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PRESSING FORWARD

Newsletter for the Employees of the Texas Department of Protective and Regulatory Services
Volume One, Number One

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Texas Board of Protective and Regulatory Services



Susan Stahl, Chairwoman
Dallas



Penny Beaumont
Bryan



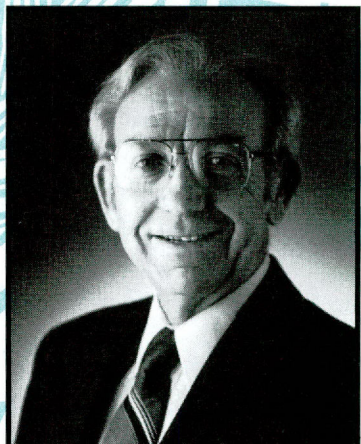
Frank Davila II
San Antonio



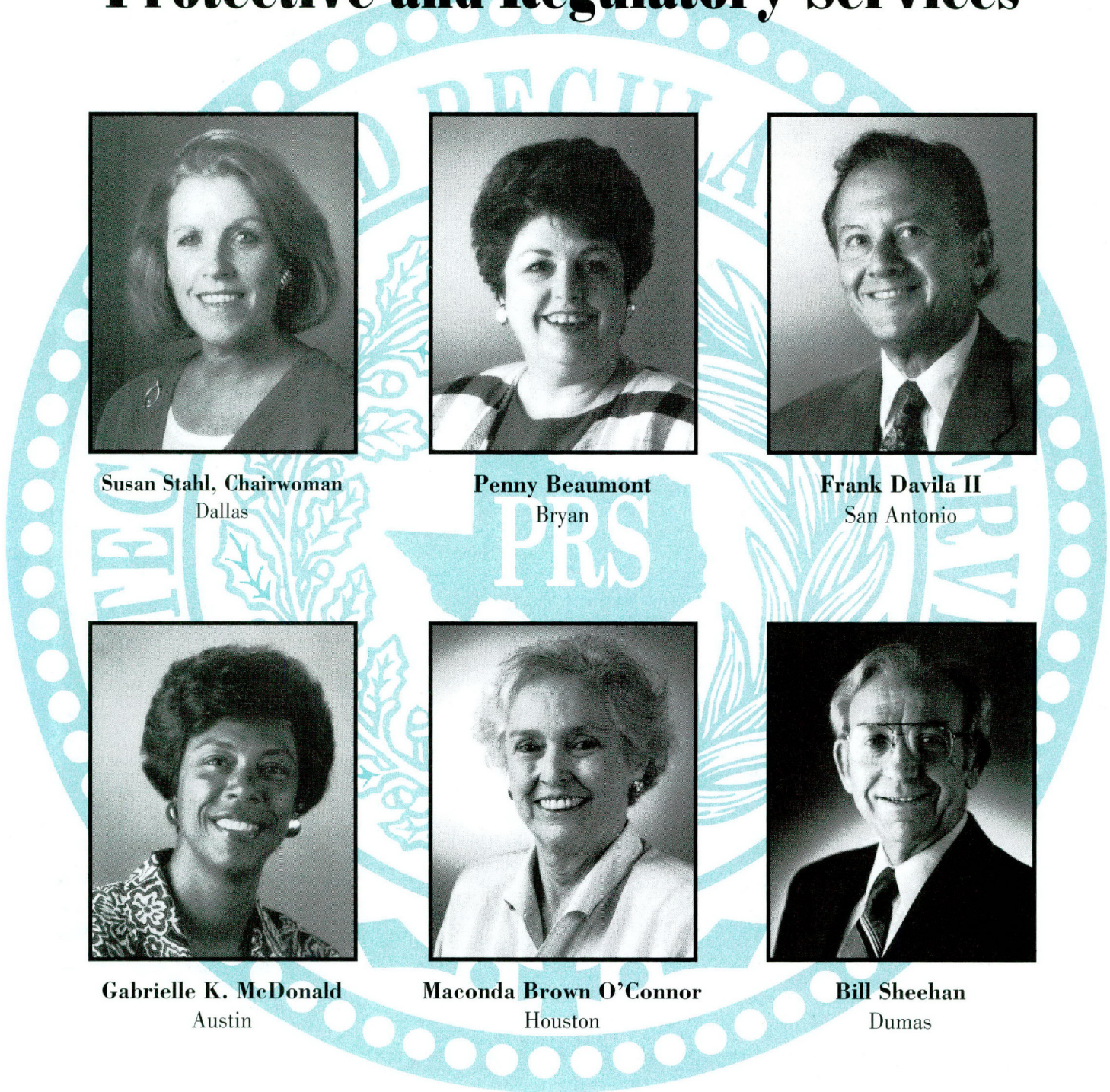
Gabrielle K. McDonald
Austin



Maonda Brown O'Connor
Houston



Bill Sheehan
Dumas



PERSPECTIVE

Welcome to PRS

Those of us in health and human services are used to gigantic problems. We always have our share.

The rising cost of health care, the rising tide of drug and alcohol abuse, the growing number of aging people who need long-term care — all of these are problems that need solutions.

But no problem is more acute, more potentially destructive to our society than the worsening plight of children.

Recently, Lt. Gov. Bob Bullock issued a report called "Bridges to the Future," which gives us some alarming statistics:

- One in four children live in a family with an income below the minimum needed to be self-sufficient.
- More than 2 million Texas children have no health insurance.
- Every child who grows up in poverty and without adequate health care is much more likely to be dependent on society, drop out of school, need public assistance, or end up in the criminal justice system.

We're well aware of the association between poverty and abuse, and between health problems and abuse. So it's clear that the risk to our most vulnerable citizens is great and growing.

The results of abuse are all too evident—emotional problems, fear, anger, injuries, and even death. Many abused children grow up to repeat the only cycle they know and become abusers themselves.

