

From: [Sunset Advisory Commission](#)
To: [Janet Wood](#)
Subject: FW: Form submission from: Public Input Form for Agencies Under Review (Public/After Publication)
Date: Wednesday, July 16, 2014 12:24:03 PM

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

From: sundrupal@capitol.local [<mailto:sundrupal@capitol.local>]
Sent: Wednesday, July 16, 2014 12:06 PM
To: Sunset Advisory Commission
Subject: Form submission from: Public Input Form for Agencies Under Review (Public/After Publication)

Submitted on Wednesday, July 16, 2014 - 12:05

Agency: DEPARTMENT FAMILY AND PROTECTIVE SERVICES DFPS

First Name: Catherine

Last Name: King

Title:

Organization you are affiliated with:

City: leander

State: Texas

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

- Direct DFPS to dedicate certain existing caseworker positions to create a mentoring program to better support new CPS caseworkers.

I support this idea. As a CASA I had a new caseworker coming to me for advice on how to handle a matter. This caseworker did not know what to do and where to turn to for help or make sure she was able to get help right when needed.

Issue 7 — Directing DFPS to implement online fee collections I support this idea. Outsource the effort to existing company instead of trying to build the software from scratch.

Any Alternative or New Recommendations on This Agency:

I recommend caseworkers are assigned fewer cases so they have the time and mental capacity to know each case and address it appropriately, and follow up on all matters. I also recommend more effort is put into finding suitable families to be foster homes. There are so many obstacles currently, that many good families find it too difficult to even get licensed. A person can walk out of a hospital with their baby with far fewer restrictions and training and home preparations.

I recommend more effort be put into reuniting families. Many families are low income and have challenges to meeting with CPS demands to get their children back. Transportation, missing work, losing income. Create a service plan that is truly workable. Reunite sooner. Make post reunification unannounced visits weekly like parole officers do. Consider incentive plans for the families to perform the service plan. Like if they have to miss a day of work, pay is somehow made up like in a clothing voucher or provide free transportation and online training, etc.

Consider giving multiple job functions to a caseworker. For example, they oversee one foster family and have x CPS cases. This helps breakup the work.
Perhaps there's less stress in visiting and assessing a foster home.

Consider adding more part time position caseworkers. 10-20 hours week for those who would like to work but can't work full time (like stay-home parents with kids in school). Less work should also mean less stress. Emergency matters with caseworkers should roll over to staff that works alternate hours (i.e. specifically works non business hours during the week. Perhaps on-call staff that is paid if they work and those hours are well compensated since no work is guaranteed).

My Comment Will Be Made Public: I agree