

From: [Sunset Advisory Commission](#)
To: [Janet Wood](#)
Subject: FW: Form submission from: Public Input Form for Agencies Under Review (Public/After Publication)
Date: Friday, July 25, 2014 8:36:35 AM

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

From: sundrupal@capitol.local [<mailto:sundrupal@capitol.local>]
Sent: Thursday, July 24, 2014 2:01 PM
To: Sunset Advisory Commission
Subject: Form submission from: Public Input Form for Agencies Under Review (Public/After Publication)

Submitted on Thursday, July 24, 2014 - 14:00

Agency: DEPARTMENT FAMILY AND PROTECTIVE SERVICES DFPS

First Name: Charles

Last Name: Reed

Title: CPS Investigator

Organization you are affiliated with: Child Protective Services

Email: charles.reed@dfps.state.tx.us

City: Killeen

State: Texas

Your Comments About the Staff Report, Including Recommendations Supported or Opposed: Current caseloads exceed the capability of caseworkers at CPS offices. An extremely high turnover rate exists, in Region 7 especially, that leads to cases being stacked on other caseworkers.

Any Alternative or New Recommendations on This Agency: I recommend researching the reasons why so many CPS investigators quit, offer incentives, and provide the means to caseworkers that allows them to raise a red flag when burdens exceed their capabilities. Much like a caregiver in an abusive home, a supervisor who is trying to meet requirements by stacking their employees with too many cases is not aware they are doing so. Instead, caseworkers are afraid to say they have too many cases, let them build up beyond their ability, and eventually quit. All the cases they let build up end up going to other caseworkers, who are already overwhelmed.

My Comment Will Be Made Public: I agree