
A Preliminary Look at Fiscal Year 2024 Quarter 3 July 2024

Data Pending End-of-Year Refresh
Data as of June 2024



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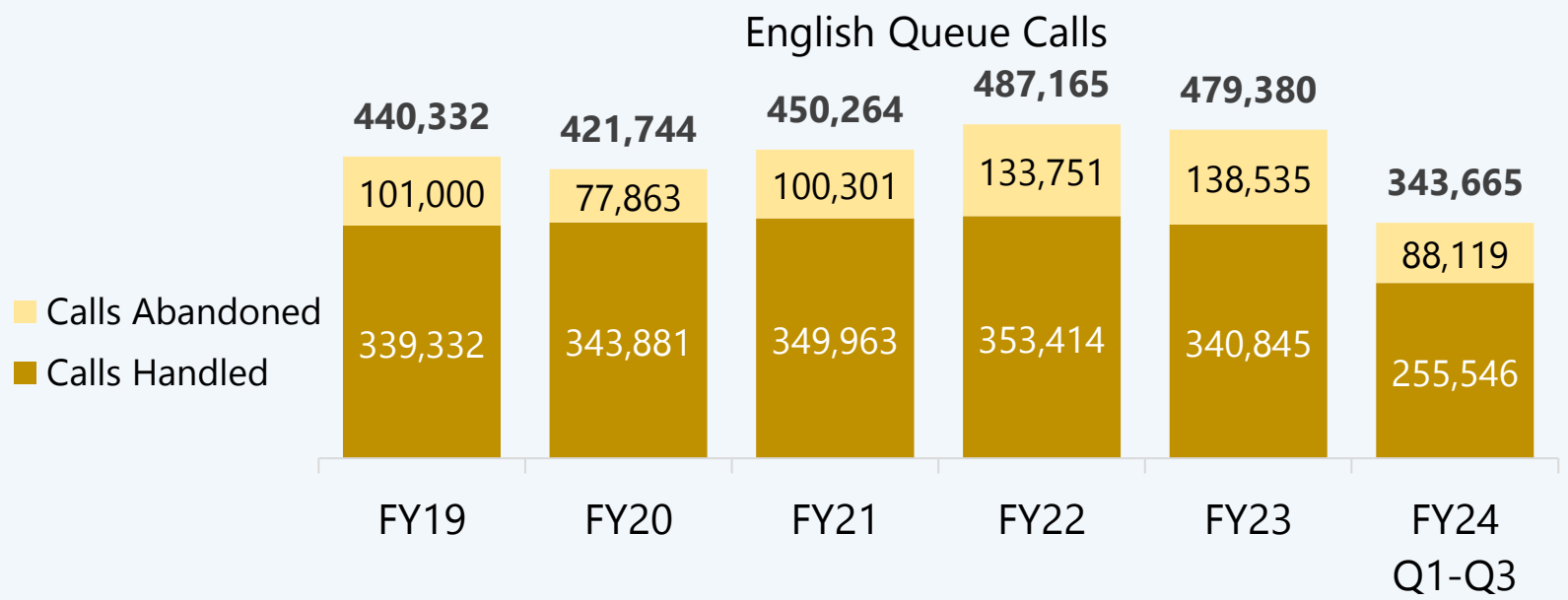
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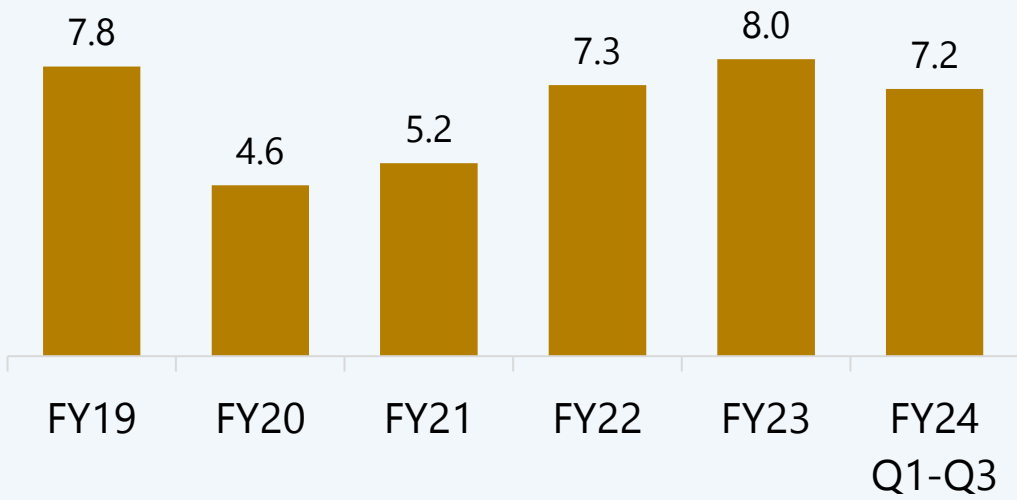
Statewide Intake

The number of calls handled through FY24 Q3 is 7% less than FY23 Q3 but the number of Abandoned Calls is down by 23%

data source: swi_03syx



English Queue: Average Hold Time

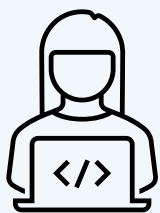


Average hold time for calls in the English queue in FY24 Q1-Q3 is shorter than FY23 and similar to FY22.

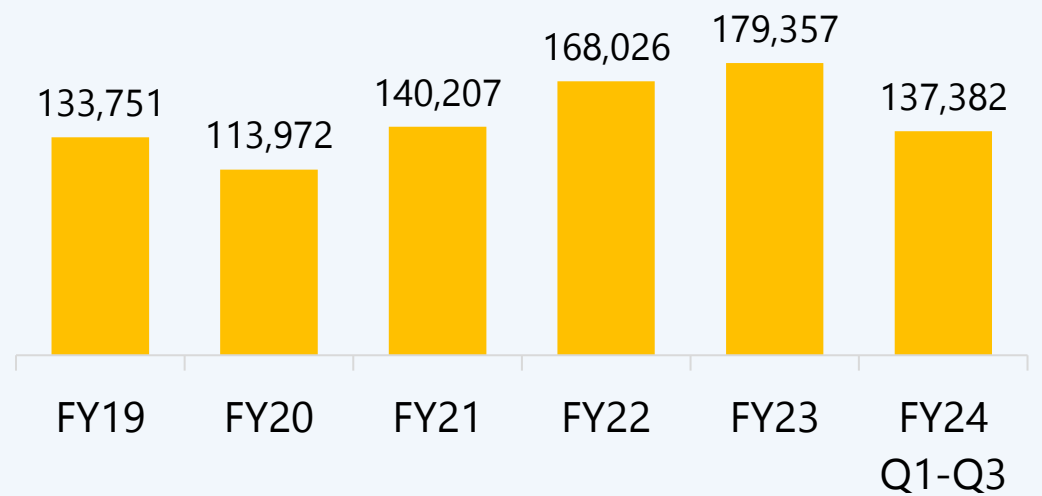
data source: swi_03syx, exd1_03

The number of e-Reports is down 6% through Q3 of FY24 compared to the first three quarters of last fiscal year.

data source: swi_11



Number of E-Reports





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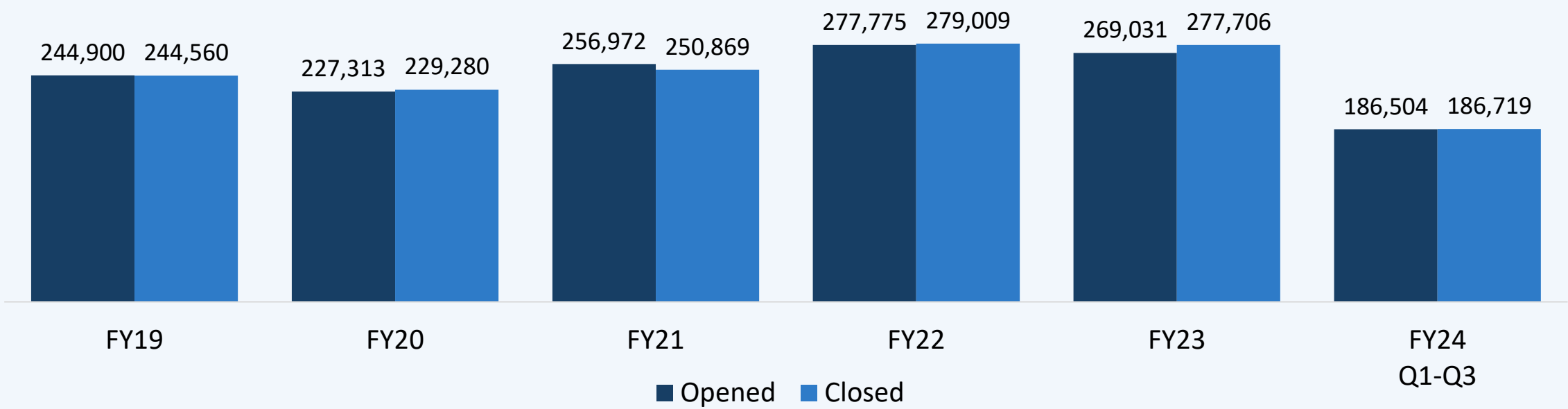
Child Protective Investigations

Alternative Response (AR) and traditional investigations both assess safety/risk and identify services needed to support the family. Cases initially presenting with less immediate safety or risk issues follow the AR track while high risk cases such as severe physical and sexual abuse follow the traditional investigative track. In AR there is no alleged perpetrator, no disposition, and no entry into the Central Registry.



data source: ted_01

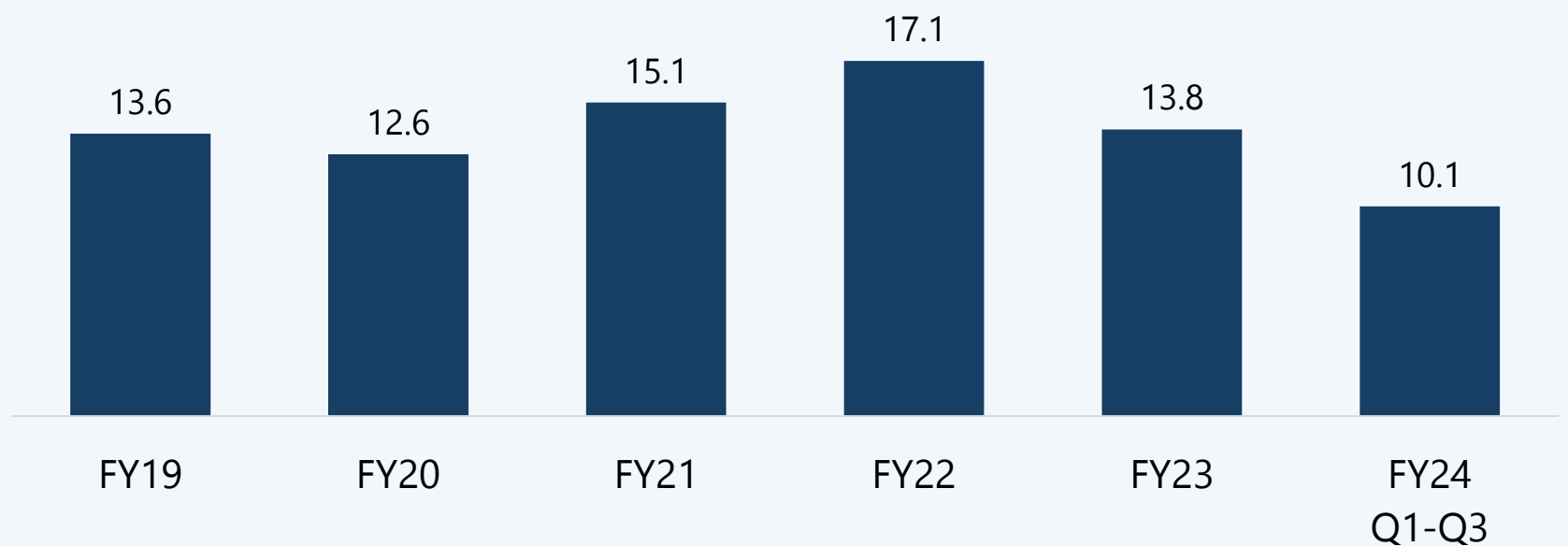
Investigations and Alternative Response



The number of opened investigation and AR stages decreased about 28,000 cases compared to this time last year. Because the total number of opened AR and Investigation remains lower than historical figures, the number of closed stages remains lower than last year too.

CPI: Average Daily Caseloads

The number of average daily cases assigned to CPI caseworkers is down by almost 4 cases per worker in FY24 Q3 compared to FY22.



data source: Legislative Budget Bureau Targets and Projections by Quarter. Prior FY data as of September 7.

Average Daily Caseloads Calculation:

Daily sum of all cases assigned to an **Investigation** caseworker open at the end of each day during the fiscal year.

DIVIDED BY

Daily sum of **Investigation** Caseworkers in certain job classification codes who have at least one case assigned at the end of each day during the fiscal year with different full time equivalent (FTE) values assigned based on tenure.





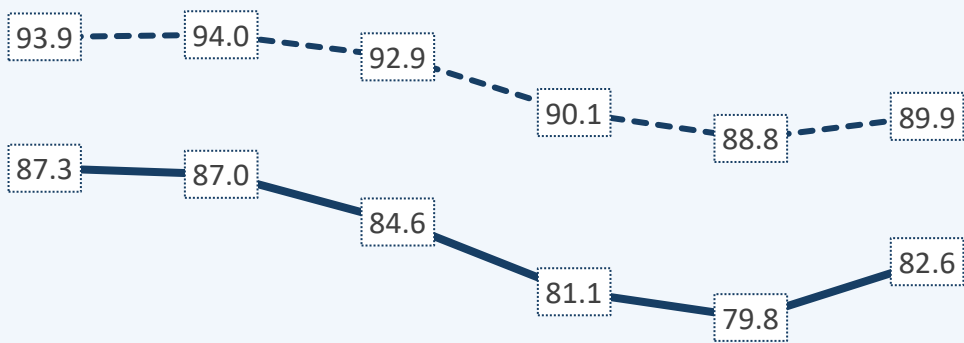
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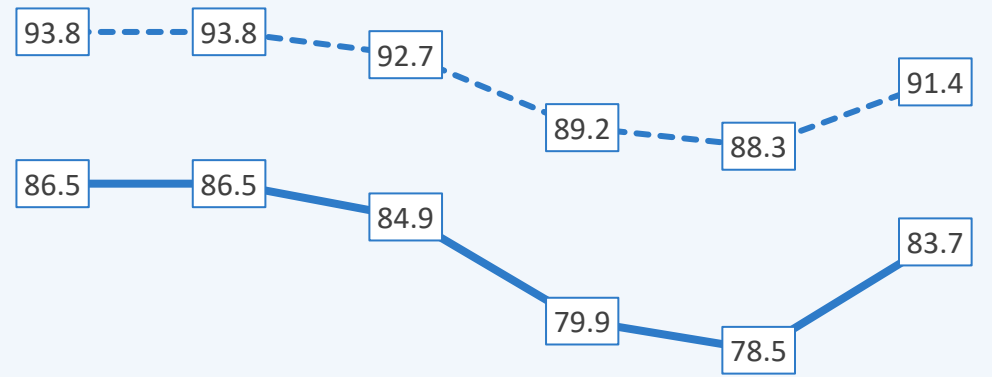
Child Protective Investigations

Priority 1 contacts with children are to be made within 24 hours and Priority 2 contacts with children are to be made within 72 hours. If contact is attempted in the timeframe, but the child is not seen face-to-face, those efforts are counted in the “actual or attempted” metric, but not the “actual” metric.

Priority 1 Face-to-Face Contact



Priority 2 Face-to-Face Contact



Timeliness in P1 and P2 face-to-face contacts have improved during FY24.

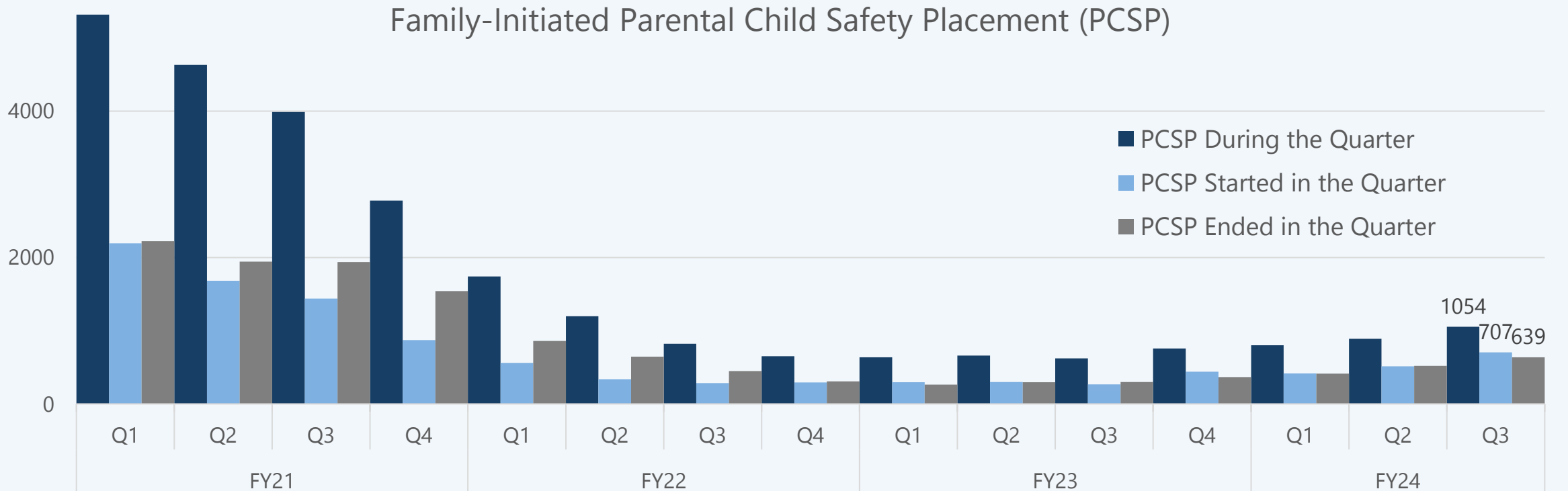
data source: ted_01 - Tableau Executive Dashboard. Note: the sample is INV closed during the period

A family-initiated PCSP is a type of safety plan used when the situation meets both of the following criteria: 1) There is an immediate danger to a child 2) All options allowing the child and the parent or legal guardian to remain in the home together were exhausted.

