## 1400 State-Issued Equipment, Photographs, and Video

### 1410 Use of State-Issued Equipment

LPPH ~~December 2011~~ DRAFT 6742-CCL (title is revised)

Policy

Only authorized staff may use state-issued equipment, such as tablets, cameras, and printers. State-issued equipment may be used only for DFPS business purposes. Using state-issued equipment for personal reasons is prohibited. Purchasing subscriptions or downloading unauthorized data is prohibited.

When taking photographs or video, Licensing staff must use the equipment issued to them by DFPS. Licensing staff may not use other personal devices, such as cell phone cameras, digital cameras, and disposable cameras.

Before using the state-issued equipment for documentation, Licensing staff must:

 • be instructed in the equipment’s use; and

 • become familiar with the equipment to learn its advantages and limitations.

Licensing staff must ensure the security of the equipment both in the office and in the field, according to the DFPS guidelines published in the [DFPS Asset Management](http://www.dfps.state.tx.us/handbooks/Asset_Management/default.asp) handbook.

Procedure

The state-issued equipment may be used only for DFPS business purposes.

Licensing staff may not allow unauthorized personnel to use state-issued equipment.

### 1420 Using Photographs and Video as a Regulatory Tool

LPPH ~~December 2011~~ DRAFT 6742-CCL (currently 1411; title is revised)

Policy

Licensing staff must always notify the operation before taking photographs or video, except when a supervisor has determined that surveillance is necessary.

Procedure

The primary use of photographs and video is to document conditions that exist at the time an inspection or investigation is conducted. Over time, photographs and video also can assist Licensing in documenting patterns in an operation’s compliance history.

Digital photos may be useful in various circumstances, including, but not limited to:

a. when a written description alone cannot provide a clear picture of what was observed;

b. documenting evidence of a deficiency discovered during an application inspection, monitoring inspection, or follow-up inspection;

c. documenting repeated deficiencies;

d. documenting activities at an illegal operation;

e. supporting or refuting an allegation of a deficiency during an investigation;

f. supporting or refuting an allegation of abuse or neglect during an investigation;

g. photographing the scene of a child fatality;

h. documenting a good practice at an operation;

i. documenting evidence to support an action that will be taken against an operation;

j. when a photo would be helpful during due process; or

k. when a consultation with a supervisor or the Legal division is needed before making a determination about a deficiency.

Video may be useful in various circumstances, including, but not limited to:

 • capturing a 360-degree view; or

 • walking the path the child took and show hazards, such as traffic conditions (for neglectful supervision investigations).

#### 1421 Using Audio as a Regulatory Tool

LPPH DRAFT 6742-CCL (new item)

Policy

At the beginning of the inspection, Licensing staff must inform the person that the inspection is being recorded. The recording of the inspection must be accurate, unaltered, and without interruption.

Procedure

The primary use of audio taping is to record an accurate account of what was discussed during the inspection.

Audio taping an inspection may be useful in various circumstances, including, but not limited to:

 • recording interviews of individuals to determine whether or not a violation occurred; or

 • documenting to uphold a finding.

#### 1422 Photos and Video of Children

LPPH ~~December 2011~~ DRAFT 6742-CCL (title is revised)

Policy

Photos and videos that include children should be taken only when there is a necessary business purpose. Photographs and videos that include children are confidential.

Instances when taking photos of children may be useful include, but are not limited to, the following:

a. Documenting the particular physical condition of the child

b. Documenting a child’s reach

c. Documenting scale of an object or area in relation to a child

d. Occasions when it is necessary to photograph the child to document a deficiency

e. Occasions when moving the child or group of children to not be in the photo would disturb their activities

f. Occasions when delaying taking the photo until a time when children are not present would delay Licensing’s ability to accurately document conditions or items being photographed

g. Documenting an injury or the lack of injury when an injury is alleged

Instances when taking video of children may be useful include, but are not limited to, the following:

a. Obtaining a more accurate picture of marks or bruises when a photo alone is not clear

b. Recording when children are out of control and the caregiver’s response to them

c. Recording children outside without supervision

See [8230](http://www.dfps.state.tx.us/handbooks/Licensing/Files/LPPH_pg_8000.asp#LPPH_8230) Confidential Information Not for Release to the Public.

