

# PRESSING FORWARD

Government Publications  
Texas State Documents

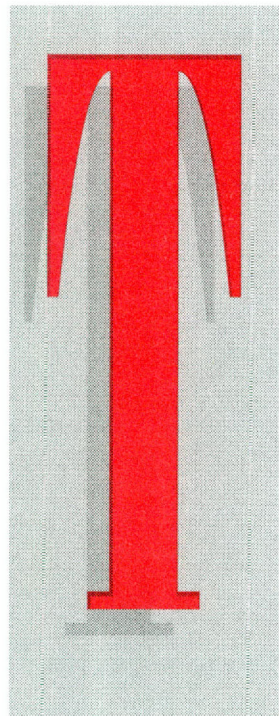
APR 9 6 1993

Newsletter for the Employees of the Texas Department of Protective and Regulatory Services

Volume One, Number Three

Depository  
March 1993  
Dallas Public Library

## Caldwell named Executive Director



THE BOARD OF THE TEXAS DEPARTMENT OF PROTECTIVE AND REGULATORY SERVICES (PRS) announced on Feb. 5 the appointment of Janice M. Caldwell as the executive director of the agency, effective March 1.

"Texans who suffer from abuse or neglect have a true champion in Janice M. Caldwell," said Texas Board of Protective and Regulatory Services Chairperson Susan Stahl. "She was the unanimous choice of the PRS Board to become the first executive director of our new agency. Under her experienced leadership, the board anticipates an innovative and progressive

administration that will make significant strides in the protection of our clients. Dr. Caldwell, in concert with the board, will provide PRS with the leadership and vision this agency deserves."

In accepting the position as PRS executive director, Dr. Caldwell stated, "One of the greatest challenges facing Texans today is that of breaking the cycle of abuse and neglect. I am looking forward to working with the PRS Board and staff as we confront this awesome task and am honored to be entrusted with this responsibility."

As the former chief of the Bureau of Long Term Care at the Texas Department of Health, Caldwell was responsible for a staff of 145 and a \$29 million budget for state licensure and Medicaid certification of long-term care facilities. An adoptive parent, she has had extensive background in human service issues, including director of services of the Texas Department of Health's Chronically Ill and Disabled Children's Services Bureau, and deputy commissioner for Services



Photo by Teresina B. Guerra

to Aged and Disabled at the Texas Department of Human Services. Caldwell has a doctorate in health administration from the School of Public Health at the University of North Carolina, Chapel Hill; a master's degree in health and safety from California State University, Los Angeles; and a bachelor's degree in biology and chemistry from Immaculate Heart College, Los Angeles.

by Michael Gee and R.U. Steinberg, staff writers



# ■ PERSPECTIVE ■

## From the Executive Director

I am excited about the challenge of being the executive director of the Texas Department of Protective and Regulatory Services. I am also very aware of the tremendous responsibility that comes with this position. I am committed to doing all I can to serve those who are not able to protect themselves because of age or physical condition. Ours is a great mission and one that deserves the best we have to give it.

Those of you in the front lines and in support positions have been giving your best to serve our clients for many years under DHS. Without you and the dedication you bring to your assignments, the work would not get done. More recently, you've been asked to deal with the stresses and difficulties of reorganization and transition while carrying on business as usual. My admiration goes out to you.

The dedication shown by our Board members has impressed me as well. They have given selflessly of their time and energy to guide the new agency through its infancy. I'm grateful to Camille Miller for her energetic and able leadership during the agency's first few months. My way has also been tremendously smoothed because of Marlin Johnston's foresight and direction.

There is still much to be done to get our new agency firmly on its feet. High on the list, of course, is continuing our efforts to persuade the Legislature to give us adequate funding. In the next 18 months, the Board will be working with a committee of staff from each program area to review all policies and procedures. We intend to take a fresh look at what works and what doesn't work and fearlessly make changes where they are needed. I welcome your suggestions of ways we can work smarter.

