

From: [Sunset Advisory Commission](#)
To: [Janet Wood](#)
Subject: FW: Form submission from: Public Input Form for Agencies Under Review (Public/After Publication)
Date: Friday, June 06, 2014 4:43:30 PM

-----Original Message-----

From: sundrupal@capitol.local [<mailto:sundrupal@capitol.local>]
Sent: Friday, June 06, 2014 4:15 PM
To: Sunset Advisory Commission
Subject: Form submission from: Public Input Form for Agencies Under Review (Public/After Publication)

Submitted on Friday, June 6, 2014 - 16:14

Agency: DEPARTMENT FAMILY AND PROTECTIVE SERVICES DFPS

First Name: Jane

Last Name: Doe

Title:

Organization you are affiliated with:

City: San Antonio

State: Texas

Your Comments About the Staff Report, Including Recommendations Supported or
Opposed:

I apologize I was unable to read the report, regarding DFPS, in its entirety as I just learned of the Sunset Report today and comments are due to be submitted today. There is a lot regarding CPS that needs assistance, much of which is increased funding, that, as always, is unlikely to occur. CPS is not in the position of developing and implementing many of the report's recommendations due to the nature of CPS work, they are simply too overwhelmed with cases. It will comply but writing up a nice action plan but the likelihood of it being effective is very low since it will be mostly verbage that makes its requestors happy. You cannot require a family to stop its house from being on fire by telling it to do so but withhold fire extinguishers, water hoses and firefighters; in addition, they are too busy trying to survive.

In addition, outside agencies who are strongly urging CPS to make changes have little to no knowledge of how CPS offices are truly being run, how most caseworkers (and some supervisors) are being treated, how CPS casework processes really play out on the front lines, what resources and assistance CPS workers really need and, most of all, untold factors that contribute to caseworker turnover, such as maltreatment of workers by the agency/ administration itself. For example, a manager may write up a disciplinary action against a caseworker that contains false, unfounded or exaggerated claims against the caseworker and the caseworker has no means of recourse to the appropriate persons.

Continued efforts to improve CPS services have failed because CPS does not have the resources that are needed to make the true improvements that are needed; they do not recognize external systems that affect the success of CPS; they never receive a true understanding of why caseworkers leave CPS because no one is asking them (It would surprise many to know that an frequent cause of CPS turnover is because of unfair treatment by administration); they are often created by persons who have limited experience working in or with the CPS environment.

Any Alternative or New Recommendations on This Agency:

An undisclosed inquiry, with a large emphasis being placed on confidential interviews with current CPS caseworkers, frontline staff and supervisors is needed. You need to speak with the people who can tell you what is really going on. Interviews should be conducted in a manner that information from the interviews cannot be traced back to active employees so that the persons being interviewed are able to speak freely without fear. Interviews should be conducted with staff who have left the agency (voluntary and involuntary, especially involuntarily) in order to learn why they left and obtain the stories of many who have been mistreated by the agency. These interviews should be guided by an outside entity and by an entity with understanding of the CPS culture; it should contain a focus on administration issues (How many times are CPS workers evaluated, monitored but who is looking over upper management, ie, supervisors and above?). Outcomes for children and families will improve when the true needs are exposed so that real action can be taken.

My Comment Will Be Made Public: I agree