Procedure

When photographing a child to document an injury or the particular physical condition of the child, Licensing staff do as follows:

a. Take all photographs against a neutral, uncluttered background.

b. Attend to the lighting, focus, and the distance from the child to obtain clear photographs. A camera flash that is used too close to an injury may bleach the injury out of the photograph.

c. Start by taking an identifying photograph of the child.

d. Continue by taking photographs that identify the child and pinpoint the location of the child’s injury or particular physical condition.

e. Follow with close-up shots of the particular injury.

##### 1422.1 Witness Required for Sensitive Photographs

LPPH ~~December 2011~~ DRAFT 6742-CCL

Policy

If an alleged victim’s injury or alleged injury is in a private area of the body and requires the removal of clothing to photograph it, a witness must be present when Licensing staff photograph the child.

Procedure

If an alleged victim’s injury or alleged injury is in a private area of the body and requires the removal of clothing to photograph it, Licensing staff ask a witness to be present when staff photograph the child.

Licensing staff include in the documentation the witness’s name and job title.

#### 1423 Photographs of a Facility, House, Room, or Outdoor Area

LPPH ~~December 2011~~ DRAFT 6742-CCL (currently 1421; title is revised)

Procedure

It is impossible for one photograph to depict an entire room without distortion.

When taking a photograph of a facility, house, room, or outdoor area, Licensing staff follow these guidelines:

a. Plan the photographs carefully and take them from a good vantage point.

b. Take a series of three or four photos in a clockwise sequence, covering the entire area.

c. Take photographs from eye level to achieve the proper perspective.

d. Photograph the general area, first, to identify a particular area that must be shown in a detailed close-up.

As an alternative, Licensing staff may take video depicting a 360-degree view of the room or outdoor area.

#### 1424 Inappropriate Use of Photos or Video

LPPH ~~December 2011~~ DRAFT 6742-CCL (currently 1412; title is revised)

Policy

It is not appropriate to use photos or video to document an operation’s:

a. violation of the child-caregiver ratio;

b. violation of the group size; or

c. deficiencies in record keeping.

Such violations are best documented with:

 • clear, concise descriptions; and

 • copies of relevant records, when appropriate.

#### 1425 Taking Photographs That Present Better Evidence

LPPH ~~December 2011~~ DRAFT 6742-CCL (currently 1420)

Policy

To be used as evidence in an administrative review or a court hearing, a photograph must satisfy the following requirements:

a. The subject of the photograph must be shown from a normal perspective. Photographs must be taken from a normal eye-level viewpoint and under the same lighting conditions that existed at the time of the incident, if possible.

 Avoid the distortion caused by:

 • wide-angle lenses; and

 • shooting from odd vantage points.

b. The object of the photograph must be material to the case and must not incite prejudice.

c. At least one photograph taken during the inspection or investigation must contain proof of the identity of the operation in which the photograph is being taken, such as:

 • a sign bearing the operation’s name; or

 • the presence of the director or owner in the photograph.

d. The Licensing staff person taking the photographs must attest to the accuracy of the photographs.

e. Photographs of injuries or alleged injuries must be taken in a timely fashion. See [6413.4](http://www.dfps.state.tx.us/handbooks/Licensing/Files/LPPH_pg_6400.asp#LPPH_6413_4) Initiation of an Investigation Involving a Child With Serious Injuries.

f. Photographs must not be altered in any manner. The photograph must show a true and accurate account of the subject of the photograph. If enhancements are needed for clarity (such as enlarging, cropping, or brightening), Licensing staff must obtain photographic services outside of DFPS. See [1450](http://www.dfps.state.tx.us/handbooks/Licensing/Files/LPPH_pg_1400.asp#LPPH_1450) Printing and Destroying Digital Photographs.

#### 1426 Overcoming an Operation’s Resistance to Being Photographed

LPPH ~~December 2011~~ DRAFT 6742-CCL (currently 1424)

Policy

Licensing staff have the authority to:

 • inspect an operation; and

 • document the inspection of an operation.

Human Resources Code [§42.044](http://www.statutes.legis.state.tx.us/Docs/HR/htm/HR.42.htm#42.044)

Procedure

If the operation objects to having photographs taken of the operation or the children in care, Licensing staff:

a. explain that [Chapter 42](http://www.statutes.legis.state.tx.us/Docs/HR/htm/HR.42.htm) of the Human Resources Code allows Licensing to inspect the operation and document the inspection;

b. explain that it can be to the operation’s advantage for Licensing to take photographs that document the situation; and

c. explain, as appropriate, the purpose of the photographs, such as to:

i. document deficiencies when their validity may be questioned by a supervisor,

ii. enable adequate consultation with a supervisor, or

iii. document that deficiencies do not exist.