As I face the challenge of leading this agency, I expect that I will be drawing upon all the training and experience I've had in the past to help me meet this challenge. I am grateful that I have a staff that is both dedicated and competent to work with and a supportive Board that has proven its dedication many times over. I look forward to working with all of you.



Janice M. Caldwell  
Executive Director  
Texas Department of Protective and Regulatory Services



## PRESSING FORWARD

March 1993 Vol. 1, No. 3

*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, Deaths, 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.

Janice M. Caldwell, Dr. P.H.,  
executive director

Michael Gee, editor

R.U. Steinberg, managing editor

Marilyn Waitt, staff writer

Beverly Guhl, art director

### Editorial Board

Julie Leake, Adult Protective Services

Paula Mixson, Adult Protective Services

Joanna Taylor, Child-care Licensing

Susan Watkins, Child Protective Services

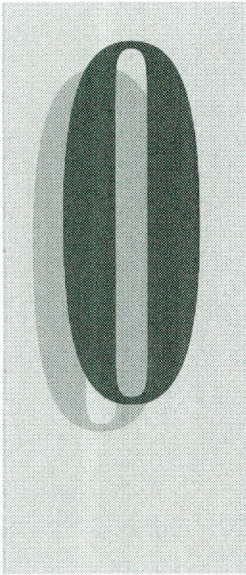
Glenn Williams, Child Protective Services

© 1993 Texas Department of  
Protective and Regulatory Services





# PRS staff tackle FY '92



ON SEPT. 1, 1992, THE TEXAS DEPARTMENT OF PROTECTIVE AND REGULATORY SERVICES (PRS) began its life as a new agency. As we think about what has been accomplished in the six months that have passed since PRS was created, this may also be a good time to pause and look

back at the accomplishments of PRS staff in fiscal year 1992.

## Child-care Licensing

### Statistics

■ At the end of fiscal year 1992, there were 8,066 licensed day-care facilities with a combined capacity of 572,120 children and 13,630 registered family homes caring for an estimated 81,780 children. These numbers reflect a 7.4 percent increase in licensed day-care facilities and 3.6 percent decrease in registered family homes.

■ Licensing staff investigated 7,602 complaints against day-care facilities and registered family homes in fiscal year 1992, 11.6 percent more than in fiscal year 1991. Specialized day-care investigators handled a total of 581 reports of alleged child abuse or neglect.

■ Licensing staff investigated 783 complaints against residential child-care facilities in fiscal year 1992, 15.8 percent more than in fiscal year 1991.

■ At the end of fiscal year 1992, 6,175 licensed or certified 24-hour facilities in Texas were caring for about 28,933 children, an 11.3 percent increase over the previous year. Staff investigated 924 complaints and serious incidents this fiscal year, 36.7 percent more than last year; 202 of these involved allegations of abuse or neglect and were handled by licensing investigators.

### Program Direction

■ In November 1992, a day-care and residential child-care licensing statewide training conference was held. The conference trained staff in basic principles, concepts, and practices of regulatory administration.

■ Beginning in January 1992, a new administrators' licensing examination was given to all applicants. During fiscal year 1992, 128 new licenses were issued to administrators of child-care institutions. A total of 919 administrators were licensed by the end of the year.

■ In residential child-care licensing, significant progress was made during fiscal year 1992 toward using automation to increase responsiveness with limited staff resources. All staff received basic training on their laptop computers, and software packages will be customized or developed for their use. A program was developed in fiscal year 1992 to support the state office variance system, which will be fully implemented early in fiscal year 1993. Facilities will receive advance notice of variance expiration dates and instructions on renewal and re-request procedures through the system. Notification of variance renewals will also be handled through the automated system.

■ The Licensing Division is currently revising standards for day-care facilities and child-placing agencies and

implementing new initiatives with Registered Family Homes.

