

By: Walle

H.B. No. 304

A BILL TO BE ENTITLED

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

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

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

8 (d-1) Notwithstanding Subsection (d) and to the extent
9 appropriated money is available for the purpose, the Department of
10 Family and Protective Services shall work toward ensuring that the
11 average caseload for the following categories of department
12 caseworkers does not exceed the number specified by this
13 subsection:

14 (1) for investigative caseworkers, an average of 15
15 cases at any time;

16 (2) for caseworkers in the child protective services
17 division providing family-based safety services, an average of 10
18 cases at any time;

19 (3) for caseworkers in the child protective services
20 division providing services through conservatorship programs, an
21 average of 20 cases at any time;

22 (4) for caseworkers in the child protective services
23 division providing services through foster and adoption programs,
24 an average of 20 cases at any time;

1 (5) for child-care licensing specialists, including
2 inspectors, in the child-care licensing division, an average
3 caseload of 64 child-care facilities or registered family homes at
4 any time; and

5 (6) for adult protective services specialists in the
6 adult protective services division providing services through
7 in-home programs, an average of 22 cases at any time,
8 notwithstanding Subsection (g).

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

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

- 14 (1) reduce caseloads;
15 (2) enhance accountability;
16 (3) improve the quality of investigations;
17 (4) eliminate delays; and
18 (5) ensure the most efficient and effective use of

19 child protective services staff and resources.

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

22 Sec. 40.0529. ABUSE, NEGLECT, AND EXPLOITATION HOTLINE:
23 CALL PROCESSING STANDARDS. (a) With respect to the hotline
24 maintained by the department for purposes of receiving reports
25 under Section 261.103, Family Code, and Section 48.051, to the
26 extent appropriated money is available for the purpose, the
27 department shall work toward ensuring that:

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

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

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

8 SECTION 4. Not later than December 1, 2014, the Department
9 of Family and Protective Services shall submit a report to the
10 standing committees of the senate and house of representatives
11 having primary jurisdiction over the Department of Family and
12 Protective Services regarding the department's progress in
13 achieving the caseload standards described in Section
14 531.048(d-1), Government Code, as added by this Act, and the call
15 processing standards described in Section 40.0529, Human Resources
16 Code, as added by this Act.

17 SECTION 5. This Act takes effect September 1, 2013.