



**TEXAS**  
Department of Family  
and Protective Services

# Key Metrics Dashboard

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Fiscal Year 2024



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# Statewide Intake

## Resource Management

Metric Description	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24
All, Turnover	17.0	17.0	15.5	15.5	15.5	14.8	14.8	14.8				
Intake, Caseworker Hires	5	6	1	0	7	7	4	5				
Intake, Caseworker Terminations	3	4	5	5	2	4	2	3				
Total Number of Calls Received	70,396	70,410	62,800	59,607	65,115	67,988	65,663	73,212				

## Outcomes

Metric Description	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24
Average Time to Process E-Reports (Hours)	17.1	10.9	14.2	16.1	8.8	13.5	11.9	11.1				
Average Hold Time for English Queue (Min)	8.9	6.3	7.8	7.4	6.1	7.9	7.3	8.1				
Percent of Abandoned Calls in English Queue	31.5	25.2	27.5	26.4	21.7	26.8	24.2	26.7				
Number of Calls Received for the Youth/Runaway Helpline	1,219	1,278	1,463	1,391	1,213	1,235	1,372	1,363				

# Child Protective Investigations

## Resource Management

### All Investigations (INV)

Metric Description	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24
All Investigation, Average Daily Caseload	10.1	10.3	10.1	10.0	9.6	9.7	9.7	9.8				

### Residential Child Care (RCL)

Metric Description	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24
Residential, Caseworker Turnover	29.6	29.6	30.5	30.5	30.5	30.6	30.6	30.6				
Residential, Caseworker Hires	0	1	2	0	1	1	2	2				
Residential, Caseworker Terminations	3	2	3	1	4	3	0	2				
Residential, Number of Abuse/Neglect Investigations Opened	332	365	330	343	359	377	408	479				
Residential Care, Investigator Average Daily Caseload	7.0	7.4	6.8	6.4	7.3	7.0	6.7	5.9				

### Daycare

Metric Description	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24
Daycare, Caseworker Turnover	45.0	45.0	9.8	9.8	9.8	4.9	4.9	4.9				
Daycare, Caseworker Hires	2	0	0	0	0	0	1	1				
Daycare, Caseworker Terminations	1	0	0	0	0	0	1	2				
Daycare, Number of Abuse/Neglect Investigations Opened	158	154	150	127	181	192	166	179				
Daycare, Investigator Average Daily Caseload	8.6	7.0	6.7	6.2	5.6	6.7	6.5	6.0				

### Special Investigator

Metric Description	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24
Special Investigator, Turnover Rate	25.6	25.6	21.8	21.8	21.8	21.8	21.8	21.8				
Special Investigator, Hires	8	9	6	6	4	4	0	10				
Special Investigator, Terminations	8	3	5	1	8	7	7	6				
Special Investigator, Average Daily Caseload	4.4	3.6	3.0	2.6	2.3	2.6	2.8	2.8				

### CPS Investigations

Metric Description	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24
Investigations, Caseworker Turnover	37.0	37.0	30.6	30.6	30.6	30.7	30.3	30.3				
Investigations, Caseworker Hires	62	117	62	49	105	75	74	90				
Investigations, Caseworker Terminations	73	62	87	65	70	90	87	61				
Investigations, Average Daily Caseload	10.2	10.4	10.3	10.1	9.7	9.9	9.9	10.0				
Investigations and AR, Total Number of Investigation and AR Stages Opened	21,967	22,407	19,027	18,015	18,600	20,978	19,969	23,564				
Investigations and AR, Total Number of Investigation and AR Stages Closed	20,943	22,070	19,470	18,849	18,744	20,389	20,502	21,826				
Investigations and AR, Average Days to Investigation and AR Stages Closure	32.1	31.6	32.0	33.7	38.5	33.8	32.0	31.7				



## Outcomes

Metric Description	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24
Completed Investigations with a Substantive Disposition (Ruled out or RTB) (%)	87.5	88.1	87.9	88.2	87.4	87.9	88.4	88.1				
12 Month Recidivism on Investigations Closed without Services	6.6	7.0	6.8	6.5	7.0	6.7	6.6	7.2				
Timely Initial FTF Actual Contact - P1 (%)	79.9	80.8	82.5	83.5	84.2	84.0	83.8	83.5				
Timely Initial FTF Actual or Attempted Contact - P1 (%)	88.8	89.4	90.1	89.8	90.6	89.9	91.0	90.6				
Timely Initial FTF Actual Contact - P2 (%)	80.5	81.6	84.0	86.4	84.2	84.4	85.0	83.9				
Timely Initial FTF Actual or Attempted Contact - P2 (%)	90.5	90.4	91.8	92.5	91.4	91.8	92.0	91.6				
Timely Initial FTF Actual Contact - AR (%)	77.8	78.0	78.1	78.0	76.9	78.5	79.3	79.4				
Timely Initial FTF Actual or Attempted Contact - AR (%)	80.8	80.8	80.6	80.6	80.0	81.9	81.9	82.2				