### Staffing and Budget

■ Administrator licensing is financed completely through applicant fees. In fiscal year 1992, the agency spent about \$12.1 million to regulate day care and residential child care for about 682,833 children, an increase of 21 percent over fiscal year 1991. Licensing staff collected \$1.37 million in licensing fees and conducted 122,640 criminal history checks during this fiscal year.

■ In fiscal year 1992, the Licensing Division had 417 staff members. Fiscal year 1992's adjusted appropriations totalled \$13,908,687.

## Adult Protective Services

### Statistics

■ In fiscal year 1982, when Adult Protective Services (APS) came into existence as a separate social services program in Texas, 3,316 reports of abuse, neglect, or exploitation were investigated. In fiscal year 1992, APS staff investigated 30,247 reports, with a validity rate of 80 percent.

■ Only around 17 percent of actual victims, out of an estimated potential of 135,160 Texans, received protective services.

■ In each month of fiscal year 1992, APS workers handled an average of 9,145 cases, an 8 percent increase over the annual monthly caseload in fiscal year 1991. Each case is active for an average of three months, meaning that over a year's time, the cumulative workload was equivalent to dealing with 102,336 cases.





■ In fiscal year 1992, APS caseloads averaged more than 44 per worker per month. Facility investigations averaged 10.6 per worker per month, but ranged up to as many as 35 per investigator in some areas.

## Staffing and Budget

■ In fiscal year 1992, APS staff included 344 local staff and 13 state office staff for a total cost of \$11,767,066.

■ In fiscal year 1992, appropriated purchased services, including emergency short-term services, respite care, guardianship services, totalled only \$3,784,223.

## Program Directions

■ In an effort to help staff prevent the burnout, turnover, and stress-related illnesses that accompany the increasing workloads and rigors of their responsibilities, APS revised policies and procedures in fiscal year 1992 to lighten administrative tasks. This meant shortening required documentation for certain types of cases and the implementation of quality control methods that significantly reduced the amount of time supervisors spent reading cases.

■ Other steps planned to enhance staff effectiveness in the coming years are:

- continuing education,
- in-service training,
- expansion of the APS program improvement process,
- increased availability of group and individual counseling for staff experiencing emotional distress as a result of their work, and
- new approaches to quality assurance.

## Protective Services for Families and Children

### Statistics

■ In fiscal year 1992, Child Protective Services (CPS) investigated 107,276

reports of suspected abuse or neglect, an increase of 18.4 percent over the 90,601 reports investigated in fiscal year 1991.

■ An estimated 16.2 percent of Texas children were at risk of abuse or neglect. This represents about 836,482 children during fiscal year 1992.

■ At the end of fiscal year 1987, 5,002 children were in foster care. Since then, the number has steadily increased. By the end of fiscal year 1992, 9,965 children were in foster care, an increase of 17.6 over the previous fiscal year.

■ During fiscal year 1992, CPS placed 648 children in adoptive homes and provided post-adoption services to 2,989 people.

■ During fiscal year 1992, under the Interstate Compact on the Placement of Children, 948 children were approved for placement into Texas and 1,200 were approved for placement out of state.

■ The Preparation for Adult Living (PAL) program served 1,650 clients during fiscal year 1992.

■ In fiscal year 1992, 33 PRS contractors provided services to children or families in conflict. Services to Runaways and At-risk Youth expended \$3.8 million in fiscal year 1992.

■ Crisis intervention and follow-up counseling services were provided for 6,590 children, and an additional 1,858 children received emergency residential care.

## Program Directions

■ The Structured Model for Assessment of Risk in Texas (SMART) project was field tested in three cities in fiscal year 1992. The project employed a risk-based service delivery system that gives staff a structured, comprehensive approach to assessing families for the risk of child abuse or neglect. Staff began using the risk-based assessment system statewide in January 1993.

■ Plans under way to fully automate CPS will make it easier and faster for staff to record information, make referrals, document cases as required by

state and federal laws, and manage staff and resources more efficiently.

