



# Senate Committee on Health and Human Services

H.L. Whitman, Jr., DFPS Commissioner  
February 2, 2017

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*The mission of the Department of Family and Protective Services is to protect children, the elderly and people with disabilities from abuse, neglect and exploitation by involving clients, families and communities.*

CPS Transformation began in August 2014 and has one overarching goal: enhance child safety.

CPS Transformation has three main priorities:

- ensure child safety, permanency and well-being;
- establish effective organization and operations; and
- develop a professional and stable workforce.

- Child Sexual Aggression Training
- Alternative Response Training
- Developing SDM tool for FBSS/CVS
- Mentor Program
- Completed draft Capacity Needs Assessment
- Completed draft CBFC Implementation Plan
- 2-Year Degree Hiring Program

- November 2016 - IMPACT Modernization Phase 2 Contract Signed
  - The Project Kick-off occurred on January 9th, 2016. The awarded vendor team is on premises and working with DFPS staff and analyzing the current IMPACT system.
  - The vendor has proposed a phased plan and approach to include four releases – April 2017, August 2017, January 2018 and June 2018
  - The proposed plan for August 2017 includes updating IMPACT for the investigation stage of service for all program areas – APS, CPS, CCL
  - DFPS is reviewing the proposed plan
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- CPS Supervisor Exam
- Applicant pool expanded to allow for applicants with two-year degrees and experience to apply for CPS caseworker positions
- Modified CPS Supervisor Training
- DFPS Beginning Manager-Transitioning from Peer to Manager
- Supplemental Leadership Training for all CPS Managers
  - Cultural Change and High Performing Teams Training
  - Leadership Challenge/360 Assessments

# Transformation Initiative Update

	<b>FY14</b>	<b>FY15</b>	<b>FY16</b>	<b>FY17 YTD</b>
<b>Average time to investigation closure (in days)</b>	52.9 days	48.2 days	45.6 days	47.1 days
<b>Average time to FBSS closure (in months)</b>	7.1 months	7.0 months	7.1 months	6.2 months
<b>Average time to conservatorship closure(in months)</b>	21.3 months	20.9 months	20.8 months	20.6 months
<b>Turnover for CPS overall</b>	25%	26%	26%	26%
<b>Turnover for Investigations</b>	34%	33%	33%	34%
<b>Turnover for FBSS</b>	23%	28%	25%	25%
<b>Turnover for Conservatorship</b>	23%	23%	23%	24%
<b>Recidivism from Investigation</b>	7.5%	7.7%	7.5%	8.6%
<b>Recidivism from FBSS</b>	7.8%	7.6%	7.6%	9.5%
<b>Recidivism from Reunification</b>	11.9%	11.5%	11.7%	11.9%
<b>Average Number of Placements</b>	3.2	3.2	3.1	3.1
<b>Exits to Permanency</b>	91.4%	92.2%	92.3%	92.7%
<b>Average Time to Exit to Permanency (in months)</b>	18.8 months	18.5 months	18.3 months	18.4 months

- Approved to hire 828.8 additional FTEs
    - Investigators, special investigators and caseworkers (along with support staff)
  - Received \$101.7 million in AF
    - Provide pay increases to direct delivery staff
  - Required to provide ongoing status reports to the LBB
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As of February 1:

- Total Hires in December 2016: **128**
- Total Hires in January 2017: **286** (pending and complete)
- Critical Needs hired all position: **99**
  - Historical Comparison:
    - Dec. '15 + Jan. '16 = **266**
    - Dec. '16 + Jan. '17 = **414** (a 55.6% increase)