# Child Protective Services

## Resource Management

### All CPS

Metric Description	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24
All, Vacancy Rate	14.4	13.1	13.7	14.2	12.7	12.1	11.1	10.5				
All, Turnover	32.0	32.0	29.2	29.2	29.2	29.5	29.1	29.1				

### Family-Based Safety Services (FBSS)

Metric Description	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24
FBSS, Caseworker Turnover	23.3	23.3	24.3	24.3	24.3	25.5	24.9	24.9				
FBSS, Caseworker Hires	39	25	18	23	53	27	38	32				
FBSS, Caseworker Terminations	20	14	22	19	20	26	20	16				
FBSS, Average Daily Caseload	9.4	9.5	9.8	10.0	9.9	10.0	10.1	10.2				
FBSS, Total Number of FPR Stages Opened	1,197	1,348	1,192	1,141	1,419	1,443	1,451	1,445				
FBSS, Total Number of FPR Stages Closed	1,293	1,369	1,150	1,116	1,266	1,332	1,303	1,371				
FBSS, Average Days to FPR Stages Closure	155.2	157.3	156.7	167.3	165.1	162.8	163.4	161.0				

### Conservatorship (CVS)

Metric Description	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24
CVS, Caseworker Turnover	35.3	35.3	34.4	34.4	34.4	33.9	33.4	33.4				
CVS, Caseworker Hires	54	86	68	48	83	74	39	41				
CVS, Caseworker Terminations	65	46	49	52	47	55	199	108				
CVS, Average Daily Caseload	16.3	16.3	16.1	15.7	15.5	15.3	14.5	14.4				
CVS, Total Number of Removals	663	662	671	613	710	812	879	846				
CVS, Total Number of Exits from DFPS Responsibility	998	995	1,171	822	755	894	751	743				
CVS, Average Months to Exit from DFPS Responsibility	23.0	22.9	24.7	24.3	22.5	22.1	22.3	22.4				
CVS, Average Daily Child Count	11.4	11.3	11.2	11.0	10.9	10.7	10.1	10.1				

### Outcomes

#### Family-Based Safety Services (FBSS)

Metric Description	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24
Removals in FBSS Stages (%)	5.5	5.4	5.3	5.2	5.1	5.1	5.1	5.2				
12 Month Recidivism on FBSS Stages Closed with No Further CPS Involvement (%)	11.0	11.5	8.8	11.1	9.2	11.0	10.4	11.9				

### CVS In-Care

Metric Description	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24
Average number of Placements for Children in Foster Care	3.8	3.9	3.9	3.9	3.9	3.9	3.9	4.0				
Children in Substitute Care Placed with Relatives (%)	40.0	39.8	39.9	40.7	40.0	39.2	39.7	39.4				
Sibling Groups with All Siblings Placed Together (%)	60.7	59.4	59.7	60.1	59.9	59.9	59.5	59.7				
Children in Foster Care Placed in County (%)	32.5	32.6	32.7	32.5	32.7	32.0	31.7	31.9				
Youth who Aged out and Have Complete PAL (%)	94.0	94.7	94.1	91.4	94.9	96.7	94.8	98.2				

### CVS Permanency

Metric Description	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24
Children Who Exit DFPS Responsibility to Permanency (%)	92.5	89.9	93.5	89.8	89.0	91.5	89.5	90.0				
Children Who Exit DFPS Responsibility to Family Reunification (%)	34.5	32.1	23.9	31.3	37.6	33.4	36.5	31.4				
Of Those Who Do Not Reunify, Children Who Exit DFPS Responsibility to Relatives (%)	63.6	62.7	56.0	52.0	60.5	61.2	62.7	67.6				
Children Adopted within 12 Months of Termination of Parental Rights (%)	52.1	52.1	50.9	50.9	50.9	54.2	54.2	54.2				
Permanency for Children in Care for 2 or More Years (%)	35.7	35.7	36.2	36.2	36.2	37.4	37.4	37.4				