■ Planning has begun on statewide centralized intake, which would allow anyone, from anywhere in the state, to call one toll-free number to report suspected child abuse or neglect. A decision about whether to implement the system statewide will be made by September 1993, after completion of a pilot in the Austin Region.

■ A CPS Training Institute was developed in cooperation with the four Texas universities that have graduate programs in social work. In fiscal year 1992, the institute provided training to all CPS supervisors on risk-based service delivery and began developing a certification plan for CPS supervisors.

■ Although the number of available foster homes has increased in recent years because of recruitment efforts by staff and foster home support groups, there are still too few foster homes and other substitute-care facilities to meet the need.

■ During fiscal year 1992, CPS conducted the "Texas Hero" campaign to retain and recruit foster families for children with special needs. A second campaign is in progress to recruit minority foster and adoptive families.

## Staffing and Budget

■ In fiscal year 1992, the average monthly staff for CPS included 4,000 direct delivery staff, 213 regional administrative staff, and 65 state office staff for a total appropriated cost of \$115,159,347.

■ In fiscal year 1992, the average workload was 26 cases per worker.

■ In fiscal year 1992, purchased services, including counseling, evaluation, and testing, homemaker services, parent and community groups, and post-adoption services totalled \$26,835,475. ■

*by Marilyn Waitt, staff writer*

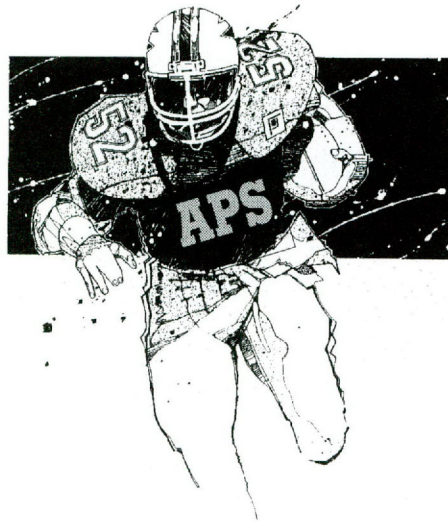


## From the Trenches

*Real life stories from staff in the field.*

### Unofficial Qualifications for Adult Protective Services

- I am able to leap tall buildings, fences, gates, etc. at a single bound.
- I am able to run faster than a speeding bullet, growling pit bull dogs, attack roosters, etc.
- I am strong enough to wrestle shotguns from old men, lift obese people off of the floor, move furniture, etc.
- I have very thick skin so that bullets, dog bites, ashtrays, glasses, words, etc. bounce off of me.
- I have keen senses so that I can smell, taste, see, hear, and feel everything while I am investigating.



- I have shoes and clothes that are impervious to water, urine, feces, alcoholic beverages, and other things I might encounter on home visits.

■ I have a strong stomach so that I can smell, taste, see, hear, and feel everything while I am investigating, and save enough sick leave for my recovery when I don't run faster than a speeding bullet, growling pit bull dogs, attack roosters, etc.

And last, but certainly not least,

■ I have a strong voice and writing hand so that I can document, document, document....

—Wayne O. Muenzler,  
APS Specialist, Conroe

*Ed.—Thanks Wayne! Because your submission made it into the newsletter, we'll be sending you an "I Pressed Forward" certificate. Send your submissions to "From the Trenches," PRESSING FORWARD, Mail Code E-603, PRS, P.O. Box 149030, Austin, Texas 78714-9030.*

