



**TEXAS**  
Department of Family  
and Protective Services

# Key Metrics Dashboard

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Fiscal Year 2023



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# Statewide Intake

## Resource Management

Metric Description	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23
All, Turnover	15.2	15.2	19.5	19.5	19.5	18.7	18.7	18.7	17.3	17.3	17.3	17.0
Intake, Caseworker Hires	2	11	4	0	9	7	1	5	2	6	4	0
Intake, Caseworker Terminations	6	8	1	2	6	6	3	5	3	4	5	4
Total Number of Calls Received	72,511	70,832	62,423	61,833	69,228	64,047	72,550	70,187	74,196	62,152	60,421	69,898

## Outcomes

Metric Description	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23
Average Time to Process E-Reports (Hours)	26.0	16.5	17.9	20.4	14.3	20.4	20.5	18.7	13.1	3.2	2.9	11.8
Average Hold Time for English Queue (Min)	11.4	9.5	8.9	7.6	8.6	9.8	9.1	9.1	7.1	3.0	3.6	6.8
Percent of Abandoned Calls in English Queue	36.1	32.3	30.1	26.4	28.9	32.7	31.0	31.7	27.5	17.0	19.8	28.4
Number of Calls Received for the Youth/Runaway Helpline	1,176	1,334	1,171	1,126	1,208	1,329	1,422	1,154	1,138	1,032	1,377	1,332

# Child Protective Investigations

## Resource Management

### All Investigations (INV)

Metric Description	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23
All Investigation, Average Daily Caseload	15.2	16.0	15.7	14.4	13.6	13.7	14.1	13.7	13.4	11.7	10.3	9.3

### Residential Child Care (RCL)

Metric Description	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23
Residential, Caseworker Turnover	35.9	35.9	34.0	34.0	34.0	26.4	26.4	26.4	26.5	26.5	26.5	29.6
Residential, Caseworker Hires	0	2	0	2	1	2	1	2	0	0	2	0
Residential, Caseworker Terminations	2	2	4	2	0	3	1	2	4	3	3	4
Residential, Number of Abuse/Neglect Investigations Opened	308	269	230	235	294	323	304	310	395	311	317	346
Residential Care, Investigator Average Daily Caseload	5.7	6.1	5.5	4.4	4.4	4.7	5.1	4.9	5.4	5.5	5.5	6.3

### Daycare

Metric Description	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23
Daycare, Caseworker Turnover	45.4	45.4	73.7	73.7	73.7	42.1	42.1	42.1	44.1	44.1	44.1	45.0
Daycare, Caseworker Hires	1	1	0	1	1	2	0	0	1	0	0	0
Daycare, Caseworker Terminations	2	4	1	0	0	1	0	4	1	2	2	1
Daycare, Number of Abuse/Neglect Investigations Opened	183	190	98	100	134	109	194	148	155	181	164	212
Daycare, Investigator Average Daily Caseload	9.2	8.2	6.1	4.7	4.5	4.4	5.3	5.6	6.3	6.6	7.4	8.7

### Special Investigator

Metric Description	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23
Special Investigator, Turnover Rate	18.0	18.3	16.3	16.3	16.3	20.3	20.3	20.3	22.2	22.2	22.2	25.6
Special Investigator, Hires	1	7	3	3	6	4	3	7	3	6	7	4
Special Investigator, Terminations	4	2	6	6	7	5	9	7	3	9	10	7
Special Investigator, Average Daily Caseload	2.0	2.2	5.2	5.8	5.4	5.3	5.6	5.4	5.3	4.8	4.3	4.5