If the operation is still resistant to having photographs taken of the operation or the children in care, Licensing staff consult with the supervisor.

For policy regarding allowing review of photos or audio or video recordings, see [8230](http://www.dfps.state.tx.us/handbooks/Licensing/Files/LPPH_pg_8000.asp#LPPH_8230) Confidential Information Not for Release to the Public.

### 1430 Documenting and Storing Digital Photographs, Video, and Audio From Inspections or Non-Abuse or Neglect Investigations

LPPH ~~December 2011~~ DRAFT 6742-CCL (title is revised)

Policy

Digital photos, video, and audio do not replace written documentation in the case record in the CLASS or IMPACT systems; they only supplement the narrative description in those systems.

Photographs and video for inspections and non-abuse or neglect investigations are usually taken by DFPS staff; however, DFPS sometimes receives photographs and video from persons outside of DFPS as part of the inspection or non-abuse or neglect investigation.

All photographs and video from such inspections or investigations, regardless of who takes the photograph and video, must be:

a. documented on [Form 7274](http://www.dfps.state.tx.us/Application/FORMS/showFile.aspx?Name=7274.doc) Photographic/Video Incident Scene Log;

b. documented in the CLASS system; and

c. stored on a compact disc (CD) to maintain a trail of evidence. (The CD may be used to store more than one inspection and investigation for the same operation.)

See also:

[6423](http://www.dfps.state.tx.us/handbooks/Licensing/Files/LPPH_pg_6400.asp#LPPH_6423) Recording Interviews

[6423.4](http://www.dfps.state.tx.us/handbooks/Licensing/Files/LPPH_pg_6400.asp#LPPH_6423_4) Documenting Whether an Interview Was Recorded

[6423.5](http://www.dfps.state.tx.us/handbooks/Licensing/Files/LPPH_pg_6400.asp#LPPH_6423_5) Storing Audio Files on a Compact Disc

When an Outside Source Gives DFPS Photographs and Video on a CD

If DFPS receives a CD that contains photographs and video from an outside source, Licensing staff:

 • do *not* transfer the photos and video to another CD; and

 • do *not* save any other photos and video to that CD.

#### 1431 Documenting Photographs and Video from Inspections or Non-Abuse or Neglect Investigations

LPPH ~~December 2011~~ DRAFT 6742-CCL (title is revised)

Procedure

Photographs and video from an inspection or from a non-abuse or neglect investigation, taken by DFPS staff or received from sources outside of DFPS should be documented as follows:

a. Complete [Form 7274](http://www.dfps.state.tx.us/Application/FORMS/showFile.aspx?Name=7274.doc) Photographic/Video Incident Scene Log, as each photograph and video is taken or received. Form 7274 may include photographs and video from multiple inspections, multiple non-abuse or neglect investigations, or both.

b. Document photographs and video from a non-abuse or neglect investigation in the *Contact* field of the CLASS *Investigation Conclusion* page.

c. Include a statement that photos and video were taken during the inspection in the text box in Form 2936 (operation inspections) or Form 2979 (foster home random-sampling inspections).

#### 1432 Storing Photographs and Video From Inspections or Non-Abuse or Neglect Investigations

LPPH ~~December 2011~~ DRAFT 6742-CCL (title is revised)

Procedure

Photographs and video from an inspection or from a non-abuse or neglect investigation taken by DFPS staff or given to DFPS on a format other than on a CD must be stored as follows:

a. Download the photographs and video to CD

b. Label the CD with:

i. the name of the operation,

ii. the operation number, and

iii. the CLASS inspection or CLASS investigation numbers, or both

c. Store the CD in a labeled paper sleeve or folder

d. Place the CD in the operation’s hard copy record, in either the *Regulation* or *Investigation* section, as appropriate

When adding to a rewritable CD photographs and video from additional inspections or from non-abuse or neglect investigations, Licensing staff must ensure that photographs and video already stored to the CD are not deleted.

When the disk is full, Licensing staff lock the CD so that no photographs or video can be deleted.