PCSPs have drastically reduced since FY21.

data source: DRIT 112035

Family-Initiated Parental Child Safety Placement (PCSP)



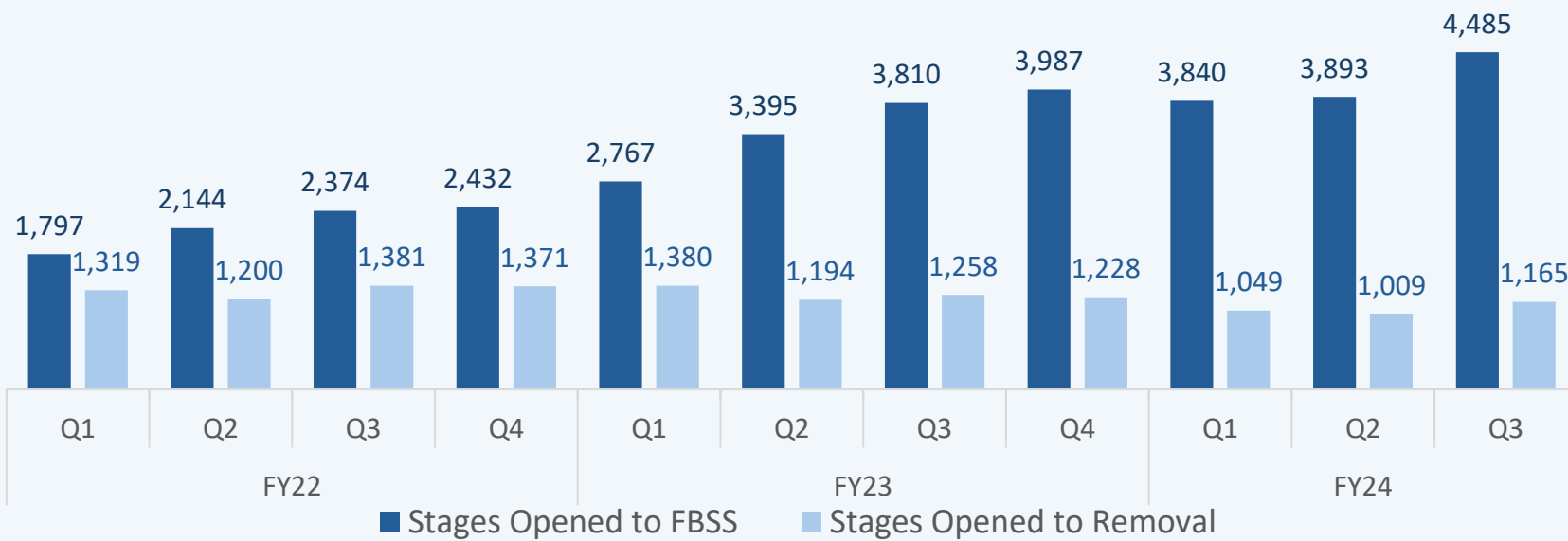


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Child Protective Investigations

Closed Investigations Opened to FBSS and Removals

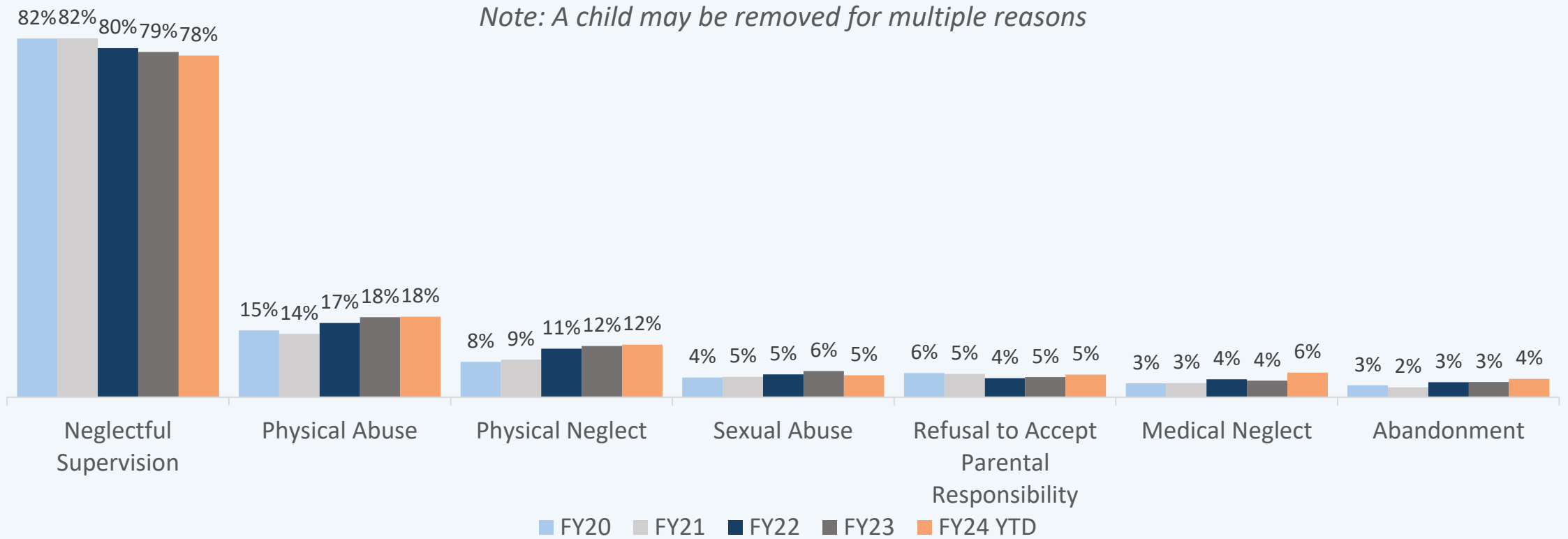


The number of closed investigations opened to FBSS was slightly higher in FY24 Q3 while the number of closed investigations ending in removal has leveled off.

data source: inv_cps_06: CPS Investigations Completed

Most Common Removal Reasons

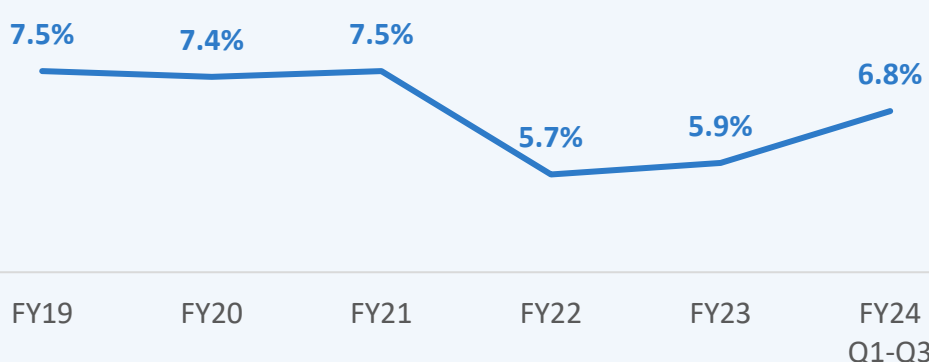
Note: A child may be removed for multiple reasons



Fewer children entered conservatorship in FY22 and FY23 compared to prior fiscal years. Over the past three fiscal years there has been a decline in the percentage of children removed for Neglectful Supervision and an increase in those removed for Physical Neglect and Abuse.

data source: cps_sa_19

Recidivism for Closed Investigation Stages



The percentage of closed investigation stages (that did not open to FBSS or removal) with a subsequent investigation within 1 year that resulted in:

- a confirmed allegation of abuse/neglect
- an opened FBSS stage
- a removal

increased FY24 Q1-Q3 but is lower than FY19-FY21.

data source: exd1_03



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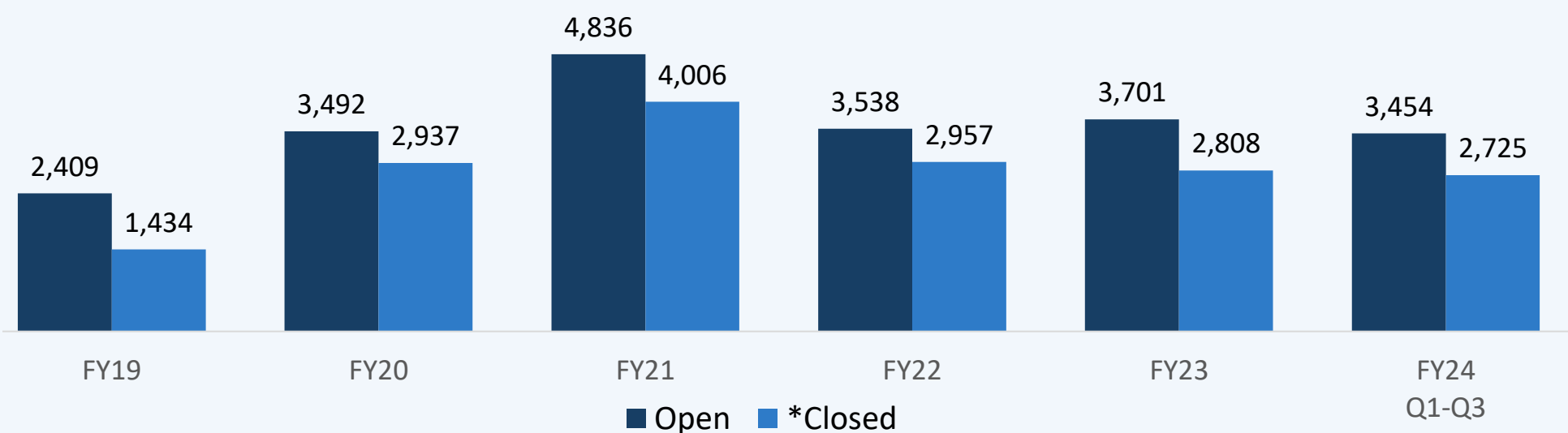
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Residential Child Care Investigations

Residential Child Care Investigations (RCCI) is a program within the Child Care Investigations (CCI) division of Child Protective Investigations (CPI). The RCCI program investigates child abuse, neglect, and exploitation in operations that provide 24-hour residential care.

*Count of closed investigations excludes administrative closures and closed due to merge.

Residential Child Care Investigations

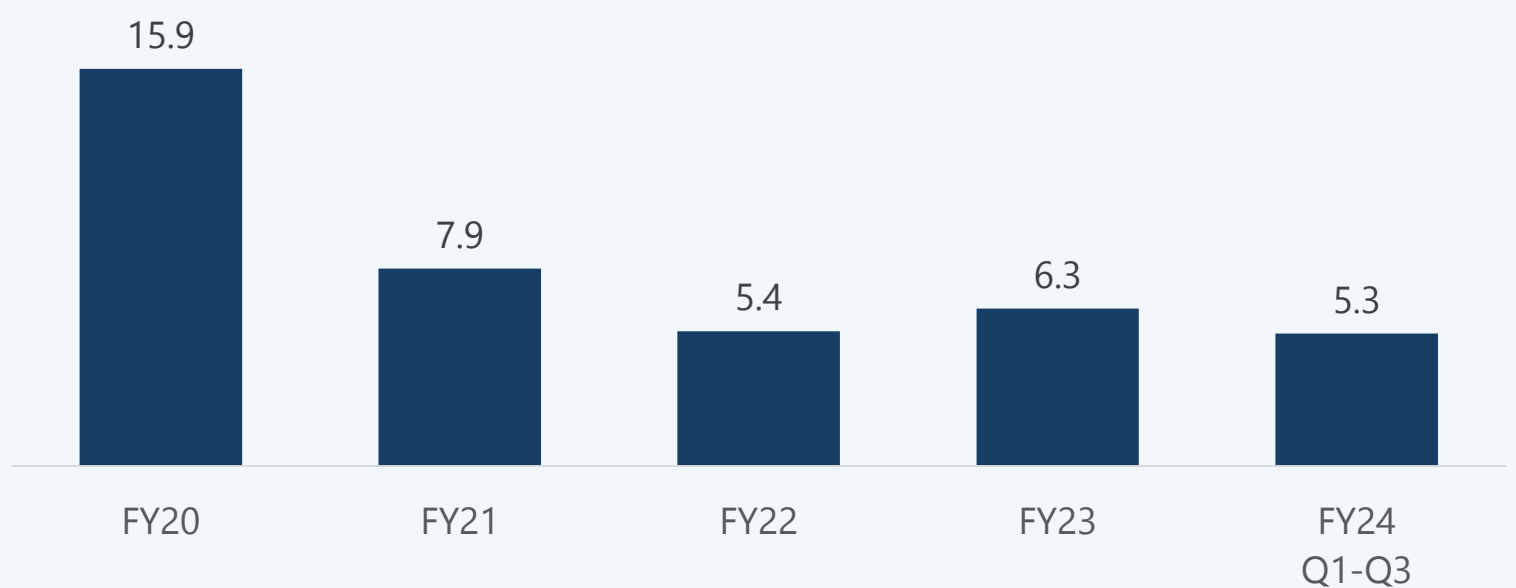


data source: inv_lic_46, inv_lic_03_21

The number of opened RCCI investigations through the third quarter of FY24 is up by 28% compared to the FY23 baseline and RCCI is on pace to close 29% more investigations than last year.

RCCI: Average Daily Caseloads

In response to the backlog project and increased case carrying staff, the number of average daily cases assigned to RCCI caseworkers has decreased by 67% since FY20.



data source: Legislative Budget Bureau Targets and Projections by Quarter. Prior FY data as of September 7.

Average Daily Caseloads Calculation:

Daily sum of all cases assigned to an **RCCI** caseworker open at the end of each day during the fiscal year.

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Daily sum of **RCCI** Caseworkers in certain job classification codes who have at least one case assigned at the end of each day during the fiscal year with different full time equivalent (FTE) values assigned based on tenure.



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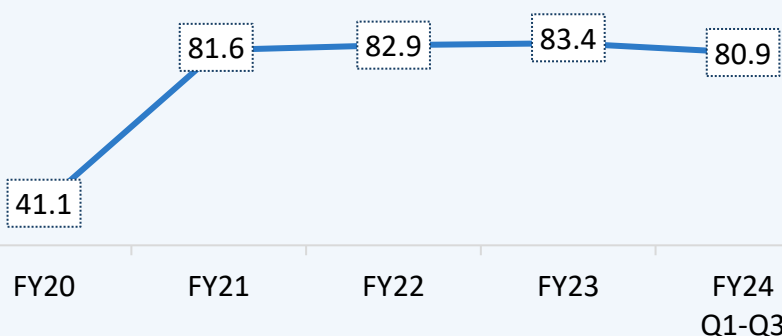
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Residential Child Care Investigations

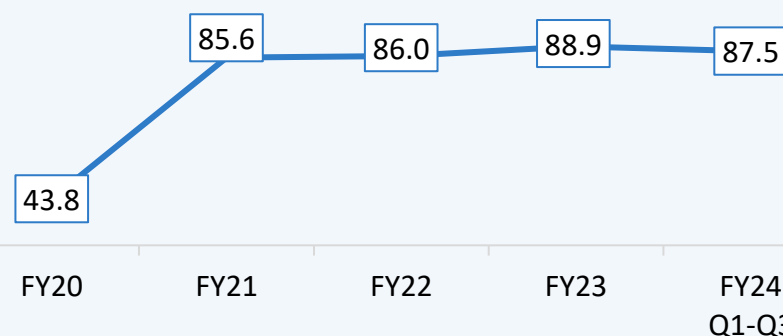
Priority 1 face-to-face (FTF) contact is timely when FTF contact with the alleged victim is made within 24 hours of the intake date. Priority 2 victim FTF contact is met timely when FTF contact with the alleged victim is made within 72 hours of intake. Attempted FTF contacts do not count toward FTF timeliness.

Timeliness in FTF contacts across priorities has declined slightly in FY24 from last year.

Priority 1 Face-to-Face Contact Timely



Priority 2 Face-to-Face Contact Timely

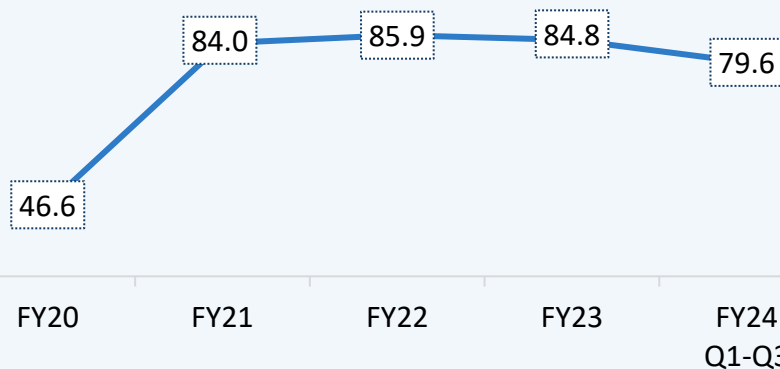


data source: inv_lic_44

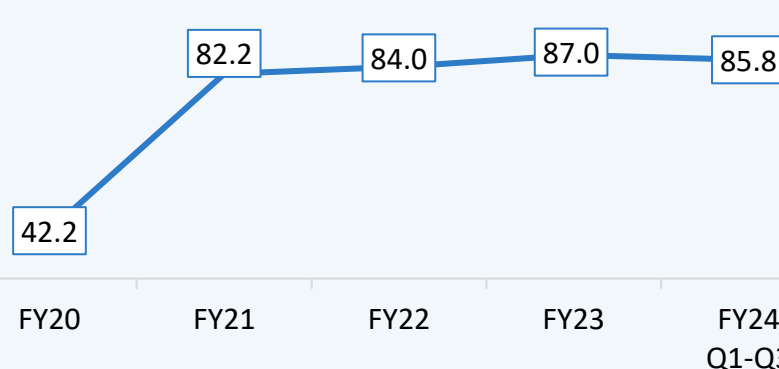
Priority 1 initiation is timely when victim FTF contact is timely with all alleged victim(s) within the investigation stage. Priority 2 initiation is timely when victim FTF contact met is timely with all alleged victim(s) within the investigation stage.