Last year, the Legislature decided that Child Protective Services (CPS) was so important to this state's future that it should be in a separate, new agency that could focus on protective and regulatory services. The Legislature also determined that this new agency protect vulnerable children in day-care settings, as well as adults who are elderly and physically fragile, and people with disabilities, in their own homes and in institutions.

As you all know, the new Texas Department of Protective and Regulatory Services (PRS) is getting up and running. There is a fine new board, headed by Susan Stahl of Dallas, who has demonstrated her leadership in human services. They have hired an interim executive director, Lt. Gov. Bullock's former director of policy and research, Camille D. Miller. In my short tenure in Texas, I have found her extremely knowledgeable, compassionate, and innovative.

The job is a difficult one, complex and controversial. Errors in some agencies can result in inconvenience. In this one, they can result in death. Our CPS caseworkers are daily called upon for the wisdom of Solomon, the patience of Job, and the dedication of St. Peter. Luckily, most of their decisions are correct. But newspapers don't write about planes that land safely.

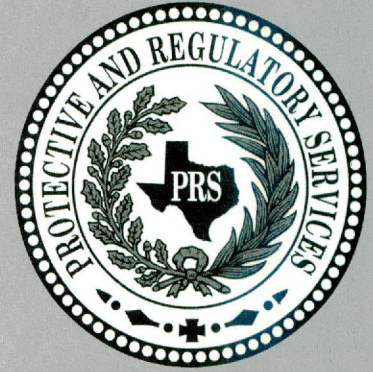
Our children are our future. PRS is critically important to their well-being, as well as to adults who need the agency's services.

Children are the number-one priority for the Health and Human Services Commission as well, and we will be working closely with the new agency to develop strong new policies to ensure that every young Texan has all the opportunities to develop into a productive citizen.

And children deserve our support and assistance in this transition to an independent agency.



Richard C. Ladd
Texas Commissioner for Health and Human Services



PRESSING FORWARD

November 1992

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PRESSING FORWARD is a newsletter published by and for employees and retirees of the Texas Department of Protective and Regulatory Services. Opinions expressed in *PRESSING FORWARD* do not necessarily reflect the position or policy of the agency or imply endorsement. Differences of opinion are welcome.