### Business card, logo designs adopted

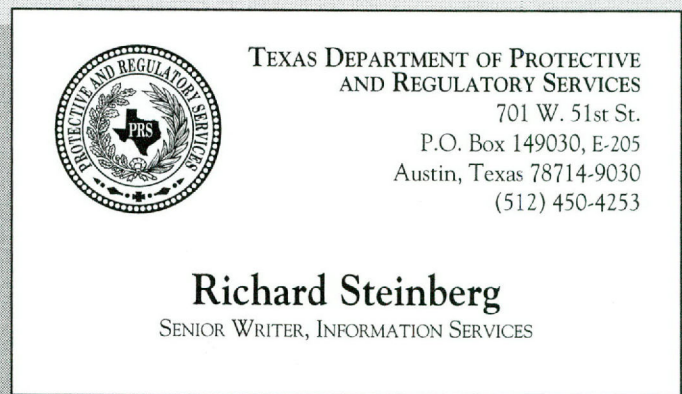
PRS staff who haven't already had business cards printed can use the example shown on the right as a suggested format. In order to get business cards, staff should submit a completed Form 4297 to their regional business office. (Staff who have already had cards printed using a different format should use them up before switching to the new design.)

Staff who have PC computers can get the PRS logo over the OASYS system or on computer diskette. The file, a .WPG file, is readable by WordPerfect and DrawPerfect.

Requests for the logo via OASYS or on diskette should be submitted to Shawn Abbott, Information Services, Mail Code E-603, (512) 450-3645 or TEX-AN 887-3645. Please specify if you need the file on a 5 1/4" or 3 1/2" diskette.

### Approved PRS business card design

*(Example shown is actual size.)*

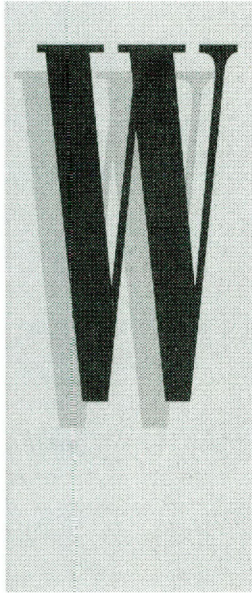


PRS Logo: Reflex Blue ink — Text: Black ink — Typeface: Goudy





## State legislators file bills that would affect staff



WITH ALL THE media attention devoted to legislative attempts for solving the school finance crisis, Texans might assume that the legislature is working exclusively on that issue. Such is not the case, however, as a large number of bills were filed early in the session addressing a wide

variety of issues. If they become law, some will be of major importance to PRS employees.

APS workers will be interested in House Bill 101 (sponsored by Rep. Sheri Greenberg), which would make reckless injury to an elderly person a second degree felony. It currently is a third degree felony. Senate Bill 35, sponsored by Sen. Bill Ratliff, provides the agency access to criminal history for individuals applying to provide adult foster care or medical transportation for APS clients.

CPS workers will want to know about several bills sponsored by Rep. Sue Schecter, who filed these bills as a result of statewide hearings she chaired. Among them are House Bill 542, which would allow PRS to petition the court under Chapter 17 of the Family Code to remove an adult perpetrator from a residence, and House Bill 543, which would exempt a PRS foster child from paying college tuition. House Bill 544 would prevent attorneys from questioning witnesses about their own child abuse history unless the court conducted an in-cam-



era hearing and determined that the records would be admissible.

Senate Bill 19 would once again make it possible for a judge to order PRS to conduct a home study even if the agency was not a party or otherwise had an interest in a case. House Bill 252 would permit school districts to administer corporal punishment without witnesses or parental consent. House Bill 145 would allow insurance companies to exclude intentional torts from those injuries they are obligated to incur. This would mean that sexual abuse victims would no longer be able to get money for therapy by suing an insurance company that had issued a homeowner's policy to a sexual abuse perpetrator. House Bill 360 would allow foster parents to bring a suit affecting the parent-child relationship, but requires that they have actual possession of the child for one year.

Several proposals attempt to deal with problems associated with child support collection. House Bill 153 (sponsored by Rep. Fred Hill) would allow a respondent in a child support

case only one continuance. A complaint frequently heard at present is that respondents are able to wear down those attempting to collect child support by getting multiple continuances.

Other bills that may be of interest to PRS employees are:

■ House Bill 119, which would allow a court to set as a condition of probation the requirement that an individual attend family violence counseling.