### CPS Investigations

Metric Description	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23
Investigations, Caseworker Turnover	45.5	45.5	44.7	44.7	44.7	40.0	40.0	40.0	39.3	39.3	39.3	37.0
Investigations, Caseworker Hires	65	106	86	96	119	101	86	91	94	92	105	65
Investigations, Caseworker Terminations	114	108	77	83	81	84	83	97	91	82	80	67
Investigations, Average Daily Caseload	15.6	16.4	16.2	14.9	14.0	14.2	14.6	14.2	13.8	12.0	10.5	9.4
Investigations and AR, Total Number of Investigation and AR Stages Opened	26,355	25,563	21,484	20,413	23,495	22,387	25,466	24,446	25,011	17,789	16,357	20,236
Investigations and AR, Total Number of Investigation and AR Stages Closed	24,171	24,365	22,323	24,130	22,869	21,745	26,807	23,869	26,035	23,620	18,364	19,652
Investigations and AR, Average Days to Investigation and AR Stages Closure	75.6	72.8	76.2	85.4	88.2	77.9	72.7	70.6	68.5	78.2	79.3	36.9



## Outcomes

Metric Description	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23
Completed Investigations with a Substantive Disposition (Ruled out or RTB) (%)	88.1	88.6	88.6	89.0	88.1	88.2	89.4	88.2	88.6	88.1	87.4	86.4
12 Month Recidivism on Investigations Closed without Services	5.3	5.4	5.5	5.8	6.4	6.1	5.9	5.5	5.9	6.3	6.7	6.6
Timely Initial FTF Actual Contact - P1 (%)	78.9	78.9	79.4	78.9	79.6	78.7	81.8	81.4	80.4	79.4	79.2	78.4
Timely Initial FTF Actual or Attempted Contact - P1 (%)	89.3	88.7	88.4	88.1	88.3	87.0	88.9	89.4	88.8	88.8	90.0	88.2
Timely Initial FTF Actual Contact - P2 (%)	77.2	77.2	78.1	76.9	77.0	77.2	78.6	79.0	80.6	79.4	79.6	78.8
Timely Initial FTF Actual or Attempted Contact - P2 (%)	88.4	87.8	87.6	86.5	86.7	86.9	88.0	88.0	89.3	89.2	89.8	89.3
Timely Initial FTF Actual Contact - AR (%)	74.5	73.7	72.7	70.7	68.5	70.6	73.3	73.0	73.3	73.5	75.1	75.0
Timely Initial FTF Actual or Attempted Contact - AR (%)	78.0	76.8	75.6	73.7	72.1	74.1	76.3	76.3	76.3	77.1	79.8	79.2

# Child Protective Services

## Resource Management

### All CPS

Metric Description	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23
All, Vacancy Rate	12.0	12.2	12.1	12.5	12.0	12.0	11.8	12.5	12.5	12.2	12.8	13.7
All, Turnover	33.9	34.1	35.6	35.6	35.6	32.4	32.4	32.4	31.5	31.5	31.5	32.0

### Family-Based Safety Services (FBSS)

Metric Description	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23
FBSS, Caseworker Turnover	17.7	17.7	20.4	20.4	20.4	21.0	21.0	21.0	21.9	21.9	21.9	23.3
FBSS, Caseworker Hires	15	7	15	6	26	18	14	2	1	6	5	6
FBSS, Caseworker Terminations	17	16	18	17	18	19	18	19	19	16	21	25
FBSS, Average Daily Caseload	5.0	5.2	5.5	5.9	6.6	7.0	7.5	7.9	8.3	8.6	8.8	9.1
FBSS, Total Number of FPR Stages Opened	886	1,026	964	1,197	1,298	1,138	1,358	1,270	1,326	1,436	1,250	1,518
FBSS, Total Number of FPR Stages Closed	905	723	761	835	812	863	991	1,016	1,191	1,292	1,169	1,266
FBSS, Average Days to FPR Stages Closure	143.1	163.2	160.8	150.1	158.9	155.0	151.8	150.2	152.1	149.6	152.3	153.3