PRESSING FORWARD welcomes contributions but is not responsible for unsolicited manuscripts, photographs, or announcements. Submitted articles are reviewed by editorial staff for content, writing style, and suitability prior to a publication decision. Authors are responsible for accuracy of all statements and references.

Accolades, *Milestones*, and *News Briefs* are selected for publication on the basis of relevance to agency activities and readership interest. Only signed letters are considered. Because of space limitations, submissions may be condensed. Full name, address, and telephone number are required for verification.

Time-dated articles and announcements should be submitted six weeks prior to the publication date. Submissions should be sent to *PRESSING FORWARD*, Mail Code E-603, PRS, P.O. Box 149030, Austin, Texas 78714-9030.

Camille D. Miller,
interim executive director

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Susan Gaetz, photographer

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Protective and Regulatory Services



Camille D. Miller Named PRS Interim Executive Director

CAMILLE D. MILLER, former policy and research director for Lt. Gov. Bob Bullock, was named interim executive director of the Texas Department of Protective and Regulatory Services (PRS) by the agency's board at its Aug. 7 meeting.

"I was very pleased to be selected as interim executive director," Miller said. "The position will be very challenging. I am confident that I can help PRS become a dynamic agency that will make many fragile Texans a little safer. Every action I take and decision I make will have one focus — the client. I will do everything I can to give our caseworkers the support they need to do the best possible job," she said.

Miller served on the transition team for Lt. Gov. Bullock's move



Photo by Susan Goetz

from the state comptroller's office. She supervised development of the 1991-92 appropriations bill, as well as legislation pertaining to the state performance audit and comprehensive reorganization of environmental and human services.

Miller served as Lt. Gov. Bill Hobby's human services specialist and policy and research director. She has also worked for the Office of the State Comptroller of Public Accounts, the Texas Department of Community Affairs, the Office of the Governor under Govs. Preston Smith and Dolph Briscoe, and the Governor's Committee on Aging under Gov. Smith.

Miller holds a bachelor's degree in sociology and chemistry and a master's degree in social work from the University of Texas at Austin. ■

■ PRS's Mission Statement ■

The mission of PRS is to protect the physical safety and emotional well-being of the most vulnerable citizens of Texas.

In pursuit of this charge, this agency is committed to:

- reducing the risk and alleviating the effects of abuse, neglect, and exploitation of children, and people who are elderly and have disabilities;
- developing an agency culture that values quality client outcomes, innovation, and risk taking;
- providing an environment that supports all members of the agency;
- promoting full partnership with all stakeholders,

including all levels of government, community organizations and interests, service providers, clients and families, and their advocates;

- providing services that respect the diversity of Texas citizens reflected in differing values, cultures, beliefs, economic status, and geographic location;
- encouraging efforts to prevent the need for services to those affected by abuse, neglect, and exploitation; and
- supporting change of societal attitudes and tolerance of abuse, neglect, and exploitation.



Meet the Texas Board of Protective and Regulatory Services



Photo by Susan Gaertz

From left to right: Board members William H. Sheehan and Susan Stahl, and Camille D. Miller, interim executive director.

Susan Stahl

Chairwoman, Texas Board of Protective and Regulatory Services

Susan Stahl was selected by Gov. Ann Richards to provide leadership to the newly created Texas Board of Protective and Regulatory Services.

Stahl brings extensive experience to her position as chairwoman. She has served on the boards of numerous civic, cultural, and community organizations, including the Dallas Children's Advocacy Center, Child Protective Services Community Partners, Greater Dallas Council on Alcohol and

Drug Abuse, Dallas Commission on Children and Youth, Youth Impact Centers Inc., Dallas Child Guidance, Mental Health Association, and the Youth Services Advisory Board.

Stahl has received numerous awards and other special recognition for her efforts, including special recognition for service to children and youth, including Volunteer of the Year from the Dallas Council on Alcoholism and Drug Abuse, and the Juvenile Justice Award from the Dallas County Juvenile Board.

