



DFPS Reform Update

House Human Services Committee

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Texas Department of Family and Protective Services

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Progress and Results

- ◆ SB 6 is total agency reform

- ◆ Major accomplishments to date:
 - Completed **Resource allocation**
 - Transferred **Guardianship** to DADS
 - Implemented APS **risk assessment** tool
 - Deployed APS **mobile technology**
 - Published **Outsourcing** Plan for the Development of the Transition Plan and RFI

Progress and Results

- ◆ Major accomplishments continued
 - **RCCL Minimum Standards** revision underway
 - Hired **CPS Director of Investigations**
 - Created the **Child Placement Resources Form**
 - Published **Medical Care Delivery System RFI**
 - Published draft **Prevention RFP**
 - Hired **CPS and APS trainers**
 - Redesigned **Basic Skills Development (BSD) training** and extended from 5 to 12 weeks

Challenges

- ◆ Total agency reform will take time
- ◆ Challenges are being addressed:
 - Hiring 2,500 new employees will take place in stages
 - Increase in reports of abuse and neglect to hotline
 - Caseloads will increase before a reduction is evident
 - Outsourcing is a complex and multi-faceted organizational change
 - Policy changes take time
 - More than 125 policy changes are required
 - Change in the way we conduct business

Hiring

- ◆ DFPS is working to hire the 2,500 additional employees (per biennium)
 - ◆ 339 CPS Supervisors
 - ◆ 848 CPS Investigative caseworkers (includes senior investigators)
 - ◆ 77 CPS Family-based safety services caseworkers
 - ◆ 545 CPS Case aids
 - ◆ 305 CPS Administrative technicians

DFPS Renewal

Renewal is Organized into 24 Initiatives

CPS Initiatives

1. Investigations
2. Risk and Safety Assessment
3. Supporting Quality Casework
4. Family Focus
5. Medical Services
6. Education
7. Transitional Living Services
8. Disproportionality

PCS/PEI Initiatives

9. Outsourcing Permanency Services
10. Prevention & Early Intervention

CCL Initiatives

11. Revising Licensing Standards

APS Initiatives

12. Intake-Investigation-Service Delivery
13. Risk Assessment
14. Guardianship
15. Case Profiling

Cross-Program Initiatives

16. Performance Management
17. Resource/Funding Allocation
18. Community Engagement
19. Communications
20. APS Training Innovation
21. CPS Training Innovation
22. Human Capital
23. Records Retention
24. IMPACT Modifications

CHILDREN & FAMILIES

Key SB 6 Directives

CPS Investigations

- Forensic investigation support
 - Began training in forensic techniques

- Director of Investigations
 - Hired Summer 2005

- Work with law enforcement
 - To implement the Drug-Endangered Child Initiative
 - To clarify law enforcement and CPS roles in investigations
 - On training for joint investigations

Key SB 6 Directives

Kinship Care

- Facilitate relative or other designated caregiver placement
 - Created a Caregiver Assistance Program
 - A rule has been adopted to expand kinship support statewide to increase the number of children placed with relatives/kin
 - Created and distributed the Child Placement Resources Form to identify relatives/kin for placement
 - Distributed the information manual for kin caregivers

Key SB 6 Directives

Disproportionality

- Provide cultural competency training for staff
 - Curriculum titled “Knowing Who You Are...Helping Youth in Care Develop their Racial and Ethnic Identity”
- Increase foster and adoptive parent recruitment
 - Targeting recruitment efforts to ensure diversity
- Develop collaborative community partnerships to provide culturally competent services
 - Formed Community Advisory Committees on Disproportionality (in Houston and Arlington)

Key SB 6 Directives

Outsourcing

- Outsource case management and substitute care services
 - Completed the Statewide Plan for the Development of the Transition Plan
 - Published Request for Information (RFI)
 - Responses accepted through November 18, 2005
 - Stakeholder meetings being held around the state
 - Posted Outsourcing timeline
 - Request for Proposal (RFP) posted by April 30, 2006
 - First region contract for Independent Administrator (IA) – September 30, 2006
 - Evaluation
 - Independent Evaluator will conduct annual evaluation reports
 - DFPS will monitor the quality of service provided by contractors
 - A multidisciplinary team will evaluate IA's performance on achievement of client and system outcomes and contract compliance
 - DFPS will ensure that services are provided in accordance with state and federal laws and rules

