



Implementation of Senate Bill 6

Senate Health and Human Services Committee

November 14, 2006

Carey D. Cockerell, Commissioner

Department of Family and Protective Services



Mission and Responsibilities

DFPS Mission

- The mission of The Texas Department of Family and Protective Services (DFPS) is to protect children, the elderly, and people with disabilities from abuse, neglect, and exploitation by working with clients, families, and communities.

Program Areas

- Adult Protective Services (APS)
- Child Care Licensing (CCL)
- Child Protective Services (CPS)
- Purchased Client Services (PCS)



Senate Bill 6 Implementation Highlights



Vulnerable Adults

Improving Structure and Practice

- Risk Assessment
 - Client Assessment and Risk Evaluation (CARE) tool in place
 - University of Texas final evaluation report on CARE showed the tool is effective
- Complex Cases
 - Subject matter experts hired to assist with complex cases
 - 9 experts in exploitation and evidence-driven investigations hired statewide
 - 9 experts in self-neglect hired statewide



Vulnerable Adults

Increasing Capacity

- Enhancing Staff Qualifications
 - 897 pre-employment screening tests conducted
 - 18 APS staff approved for educational stipends
- Caseload Reduction Plan
 - 179 additional workers being phased-in statewide
- Training
 - New basic training has been expanded from three to eleven weeks and includes web-based, classroom, and on-the-job training
- Technology
 - Tablet PC user survey conducted
 - Cultural change management plan developed to offer training and other job aids



Vulnerable Adults

Working Effectively with Community Partners

- Special Task Units
 - All 19 required counties with population of 250,000 have created Special Task Units
 - Two additional counties, not required by SB 6, are creating Special Task Units
- Community Engagement
 - Community satisfaction survey sent to 2,450 stakeholders across the state
 - Finalized report will be published in December 2006



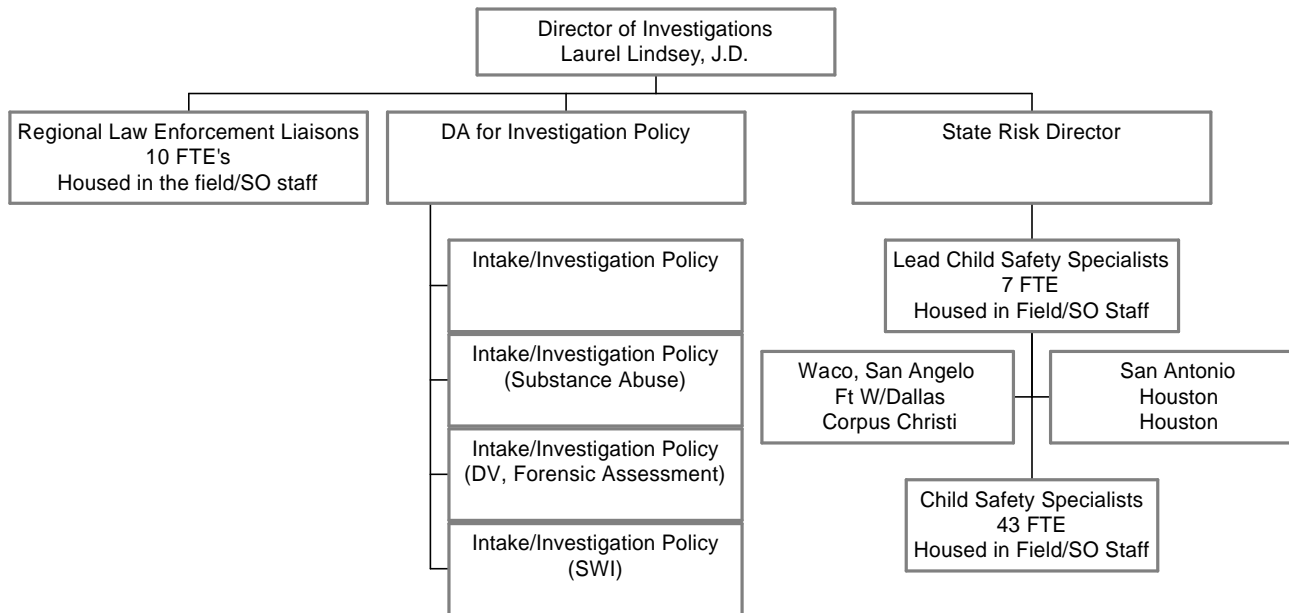
Children and Families

Strengthening Investigations

- Improved Screening
 - 41 Screeners have reviewed more than 24,000 reports
 - Nearly 25% of these screened reports have been closed resulting in more caseworker time spent on cases needing attention
- New Investigations Structure
 - Investigations division in place
 - 131 Special Investigators, with law enforcement background, hired statewide to assist in complex cases
 - 7 Law Enforcement Liaisons hired to build partnerships between DFPS and law enforcement in local communities and to assist in hiring special investigators

Children and Families

Strengthening Investigations





Children and Families

Supporting Quality Casework

- Hiring
 - CPS hired over 2,200 direct-delivery staff since September 2005
- Staffing and Workload Distribution Plan
 - Functional units established and workload measurement tools in place to allocate new staff to regions
 - Average daily caseloads for investigative caseworkers
 - Sept 05 - 38.9
 - Sept 06 - 27.8
 - Average daily caseload for conservatorship caseworkers
 - Sept 05 - 42.6
 - Sept 06 - 44.2