Storing a CD Received From an Outside Source

Procedure

If Licensing staff receive a CD containing photographs and video from an outside source, staff do as follows:

a. Label the CD with the:

i. name of the operation,

ii. the operation number, and

iii. the CLASS inspection or CLASS investigation numbers, or both

b. Store the CD in a labeled paper sleeve or folder

c. Place the CD in the operation’s hard copy record, in either the *Regulation* or *Investigation* section, as appropriate

Licensing staff may not add any photographs or video to a CD of photographs and video received from an outside source.

#### 1433 Documenting and Storing Printed Photographs Received From an Outside Source

LPPH ~~December 2011~~ DRAFT 6742-CCL (title is revised)

Procedure

If Licensing receives a printed photograph for an inspection or non-abuse or neglect investigation from an outside source, the investigator:

 • files the printed image in the hard copy file; and

 • documents the photograph on Form 7274 Photographic/Video Incident Scene Log.

For information on handling printed photographs that were taken by DFPS, see [1450](http://www.dfps.state.tx.us/handbooks/Licensing/Files/LPPH_pg_1400.asp#LPPH_1450) Printing and Destroying Digital Photographs.

### 1440 Digital Photographs and Video for Abuse or Neglect Investigations

LPPH ~~December 2011~~ DRAFT 6742-CCL (title is revised)

Policy

Digital photographs and video taken for an abuse or neglect investigation must be stored separately from photographs and video taken for inspections and non-abuse or neglect investigations.

Photographs and video for abuse or neglect investigations may be:

 • taken by DFPS staff; or

 • given to DFPS from an outside source.

All photographs must be documented and stored as follows, to maintain a trail of evidence:

a. Documented on [Form 2222](http://www.dfps.state.tx.us/Application/FORMS/showFile.aspx?Name=2222.doc) Abuse and Neglect Photo/Video Incident Log

b. Documented in the CLASS system

c. Stored on a compact disc (CD)

The most significant photographs are stored in the permanent digital storage area of the IMPACT case management system.

See:

[1441](http://www.dfps.state.tx.us/handbooks/Licensing/Files/LPPH_pg_1400.asp#LPPH_1441) CD Storage of Digital Photographs and Video for Abuse and Neglect Investigations

[1442](http://www.dfps.state.tx.us/handbooks/Licensing/Files/LPPH_pg_1400.asp#LPPH_1442) Documenting Photographs and Video from Abuse or Neglect Investigations

[1443](http://www.dfps.state.tx.us/handbooks/Licensing/Files/LPPH_pg_1400.asp#LPPH_1443) IMPACT Storage of Digital Photographs and Video for Abuse or Neglect Investigations

[1444](http://www.dfps.state.tx.us/handbooks/Licensing/Files/LPPH_pg_1400.asp#LPPH_1444) Documenting and Storing Printed Photographs That Do Not Belong to DFPS

#### 1441 CD Storage of Digital Photographs and Video for Abuse or Neglect Investigations

LPPH ~~December 2011~~ DRAFT 6742-CCL (title is revised)

Procedure

As soon as possible, but no later than one day following the date that photographs and video are taken by DFPS or given to DFPS from an outside source for an abuse or neglect investigation, the Licensing investigator does as follows:

a. Renames the digital photographs and video that were taken by DFPS

b. Downloads all of the digital photographs and video to a CD

 **Exception:** If Licensing staff receive a CD of photos and video from an outside source, the investigator does not save the photos and video to another CD

c. Verifies that the downloaded photographs are saved to the CD before deleting photographs and video taken by DFPS staff from the desktop of the investigator’s Tablet PC and the image-recording equipment with which the photographs or video were taken

d. Labels the CD

e. Stores the CD in the confidential hard copy record

f. Enters the CD as an item in the IMPACT *External Documentation* page.

Step 1: Renaming Digital Photographs and Video Taken by DFPS Staff

Before saving photographs and video to a CD, the investigator renames each photograph and video taken by DFPS and uses the following naming convention:

 • For inspections and non-abuse or neglect investigations, enter the CLASS inspection number followed by an underscore: for example, “88888888\_”

 • For abuse and neglect investigations, enter the IMPACT investigation number followed by an underscore: for example, “99999999\_”

The system will automatically add numbers (001, 002, and so on) after the underscore to differentiate each photo or video. For example, “88888888\_001.jpg” for an inspection photo and “99999999\_002.mov” for an abuse or neglect investigation video.

If there is only one picture or video, there is no need to enter an underscore after the inspection or investigation number.

The investigator does not rename photographs that are given to DFPS from an outside source.