Timeliness in Case Initiations across priorities has declined slightly in FY24 from last year.

Priority 1 Initiation Met Timely

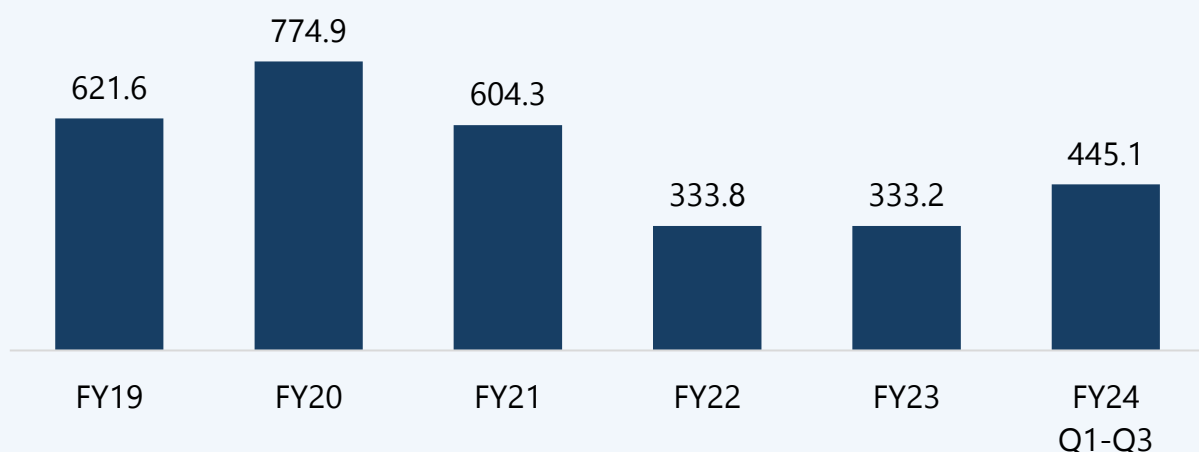


Priority 2 Initiation Met Timely



data source: inv_lic_44

Average Number of Investigations Open at End of Month



The average number of cases remaining open at the end of the month through three quarters of FY24 is the highest since FY21.

data source: inv_lic_46



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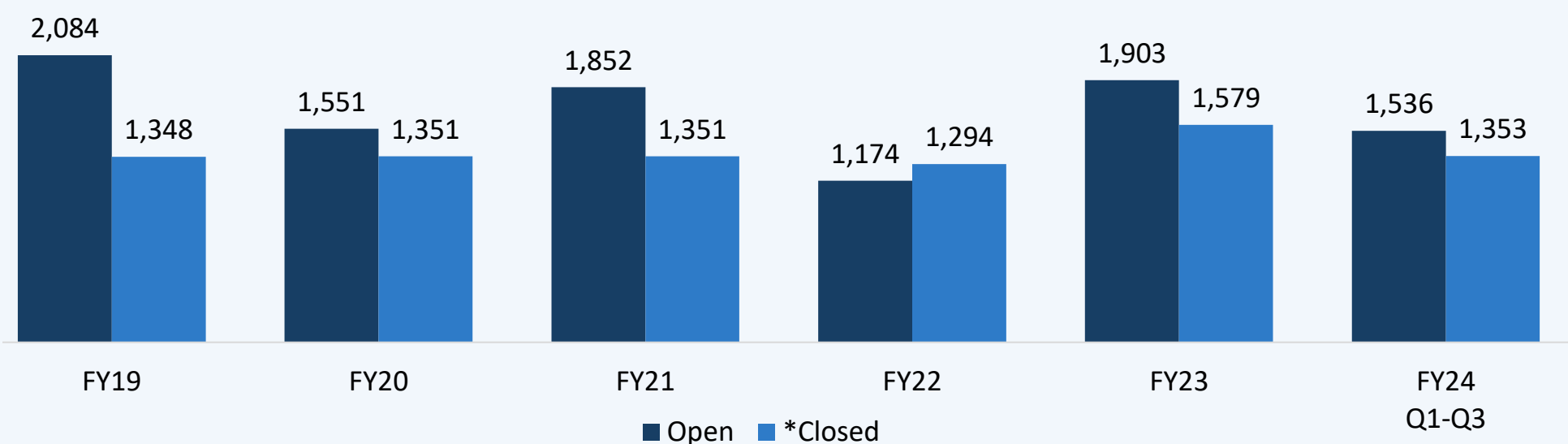
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Day Care Investigations

Day Care Investigations (DCI) is a program within the Child Care Investigations (CCI) division of Child Protective Investigations (CPI). The DCI program investigates child abuse, neglect, and exploitation in child care homes and centers.

*Count of closed investigations excludes administrative closures and closed due to merge.

Day Care Investigations

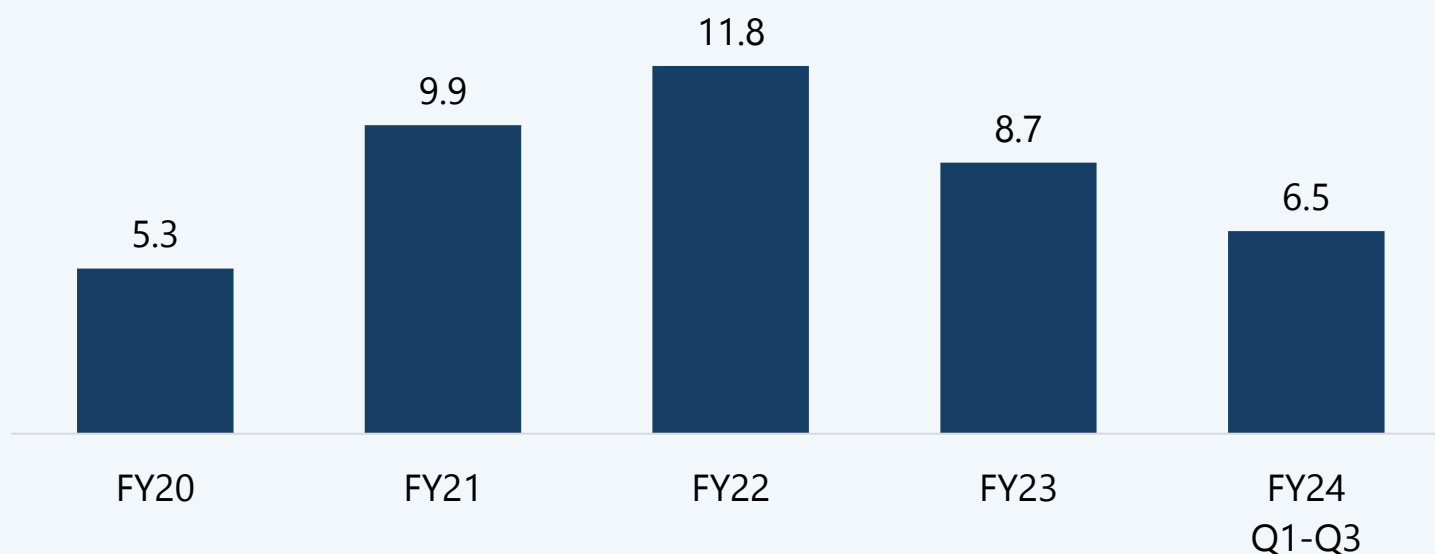


data source: inv_lic_46, inv_lic_03_21

DCI Opened Investigations are up by 14% through three quarters of FY24 compared to the FY23 baseline and DCI is on track to close 14% more cases than in FY23.

DCI: Average Daily Caseloads

Due to improved retention in FY24, DCI Average Daily Caseloads have kept pace with FY23 despite an increase in opened investigation stages.



data source: Legislative Budget Bureau Targets and Projections by Quarter. Prior FY data as of September 7.

Average Daily Caseloads Calculation:

Daily sum of all cases assigned to an **DCI** caseworker open at the end of each day during the fiscal year.

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Daily sum of **DCI** Caseworkers in certain job classification codes who have at least one case assigned at the end of each day during the fiscal year with different full time equivalent (FTE) values assigned based on tenure.



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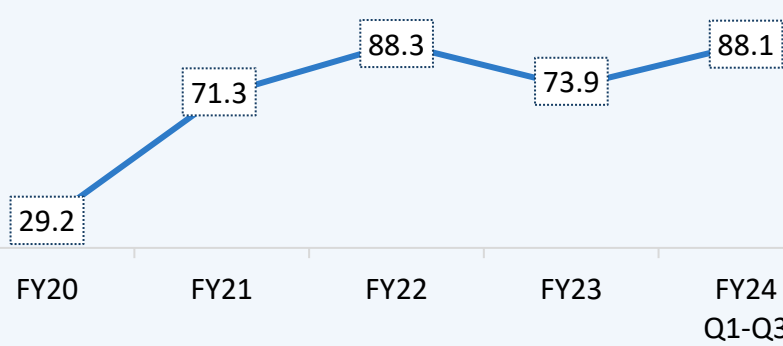
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Day Care Investigations

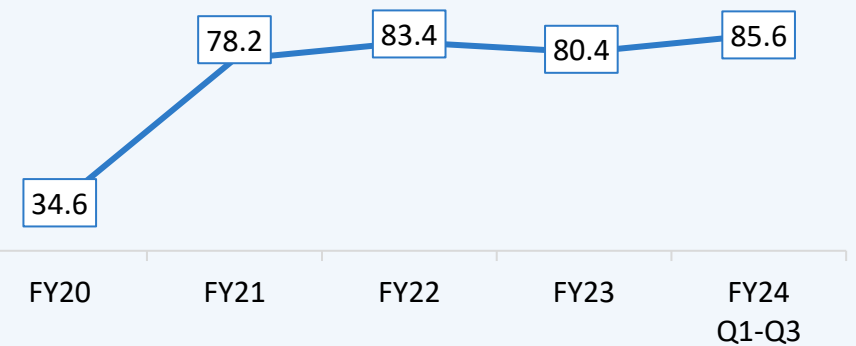
Priority 1 face-to-face (FTF) contact is timely when FTF contact with the alleged victim is made within 24 hours of the intake date. Priority 2 victim FTF contact is met timely when FTF contact with the alleged victim is made within 72 hours of intake. Attempted FTF contacts do not count toward FTF timeliness.

Timeliness in P1 and P2 face-to-face contacts has improved over last year.

Priority 1 Face-to-Face Contact Timely



Priority 2 Face-to-Face Contact Timely

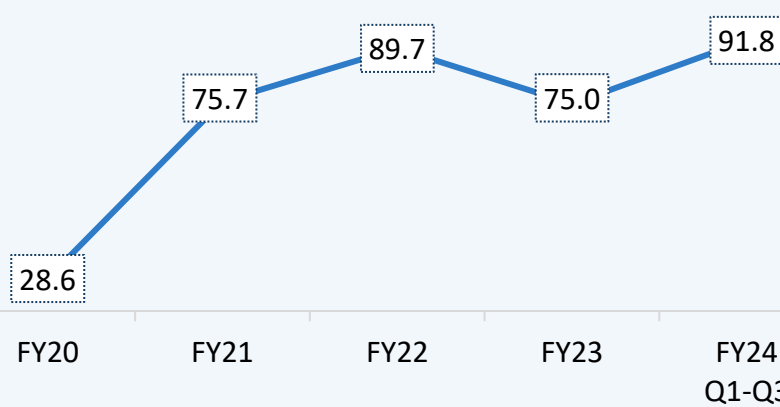


data source: inv_lic_45

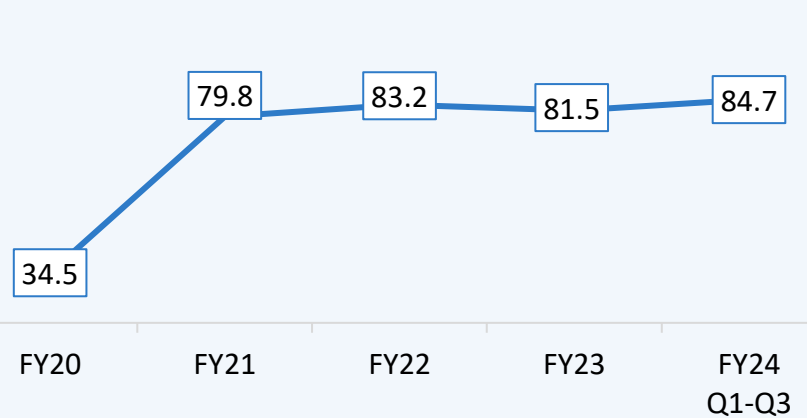
Priority 1 initiation is timely when victim FTF contact is timely with all alleged victim(s) within the investigation stage. Priority 2 initiation is timely when victim FTF contact met is timely with all alleged victim(s) within the investigation stage.

Timeliness in both P1 and P2 case initiation has improved in FY24 and is the highest in at least the past 5 fiscal years.

Priority 1 Initiation Met Timely

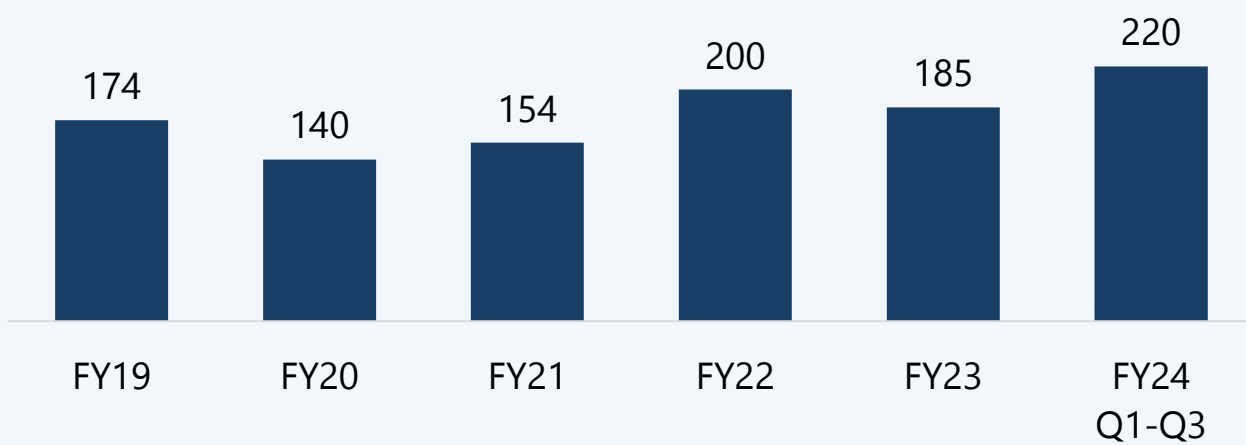


Priority 2 Initiation Met Timely



data source: inv_lic_45

Average Number of Investigations Open at End of Month



The average number of cases remaining open at the end of the month is higher in FY24 compared to previous fiscal years.

data source: inv_lic_46

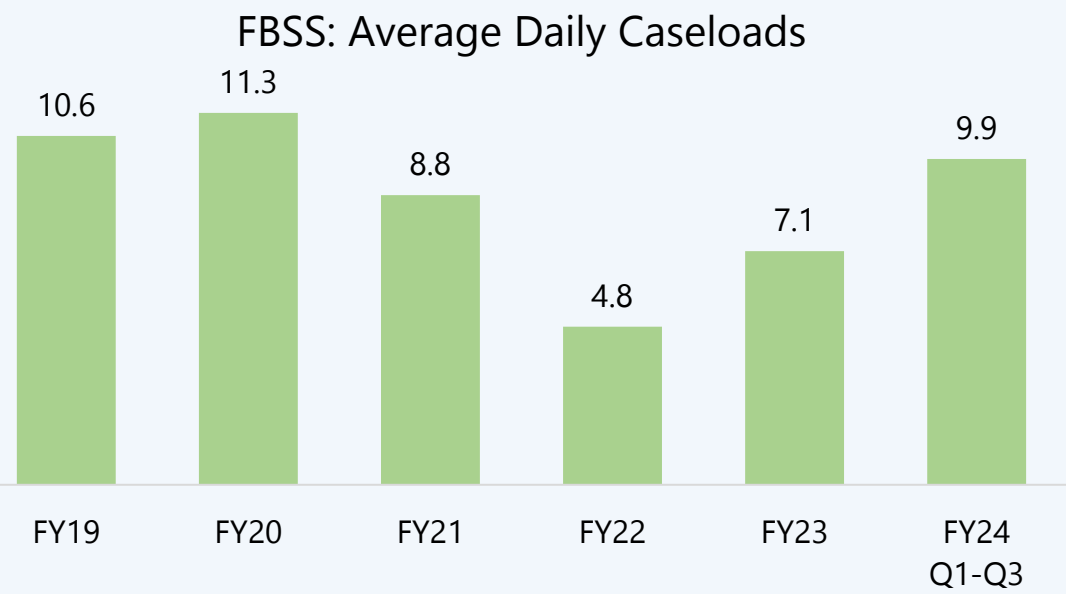
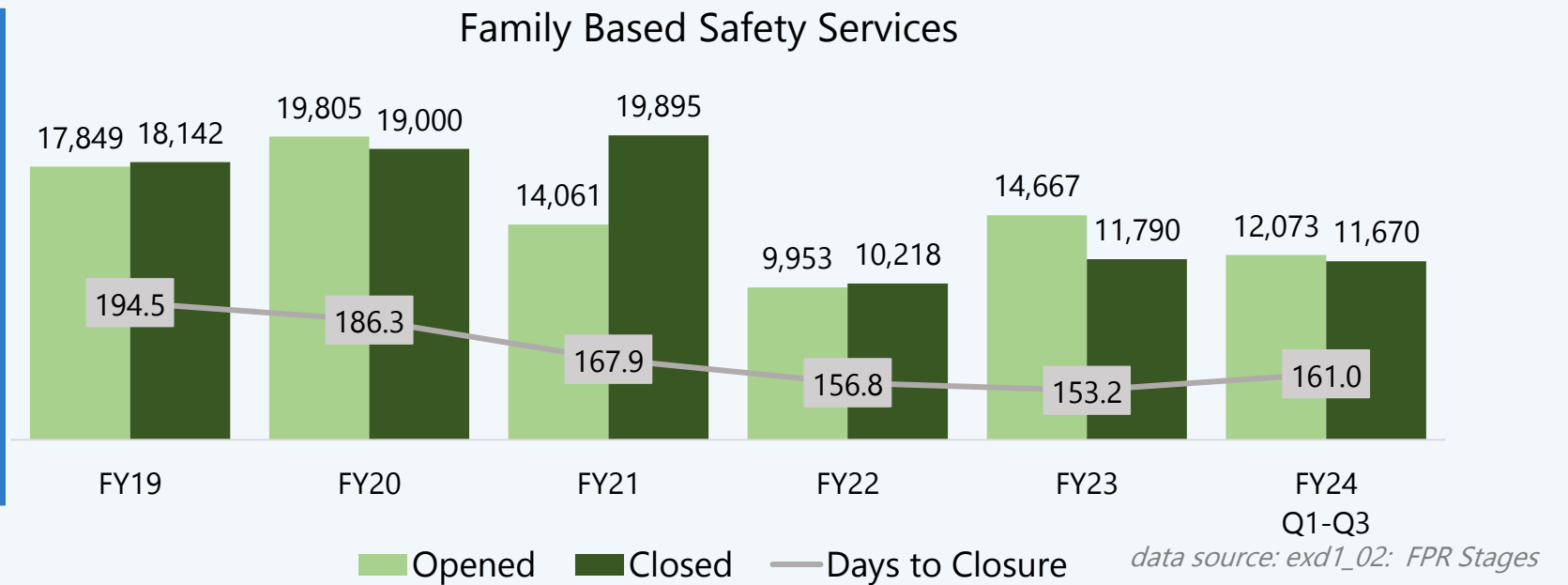


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Family Based Safety Services

The number of opened FBSS stages was up by 15% through the first three quarters of FY24 compared to the same span last year while the total number of closed FBSS cases increased by 45%.