Stahl, a resident of Dallas, is president of a public relations and planning firm. She is a graduate of Southern Methodist University.

Stahl's term on the Texas Board of Protective and Regulatory Services extends to Feb. 1, 1997.

Jean P. "Penny" Beaumont

Member, Texas Board of Protective and Regulatory Services

Penny Beaumont is the vice chancellor for communications with The Texas A&M University System and is responsible for creating the System's overall communications and external relations program.

Beaumont is a member of the International Association of Business Communicators, Council for Advancement and Support of Education, University Research Magazine Association, Leadership Texas Alumnae Association, and 1990 Class of Leadership

America. A resident of Bryan, she is active in the Brazos County United Way and the Bryan-College Station Chamber of Commerce.

Beaumont graduated from the University of New Mexico. She was the founding editor of *Windows*, the award-winning research publication of the Texas Engineering Experiment Station.

Beaumont's term on the Texas Board of Protective and Regulatory Services extends to Feb. 1, 1993.

Frank Davila II

Member, Texas Board of Protective and Regulatory Services

Frank Davila II, an attorney in private practice in San Antonio, is board certified in family law. He earned both his bachelor and law degrees from the University of Texas at Austin.

A San Antonio native and former Bexar County Assistant District Attorney, Davila is a member of the State Bar of Texas, San Antonio Bar Association, San Antonio Family Lawyer's Association, Mexican American Bar Association, Monte Vista Historical Association, and San Antonio Conservation Society. Davila wrote an article that was published in *Family Law for the General Practitioner*.

Davila's term on the Texas Board of Protective and Regulatory Services extends to Feb. 1, 1995.

Gabrielle K. McDonald

Member, Texas Board of Protective and Regulatory Services

Gabrielle K. McDonald is a law professor at St. Mary's University School of Law in San Antonio. She attended Boston University in Boston, Mass., and Hunter University in New York, N.Y. McDonald earned her law degree from Howard University School of Law in Washington, D.C.

McDonald is a member of the American Bar Association, National Bar Association, Texas Bar Association, and the United States District Court, Western District of

Miller names executive staff

Camille D. Miller, interim executive director of the Texas Department of Protective and Regulatory Services (PRS), has named the interim executive team that will provide leadership for the new agency.

"PRS is very fortunate to have such a highly qualified and dedicated management team," Miller said. "With the new directions established for the agency by our board and the talents of this staff, PRS can become a model agency for other states."

Miller's executive team includes Judy Rouse, director of adult protective services and facility investigation; Pat Devin, director of protective services for families and children; Cris Ros-Dukler, director of licensing; Ethelynn Beebe, director of management support; Marilyn Kennerson, director of planning and evaluation; Michael Gee, director of information services; Sherry Wilkie, executive assistant; Janice Gammill, supervising attorney; Jerry Abel, chief financial officer; and Barbara Buchler, director of protective services automation project.

Texas, Austin Division.

McDonald is active in the Council of Women in Higher Education, Texas Higher Education Coordinating Board, Howard University, People for the American Way, National Coalition of 100 Black Women, and Lawyers' Committee for Civil Rights Under Law.

McDonald resides in Austin. Her term on the Texas Board of Protective and Regulatory Services extends to Feb. 1, 1997.

Maconda Brown O'Connor

Member, Texas Board of Protective and Regulatory Services

Maconda Brown O'Connor is a self-employed clinical social worker in Houston.

A southeast Texas native, she completed her undergraduate studies at the University of St. Thomas in Houston and received a master of social work degree from Smith College of Social Work. Prior to her appointment to the Texas Board of Protective and Regulatory Services, O'Connor devoted several years of her life to programs that benefit children. As a clinical social worker, the Houston resident counsels children involved in the Harris County Juvenile Probation Department.

O'Connor serves as a member of the Child Abuse Prevention Network, the United Way Needs Assessment Committee,

Texas Children's Hospital of Houston, Mental Health Association of Houston and Harris County, and Harris County Children's Protective Services Fund Board.

