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HOUSE OF REPRESENTATIVES

FLOOR AMENDMENT NO. _____

BY: D. J. Walle

1 Amend C.S.H.B. 5 (house committee printing) by adding the
2 following appropriately numbered SECTIONS to the bill and
3 renumbering subsequent SECTIONS of the bill accordingly:

4 SECTION __. Subchapter B, Chapter 40, Human Resources Code,
5 is amended by adding Section 40.0328 to read as follows:

6 Sec. 40.0328. CASELOAD LIMIT GOALS FOR CERTAIN CASEWORKERS.
7 To the extent appropriated money is available for the purpose, the
8 department shall work toward ensuring that the average caseload for
9 the following categories of caseworkers does not exceed the number
10 specified by this section:

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

13 (2) for child protective services caseworkers
14 providing family-based safety services, an average of 10 cases at
15 any time;

16 (3) for child protective services caseworkers
17 providing services through conservatorship programs, an average of
18 20 cases at any time;

19 (4) for child protective services caseworkers
20 providing services through foster and adoption programs, an average
21 of 20 cases at any time;

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

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

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

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

3 Sec. 40.073. ABUSE, NEGLECT, AND EXPLOITATION HOTLINE:

4 CALL PROCESSING GOALS. (a) With respect to the hotline maintained
5 by the department for purposes of receiving reports under Section
6 261.103, Family Code, and Section 48.051, to the extent
7 appropriated money is available for the purpose, the department
8 shall work toward ensuring that:

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

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

13 (b) The commissioner by rule shall adopt the methodology to
14 be used to calculate the call abandonment rate referred to in
15 Subsection (a)(2).

16 SECTION __. Not later than December 1, 2018, the Department
17 of Family and Protective Services shall submit a report to the
18 standing committees of the senate and house of representatives
19 having primary jurisdiction over the department regarding the
20 department's progress in achieving:

21 (1) the caseload limit goals described in Section
22 40.0328, Human Resources Code, as added by this Act; and

23 (2) the call processing goals described in Section
24 40.073, Human Resources Code, as added by this Act.