Average Daily Caseloads Calculation:

Daily sum of all cases assigned to a **Family Based Safety Services** caseworker open at the end of each day during the fiscal year.
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Daily sum of **Family Based Safety Services** Caseworkers in certain job classification codes who have at least one case assigned at the end of each day during the fiscal year with different FTE values assigned based on tenure.

Average Daily Caseloads for FBSS caseworkers have continued to rise in FY24.

data source: Legislative Budget Bureau Targets and Projections by Quarter. Prior FY data as of September 7.

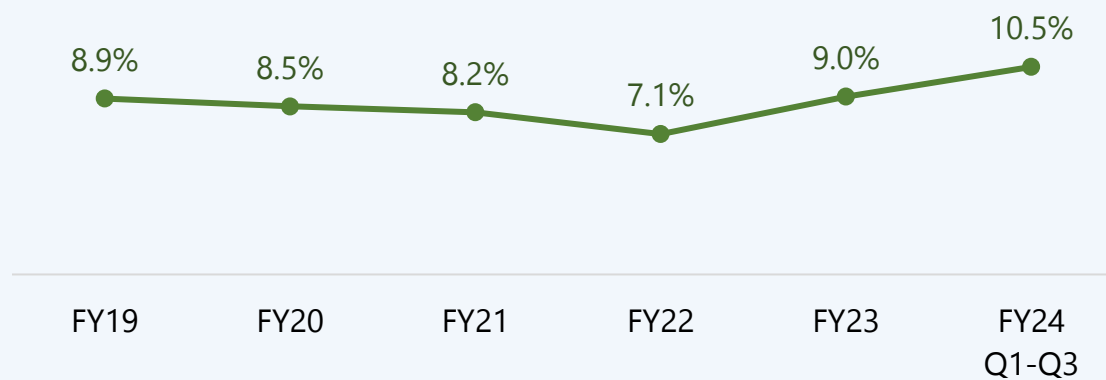
The percentage of closed FBSS stages (that did result in removal) with a subsequent investigation within 1 year that resulted in:

- a confirmed allegation of abuse/neglect
- an opened FBSS stage
- a removal

increased in FY23-FY24 Q3.

data source: exd1_02: Recidivism on FBSS Stages Closed with No Further CPS Involvement

Recidivism for Closed FBSS Stages



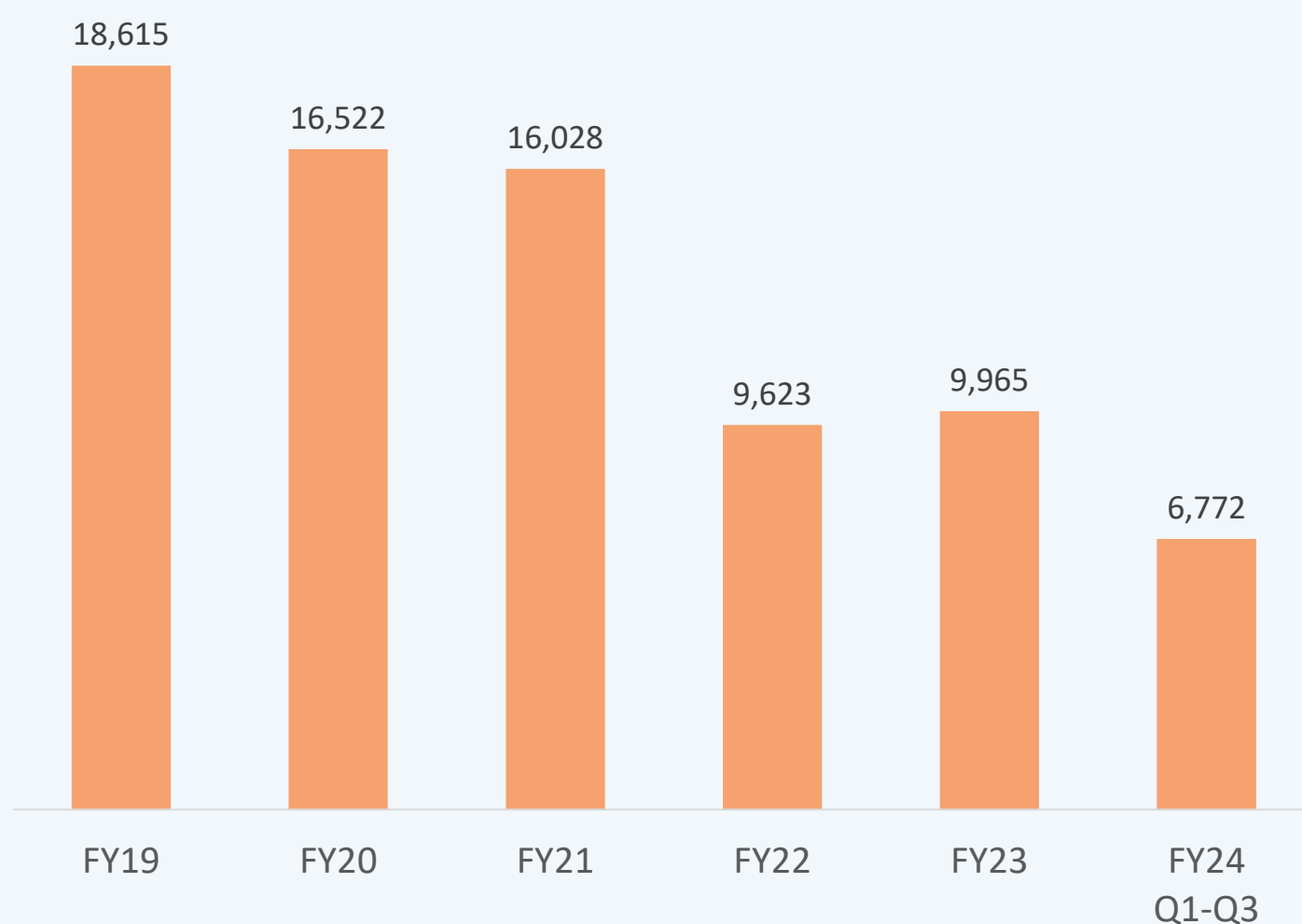


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Conservatorship

Children New to Substitute Care



FY22 and FY23 saw a drop in removals and FY24 YTD is on a similar trajectory

data source: SA_19

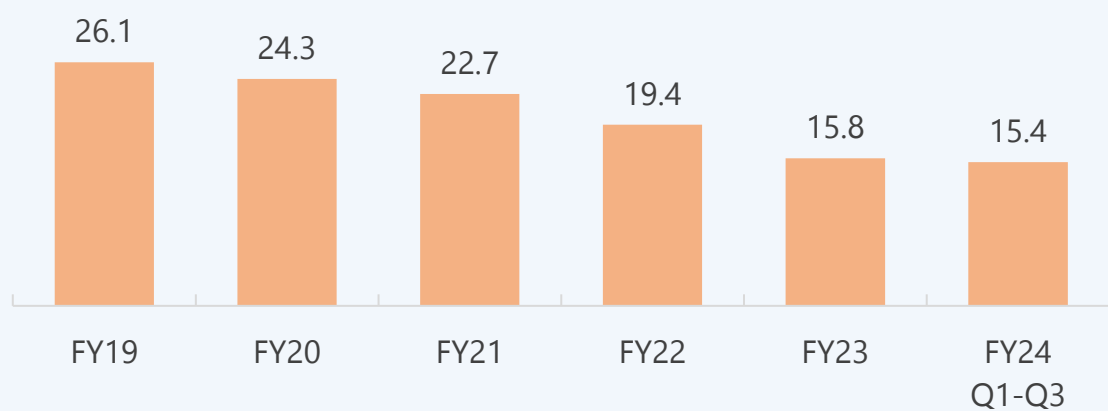


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Conservatorship

Conservatorship: Average Daily Caseloads
(DFPS Legacy Only)



Average Daily Caseloads Calculation:

Daily sum of all cases assigned to a **conservatorship** caseworker open at the end of each day during the fiscal year.

DIVIDED BY

Daily sum of **conservatorship** caseworkers in certain job classification codes who have at least one case assigned at the end of each day during fiscal year with different FTE values assigned based on tenure.

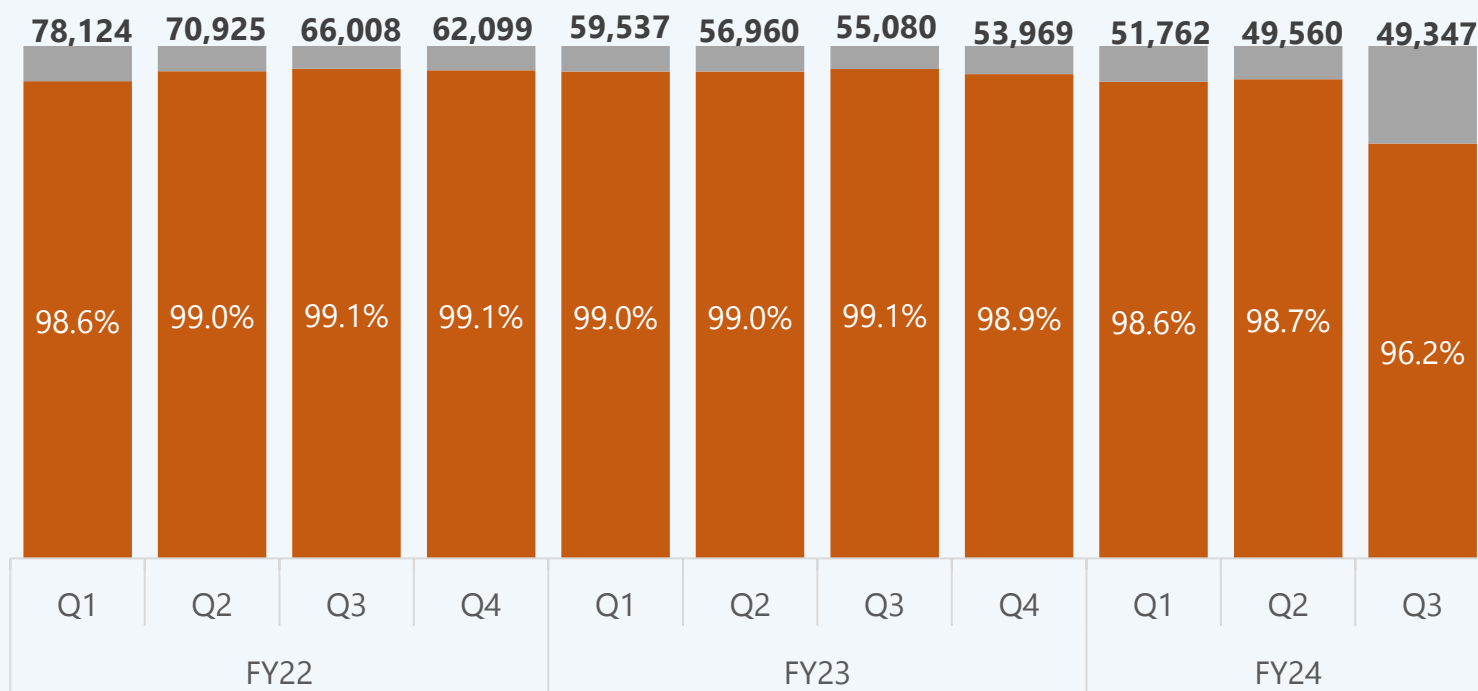
The average daily caseloads for DFPS conservatorship caseworkers is similar to last fiscal year and has declined since FY19.

data source: Legislative Budget Bureau Targets and Projections by Quarter, Substitute Care Caseworkers. Prior FY data as of September 7.

Monthly Face-to-Face Contacts with Children in
SUB/ADO Stage

■ Children with Monthly FTF Contact ■ Children Without Monthly Contact

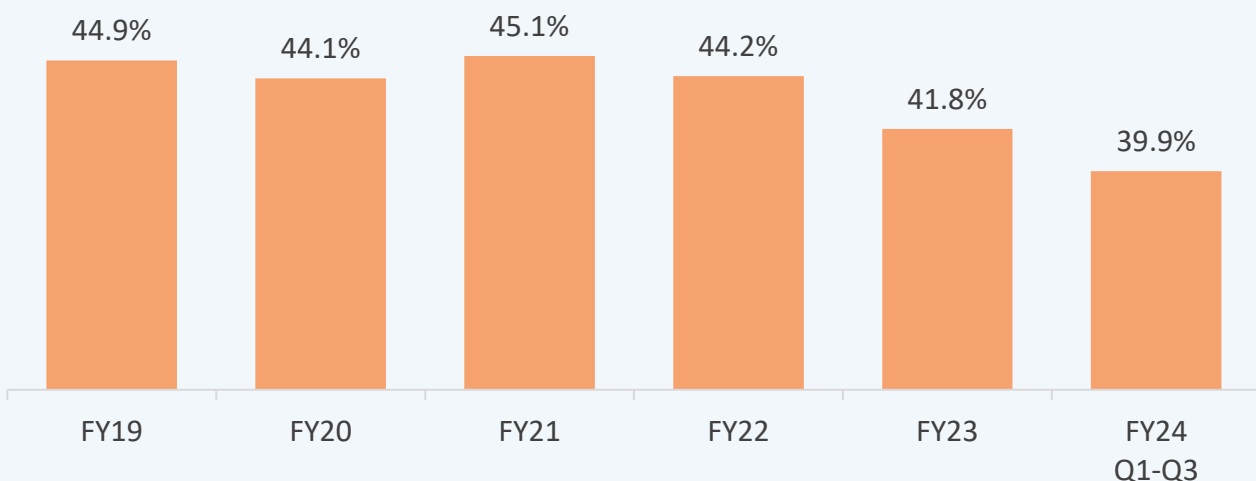
FY24 Q3 saw a drop in monthly face-to-face contacts with children compared to prior quarters.



data source: sa_42: FTF Contacts - Children 0-17 in Substitute Care.

Note: Includes children in the care of the SSCCs and Legacy DFPS.

