

By: Walle

H.B. No. 712

A BILL TO BE ENTITLED

AN ACT

relating to employee caseload and call processing standards for the provision of child and adult protective services.

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

SECTION 1. Section 531.048, Government Code, is amended by adding Subsection (d-1) to read as follows:

(d-1) Notwithstanding Subsection (d), the Department of Family and Protective Services shall ensure that the average caseload for the following categories of department caseworkers does not exceed the number specified by this subsection:

(1) for investigative caseworkers, an average of 21 cases at any time;

(2) for caseworkers in the child protective services division providing family-based safety services, an average of 18 cases at any time;

(3) for adult protective services specialists in the adult protective services division providing services through in-home programs, an average of 27 cases at any time, notwithstanding Subsection (g); and

SECTION 2. Section 40.0528(a), Human Resources Code, is amended to read as follows:

(a) Subject to Section 531.048, Government Code, the ~~The~~ department shall develop and implement a staffing and workload distribution plan for the child protective services program to:

- 1 (1) reduce caseloads;
- 2 (2) enhance accountability;
- 3 (3) improve the quality of investigations;
- 4 (4) eliminate delays; and
- 5 (5) ensure the most efficient and effective use of
- 6 child protective services staff and resources.

7 SECTION 3. Subchapter C, Chapter 40, Human Resources Code,
8 is amended by adding Section 40.0529 to read as follows:

9 Sec. 40.0529. ABUSE, NEGLECT, AND EXPLOITATION HOTLINE:
10 CALL PROCESSING STANDARDS. (a) With respect to the hotline
11 maintained by the department for purposes of receiving reports
12 under Section 261.103, Family Code, and Section 48.051, the
13 department shall ensure that:

14 (1) the average hold time for calls to the hotline does
15 not exceed eight minutes; and

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

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

21 SECTION 4. This Act takes effect September 1, 2011.