### Conservatorship (CVS)

Metric Description	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23
CVS, Caseworker Turnover	34.8	34.8	38.6	38.6	38.6	34.8	34.8	34.8	32.6	32.6	32.6	35.3
CVS, Caseworker Hires	49	45	48	32	64	52	80	50	85	84	73	63
CVS, Caseworker Terminations	65	93	41	51	45	56	44	45	50	48	95	73
CVS, Average Daily Caseload	16.7	16.4	15.8	15.5	15.3	15.4	15.5	15.5	15.7	15.6	16.0	16.3
CVS, Total Number of Removals	899	859	812	695	815	675	990	813	935	836	673	883
CVS, Total Number of Exits from DFPS Responsibility	1,060	973	1,300	973	882	893	1,023	968	957	981	820	1,102
CVS, Average Months to Exit from DFPS Responsibility	21.3	21.6	24.4	22.9	23.3	24.3	22.0	23.9	23.7	23.1	23.7	23.1
CVS, Average Daily Child Count	11.8	11.6	11.1	10.9	10.7	10.8	10.8	10.9	10.9	10.9	11.1	11.3

### Outcomes

#### Family-Based Safety Services (FBSS)

Metric Description	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23
Removals in FBSS Stages (%)	4.7	4.8	5.0	5.1	5.2	5.3	5.5	5.4	5.6	5.6	5.5	5.4
12 Month Recidivism on FBSS Stages Closed with No Further CPS Involvement (%)	8.6	7.2	8.9	9.0	8.7	9.3	7.8	9.2	10.2	10.8	10.1	8.9

### CVS In-Care

Metric Description	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23
Average number of Placements for Children in Foster Care	3.6	3.7	3.7	3.8	3.7	3.8	3.8	3.8	3.8	3.8	3.8	3.8
Children in Substitute Care Placed with Relatives (%)	41.7	41.0	41.7	42.4	42.0	41.5	41.0	40.2	39.9	40.3	40.5	40.5
Sibling Groups with All Siblings Placed Together (%)	62.5	61.8	62.0	62.2	62.2	62.0	61.4	61.2	60.7	61.4	61.6	60.7
Children in Foster Care Placed in County (%)	34.3	34.3	34.1	34.1	34.0	33.8	33.2	32.8	32.8	32.7	32.5	32.5
Youth who Aged out and Have Complete PAL (%)	81.7	93.9	86.8	93.2	96.3	92.7	89.7	92.2	97.4	95.8	90.8	93.3

### CVS Permanency

Metric Description	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23
Children Who Exit DFPS Responsibility to Permanency (%)	92.0	90.8	94.0	90.8	91.4	91.3	91.9	90.4	91.8	91.6	91.0	92.0
Children Who Exit DFPS Responsibility to Family Reunification (%)	33.9	30.3	20.3	30.6	36.4	29.2	28.8	29.9	30.6	27.6	27.1	26.7
Of Those Who Do Not Reunify, Children Who Exit DFPS Responsibility to Relatives (%)	63.3	67.1	57.7	62.8	61.0	65.8	66.1	62.6	62.0	60.6	61.9	61.4
Children Adopted within 12 Months of Termination of Parental Rights (%)	54.7	54.7	48.0	48.0	48.0	53.5	53.5	53.5	70.9	70.9	70.9	52.1
Permanency for Children in Care for 2 or More Years (%)	36.9	36.9	36.2	36.2	36.2	36.2	36.2	36.2	35.7	35.7	35.7	35.7

## DFPS Key Metrics Dashboard

Metric Description	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23
Average Months to Permanency	19.2	19.2	23.0	20.2	20.2	22.3	20.2	21.3	21.3	21.0	20.8	20.9
12 Month Recidivism for Children Who Return Home	9.8	8.6	10.6	9.6	8.6	12.2	6.5	9.5	13.6	19.0	10.1	13.0