Children in Kinship Placements



The percentage of children in kinship placements has continued to decline through the first three quarters of FY24.

data source: exd1_03

Note: Includes both verified and unverified kinship. Metric represents the percent of children in substitute care in kinship on the last day of each fiscal year/quarter



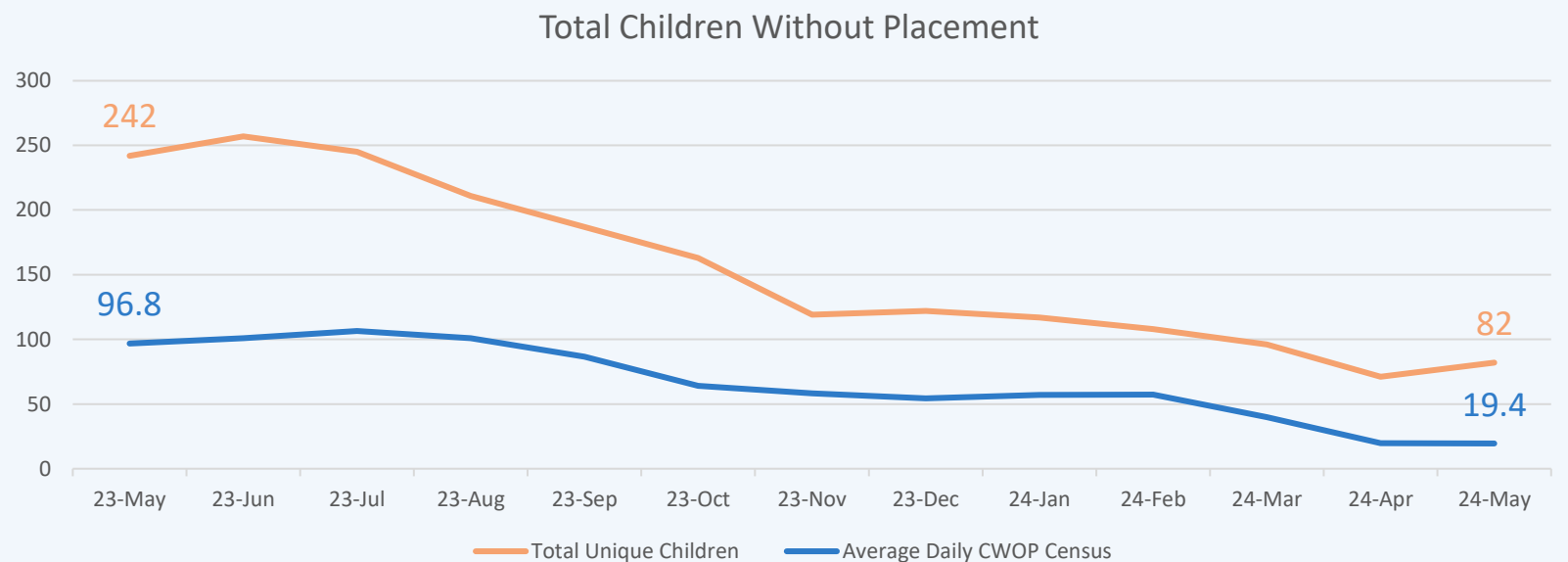
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Conservatorship: Children Without Placement

On an average day, there were almost five times fewer children without placement in May 2024 compared to May 2023.

data source: CWOP Placement Tracker as of 5/31/24



Age of Children Without Placement (May 2024) N=82 Children/Youth



30%

Of all children who had a CWOP event in May 2024 had been in conservatorship for less than 1 year

54%

Of all children who had a CWOP event in May 2024 were removed due to Refusal to Accept Parental Responsibility

data source: CWOP Placement Tracker as of 5/31/24

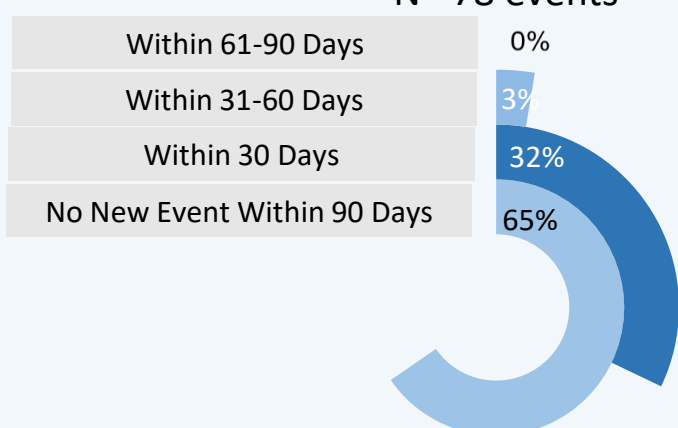
Top 5 Needs for Children/Youth who had a CWOP Event May 2024 N=97 Events

Children without placement have complex needs

data source: CWOP Placement Tracker as of 5/31/24



Subsequent CWOP Event for CWOP Events Ending in February 2024 N= 78 events



The majority of the children and youth who left CWOP in February did not go again without placement within 90 days – for those that did, it was most often within the following 30 days

data source: CWOP Lead and Lag Dashboard as of 6/8/24

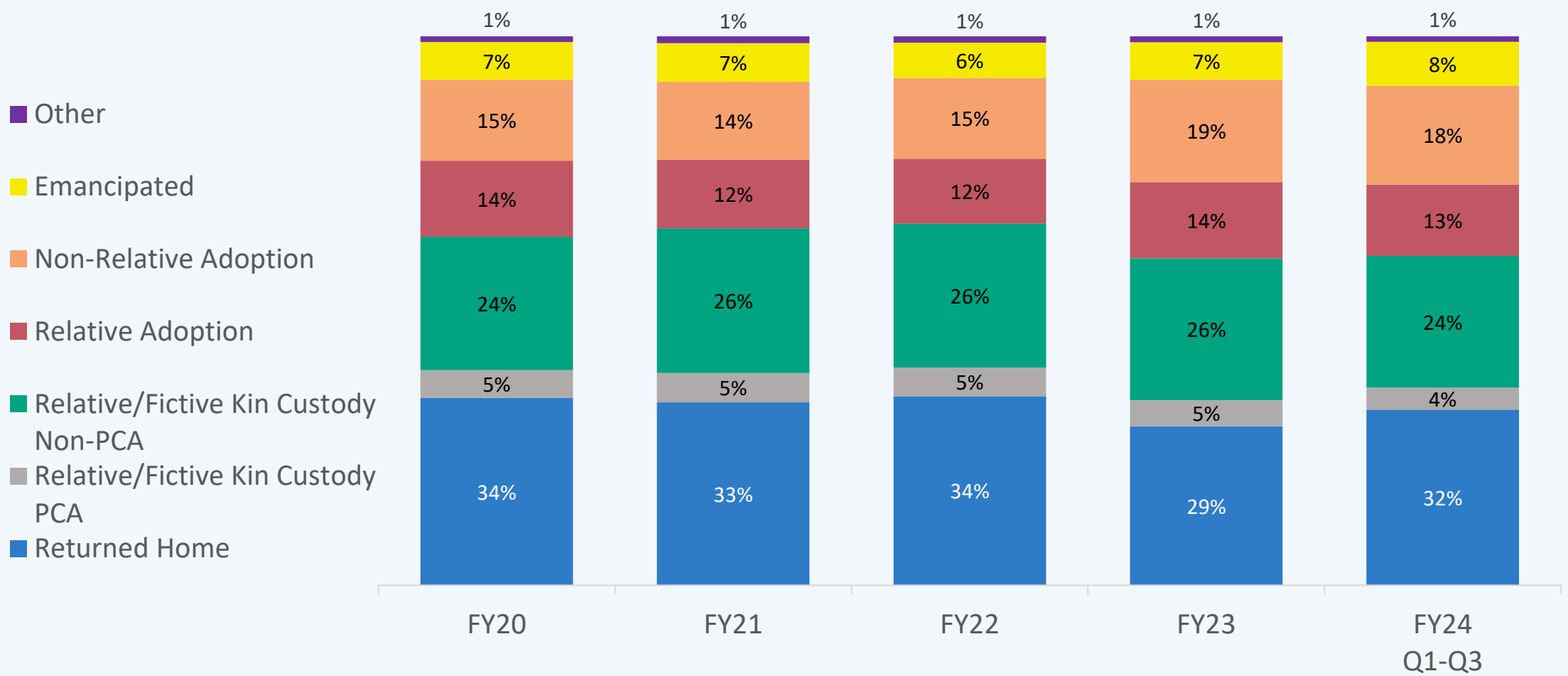


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Conservatorship

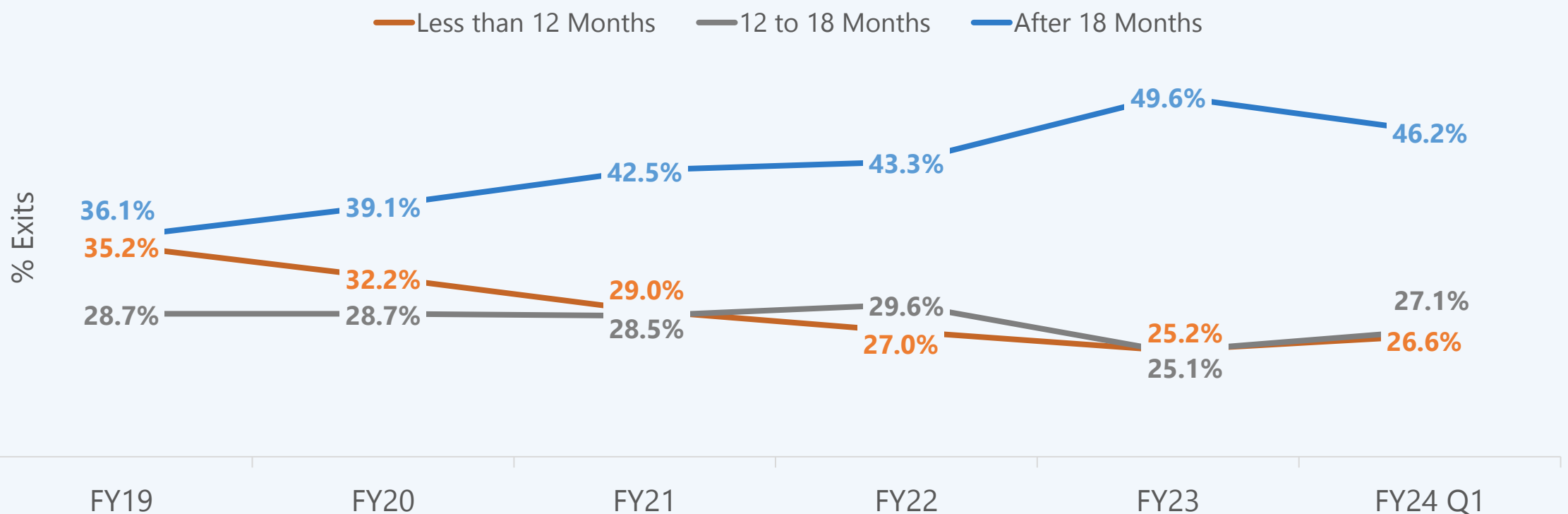
Exits from DFPS Responsibility



Most exit types from the first three quarters of FY24 were in line with those from FY23, with a small increase in children returning home.

data source: pp_20: Exits Demographics for Children Leaving Conservatorship

Time to Exit from DFPS Responsibility



Statewide, a smaller proportion of exits are those exiting to permanency in less than 12 months while a larger proportion are exiting after 18 months in care. However, a large part of this is due to the dramatic decrease in removals & exits before FY23 (and a slight slowdown in time to exit)

Data source: 2024-03-29 Rider 15 Report Appendix. Includes both SSCC and Legacy DFPS



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CBC Performance

Safety in Paid Care

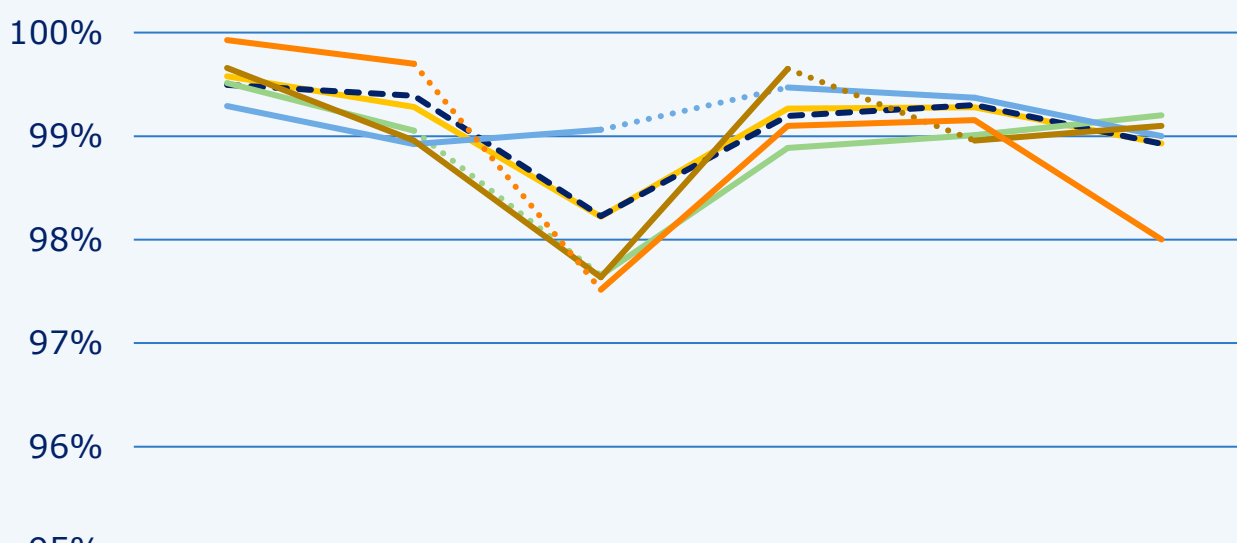
Notes:
A dotted line indicates that area's baseline years
* Data considered provisional until EOY and may be subject to adjustment.
** Statewide Non-CBC excludes the active CBC Community Areas of 1, 2, 3B, and 8B

Measure:

The percentage of children who do not experience abuse/neglect, or exploitation while in Foster Care.

Population:

Children in Paid Foster Care



	FY19	FY20	FY21	FY22	FY23	FY24 Q2*	Baselines
Statewide	99.6%	99.3%	98.2%	99.3%	99.3%	98.9%	--
Statewide - Non-CBC**	99.5%	99.4%	98.2%	99.2%	99.3%	98.9%	--
Panhandle (1)	99.5%	99.1%	97.7%	98.9%	99.0%	99.2%	100%
Big Country and Texoma (2)	99.3%	98.9%	99.1%	99.5%	99.4%	99.0%	100%
Metroplex West (3B only)	99.7%	99.0%	97.6%	99.6%	99.0%	99.1%	100%
South Central and Hill Country (8B)	99.9%	99.7%	97.5%	99.1%	99.2%	98.0%	100%

Stability in Paid Care

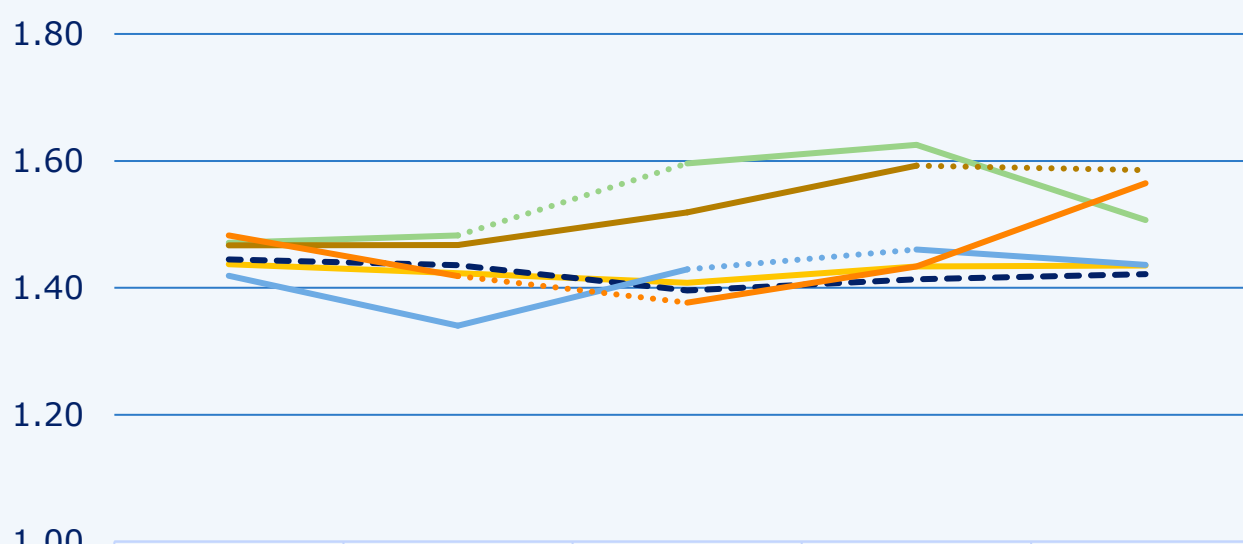
Measure:

Foster care placements per child/youth

Population:

Children in Paid Foster Care

Note: Lower number is better performance



	FY19	FY20	FY21	FY22	FY23	Baselines
Statewide	1.44	1.42	1.41	1.43	1.44	--
Statewide - Non-CBC**	1.44	1.44	1.40	1.41	1.42	--
Panhandle (1)	1.47	1.48	1.60	1.63	1.51	1.54
Big Country and Texoma (2)	1.42	1.34	1.43	1.46	1.44	1.44
Metroplex West (3B only)	1.47	1.47	1.52	1.59	1.59	1.59
South Central and Hill Country (8B)	1.48	1.42	1.38	1.43	1.56	1.40

Note: Stability partial-year values cannot be compared to full-year.



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CBC Performance

Placement in Home Setting

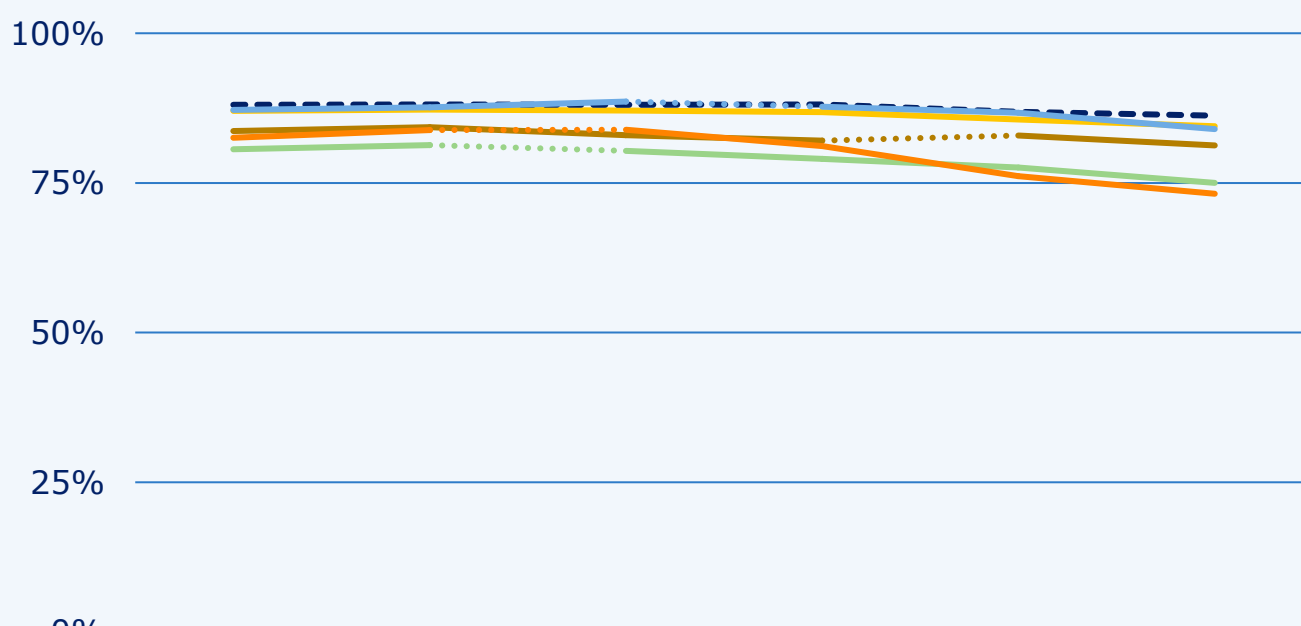
Notes:
A dotted line indicates that area's baseline years
* Data considered provisional until EOY and may be subject to adjustment.
** Statewide Non-CBC excludes the active CBC Community Areas of 1, 2, 3B, and 8B

Measure:

The percentage of days that are in a home setting.