Step 2: Saving the Digital Photographs and Video to CD

The investigator downloads all of the digital photographs and video to a CD. Photographs and video may be saved on a CD that also contains audio files.

If Licensing staff receive digital photographs and video from an outside source in a format other than on a CD, the investigator saves the photos and video to a CD without renaming each photo or video. The photos and video may be saved to the same CD as photos and video taken by DFPS staff.

If Licensing staff receive a CD containing photos and video from an outside source, the investigator:

 • does notsave the photos and video to a new CD; or

 • add any photographs and video to the CD given to DFPS.

Step 3: Deleting Digital Photographs Taken by DFPS

After verifying that the photographs and video are saved to the CD, the investigator must delete the photographs and video from the state-issued equipment.

Step 4: Labeling the CD

The investigator labels the CD with the following information:

a. The name of the operation

b. The operation number

c. The IMPACT and CLASS investigation numbers

d. A number to identify the specific CD, if more than one CD is needed to store all of the photographs (for example, *1 of 3*, *2 of 3*, and *3 of 3*)

Step 5: Storing the CD

To store the CD, the investigator:

a. places the CD in a paper sleeve;

b. files the CD in the confidential hard copy record for abuse or neglect investigations; and

c. enters the CD as an item in the *External Documentation* page in IMPACT.

#### 1442 Documenting Photographs and Video From Abuse or Neglect Investigations

LPPH ~~December 2011~~ DRAFT 6742-CCL (title is revised)

Procedure

To document photographs and video from an abuse or neglect investigation, the investigator takes the following steps:

a. Documents that photographs and video were taken by DFPS or given to DFPS in the *Contact* field on the *Investigation Conclusion* page in CLASS.

b. Completes [Form 2222](http://www.dfps.state.tx.us/Application/FORMS/showFile.aspx?Name=2222.doc) Abuse or Neglect Photo/Video Incident Log. A new Form 2222 must be used for each abuse or neglect investigation.

c. Files the completed version of Form 2222 in the confidential hard copy record for abuse or neglect investigations.

#### 1443 IMPACT Storage of Digital Photographs From Abuse or Neglect Investigations

LPPH ~~December 2011~~ DRAFT 6742-CCL

Procedure

The Licensing investigator is not required to store every digital photograph taken by DFPS staff during an abuse or neglect investigation in the IMPACT case management system. The investigator selects the photographs that present the best quality and most clearly depict the evidence to support the disposition or citations.

To store digital photographs taken by DFPS staff in IMPACT, the Licensing investigator:

 • uploads the photograph to the *External Documentation* page; and

 • selects the document type *Photographs-Electronic.*

Photographs Received From an Outside Source

If DFPS receives a photograph from an outside source and the photograph needs to be stored in IMPACT, the investigator:

 • obtains approval from the district director or manager before storing the digital photograph in IMPACT; and

 • stores the photograph in the permanent digital storage area of IMPACT by uploading the photographs to the *External Documentation* page and selecting the document type *Photographs-Electronic.*

#### 1444 Documenting and Storing Printed Photographs Received From an Outside Source

LPPH ~~December 2011~~ DRAFT 6742-CCL

Procedure

If Licensing staff receive a printed photograph from an outside source for an abuse or neglect investigation, the investigator:

 • files the printed image in the confidential hard copy file; and

 • documents the photograph on [Form 2222](http://www.dfps.state.tx.us/Application/FORMS/showFile.aspx?Name=2222.doc) Abuse or Neglect Photo/Video Incident Log.

See [1450](http://www.dfps.state.tx.us/handbooks/Licensing/Files/LPPH_pg_1400.asp#LPPH_1450) Printing and Destroying Digital Photographs for information on handling printed photographs that were taken by DFPS.

### 4150 Conducting Inspections

LPPH ~~December 2011~~ DRAFT 6742-CCL

Policy

When conducting any type of inspection, Licensing staff must:

a. identify themselves as DFPS Licensing staff and state the specific purpose of the inspection upon arrival at the site;

b. assess the risk to children;

c. terminate the inspection if the safety of Licensing staff is threatened;

d. document the inspection results in the CLASS system (see [4160](http://www.dfps.state.tx.us/handbooks/Licensing/Files/LPPH_pg_4000.asp#LPPH_4160) Documenting the Results of an Inspection);

e. conduct an exit interview at the end of the inspection; and

f. offer technical assistance to help the permit holder identify problems that contribute to deficiencies with the minimum standard rules and understand how to comply with the rules.