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Supporting Quality Casework

- Training
 - New caseworker training expanded from a six-week to twelve-weeks
 - Additional training expanded and enhanced including:
 - cultural, kinship program, medical consent, Tablet PC, educational portfolio, and more
 - Joint training with law enforcement allows for CPS and law enforcement to effectively conduct joint investigations
- Technology
 - 1,794 Tablet PCs were distributed to CPS investigators by October 2006
 - An additional 424 will be supplied to new CPS investigative staff by close of the biennium
 - Tablet PCs have replaced the desktop computers allowing full computing capability in the field; this includes a wireless service for communication and information access



Children and Families

Improving Services and Child Outcomes

- Outsourcing Substitute Care and Case Management Services
 - Request for Information released October 2005
 - Stakeholder meetings held around the state Fall 2005 – Spring 2006
 - Draft Request for Proposals (RFP) released February 2006
 - Transition plan released March 1, 2006
 - RFP for first region (Region 8) Independent Administrator released May 1, 2006
 - Transitional Regional Advisory Committee established in Region 8 July 2006
 - Evaluation of RFP proposals conducted Fall 2006
 - Procurement remains open



Children and Families

Improving Services and Child Outcomes

- Relative Caregiver Program
 - Kinship caregiver program implemented March 2006
 - The number of children placed with relatives has increased 82% from 2004 to 2006.
- Family Group Decision Making (FGDM)
 - FGDM model established and policy developed
 - As of August 2006 3,075 FGDM Conferences conducted
 - FGDM evaluation submitted to the Legislature October 2006
 - Parents and relatives more satisfied with FGDM over traditional services
 - FGDM increases reunifications and relative placements and decreases foster care placements
 - Higher rate of positive outcomes for African American and Hispanic children



Children and Families

Improving Services and Child Outcomes

- Preparation for Adult Living (PAL)
 - 1,091 Circles of Support conducted for youth age 16 and older
 - Expansion of Transition Centers and transition services
 - Transition Centers operating in Regions 3,6,7,8
 - Regions 1,2,10, 11 have varying levels of services available and are exploring community interest in opening up a Transition Center
 - Youth aging out of foster care are now provided with continuous Medicaid coverage through a single application process up to the age of 21



Children and Families

Improving Services and Child Outcomes

- Medical Services
 - Comprehensive Healthcare Delivery System for Children in Foster Care procurement in evaluation phase
 - Scheduled implementation September 2007
 - Resources made available to CPS workers including:
 - Forensic medical consultation available via Forensic Assessment Centers
 - Regional nurses hired to provide medical consultation
 - Medical Consent training available online for staff
 - Training for youth and external medical consenters will soon be available online
 - DFPS, DSHS, and HHSC published a report, "Use of Psychoactive Medication in Texas Foster Children State Fiscal Year 2005" in June 2006



Children and Families

Building Community Partnerships

- Community Engagement and Co-location
 - Community engagement staff in each region coordinate community-based and public awareness activities
 - Enhanced volunteer programs in place – currently 3,729 CPS active volunteers
 - Stakeholder meetings being held around the state
 - DFPS is co-located with other community entities at 43 sites around the State; in most of these sites DFPS is co-located with Children’s Advocacy Centers, law enforcement or schools



Children and Families

Preventing Maltreatment

- Prevention and Early Intervention (PEI)
 - Community-Based Family Services Program
 - Rules have been developed and approved, will be effective December 1, 2006
 - A Request for Proposals is in development, the initial contract will be effective March 1, 2007
 - Evidence-based prevention services
 - The new Family Strengthening and Youth Resilience programs, funded through budget strategy A.2.16, procured evidence-based services
 - The Community Youth Development (CYD) and Texas Families: Together and Safe (TFTS) programs were re-procured to require evidence-based services



Licensing and Regulation

Ensuring Child Safety

- Background Checks
 - Implemented a 2 working-day turnaround to the child care facilities for the requested checks.
- Drug Testing Requirements
 - As of January 1, 2006, a residential child care operation must have a drug testing policy
- Additional Child Care Licensing (CCL) Staff
 - 63 additional CCL staff hired



Licensing and Regulation

Ensuring Child Safety

- Foster Home Inspections
 - Residential Child Care Licensing staff began random sample monitoring of foster homes in all DFPS regions as of June 2006
 - As of August 31, 2006, more than 800 random inspections of foster homes have been conducted
 - By the end of FY 2007, RCCL will be monitoring 1/3 of all agency foster homes yearly
- Revisions of Minimum Standards for Residential Child Care Operations and Child Placing Agencies
 - More than 2,300 comments received from stakeholders
 - Rules adopted and to be effective January 1, 2007



Challenges & Next Steps

- Rising Conservatorship caseloads
 - Conservatorship caseloads have increased from 42.6 FY 2005 to 44.2 FY 2006
 - 100 additional conservatorship worker positions were added, effective September 2006
 - National attention is now highlighting the importance of a minimum of monthly contact with children and families
- Staff retention and turnover
 - 19.2% - FY 2006 Turnover rate for DFPS employees
 - CPS worker turnover rate increased .5% to 29.8% in FY 2006
 - CCL worker turnover rate increased 5.6% to 19.6% in FY 2006



Challenges & Next Steps

- Facility & Technology Infrastructure
 - DFPS is working with HHSC and TBPC to acquire new leases for office space; focus is on those sites where a significant client base exists and large numbers of staff are being added
 - DFPS is seeking additional space for approximately 1000 staff by the end of FY07
 - This includes projected space for new hires over the remainder of the biennium, and staff who are currently housed at locations that are filled beyond capacity
 - We are seeking new leases or add-on space at 19 new locations, and are awaiting construction of already approved space at five additional sites
 - To effectively support reform efforts, DFPS has become an information and technology driven organization; business re-design efforts supported by IT investments have changed the agency's basic needs
 - DFPS has submitted a technology infrastructure maintenance LAR exception item to ensure we can continue to support the agency's reliance on IT resources