## Data Dictionary

### Resource Management Metrics

Term	Definition
Turnover	Measures caseworker turnover using the State Auditor's Office methodology. Until the data is finalized for the fiscal year, the measure is only an estimate of how many caseworkers will leave in the fiscal year
Hires	Number of staff hired into the agency in each month
Terminations	Number of caseworkers who left the agency in each month.
Average Daily Caseload	Average daily caseload calculated pursuant to the Legislative Budget Board methodology.
CVS, Average Daily Child Count	Average daily count of children assigned to CVS workers pursuant to the Legislative Budget Board Methodology.
Total Number of Calls Received	Total number of calls received at SWI
Total Number of Stages Opened or Removals	Total number of stages started or removals during the month
Total Number of Investigation Stages Closed or Exits	Total number of sages closed during the month, including those closed to merge, or removals during the month
Average Time to Stage Closure or Exit	Average time to close a stage or for a child to exit conservatorship

## Outcomes

### Statewide Intake

Term	Definition
Average Time to Process E-Reports (Hours)	Average time to process electronic reports of abuse or neglect
Average Hold Time for English Queue (Min)	Average hold time for the English queue to report abuse or neglect
Percent of Abandoned Calls in English Queue	Percentage of calls in the English queue that are abandoned
Number of Calls Received for the Youth/Runaway Helpline	Number of calls made to the youth/runaway helpline

### Child Protection Investigations

Term	Definition
Completed Investigations with a Substantive Disposition (Ruled out or RTB) (%)	Percent of completed investigations with an overall disposition of ruled out or confirmed as reason to believe.
12 Month Recidivism on Investigations Closed without Services	Percent of alleged victims in an investigation closed without further services who have a subsequent confirmed allegation or are a principal in an investigation opened for services within 12 months.
Timely Initial FTF Actual or Attempted Contact - P1 (%)	Percentage of alleged victims in a P1 investigation with actual or attempted face to face contact within 24 hours
Timely Initial FTF Actual or Attempted Contact - P2 (%)	Percentage of alleged victims in a P2 investigations or an alternative response with actual or attempted face to face contact within 72 hours (investigations) or 5 days (alternative response).

### Family Based Safety Services

Term	Definition
Removals in FBSS Stages (%)	Percentage of families receiving FBSS with at least 1 child removed after they started receiving FBSS, rolling 12 months
12 Month Recidivism on FBSS Stages Closed with No Further CPS Involvement (%)	Percent of child principals in an FBSS stage that are closed without further services who have a subsequent confirmed allegation or are a principal in an investigation opened for services within 12 months.

### Children in State Custody

Term	Definition
Average number of Placements for Children in Foster Care	Children in foster care on the last day of the month, the average number of placements since their removal.
Children in Substitute Care Placed with Relatives (%)	Percentage of children in an out of home placement who are placed with a relative or fictive kin
Sibling Groups with All Siblings Placed Together (%)	Percentage of sibling groups with all siblings placed together.
Children in Foster Care Placed in County (%)	Children in foster care on the last day of the month, the percentage who are in a placement in the county from which they were removed.
Youth who Aged out and Have Complete PAL (%)	Percentage of youth 18 and over who exit substitute care and have completed the required PAL classes
Children Who Exit DFPS Responsibility to Permanency (%)	Of all children who exited state custody during the month, the percentage who exited to reunification, to a relative or to adoption
Children Who Exit DFPS Responsibility to Family Reunification (%)	Of all children who exited to state custody during the month, the percentage who exited to family reunification.
Of Those Who Do Not Reunify, Children Who Exit DFPS Responsibility to Relatives (%)	Of all children who exited to state custody to something other than reunification, the percentage who exited to a relative. Includes all relative exits - a relative as a permanent managing conservator (PMC) both with and without permanency care assistance and relative adoptions.
Children Adopted within 12 Months of Termination of Parental Rights (%)	Of children with parental rights terminated, the percentage who are adopted within 12 months

DFPS Key Metrics Dashboard

<b>Term</b>	<b>Definition</b>
Average Months to Permanency	For children who exit to reunification, a relative or adoption, the average time between removal and the child's exit from state custody.
12 Month Recidivism for Children Who Return Home	Percent of children who exit to reunification who have a subsequent confirmed allegation or are a principal in an investigation opened for services within 12 months.