Population:

Children in conservatorship



	FY19	FY20	FY21	FY22	FY23	FY24 Q2*	Baselines
Statewide	87.1%	87.3%	87.1%	86.8%	85.6%	84.5%	-
Statewide - Non-CBC**	88.1%	88.1%	88.1%	88.1%	86.9%	86.2%	-
Panhandle (1)	80.7%	81.4%	80.4%	79.1%	77.6%	75.0%	80.9%
Big Country and Texoma (2)	87.2%	87.7%	88.6%	87.8%	86.7%	84.0%	88.2%
Metroplex West (3B only)	83.7%	84.4%	83.0%	82.1%	83.0%	81.3%	82.6%
South Central and Hill Country (8B)	82.6%	83.9%	83.9%	81.2%	76.1%	73.2%	83.9%

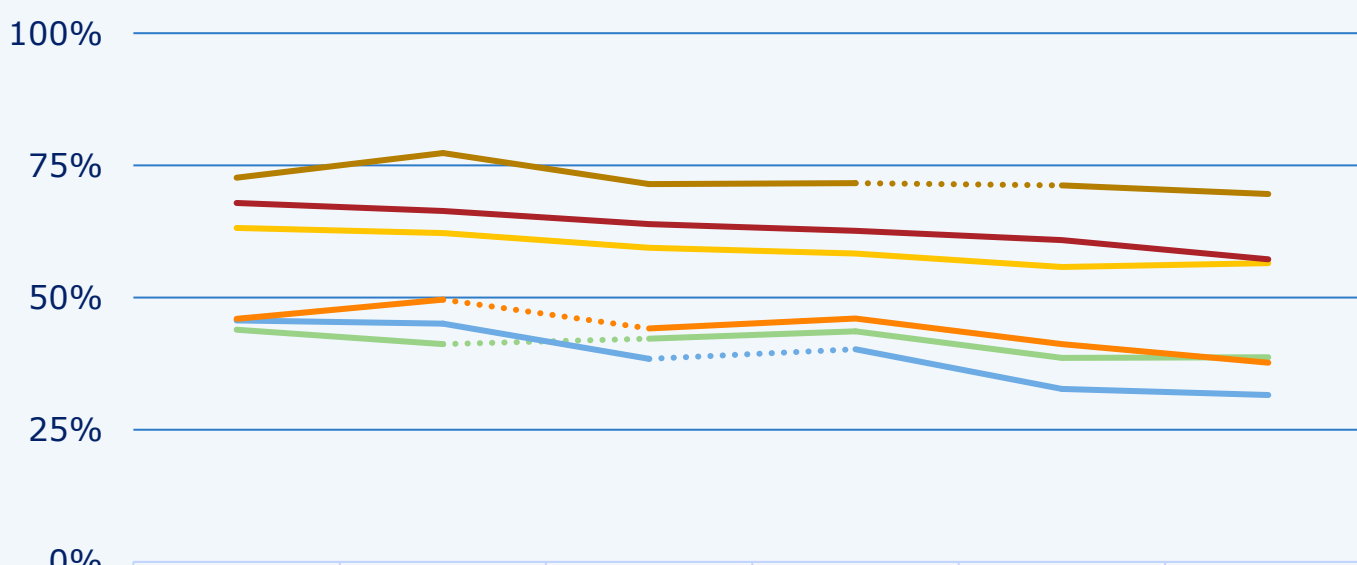
Proximity in Paid Care

Measure:

The percentage of children/youth in paid foster care within 50 miles of their home.

Population:

Children in Paid Foster Care



	FY19	FY20	FY21	FY22	FY23	FY24 Q2*	Baselines
Statewide	63.2%	62.2%	59.4%	58.3%	55.8%	56.5%	-
Statewide - Non-CBC**	67.9%	66.4%	63.9%	62.6%	60.9%	57.2%	-
Panhandle (1)	43.9%	41.2%	42.2%	43.6%	38.6%	38.7%	41.6%
Big Country and Texoma (2)	45.7%	45.1%	38.4%	40.2%	32.7%	31.6%	39.3%
Metroplex West (3B only)	72.7%	77.3%	71.5%	71.6%	71.2%	69.6%	71.4%
South Central and Hill Country (8B)	46.0%	49.6%	44.2%	46.0%	41.2%	37.7%	47.1%



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A Preliminary Look at Fiscal Year 2024

CBC Performance

Sibling Group Placements in Paid Care

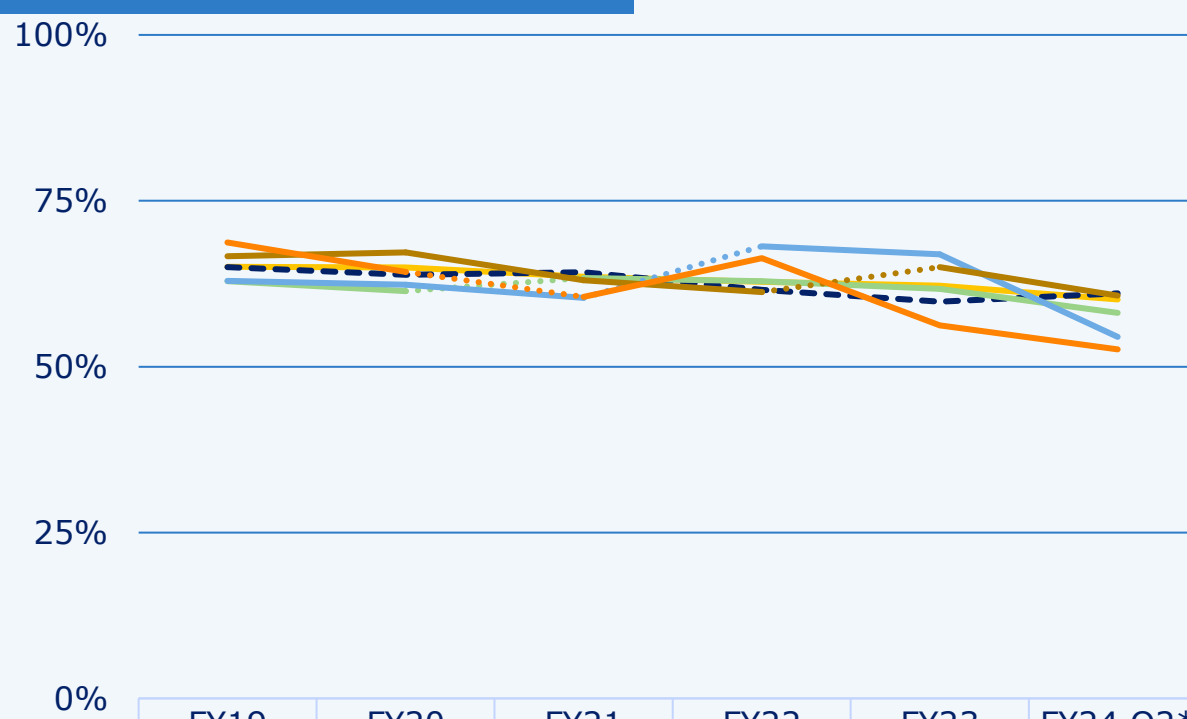
Notes:
A dotted line indicates that area's baseline years
* Data considered provisional until EOY and may be subject to adjustment.
** Statewide Non-CBC excludes the active CBC Community Areas of 1, 2, 3B, and 8B

Measure:

The percentage of Sibling Groups placed together in foster care.

Population:

Children in Paid Foster Care



	FY19	FY20	FY21	FY22	FY23	FY24 Q2*	Baselines
Statewide	65.1%	65.0%	63.6%	62.8%	62.2%	60.2%	-
Statewide - Non-CBC**	65.0%	63.9%	64.2%	61.6%	59.8%	61.1%	-
Panhandle (1)	62.9%	61.4%	63.4%	62.9%	61.7%	58.1%	62.3%
Big Country and Texoma (2)	62.9%	62.4%	60.4%	68.2%	66.9%	54.5%	64.2%
Metroplex West (3B only)	66.7%	67.3%	63.0%	61.3%	65.0%	60.7%	63.1%
South Central and Hill Country (8B)	68.7%	64.3%	60.5%	66.4%	56.3%	52.6%	62.5%

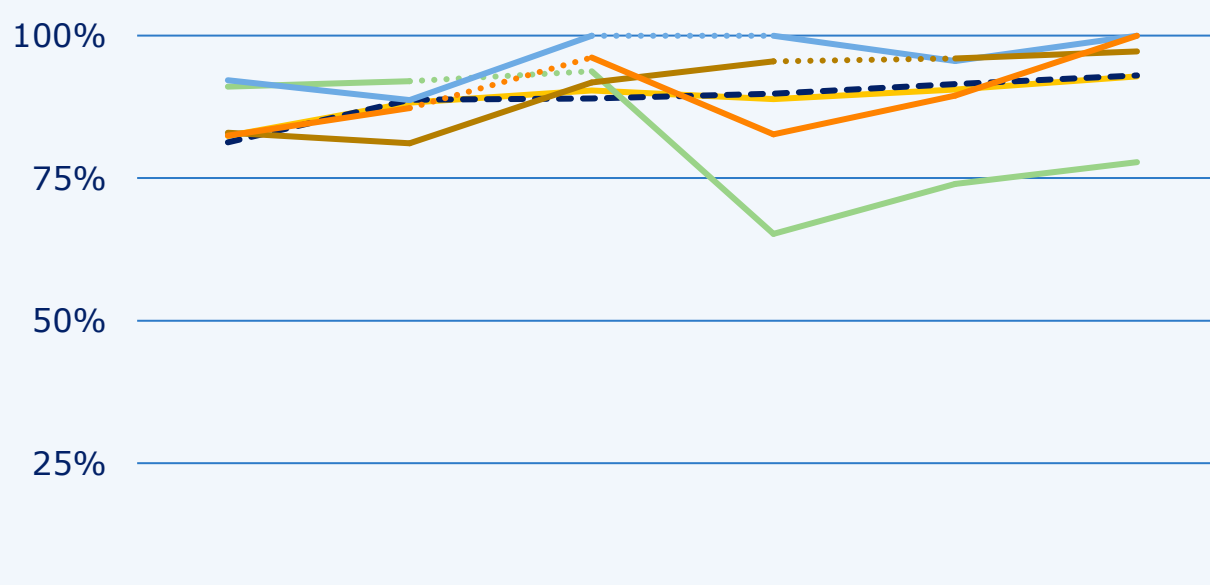
PAL Completion

Measure:

The percentage of youth who turned 18 and have completed required Preparation for Adult Living (PAL) Life Skills Training.

Population:

Children in CVS



	FY19	FY20	FY21	FY22	FY23	FY24 Q2*	Baselines
Statewide	82.4%	88.2%	90.4%	88.8%	90.5%	92.9%	--
Statewide - Non-CBC**	81.3%	88.8%	89.0%	89.8%	91.5%	93.0%	--
Panhandle (1)	91.0%	92.0%	93.8%	65.2%	74.0%	77.8%	92.9%
Big Country and Texoma (2)	92.2%	88.7%	100.0%	100.0%	95.6%	100.0%	100%
Metroplex West (3B only)	83.0%	81.1%	91.8%	95.5%	96.0%	97.2%	95.7%
South Central and Hill Country (8B)	82.5%	87.3%	96.2%	82.7%	89.5%	100.0%	91.3%



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A Preliminary Look at Fiscal Year 2024

CBC Performance

Kinship

Notes:
A dotted line indicates that area's baseline years
* Data considered provisional until EOY and may be subject to adjustment.
** Statewide Non-CBC excludes the active CBC Community Areas of 1, 2, 3B, and 8B

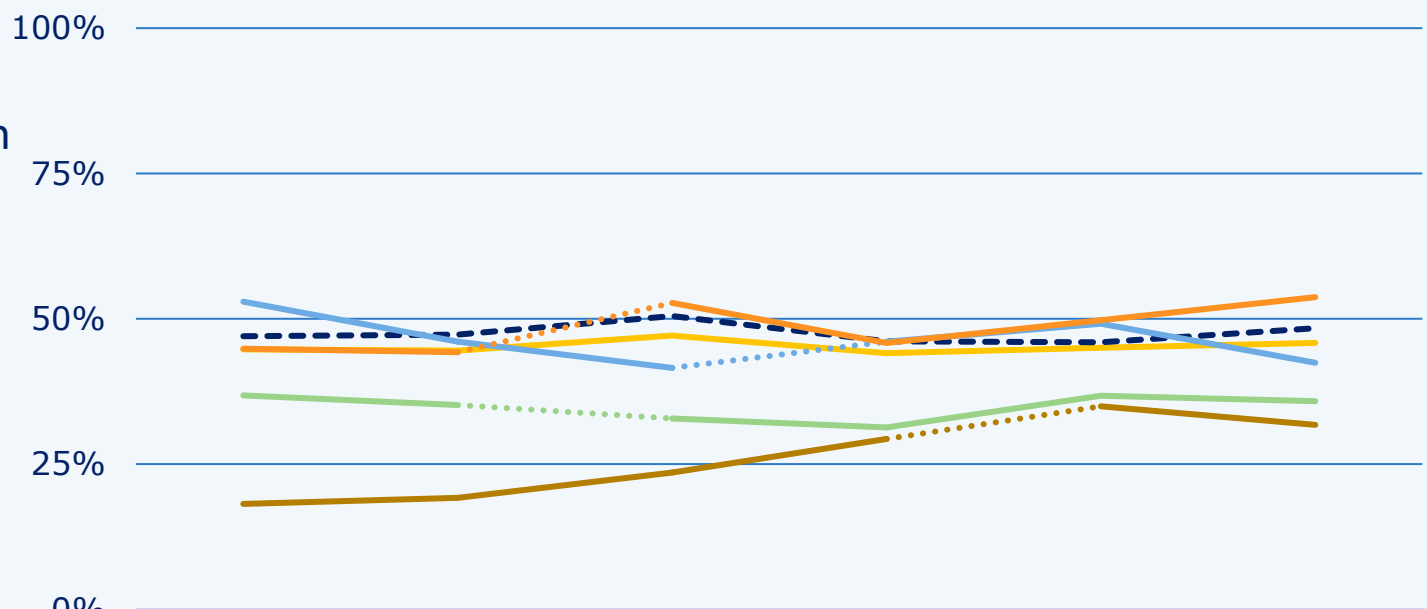
Measure:

The percentage of children placed with kin at 60 days.

