

By: Walle

H.B. No. 993

A BILL TO BE ENTITLED

AN ACT

1
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 in the child
15 protective services division, an average of 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 inspectors in the
2 child-care licensing division, an average caseload of 64
3 nonresidential child-care facilities or registered family homes at
4 any time;

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

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

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

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

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

23 SECTION 3. Subchapter C, Chapter 40, Human Resources Code,
24 is amended by adding Section 40.075 to read as follows:

25 Sec. 40.075. ABUSE, NEGLECT, AND EXPLOITATION HOTLINE:
26 CALL PROCESSING STANDARDS. (a) With respect to the hotline
27 maintained by the department for purposes of receiving reports

1 under Section 261.103, Family Code, and Section 48.051, to the
2 extent appropriated money is available for the purpose, the
3 department shall work toward ensuring that:

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

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

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

11 SECTION 4. Not later than December 1, 2016, the Department
12 of Family and Protective Services shall submit a report to the
13 standing committees of the senate and house of representatives
14 having primary jurisdiction over the Department of Family and
15 Protective Services regarding the department's progress in
16 achieving the caseload standards described in Section
17 531.048(d-1), Government Code, as added by this Act, and the call
18 processing standards described in Section 40.075, Human Resources
19 Code, as added by this Act.

20 SECTION 5. This Act takes effect September 1, 2015.