Supervisors	32.8
Other Staff	71.2
<b>Total SWI Staff</b>	<b>407.3</b>

### Intake Specialists Demographics

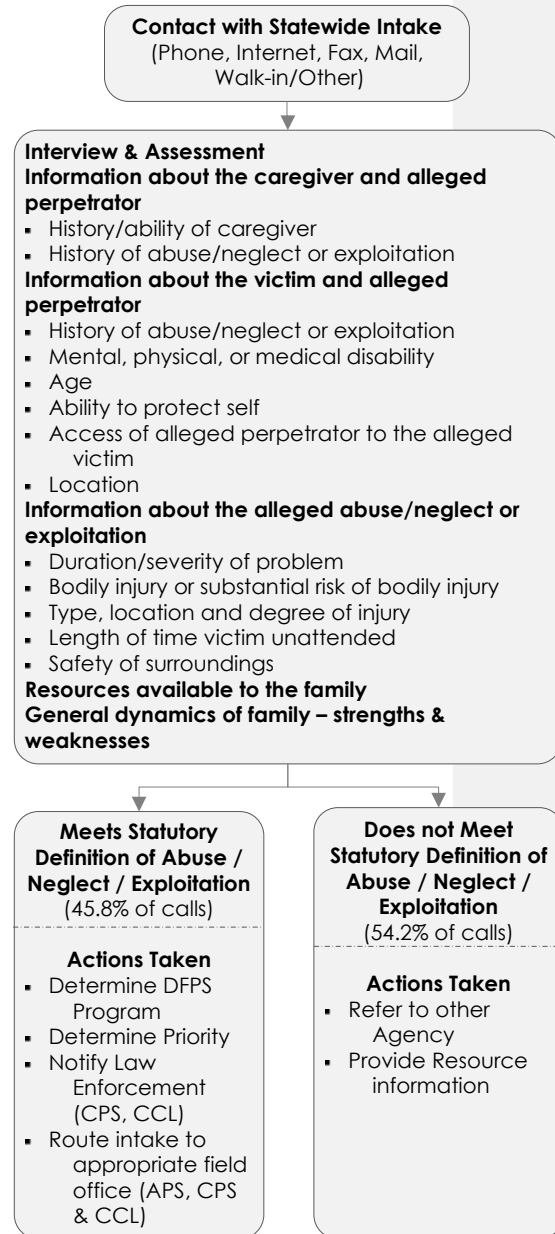
Turnover Rate	20.6%
Agency Tenure:	
Less than 1 Year	18.8%
1 - 3 Years	23.7%
Greater than 3 Years	57.6%
Entry Salary	\$29,932.92
Average Age	38.2
Race/Ethnicity:	
African-American	16.8%
Anglo	59.9%
Hispanic	21.1%
Other	2.3%

### Supervisor Demographics

Turnover Rate	0.0%
Tenure as Supervisor:	
Less Than 1 Year	17.6%
1 - 3 Years	11.8%
Greater than 3 Years	70.6%
Entry Salary	\$38,145.96
Average Age	46.9
Race/Ethnicity:	
African-American	8.8%
Anglo	55.9%
Hispanic	26.5%
Other	8.8%

### SWI Expenditures

SWI Staff	\$18,079,392
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## 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 people age 65 or older or adults with disabilities, clients served by DSHS or DADS employees in State Hospitals or State Supported Living Centers, 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.
- Ensure confidentiality of IMPACT history and reporter identity.
- Provide background check function for CPS caseworkers after office hours if caseworkers do not have system access to complete their own check for emergency removals.
- Quality Assurance unit to review complaints, random call monitors and assist in development of policy, procedure and best practice.
- 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 Engage call recording system utilized to record phone calls for Quality Assurance and legal requirements.
- Employee Development Unit leads all training for new and tenured staff

### Challenges

- Respond to ever increasing number of phone calls, Internet reports, fax and mailed correspondence while keeping hold times to 8.7 minutes or less while maintaining a high quality of intakes.
- Increase number of bilingual staff.
- Reduce turnover.

