



# Texas Department of Family and Protective Services

**Commissioner**  
*Stephanie Muth*

The Texas Department of Family and Protective Services (DFPS) is implementing the following protocol to better assist local and state juvenile justice agencies when they have a child also being served by or requiring the services of both agencies. This protocol will establish standardized procedures, ensure consistency, and improve efficiency in the sharing of information with these agencies immediately upon request to DFPS.

## **Communication Mailbox**

DFPS will create a designated mailbox for state and/or local juvenile justice agency ([DFPSTXJuvenile@dfps.texas.gov](mailto:DFPSTXJuvenile@dfps.texas.gov)) to send information requests to regarding the status of a child that may be in the department's care.

- 1) The mailbox will be monitored during normal business hours, Monday-Friday 8:00am - 5:00pm, by a designated CPS/CPI Administrative Assistant and/or Staff Services Officer.
- 2) If a request is sent outside of those hours, the request will be routed to Statewide Intake automatically. A response will be sent to the requestor notifying them that they will be contacted by a DFPS Statewide Intake specialist.

## **Information Request Processing During Normal Business Hours** **Monday – Friday, 8:00 A.M. – 5:00 P.M.**

Upon receipt of the information request, a designated mailbox monitor will review IMPACT records to determine if the Department has an open case involving the child.

See [CPS Policy Handbook Section 1450](#).

**Child has Open Conservatorship (CVS) Case:** The designated mailbox monitor will notify the Caseworker, the Supervisor, and the CPS Juvenile Liaison of the request. The CPS Juvenile Liaison will also be contacted immediately by phone. All parties will work with the Juvenile Agency to provide the requested information including but not limited to:

- Open/closed cases
- Date related to intake and investigation
- Names and roles of victims, perpetrators, and other family or household members in the investigation
- Allegations and dispositions
- Current placement information

**Child has Open Family Based Safety Services (FBSS) Case:** The designated mailbox monitor will notify the Caseworker, the Supervisor, and the CPS Juvenile Liaison of the request. The CPS Juvenile Liaison will also be contacted immediately by phone. All parties will work with the Juvenile Agency to provide the requested information as listed above.

**Child has Open Investigation (INV) or Alternative Response (AR) Case:** The designated mailbox monitor will notify the Investigator, the Supervisor, and the CPI Juvenile Liaison of the request. The CPI Juvenile Liaison will also be contacted immediately by phone. All parties will work with the Juvenile Agency to provide the requested information as listed above.

**No Open Case:** If the child is not involved in an opened CVS, FBSS, INV, or AR case, then the designated mailbox monitor will notify the CPI Juvenile Liaison of the request. The Juvenile Liaison will contact the Juvenile Agency to provide an update and recommend they contact DFPS Statewide Intake (SWI) (1-800-252-3223) to make a referral if abuse/neglect is suspected.

### **Information Request Processing Outside Normal Business Hours**

After hours, requests sent to [DFPSTXJuvenile@dfps.texas.gov](mailto:DFPSTXJuvenile@dfps.texas.gov) will auto-forward to Statewide Intake (SWI). SWI support staff monitor a mailbox designated for requests from juvenile agencies and assigns requests to an SWI intake specialist for processing. The SWI intake specialist reviews IMPACT records to determine if the Department has an open case involving the child. SWI may provide the following information:

- Open/closed cases
- Dates related to intake and investigation
- Names and roles of victims, perpetrators, and other family or household members in the investigation
- Allegations and dispositions
- Current placement information

The SWI intake specialists calls the requestor and verbally provides results. SWI intake specialists cannot recommend or authorize a placement. The SWI intake specialist completes their IMPACT documentation and emails the IMPACT report ID to SWI support staff.

DFPS staff with an open case will be notified through an I&R in IMPACT. If immediate assistance is requested, SWI will contact on-call DFPS staff.