Population:

Children in CVS

New!
Change in Methodology



	FY19	FY20	FY21	FY22	FY23	FY24 Q2*	Baselines
Statewide	44.7%	44.5%	47.1%	44.1%	45.0%	45.8%	-
Statewide - Non-CBC**	47.0%	47.3%	50.5%	46.1%	45.9%	48.4%	-
Panhandle (1)	36.8%	35.2%	32.9%	31.3%	36.7%	35.8%	34.0%
Big Country and Texoma (2)	52.9%	46.1%	41.5%	46.1%	49.2%	42.4%	43.3%
Metroplex West (3B only)	18.1%	19.2%	23.5%	29.3%	34.9%	31.7%	32.2%
South Central and Hill Country (8B)	44.9%	44.2%	52.7%	45.8%	49.7%	53.7%	48.8%

State-Issued ID/DL

Notes:
A dotted line indicates that area's baseline years
* Data considered provisional until EOY and may be subject to adjustment.
** Statewide Non-CBC excludes the active CBC Community Areas of 1, 2, 3B, and 8B

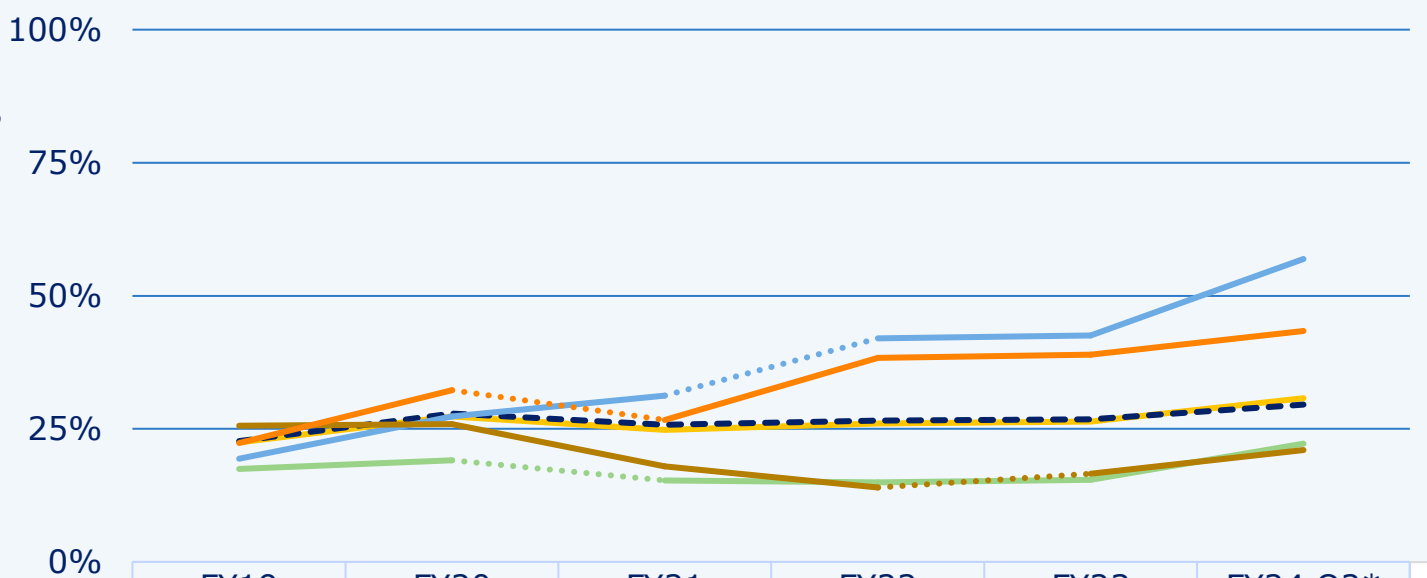
Measure:

Youth Age 16 and older have a Driver's License or ID

Population:

Children in CVS

New!
Change in Methodology



	FY19	FY20	FY21	FY22	FY23	FY24 Q2*	Baselines
Statewide	22.4%	27.3%	24.8%	26.0%	26.3%	30.7%	-
Statewide - Non-CBC**	22.7%	27.9%	25.8%	26.5%	26.8%	29.6%	-
Panhandle (1)	17.5%	19.1%	15.3%	14.9%	15.4%	22.2%	17.2%
Big Country and Texoma (2)	19.4%	27.3%	31.2%	42.0%	42.5%	56.9%	36.4%
Metroplex West (3B only)	25.5%	25.8%	18.0%	13.9%	16.6%	21.0%	15.2%
South Central and Hill Country (8B)	22.3%	32.2%	26.7%	38.3%	38.9%	43.4%	29.5%



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CBC Performance

CPS Re-Intervention

Notes:

* Data considered provisional until EOY and may be subject to adjustment

** Statewide Non-CBC excludes the active CBC Community Areas of 1, 2, 3B, and 8B

Measure:

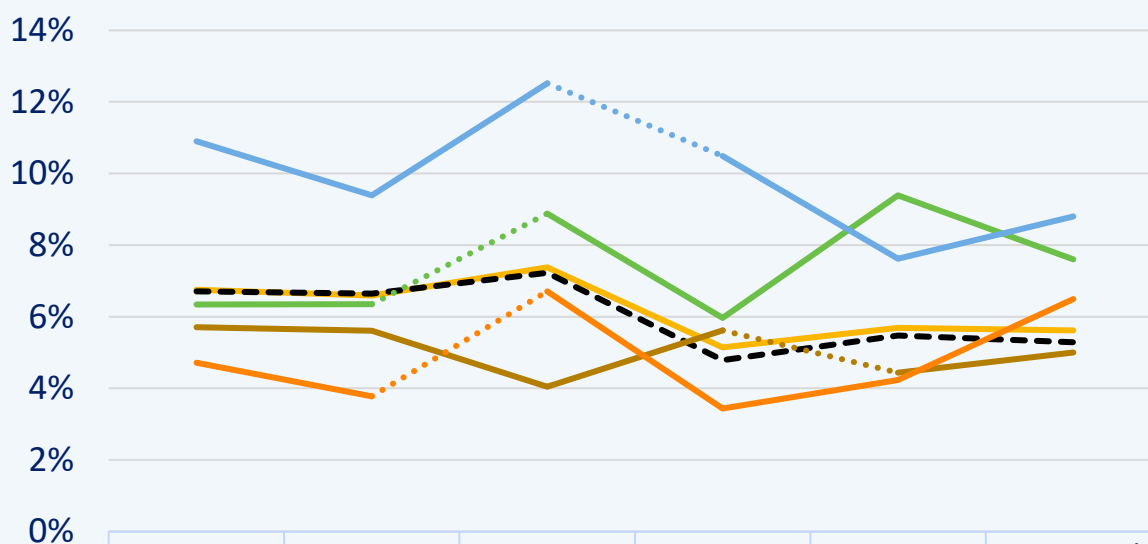
New CPS Intervention within 12
Months of Exit to Permanency

Population:

Children in CVS



New!
Added Measure



	FY19	FY20	FY21	FY22	FY23	FY24 Q2*	Baselines
Statewide	6.7%	6.6%	7.4%	5.1%	5.7%	5.6%	-
Statewide - Non-CBC**	6.7%	6.6%	7.2%	4.8%	5.5%	5.3%	-
Panhandle (1)	6.3%	6.3%	8.9%	6.0%	9.4%	7.6%	7.6%
Big Country and Texoma (2)	10.9%	9.4%	12.5%	10.5%	7.6%	8.8%	11.5%
Metroplex West (3B only)	5.7%	5.6%	4.0%	5.6%	4.4%	5.0%	5.0%
South Central and Hill Country (8B)	4.7%	3.8%	6.7%	3.4%	4.2%	6.5%	5.2%



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A Preliminary Look at Fiscal Year 2024

CBC Performance

Time to Permanency

Notes:
* Permanency refers to a positive exit from DFPS Conservatorship to Reunification, PMC Exit to a Relative, or Adoption
** Statewide Non-CBC excludes the active CBC Community Areas of 1, 2, 3B, and 8B

Measure:

Of the Children Removed in the FY, how many Exited to Permanency* within 1 Year, 18 Months, 2 Years, & 3 Years



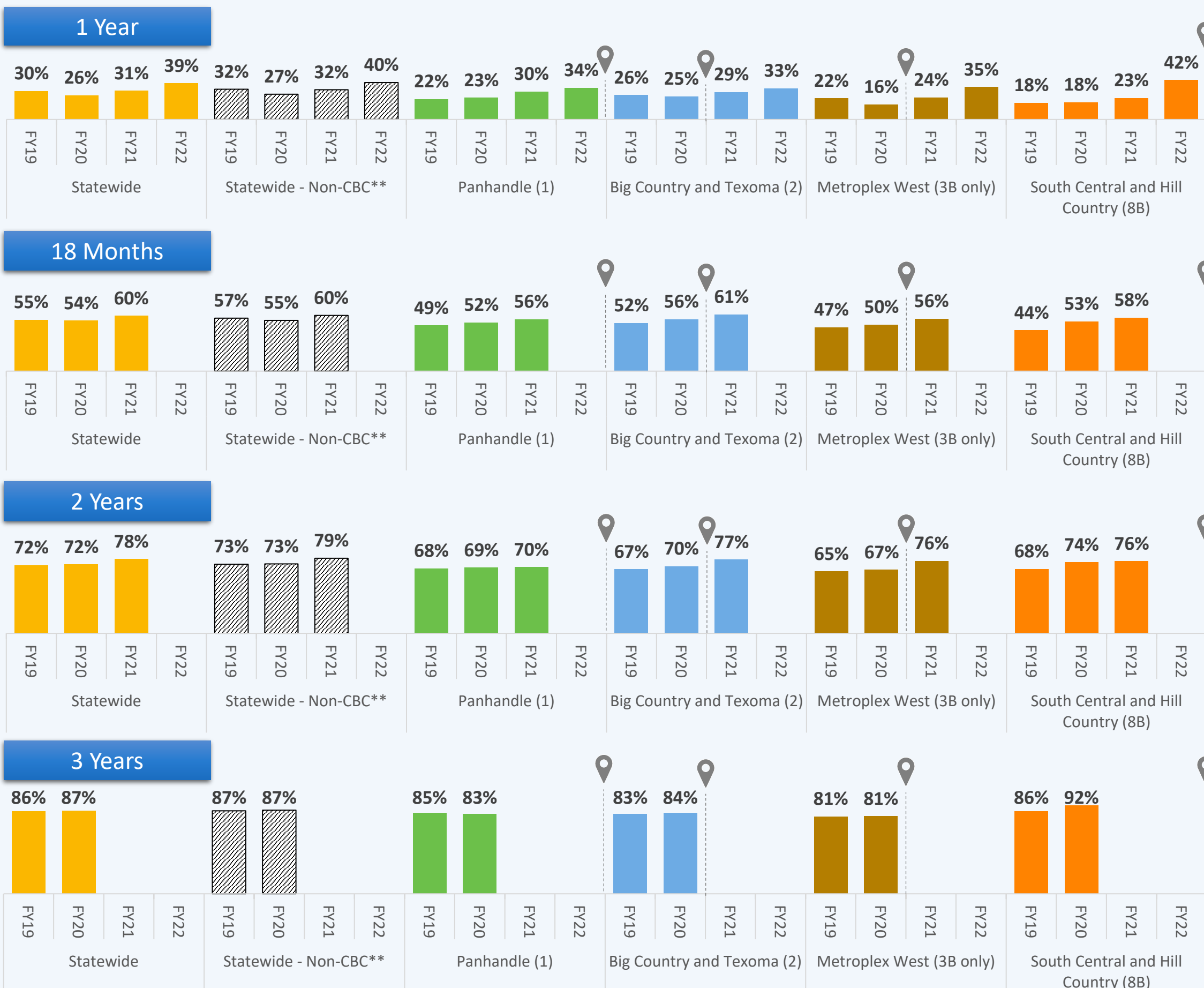
New!
Added Measure

Population:

Children in CVS



Designates when **Stage II** Started





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CBC Performance

Time to Reunification

Notes:
* Where Reunification is a specific subset of the Time to Permanency measure to see specific shifts in Reunification rates
** Statewide Non-CBC excludes the active CBC Community Areas of 1, 2, 3B, and 8B

Measure:

Of the Children Removed in the FY, how many Exited to Reunification* within 1 Year, 18 Months, 2 Years, & 3 Years



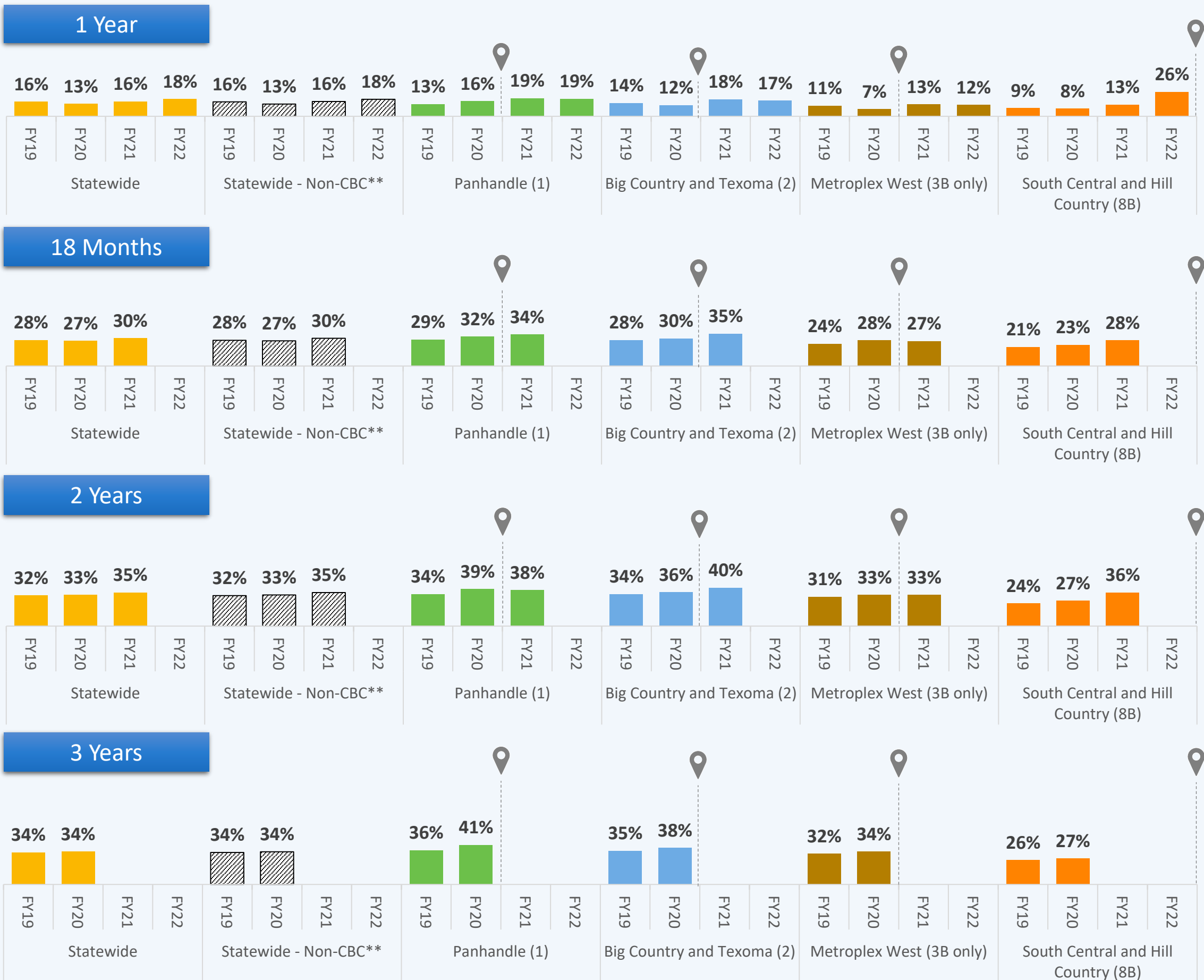
New!
Added Measure

Population:

Children in CVS



Designates when **Stage II** Started



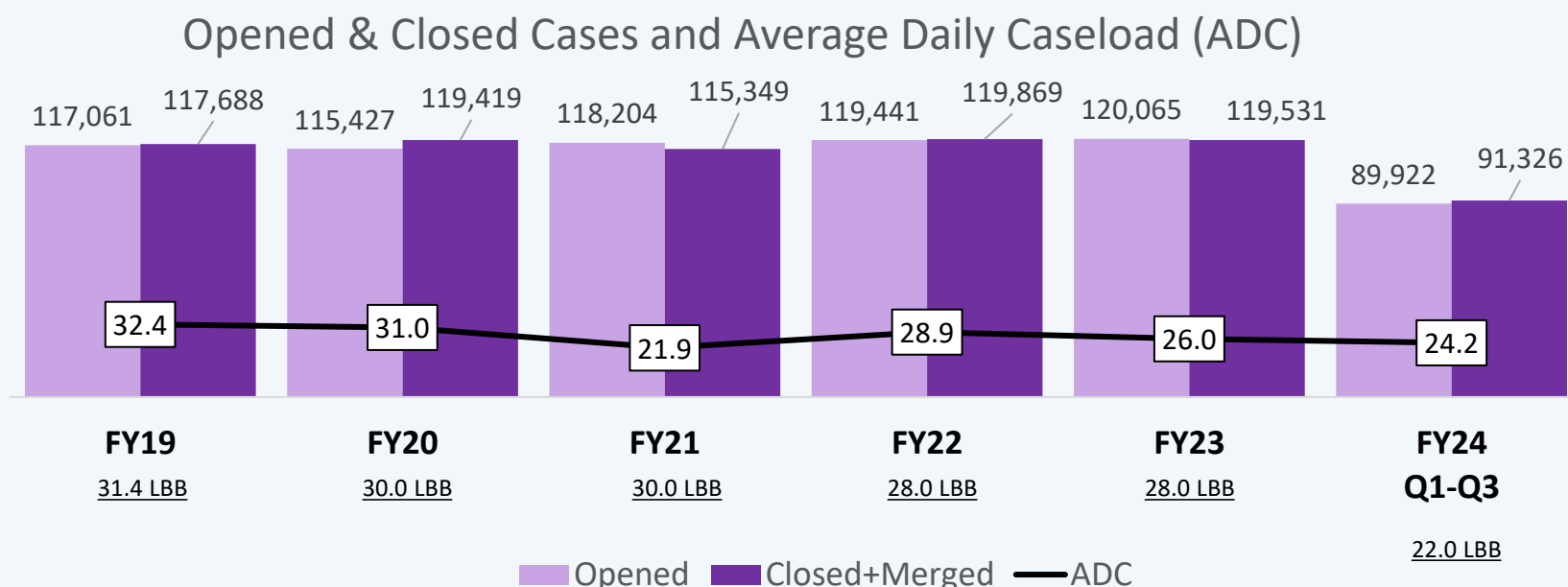


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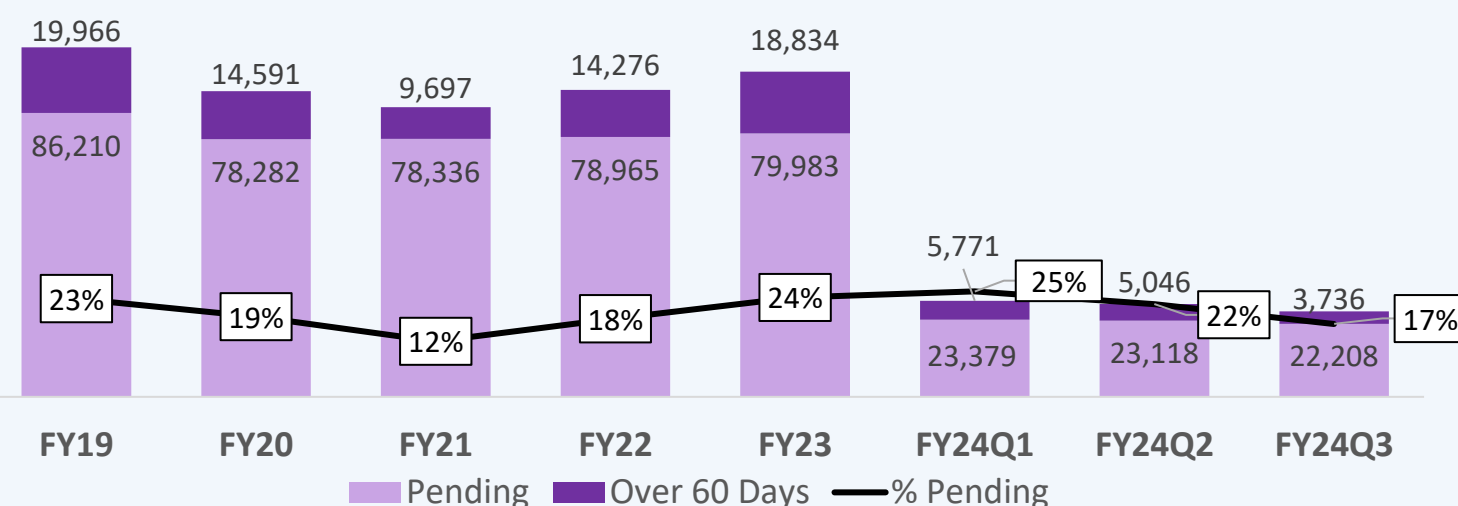
A Preliminary Look at Fiscal Year 2024 Q3 Adult Protective Services