O'Connor's term extends to Feb. 1, 1995.

William H. Sheehan

Member, Texas Board of Protective and Regulatory Services

William H. (Bill) Sheehan recently retired as judge of the 69th Judicial District. A former county and district attorney, he is currently serving as senior judge for both criminal and civil cases in Dallas County.

Sheehan is a member of the Texas Bar Association, American Bar Association, 69th District Bar Association, and National Court Appointed Special Advocates (CASA) for Children. He has served as a member of the Child Protective Services Board for all four counties in the 69th Judicial District. In addition, Sheehan is a member of the Texas Task Force for Permanency Planning for Children, Texas CASA, Boy Scouts of America, and other organizations.

Sheehan resides in Dumas. He earned his bachelor's degree from Baylor University and his law degree from Baylor Law School.

Sheehan's term on the Texas Board of Protective and Regulatory Services extends to Feb. 1, 1993.



Awards presented at Child-care Licensing conference

STAFF, CITIZENS, AND ASSOCIATIONS from across the state were praised for a job well done when staff presented them with awards at the annual Child-care Licensing Training Conference, held Nov. 2-5 in Houston.

Those who were honored included clerical staff Amy Carrillo of Austin, Deanna Castro of Lubbock, Lucy Mackey of San Antonio, and Barbara Vito of Austin; Deanna Brown, a registration technician in San Antonio; child-care licensing representatives Aza Lee Griffin of Odessa, Rosalie Millsap of Houston, Nanette Petersen of Lubbock, Carol Walt of Arlington, and Debra Woods of Dallas; Laurie McDonald, a complaint investigator in Conroe; Rebecca Conklin, a



supervisor in Amarillo; and Carol Pace, a program administrator in Austin. David Beard, a staff services officer in Austin and Joanna Taylor, a program specialist in Austin, were both given lifetime achievement awards.

Partnership awards were given to the following citizens and organizations: Nancy Harlan of Waco; Charles Wright of Round Rock; Child Care Service Association of San Antonio; First Texas Council of Camp Fire; and Child Care Professional Mentoring Project/Houston Area Association for the Education of Young Children.

Winners were first nominated by staff across the state and then rated by a selection committee, which chose the finalists. ■

Accolades

Camille D. Miller and Burt Raiford thanked **PRS and DHS staff at State Office** for items they donated to help victims of Hurricane Andrew.

Tarrant County's CPS Board recently honored **Verna Rickard**, a CPS specialist in Fort Worth for casework excellence. Rickard initiated the Learning About Myself self-help program for neglectful moms.

At its Aug. 21 meeting, the Texas Board of Protective and Regulatory Services praised **Debbie Hinton** for having been named the Child Welfare League of America's 1992 Outstanding Service Merit Award for a child welfare worker. The Lubbock Region's coordinator for Preparation for Adult Living (PAL), Hinton has demonstrated for the last eight years what it means to be an outstanding worker and advocate for families, youth, and children.



Susan Stahl, Debbie Hinton, and Camille D. Miller

Nancy Kendell, a CPS program manager in Victoria, from Head Start/Child Development Program; and **Lupe Salas**, a CPS worker in San Antonio, from St. Peter-St. Joseph Children's Home.

The following staff received recognition from clients: **Myrna Baquera**, a CPS worker in San Angelo; **Virginia Barr**, an APS specialist in San Antonio; **Shirley Dansby**, a day-care licensing representative in Texarkana; **June Davis**, a CPS initial assessment supervisor in San Antonio; **T.J. Dawson**, a foster care worker in Houston; **R. Bond Garvey**, an APS specialist in Wichita Falls; **Gail Jones**, a day-care licensing representative in Longview; **Gloria Peppers**, an APS specialist in Snyder; **Amanda Syna**, a CPS worker in Kingsville; **Janice Wilson**, a CPS specialist in San Antonio; and **Connie Washington**, an APS specialist in Victoria.

