



Thomas Chapmond, Commissioner

# Department of Family and Protective Services Progress Report

Transition Legislative Oversight Committee  
January 28, 2004



# HB 2292

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## How does HB 2292 affect PRS?

- PRS becomes the Department of Family and Protective Services (DFPS)
- DFPS maintains the programs currently at PRS
- No additional programs transferred to DFPS
- Begin operation as DFPS on February 1, 2004



# Transition Perspective

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**PRS entered into the transition with a strong focus on service delivery. As a result each step of the way PRS employees have:**

- Maintained a focus on providing high quality services to vulnerable children and adults
- Remained open to change and flexible in their responses
- Viewed this process as an opportunity and have been diligent about addressing any challenges.



# DFPS Mission

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**Although PRS will have a new name our mission remains the same. In short - To protect the unprotected.**

*The mission of the Department of Family and Protective Services is to protect children, the elderly and people with disabilities from abuse, neglect and exploitation by providing innovative and effective services to families and vulnerable individuals in their communities.*



# DFPS Vision

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## **Vision**

*DFPS envisions an outcome-driven service delivery system that centers on client needs while being accountable to the citizens of Texas. To accomplish this vision we will collaborate with community members, stakeholders and other public and private partners.*



# DFPS Guiding Principles

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- ★ We protect the unprotected.
- ★ We find a way to get it done.
- ★ We focus on customer service.
- ★ We manage for outcomes.
- ★ We value our people.
- ★ I am DFPS!



# Steps toward becoming DFPS

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- **In order to establish DFPS as more than PRS with a new name, a variety of processes were utilized to develop a new organizational structure and plan of operation.**
- **PRS reviewed the functions of each unit of the existing structure to identify potential efficiencies and operational improvements.**



# Steps toward becoming DFPS

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- **The department analysis of the current organizational structure revealed:**
  - Potential for a stronger link between policy and practice to streamline services to children, adults and families and focus on direct delivery.
  - Transfer of many administrative functions to the Health and Human Services Commission resulted in a need for reorganization and consolidation of the remaining administrative and out-of-scope functions.
  - Contract functions were performed in various areas of the agency and could be realigned to improve consistency and accountability.





# Steps toward becoming DFPS

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## **Development of a proposed organizational structure**

- Using this information, a proposed organizational structure was created.
- This structure was posted on the HHSC Internet site and was shared with PRS employees and stakeholders.
- The general public, employees and stakeholders were given the opportunity to provide feedback and recommendations on the proposed organizational structure.



# Steps toward becoming DFPS

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## Public Input and Hearing

- A public meeting was held on January 9, 2004 to receive input from the public on the proposed organizational structure for DFPS.
- Many advocates and individuals attended and several testified about the structure.
- That feedback was taken into account as we partnered with HHSC to design an organizational structure and align functions within this structure.