## DFPS Key Metrics Dashboard

Metric Description	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24
Average Months to Permanency	20.7	19.7	23.1	21.2	19.4	19.6	20.0	19.2				
12 Month Recidivism for Children Who Return Home	7.0	15.1	16.7	10.7	12.0	13.6	15.6	11.5				

## Data Dictionary

### Resource Management Metrics

Term	Definition
Turnover	Measures caseworker turnover using the State Auditor's Office methodology. Until the data is finalized for the fiscal year, the measure is only an estimate of how many caseworkers will leave in the fiscal year
Hires	Number of staff hired into the agency in each month
Terminations	Number of caseworkers who left the agency in each month.
Average Daily Caseload	Average daily caseload calculated pursuant to the Legislative Budget Board methodology.
CVS, Average Daily Child Count	Average daily count of children assigned to CVS workers pursuant to the Legislative Budget Board Methodology.
Total Number of Calls Received	Total number of calls received at SWI
Total Number of Stages Opened or Removals	Total number of stages started or removals during the month
Total Number of Investigation Stages Closed or Exits	Total number of sages closed during the month, including those closed to merge, or removals during the month
Average Time to Stage Closure or Exit	Average time to close a stage or for a child to exit conservatorship

## Outcomes

### Statewide Intake

Term	Definition
Average Time to Process E-Reports (Hours)	Average time to process electronic reports of abuse or neglect
Average Hold Time for English Queue (Min)	Average hold time for the English queue to report abuse or neglect
Percent of Abandoned Calls in English Queue	Percentage of calls in the English queue that are abandoned
Number of Calls Received for the Youth/Runaway Helpline	Number of calls made to the youth/runaway helpline

### Child Protection Investigations

Term	Definition
Completed Investigations with a Substantive Disposition (Ruled out or RTB) (%)	Percent of completed investigations with an overall disposition of ruled out or confirmed as reason to believe.
12 Month Recidivism on Investigations Closed without Services	Percent of alleged victims in an investigation closed without further services who have a subsequent confirmed allegation or are a principal in an investigation opened for services within 12 months.
Timely Initial FTF Actual or Attempted Contact - P1 (%)	Percentage of alleged victims in a P1 investigation with actual or attempted face to face contact within 24 hours
Timely Initial FTF Actual or Attempted Contact - P2 (%)	Percentage of alleged victims in a P2 investigations or an alternative response with actual or attempted face to face contact within 72 hours (investigations) or 5 days (alternative response).

### Family Based Safety Services

Term	Definition
Removals in FBSS Stages (%)	Percentage of families receiving FBSS with at least 1 child removed after they started receiving FBSS, rolling 12 months
12 Month Recidivism on FBSS Stages Closed with No Further CPS Involvement (%)	Percent of child principals in an FBSS stage that are closed without further services who have a subsequent confirmed allegation or are a principal in an investigation opened for services within 12 months.

### Children in State Custody

Term	Definition
Average number of Placements for Children in Foster Care	Children in foster care on the last day of the month, the average number of placements since their removal.
Children in Substitute Care Placed with Relatives (%)	Percentage of children in an out of home placement who are placed with a relative or fictive kin
Sibling Groups with All Siblings Placed Together (%)	Percentage of sibling groups with all siblings placed together.
Children in Foster Care Placed in County (%)	Children in foster care on the last day of the month, the percentage who are in a placement in the county from which they were removed.
Youth who Aged out and Have Complete PAL (%)	Percentage of youth 18 and over who exit substitute care and have completed the required PAL classes
Children Who Exit DFPS Responsibility to Permanency (%)	Of all children who exited state custody during the month, the percentage who exited to reunification, to a relative or to adoption
Children Who Exit DFPS Responsibility to Family Reunification (%)	Of all children who exited to state custody during the month, the percentage who exited to family reunification.
Of Those Who Do Not Reunify, Children Who Exit DFPS Responsibility to Relatives (%)	Of all children who exited to state custody to something other than reunification, the percentage who exited to a relative. Includes all relative exits - a relative as a permanent managing conservator (PMC) both with and without permanency care assistance and relative adoptions.
Children Adopted within 12 Months of Termination of Parental Rights (%)	Of children with parental rights terminated, the percentage who are adopted within 12 months

DFPS Key Metrics Dashboard

<b>Term</b>	<b>Definition</b>
Average Months to Permanency	For children who exit to reunification, a relative or adoption, the average time between removal and the child's exit from state custody.
12 Month Recidivism for Children Who Return Home	Percent of children who exit to reunification who have a subsequent confirmed allegation or are a principal in an investigation opened for services within 12 months.