**Number of Contacts Received**

Fiscal Year	Hold Time*	# of Contacts**	% Change
2009	10.6	690,430	1.8%
2010	8.9	748,277	8.4%
2011	7.3	780,023	4.2%
2012	8.5	773,577	-0.8%
2013	8.1	731,156	-5.5%

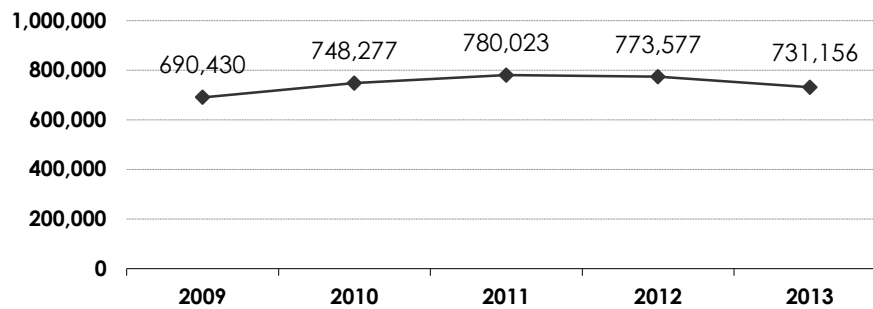
\*English phone queue only

\*\*Includes all contacts.

**Total Number of Contacts Received by Method of Receipt Fiscal Year 2013**

Contact Type	Number of Contacts	%
Phone	577,320	79.0%
Internet	123,644	16.9%
Mail/Fax	29,206	4.0%
Other	936	0.1%
Walk-in	50	0.0%
	731,156	100.0%

**Number of Contacts Over Time**



**Number of Contacts by Type of Contact Fiscal Year 2013**

	Adult Protective Services - In-Home	Adult Protective Services - Facility	Child Protective Services	Residential Child Care Licensing	Child Care Licensing	Total	% of Total
Reports of Alleged Abuse/Neglect	87,257	11,663	229,334	3,561	2,983	334,798	45.8%
Case Related Special Requests	21	0	10,793	0	2	10,816	1.5%
Non Case Related Special Requests	Data not available by program					371	0.1%
Information and Referral - Related to Protective Services	Data not available by program					323,888	44.3%
Information and Referral - Not Related to Protective Services	Data not available by program					61,283	8.4%
<b>Grand Total</b>	87,278	11,663	240,127	3,561	2,985	731,156	100.0%

Note: The term "contacts" represents information received by DFPS and then entered into IMPACT system. Information may be received in the form of a telephone call, via Internet reporting system, regular mail or via fax. Contacts may not match number of Abuse/Neglect Intakes in respective program sections.

### Source of Reports of Abuse/Neglect by Program Fiscal Year 2013

Source of Report	Total		CPS		APS In-Home	
	Count	%	Count	%	Count	%
Medical Personnel	62,020	18.5%	40,594	17.7%	19,211	22.0%
School	41,742	12.5%	40,700	17.7%	492	0.6%
Relative	40,828	12.2%	25,574	11.2%	14,889	17.1%
Law Enforcement	38,362	11.5%	33,410	14.6%	4,353	5.0%
Other	24,683	7.4%	16,693	7.3%	6,632	7.6%
Parent	23,421	7.0%	21,174	9.2%	1,011	1.2%
Community Agency	21,153	6.3%	8,040	3.5%	11,530	13.2%
Friend-Neighbor	18,365	5.5%	12,998	5.7%	5,200	6.0%
Anonymous	15,357	4.6%	12,167	5.3%	2,368	2.7%
Victim	13,252	4.0%	652	0.3%	10,000	11.5%
DFPS Staff	10,227	3.1%	6,917	3.0%	1,831	2.1%
Provider	7,608	2.3%	965	0.4%	6,257	7.2%
Institutional Personnel	3,973	1.2%	291	0.1%	293	0.3%
Legal/Court	3,889	1.2%	3,338	1.5%	375	0.4%
Day Care Provider	2,698	0.8%	1,894	0.8%	112	0.1%
State Agency	2,142	0.6%	1,280	0.6%	641	0.7%
Financial Institution	1,588	0.5%	13	0.0%	1,572	1.8%
Parent's Paramour	1,066	0.3%	1,042	0.5%	21	0.0%
Unrelated Home Member	890	0.3%	514	0.2%	276	0.3%
24 Hour Care Provider	699	0.2%	448	0.2%	16	0.0%
Religious Entity	627	0.2%	486	0.2%	132	0.2%
Blank/Unknown	208	0.1%	144	0.1%	45	0.1%
<b>Grand Total</b>	<b>334,798</b>	<b>100.0%</b>	<b>229,334</b>	<b>100.0%</b>	<b>87,257</b>	<b>100.0%</b>