DFPS Rules, 40 TAC [§745.8401](http://info.sos.state.tx.us/pls/pub/readtac%24ext.TacPage?sl=R&app=9&p_dir=&p_rloc=&p_tloc=&p_ploc=&pg=1&p_tac=&ti=40&pt=19&ch=745&rl=8401)

General Procedures

Procedure

Licensing staff must observe the following requirements when conducting any type of inspection on an operation:

a. Carry a valid DFPS identification card and present it to the person in charge.

b. Explain to the person in charge, upon arrival:

1. the purpose of the inspection;

2. the law, administrative rules, or minimum standard rules by which compliance will be evaluated;

3. that compliance with additional minimum standard rules may be evaluated as the situation demands; and

4. that photographs and video may be taken during the inspection; and

c. Obtain written consent before interviewing biological or adopted children, even when the owner's or operator's children are in care at the operation. Children in care may be interviewed, provided the child’s parent has not previously refused to allow Licensing to interview his or her children. See [6000](http://www.dfps.state.tx.us/handbooks/Licensing/Files/LPPH_pg_6000.asp#LPPH_6000) Investigations.

d. Terminate the inspection at any time when Licensing staff feel unsafe. Staff must not be placed at risk. Report termination of an inspection to the supervisor. If the danger arises from the caregiver’s resistance to the inspection, follow the procedures in [4159](http://www.dfps.state.tx.us/handbooks/Licensing/Files/LPPH_pg_4000.asp#LPPH_4159) Handling Resistance or Refusal to Allow Inspection.

e. Follow the procedures in [7200](http://www.dfps.state.tx.us/handbooks/Licensing/Files/LPPH_pg_7000.asp#LPPH_7200) Handling Immediate Danger to Children, if children are at risk.

f. Follow the procedures in [4155](http://www.dfps.state.tx.us/handbooks/Licensing/Files/LPPH_pg_4000.asp#LPPH_4155) When An Inspection is Attempted, if there is no one at the operation or no children are in care.

g. Follow the procedures in [6210](http://www.dfps.state.tx.us/handbooks/Licensing/Files/LPPH_pg_6000.asp#LPPH_6210) Receipt of Intake Reports From Statewide Intake, if abuse or neglect is reported or is observed during the inspection.

h. Ensure that the operation has complied with all background check requirements, as specified in [5300](http://www.dfps.state.tx.us/handbooks/Licensing/Files/LPPH_pg_5300.asp#LPPH_5300) Central Registry and Criminal History Searches.

i. Ensure that the operation has complied with all controlling person requirements in statute, administrative rules, and minimum standards (see also [5400](http://www.dfps.state.tx.us/handbooks/Licensing/Files/LPPH_pg_5400.asp#LPPH_5400) Controlling Person).

### 4170 Conducting the Exit Conference

LPPH ~~December 2011~~ DRAFT 6742-CCL

Policy

After completing an inspection, Licensing staff conduct an exit conference with the person in charge at the operation. During the conference, staff:

a. discuss the results of the inspection, including the reason for any deficiency issued;

b. review, but do not provide copies of, all photographs that were taken during the inspection;

c. provide any technical assistance that may assist the operation in addressing issues that have been identified and documented;

d. review the requirements and time frames to request an administrative review, if any deficiencies were issued; and

e. provide a copy of CLASS Form 2936 Child Care Facility Inspection to the person in charge.

See:

[7711.3](http://www.dfps.state.tx.us/handbooks/Licensing/Files/LPPH_pg_7600.asp#LPPH_7711_3) Explaining the Right to an Administrative Review

[8230](http://www.dfps.state.tx.us/handbooks/Licensing/Files/LPPH_pg_8000.asp#LPPH_8230) Confidential Information Not for Release to the Public

Texas Human Resources Code [§42.0441](http://www.statutes.legis.state.tx.us/Docs/HR/htm/HR.42.htm#42.0441)

DFPS Rules, 40 TAC [§§745.8801 – 8811](http://info.sos.state.tx.us/pls/pub/readtac%24ext.TacPage?sl=R&app=9&p_dir=&p_rloc=&p_tloc=&p_ploc=&pg=1&p_tac=&ti=40&pt=19&ch=745&rl=8801)

When conducting the exit conference for an initial or monitoring inspection, Licensing staff also:

 • verify the operation’s contact information; and

 • review the operation’s compliance history, including concerns or patterns, with the person in charge.