### **Tracking Requests**

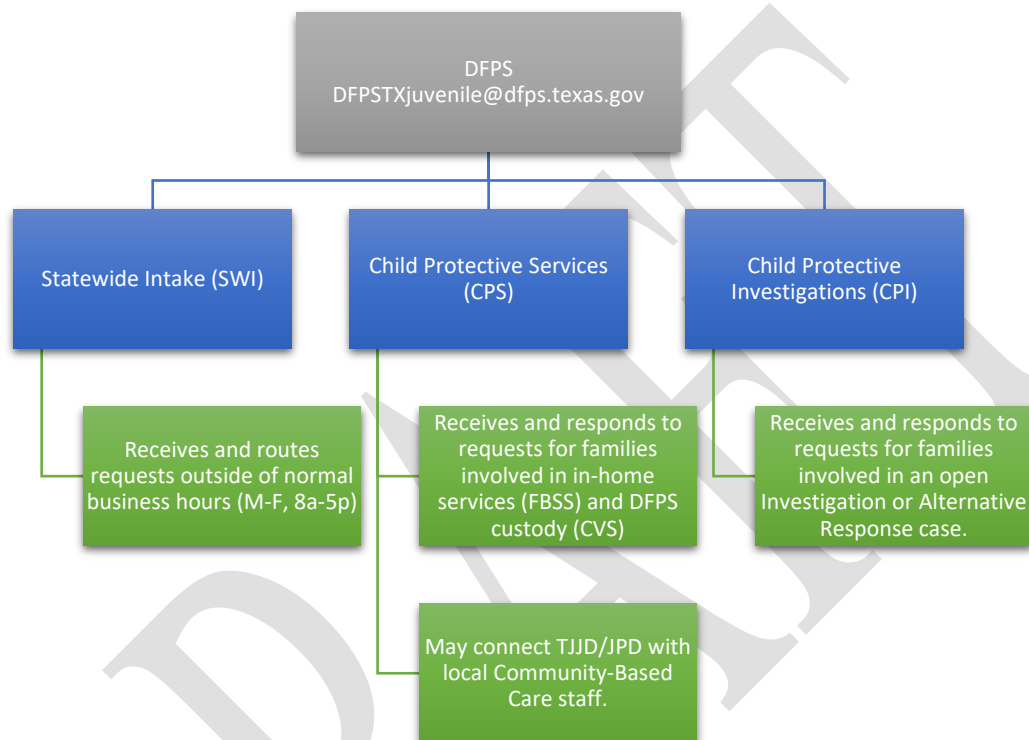
DFPS will track the following information:

- Date of Request
- Name of Requestor
- Requestor Agency
- Information Request Details
- Date Information Request Assigned
- Program Information Request is Assigned to (Ex: CPS/INV)
- Who Information Request is Assigned to (Caseworker, Supervisor, Juvenile Liaison, Special Investigations Regional Director – list all applicable parties)
- Date Information Request Completed

- Resolution (to be tracked by the assigned Liaison)

SWI support staff monitoring the SWI mailbox email the IMPACT report ID associated with the request to [DFPSTXJuvenile@dfps.texas.gov](mailto:DFPSTXJuvenile@dfps.texas.gov) for tracking purposes. The designated CPS/CPI Administrative Assistant and/or Staff Services Officer uses the IMPACT report ID to obtain the information captured in the DFPS request tracker.

### **DFPS Regional and Liaison Information**





#### CPS Juvenile Justice Liaisons

Region	Name/Email	Telephone
1 and 2	<a href="#">Kimberly Pendleton</a>	(806) 420-4935
3E	<a href="#">Kathleen Tucker</a>	(214) 267-6127
3W	<a href="#">Laura Flores</a>	(214) 668-6523
4 and 5	<a href="#">Tracy Redeaux</a>	(409) 730-4126
6A	<a href="#">Alexandra Brown</a>	(832) 652-9367
6B	<a href="#">Keema Jones</a>	(281) 997-4707
7	<a href="#">Jessica Cooper</a>	(254) 449-6972
8	<a href="#">Janisa Harris</a>	(512) 289-2975
9	<a href="#">Reba Waller</a>	(325) 657-8987
10	<a href="#">Jessica Perales</a>	(915) 521-3908
11	<a href="#">Iris Rodriguez</a>	(956) 998-6348

Region	Name/Email	Telephone
12/State Office	<a href="#">Dani Morris</a>	(737) 280-5996

#### CPI Juvenile Justice Liaisons

Region	Name/Email	Telephone
1, 2, 9, 10	<a href="#">Marshall Davidson</a>	(325) 267-0389
3E & 3W	<a href="#">Chad Peabody</a>	(817) 269-2862
4, 5, 7	<a href="#">Aleida Jarvis</a>	(979) 203-1683
6A & 6B	<a href="#">Phillip Pannell</a>	(713) 689-4867
8 & 11	<a href="#">Robert Vela</a>	(956) 279-5798