The following staff received thanks for a job well done from other organizations: **John Hougham**, an APS specialist in Houston, from SmithKline Beecham; **Laura Hudgins**, an APS specialist from San Antonio; **Rita Jackson Villareal**, an eligibility specialist in Edinburg, from the Texas Rehabilitation Commission;



News Briefs

Stahl speaks at conference

Susan Stahl, chairwoman for the Texas Board of Protective and Regulatory Services, was one of several people who addressed the 1992 Texas Summit on Adolescent Pregnancy Prevention on Oct. 27 to 29 at the Austin Hilton Hotel.

Stahl, who represented Youth Impact Centers of Dallas, was one of several state leaders who addressed the conference. The final report will be formally presented to the Legislature when it convenes in January 1993.



Photo by Susan Goetz

Susan Stahl addresses the 1992 Texas Summit on Adolescent Pregnancy Prevention

Support services staff, equipment to transfer

According to an agreement between Camille D. Miller, PRS interim executive director, and Burt Raiford, Texas Department of Human Services (DHS) commissioner, all support functions for PRS will be separated from DHS effective March 1, 1993. Because some of DHS's funding for support staff is being transferred, PRS will be entitled to a percentage of DHS's support staff and their equipment.

To ensure that there is a minimal amount of disruption in both agencies, PRS staff will talk with DHS regional administrators, and deputy and associate commissioners, as well as the employees themselves to see if they want to be transferred.

Staff join APS

PRS welcomes 60 former Texas Department of Mental Health and Mental Retardation staff to its Adult Protective Services program. Together, we can better address incidents of abuse and neglect among those who are elderly and physically fragile, and people with disabilities.

PRS conducts worker survey

One of the first activities conducted by the Office of the Interim Executive Director was a survey of APS, CPS, and CCL workers. Of the more than 2,800 surveys, more than 900 have been returned.

The responses have been summarized by program and region, and were issued to members of the Texas Board of Protective and Regulatory Services as background information for the agency's Strategic Plan and Legislative Appropriation Request. The results are also being given to program staff so that they can attend to specific items, and use the information as a planning tool for their work with regional staff.

The central theme from workers who returned the surveys was a concern about not being able to do a good job because of high caseloads, excessive paperwork, and other tasks that take time away from clients. They also expressed the need for more support services, such as additional case aides and clinical staff.

New Child Abuse Directory Released

The National Committee for Prevention of Child Abuse (NCPA) has recently released a revised edition of its *Selected Child Abuse Information and Resources Directory*.

This 24-page guide contains more than 100 annotated entries, including national resources and information about locating facts and services in the child abuse field and related areas.

A single copy of the guide is \$3. To order, send a check to NCPA, Publication Sales, P.O. Box 94284, Chicago, Ill. 60690. For more information about quantity prices and other materials related to child abuse prevention published by NCPA, call (312) 663-3520.



National Committee for Prevention of Child Abuse
332 S. Michigan Ave., Suite 1000
Chicago, Illinois 60604
(312) 663-3520 1-800-222-6348

Milestones

15 years of state service
Teresa M. Bowden
Amelia Gonzales
Janice S. Kotara
Jesse R. Vasquez

20 years of state service
Lydia Pickens Barard
Doris N. Dwiggin
Carol A. Martin

25 years of state service
Caryl Wise Hall
Rebecca Ann Manoguin
Clara L. Novark



You can make a difference.

Every child has the right to grow up in a secure family. But for thousands of children, loving homes are only a dream. These are children who have been neglected, abused, or abandoned. Many are older, belong to an ethnic minority, or have special medical or emotional needs. Others want to be able to live with their brothers and sisters.

November is National Adoption Awareness Month, and I encourage all Texans to find out more about children with special needs. Look into your heart and see if yours is the exceptional family who can make the commitment and give the care these children need.

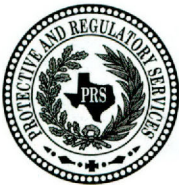
Children are our most precious resource. Won't you accept the challenge?

Gov. Ann Richards



1-800-233-3405

Foster Care and Adoption Inquiry Hotline
Texas Department of Protective and Regulatory Services



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Texas Department of
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