

PUBLIC COMMENTS

SB 1628

HOUSE COMMITTEE ON HUMAN SERVICES

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Hearing Date: May 18, 2021 8:00 AM

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Tina Freeman

self/retired District Clerk

Lockhart, TX

I support moving the complaint process to another entity besides the Department itself. [My grandchildren have been impacted by a CPS case recently in a court services suit. (now closed) My daughter has not seen my 11 yr old granddaughter since February because of decisions made by CPS. In my opinion, they not only ignored, but condoned alienation and emotional abuse.] Complaints were referred pretty much to supervisors, yet that went nowhere. In my opinion, the caseworker's threat to give daughter less time with the children was a result of a call to a supervisor, since at that time, it could be based on nothing else. The Commissioner's comment in one of the hearings regarding complaints that "it's mostly parents that complain", is accurate I'm sure, but that doesn't mean that all those complaints are based solely on the fact that CPS is involved in their lives. If they won't believe other parties involved, how would they EVER believe a parent? It took me a while to figure out that CPS did not believe a word I said, and I began recording the children too late. Of course, they were not interesting in hearing the recordings that I did have. At some point, I was advised by OCR to call one concern into the hotline. I questioned this since it was an OPEN case, but followed her advice. Basically what resulted was the "new" investigator just deferred to the current worker. My grandchild ultimately told my other daughter regarding THAT incident that he didn't "feel safe" for her to contact CPS herself about what had transpired, and he didn't want his dad to go to jail over it. (He had to go back into the same household) I heard an attorney in committee call the response letter from a complaint a "thank you for your concerns" letter, just as I had called mine. I still plan on visiting with yet another supervisor about what transpired. I worked in the court system (and with CPS employees) for many years, so I'm actually shocked at the process, the failure to follow their own policies, and lack of concern for what is ACTUALLY in the best interest of the children. Too much transpired in the 11months CPS was involved after my daughter's assault to explain here. Perhaps if another agency handles the complaint process, complaints will be handled differently.

Lovinah Igbani

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I support this bill. This bill needs to pass to provide oversight which is needed for our children.