Source of Report	APS Facility		CCL		RCCL	
	Count	%	Count	%	Count	%
Medical Personnel	1,365	11.7%	368	12.3%	482	13.5%
School	144	1.2%	89	3.0%	317	8.9%
Relative	200	1.7%	96	3.2%	69	1.9%
Law Enforcement	137	1.2%	319	10.7%	143	4.0%
Other	850	7.3%	234	7.8%	274	7.7%
Parent	335	2.9%	726	24.3%	175	4.9%
Community Agency	1,046	9.0%	63	2.1%	474	13.3%
Friend-Neighbor	71	0.6%	64	2.1%	32	0.9%
Anonymous	641	5.5%	105	3.5%	76	2.1%
Victim	2,548	21.8%	1	0.0%	51	1.4%
DFPS Staff	342	2.9%	272	9.1%	865	24.3%
Provider	310	2.7%	11	0.4%	65	1.8%
Institutional Personnel	3,247	27.8%	0	0.0%	142	4.0%
Legal/Court	71	0.6%	5	0.2%	100	2.8%
Day Care Provider	39	0.3%	606	20.3%	47	1.3%
State Agency	200	1.7%	5	0.2%	16	0.4%
Financial Institution	3	0.0%	0	0.0%	0	0.0%
Parent's Paramour	1	0.0%	1	0.0%	1	0.0%
Unrelated Home Member	89	0.8%	0	0.0%	11	0.3%
24 Hour Care Provider	7	0.1%	11	0.4%	217	6.1%
Religious Entity	4	0.0%	3	0.1%	2	0.1%
Blank/Unknown	13	0.1%	4	0.1%	2	0.1%
<b>Grand Total</b>	<b>11,663</b>	<b>100.0%</b>	<b>2,983</b>	<b>100.0%</b>	<b>3,561</b>	<b>100.0%</b>

Note: Not all reports are assigned for investigation.

**Total Phone Calls - English Queue**

Fiscal Year	Total Calls	Calls Handled	Calls Abandoned*	Average Time to Abandon	% Abandoned
2009	431,419	264,491	166,928	7.5	38.7%
2010	442,383	297,381	145,002	6.7	32.8%
2011	435,622	317,938	117,684	5.9	27.0%
2012	442,221	310,614	131,607	6.5	29.8%
2013	426,366	308,989	117,377	6.2	27.5%

**Total Phone Calls - All Calls**

Fiscal Year	Total Calls	Calls Handled	Calls Abandoned*	Average Time to Abandon	% Abandoned
2009	638,747	429,551	209,196	6.9	32.8%
2010	647,537	468,272	179,265	6.2	27.7%
2011	642,320	492,885	149,435	5.4	23.3%
2012	651,244	484,312	166,932	6.0	25.6%
2013	600,957	455,501	145,456	5.7	24.2%

*\*An abandoned call is a call that disconnects after completing navigation of the recorded message, but prior to being answered by an intake specialist.*

