

By: Walle

H.B. No. 660

A BILL TO BE ENTITLED

1 AN ACT  
2 relating to employee caseload limit goals for child and adult  
3 protective services and child-care licensing services and call  
4 processing goals for certain of those services.

5 BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF TEXAS:

6 SECTION 1. Subchapter I, Chapter 526, Government Code, as  
7 effective April 1, 2025, is amended by adding Section 526.04011 to  
8 read as follows:

9 Sec. 526.04011. CASELOAD LIMIT GOALS FOR CERTAIN  
10 CASEWORKERS. Notwithstanding Section 526.0401(d) and to the extent  
11 appropriated money is available for the purpose, the commission or  
12 Department of Family and Protective Services, as appropriate, shall  
13 work toward ensuring that the average caseload for the following  
14 categories of caseworkers does not exceed the number specified by  
15 this section:

16 (1) for caseworkers conducting child protective  
17 services investigations, an average of 15 cases at any time;

18 (2) for child protective services caseworkers  
19 providing family-based safety services, an average of 10 cases at  
20 any time;

21 (3) for child protective services caseworkers  
22 providing services through conservatorship programs, an average of  
23 20 cases at any time;

24 (4) for child protective services caseworkers

1 providing services through foster and adoption programs, an average  
2 of 20 cases at any time;

3 (5) for child-care licensing inspectors, an average  
4 caseload of 64 nonresidential child-care facilities or registered  
5 family homes at any time;

6 (6) for child-care licensing day-care investigators,  
7 an average caseload of 17 investigations at any time; and

8 (7) for adult protective services specialists  
9 providing adult protective services through in-home programs, an  
10 average of 22 cases at any time.

11 SECTION 2. Subchapter C, Chapter 40, Human Resources Code,  
12 is amended by adding Section 40.073 to read as follows:

13 Sec. 40.073. ABUSE, NEGLECT, AND EXPLOITATION HOTLINE:  
14 CALL PROCESSING GOALS. (a) With respect to the hotline maintained  
15 by the department for purposes of receiving reports under Section  
16 261.103, Family Code, and Section 48.051, to the extent  
17 appropriated money is available for the purpose, the department  
18 shall work toward ensuring that:

19 (1) the average hold time for calls to the hotline does  
20 not exceed five minutes; and

21 (2) the call abandonment rate for each state fiscal  
22 year does not exceed 25 percent.

23 (b) The executive commissioner by rule shall adopt the  
24 methodology to be used to calculate the call abandonment rate  
25 referred to in Subsection (a)(2).

26 SECTION 3. Not later than December 1, 2026:

27 (1) the Health and Human Services Commission and the

1 Department of Family and Protective Services shall jointly submit a  
2 report to the standing committees of the senate and house of  
3 representatives having primary jurisdiction over those state  
4 agencies regarding the agencies' progress in achieving the caseload  
5 limit goals described in Section 526.04011, Government Code, as  
6 added by this Act; and

7           (2) the Department of Family and Protective Services  
8 shall submit a report to the committees described in Subdivision  
9 (1) of this section regarding the department's progress in  
10 achieving the call processing goals described in Section 40.073,  
11 Human Resources Code, as added by this Act.

12           SECTION 4. This Act takes effect September 1, 2025.