In FY24 Q3, there was an increase in the number of cases opened compared to the prior quarter. Almost an equal number of cases were closed, driving Average Daily Caseloads down towards the LBB target of 22.

data sources: aps_inv_svc_01, csl_aps_02, csl_aps_07, Legislative Budget Performance Measure List Targets



Cases Pending Over 60 Days



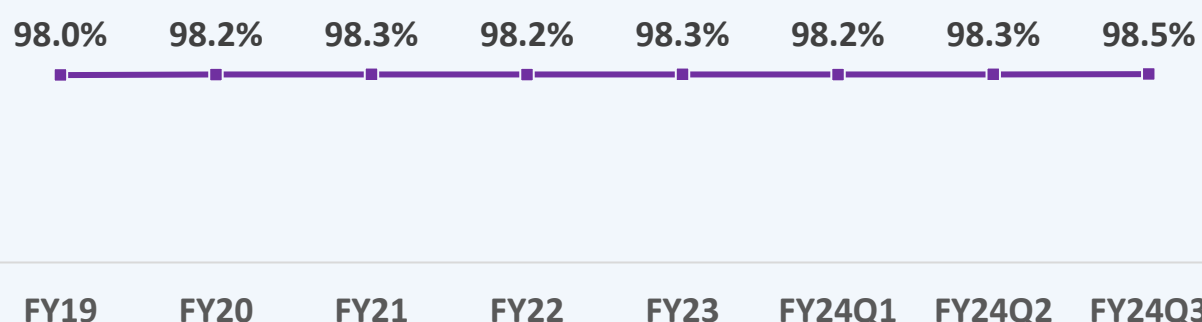
The number of cases pending over 60 days decreased significantly with the pending rate dropping to 17%. This is within the range expected for single stage casework.

data source: inv_aps_13 – APS In-Home Investigations Pending Over 60 Days

Case Initiation contacts are made within 24 hours after Statewide Intake receives an allegation of abuse, neglect, or financial exploitation.

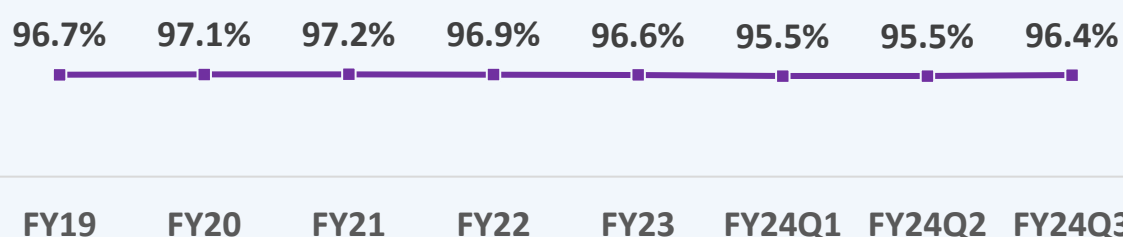
Case Initiation contact timeliness remains high, meeting the program target of $\geq 98\%$.

Case Initiation Contact Timeliness



data source: inv_aps_05 – APS Timeliness of In-Home Investigation Stages Closed

Initial Face-to-Face Contact Timeliness (Actual and/or Attempted)



Initial Face-to-Face contacts are made with the client based on the final priority of the allegation.

- Priority I – Within 24 hours of DFPS's receipt of the report.
- Priority II – Within three calendar days of DFPS's receipt of the report.
- Priority III – Within seven calendar days of DFPS's receipt of the report.
- Priority IV – Within 14 calendar days of DFPS's receipt of the report.

Initial Face-to-Face contact timeliness rose slightly compared to FY24Q3 falling just shy of the program target of $\geq 98\%$.

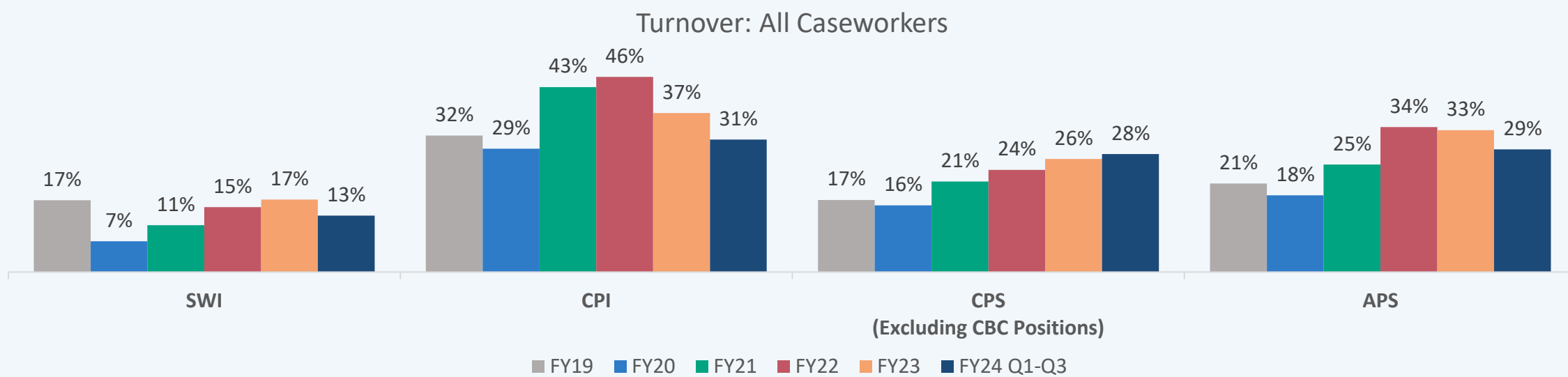
data source: inv_aps_05 – APS Timeliness of In-Home Investigation Stages Closed



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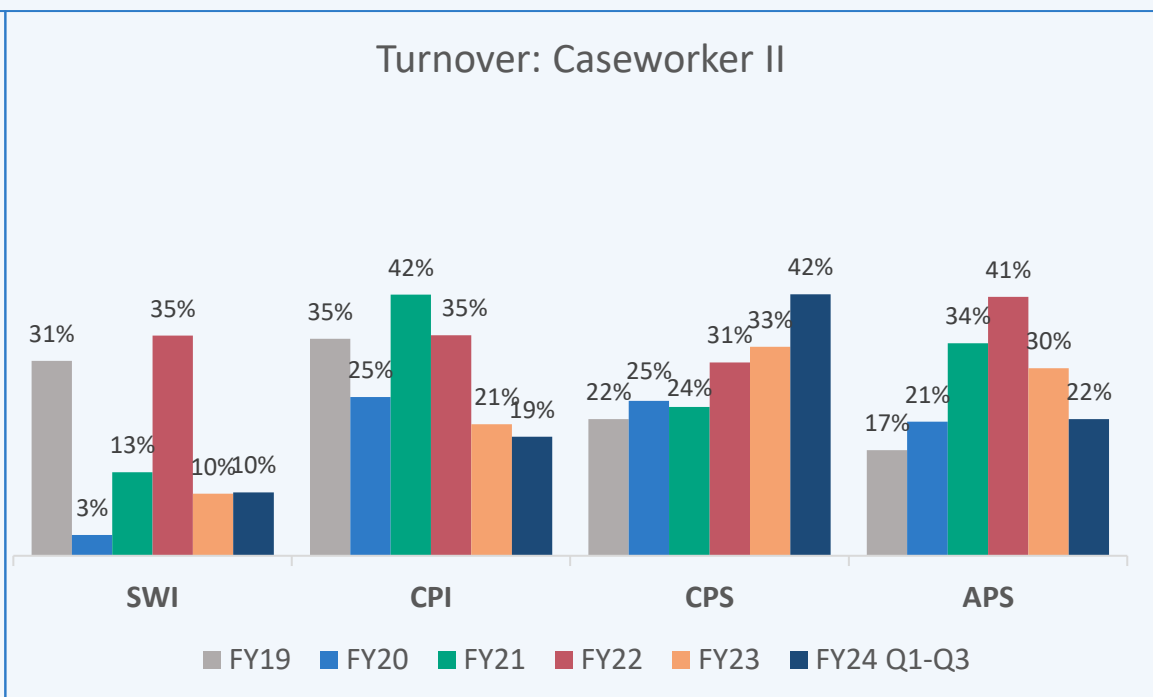
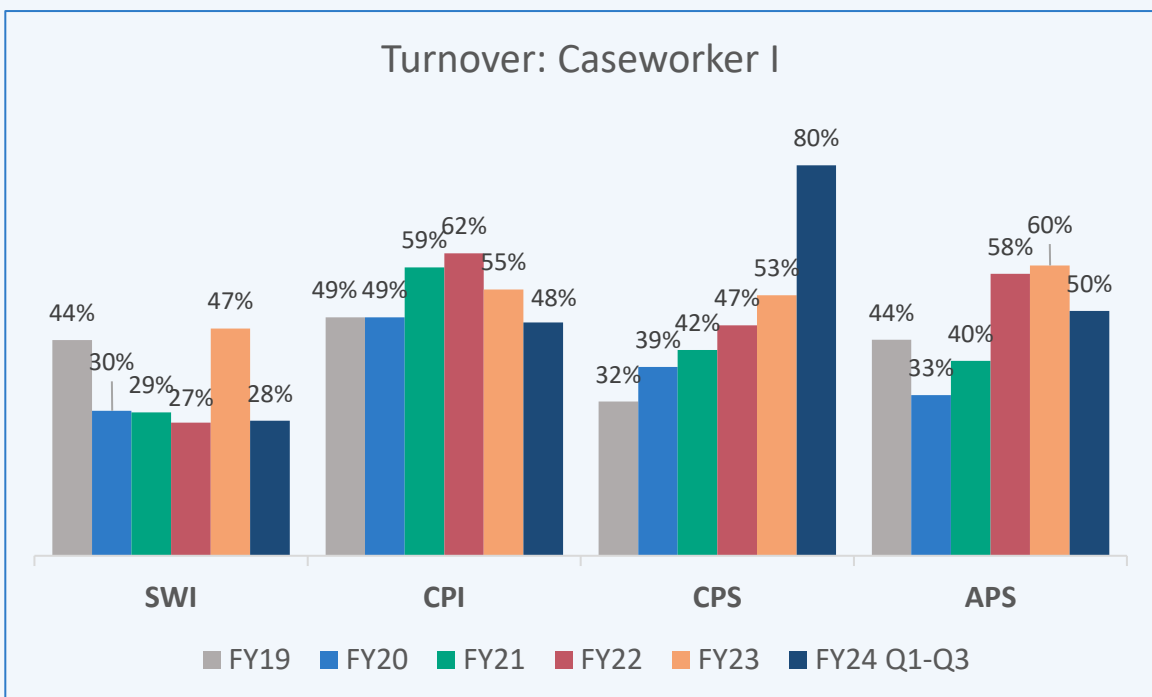
A Preliminary Look at Fiscal Year 2024

Workforce



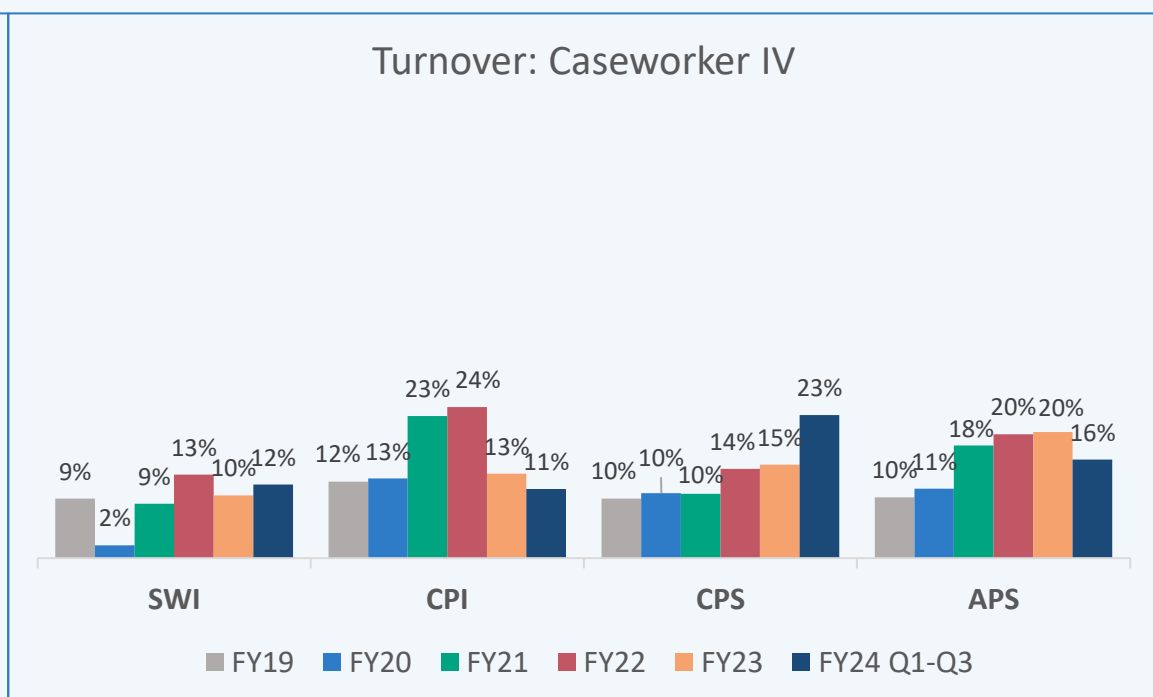
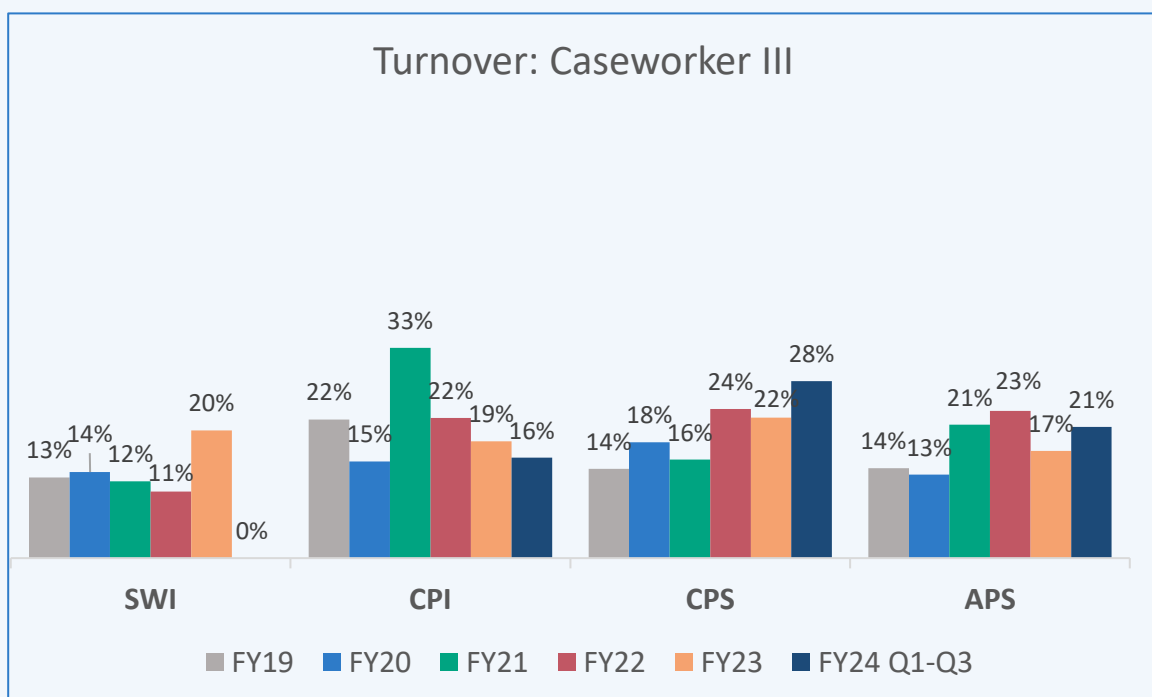
Turnover across all programs, except CPS, dropped in FY24 Q1-Q3. CPI is trending to have one of the lowest turnover rates in the last five fiscal years.

data source: Turnover and HR-Related Data and DRIT 114339, Note: Uses SAO methodology and CPI excludes SI



Caseworker I and II represent DFPS's new field staff. When examining Caseworker I turnover in FY24 Q3 compared to FY23, with the exception of CPS, turnover was lower across all programs. Caseworker II turnover was lower or similar compared to FY23, except for CPS.

data source: Turnover and HR-Related Data



More tenured caseworkers, those in the III and IV classification, have much lower turnover compared to newer staff. Caseworker III turnover for FY24 Q1-Q3 compared to FY23 was higher for CPS and APS and lower across all other programs. Caseworker IV turnover was similar for SWI and CPI, higher for CPS, and lower for APS.

data source: Turnover and HR-Related Data