

Adult and Child Abuse Reporting
1-800-252-5400


**Foster Care and Adoption
Inquiry Hotline**
1-800-233-3405

Child Care Inquiry Hotline
1-800-862-5252

Texas Youth Hotline
1-800-210-2278

Runaway Hotline
1-888-580-HELP (4357)

**DFPS Office of
Consumer Affairs**
1-800-720-7777



The Texas Department of Family and Protective Services (DFPS) Office of Consumer Affairs acts as a neutral party in reviewing complaints regarding case-specific activities of the DFPS program areas. If you believe one of the DFPS program areas has not acted appropriately in a situation, you have a right to complain and to be treated fairly and with dignity.

You may contact the Office of Consumer Affairs at the following:

toll free 1-800-720-7777,
fax: (512) 834-3782,
or e-mail address:
karen.monreal@dfps.state.tx.us.

Mission Statement

The mission of the Texas Department of Family and Protective Services (DFPS) is to protect the unprotected.

Texas Department of Family and Protective Services

P.O. Box 149030
Austin, Texas 78714-9030
(512) 438-4800 (M-F, 8-5)
<http://www.dfps.state.tx.us>

Toll Free Child Adult Hotline:

1-800-252-5400
Direct Dial to Hotline: (512) 834-3784



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**Introduction to the
Texas Department
of Family and
Protective Services**



The Texas Department of Family and Protective Services (DFPS) was created with the passage of House Bill 2292 by 78th Texas Legislature, Regular Session. Previously called the Texas Department of Protective and Regulatory Services, the agency serves the state's children, youth, families, the elderly, and people with disabilities.

We accomplish our mission--to protect the unprotected--through our Child Protective Services, Adult Protective Services, Child Care Licensing, and Prevention and Early Intervention programs.

Every day, about 6,700 DFPS employees in more than 250 offices across the state protect the physical safety and well-being of the most vulnerable citizens of Texas.

Adult Protective Services (APS)

- ◆ investigates reports of abuse, neglect, and exploitation of elderly people and people with disabilities who reside in the community and if appropriate, provides or arranges for protective services, including referral to other programs, respite care, guardianship, transportation, counseling, and emergency assistance with food, shelter, and medical care.
- ◆ investigates reports of abuse, neglect, and exploitation of disabled persons (children and adults) receiving services from MHMR facilities, local authorities, community centers, home and community-based services waiver (HCS-W) programs and their contractors.

Child Care Licensing (CCL)

- ◆ regulates all child-care facilities and child-placing agencies to protect the health, safety and well-being of children in care by reducing the risk of injury, abuse and communicable disease;
- ◆ informs parents and the public about child care in general and minimum standards compliance histories on specific facilities or homes;
- ◆ provides technical assistance to providers in areas covered in the minimum standards of care; and
- ◆ provides an Internet-based child-care search for parents at www.txchildcaresearch.org

Child Protective Services (CPS)

- ◆ investigates reports of suspected child abuse and neglect;
- ◆ protects children from abuse and neglect;
- ◆ promotes the safety, integrity, and stability of families; and
- ◆ provides permanent placements for children who cannot safely remain with their own families.

Prevention and Early Intervention (PEI)

- ◆ works with Texas communities to develop services for preventing child abuse, delinquency, running away, truancy, and dropping out of school;
- ◆ develops and maintains a statewide inventory of prevention programs that try to prevent child maltreatment, juvenile delinquency, and academic failure; and
- ◆ plans, develops, and administers a comprehensive and unified approach to deliver prevention services to avoid fragmentation and duplication of services.