Key SB 6 Directives

Medical Care Delivery System for Foster Children

- Design a comprehensive, cost-effective medical services delivery model
 - Goals of the model
 - Coordination of healthcare services and reduced duplication of services (example: medical passport)
 - Continuous health care for foster children, coordinated through a single point-of-contact (“medical home”)
 - Efficient use of existing state and federal resources
 - Enhanced access to services
 - Improved outcomes through better health practices
 - Greater convenience and ease-of-use for foster children, families and healthcare providers
 - HHSC issued a Request for Information (RFI) on September 2, 2005
 - The tentative implementation date for the model is January 1, 2007

Key SB 6 Directives

Residential Child Care Licensing (RCCL)

- Stronger regulatory enforcement tools
 - Five-year wait for reapplying after license revocation
 - Increased administrative penalties for violations in facilities
 - Increased emergency suspensions
- Increased requirements for providers in the following areas:
 - Drug testing
 - Background checks
 - Child-placing administrators

Residential Child Care Licensing (RCCL) Minimum Standards

- Regulate child care facilities
 - Increased requirements for providers
 - Stronger regulatory enforcement tools
 - Stakeholder involvement
 - Held two public hearings
 - Solicited public comment on the early draft
 - Conducted a fiscal impact survey
 - Created an email box for providers to email questions and comments pertaining to the revision of minimum standards
 - Revised minimum standards timeline
 - Rules proposed to DFPS Council – January 2006
 - Public comment period – March 17-April 17, 2006
 - Rules adopted – July 2006
 - Rules effective – January 2007

Key SB 6 Directives

Transitional Living

- Address the challenges faced by foster children transitioning to independent living
 - The Preparation for Adult Living (PAL) program is expanding and improving
 - The Transitional Living Services Workgroup is working on the following:
 - Improving discharge planning services to help ease the transition for youth leaving foster care
 - Expanding support services for youth who are leaving foster care
 - Caseworker training on discharge planning and resources for older youth in care

VULNERABLE ADULTS

Key SB 6 Directives

Staff Resources

- Provide additional and improved training
 - APS caseworkers will receive training on initiating an investigation and providing protective services
 - New employees will attend 11-15 weeks of training prior to receiving a full caseload

- Provide technology to improve services and assist caseworkers in efficiency
 - Increased technology is being used by workers in the field
 - Tablet PCs have been deployed
 - DFPS received the Best in Texas Government Technology Conference “Project Excellence Award for Best Application Serving the Public”

Key SB 6 Directives

Risk Assessment

- Develop and maintain risk assessment criteria to determine risk and assess a person's needs
 - The Client Assessment and Risk Evaluation (CARE) tool is in place
 - CARE maintains risk assessment criteria for workers to use in determining risk of abuse, neglect or exploitation
 - CARE tool is available on Tablet PCs

Key SB 6 Directives

Community Engagement

- Increase community involvement
 - Hired regional Resource and External Relations Specialists and Community Initiative Specialists were hired
 - Regions developed Community Action Plans
 - Developed public awareness campaign

Guardianship Transfer to DADS

- Transfer guardianship to DADS
 - Successfully transferred guardianship to DADS
 - No interruption of service to clients

DFPS Renewal

Keys to Success

- Quality Services** – Our primary goal in renewal is to find new and better ways to protect vulnerable children and adults and to deliver quality services without bureaucratic barriers. To accomplish this goal we must build a team that extends beyond the boundaries of this agency.
- Focus on the Client** – Remain focused on the mission of protecting the unprotected. By focusing on our clients we will be making the right decisions and will truly improve and renew our services.
- Can-Do Attitude and Open to Change** – Staff are encouraged to embrace challenges and look for opportunities throughout this effort to shift the culture of the agency and how things have always been done.
- Teamwork and Community Partnerships** – No one person, program or division can make DFPS Renewal a success. Every area of the agency is involved and has a role to play.

Questions?