# Steps toward becoming DFPS

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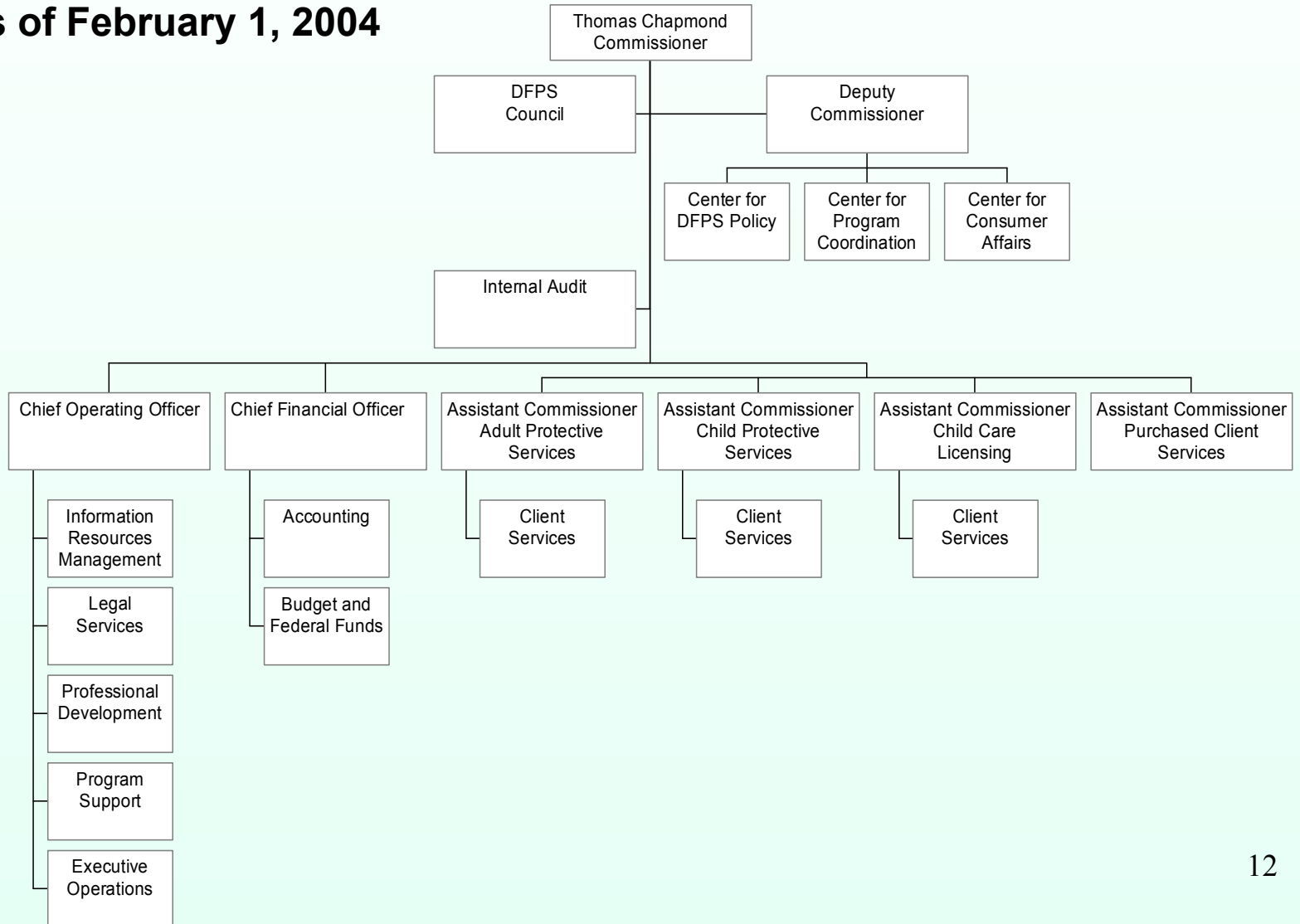
## **The resulting organizational design:**

- Is organized to ensure that clients can find and access services.
- Brings administrative functions that support program operations together under a Chief Operating Officer to provide coordinated and effective support to all program divisions.
- Aligns policy and program coordination under a Deputy Commissioner to standardize and coordinate policy development across the department and to achieve consistency and coordination with HHSC.



# Organizational Structure

As of February 1, 2004





# Organizational Structure

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**As of February 1, 2004**

- Commissioner Thomas Chapmond was selected to lead DFPS. The DFPS Council has a direct line of communication to the Commissioner. Internal Audit and the Deputy Commissioner report directly to the Commissioner.
- Reporting to the Deputy Commissioner are the Center for Program Coordination, the Center for DFPS Policy and the Center for Consumer Affairs.
- Also reporting to the Commissioner are the Assistant Commissioners for Adult Protective Services, Child Protective Services, Child Care Licensing and Purchased Client Services.



# Organizational Structure

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**As of February 1, 2004**

- **The Chief Operating Officer and Chief Financial Officer also report directly to the Commissioner.**
  - The Chief Operating Officer is responsible for the following administrative and support functions: Executive Operations, including Government Relations and Public Information; Legal Services; Information Resource Management; Professional Development; and Program Support, including District Administrative Support and Business Services.
  - The Chief Financial Officer is responsible for Budget and Federal Funds and Accounting.



# Day One for DFPS

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**February 1, 2004**

- Positions for the Deputy Commissioner, Chief Operating Officer and Chief Financial Officer have been posted and will be named by February 1<sup>st</sup>.
- The Assistant Commissioners and Internal Audit positions will be posted soon and will be named in the very near future.
- We are providing staff with the tools and information they need to make a smooth transition.



# Opportunities and Challenges

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- We believe the health and human services transformation and the creation of DFPS will provide many opportunities to improve services to Texans and are certain it will result in easier access to a broader range of services for the vulnerable Texans we serve.
- The greatest challenge we face is not new to health and human services: the challenge of effective communication both internally and externally and the need for continuous involvement and feedback from those we serve.





# A new day for DFPS

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Children, the elderly and people with disabilities continue to count on us and as the Department of Family and Protective Services we will continue to protect the unprotected.