■ House Bill 390, which would eliminate the promiscuity defense in sexual assault cases in which the child was younger than 17 years old (this used to be referred to as "statutory rape").

■ House Bill 237, which would eliminate the need for an outcry within six months for victims between the ages of 14 to 17. (Last year the Austin Court of Appeals reluctantly ruled that children older than 14 years old were not exempt from the corroboration requirement).

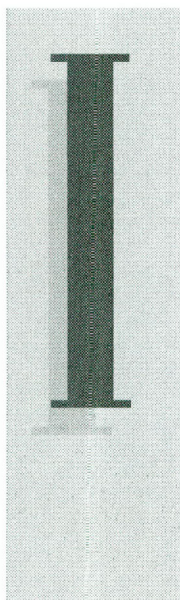
■ House Bill 420, which would create the Texas Commission on Children. This bill attempts to develop a coordinated plan to improve delivery of services to children. The executive director of our agency would be an ex-officio member of that commission.

These bills are just a small fraction of the ones that have been introduced, and it is anticipated that many more bills will be filed in the next month or so. The bills that have already been submitted have a greater likelihood of becoming law, however, because they will be given higher priority in the scheduling process.

*by Glenn Williams,  
Austin Region attorney for CPS*



# HHS Organizational Recommendations



**I**N A JANUARY 1993 report to the governor and the 73rd Legislature, Richard Ladd, commissioner of the Texas Health and Human Services Commission (HHSC), made additional recommendations regarding the organizational structure of health and human services in Texas. The recommendations, which were made as required under House Bill 7,

help to further assure maximum service integration, accountability, and use of federal, state, and local funds.

Recommendations requiring legislative action that pertain specifically to PRS are listed below, with implementation slated for Sept. 1, 1993.

Continue consolidation of long-term care regulation by moving nursing home abuse and neglect investigation to DHS, rather than to PRS as specified by HB 7. This recommendation was made because abuse and neglect investigation is closely related to Medicaid certification and state licensure of long-term care facilities, consolidating all long-term care functions would reduce disruptions while continuing those practices that have proven efficient; interagency coordination between DHS and PRS could achieve many of the same benefits that would have resulted from consolidating nursing home abuse and neglect investigations in PRS; and the implementation should result in savings to the agency.

■ Move the Runaways and Youth at Risk programs from DHS to PRS because these programs are integrally related to Child Protective Services.



Richard Ladd,  
Commissioner, HHSC

Photo by Teresina B. Guerra

DHS currently contracts with PRS for the management of these programs.

■ Retain health facility regulatory programs at the Texas Department of Health (TDH), rather than moving them to PRS as specified by HB 7. This recommendation would consolidate all health programs within TDH and keep PRS focused on protecting vulnerable citizens.

■ Add PRS and Texas Commission of Alcohol and Drug Abuse staff designees as members of the Interagency Council on Early Childhood Intervention Services (ECI). ECI provides services for infants and toddlers with developmental delays and their families. Although ECI functions as an independent agency, it receives its administrative support from TDH and staff support from participating agencies. The council presently consists of parent and agency members from TDH, TxMHMR, DHS, and the Texas Education Agency. The addition of PRS staff to ECI would con-

tinue the participation of Child Protective Services.

Other recommendations of interest to PRS employees:

■ Retain the current governance structure for Health and Human Services Commission and health and human service agencies, including retention of individual agency boards.

■ Retain legal services for health and human service agencies within each agency, with the Health and Human Services Commission providing a coordination function. Teamwork among the legal staff of the health and human service agencies would be promoted through regular exchange of information. Existing legal resources would be maximized and costs reduced by sharing law libraries, computerized legal research, and other specialized services.

■ Encourage all health and human service regulatory functions to develop a memorandum of understanding for coordination of their efforts. While there are good informal communications among the regulatory staff of the various agencies, these practices need to be formalized to ensure continuity and effective ongoing coordination, particularly in areas of potential overlap. Because of regulatory functions, PRS could also be included in the memorandum of understanding.

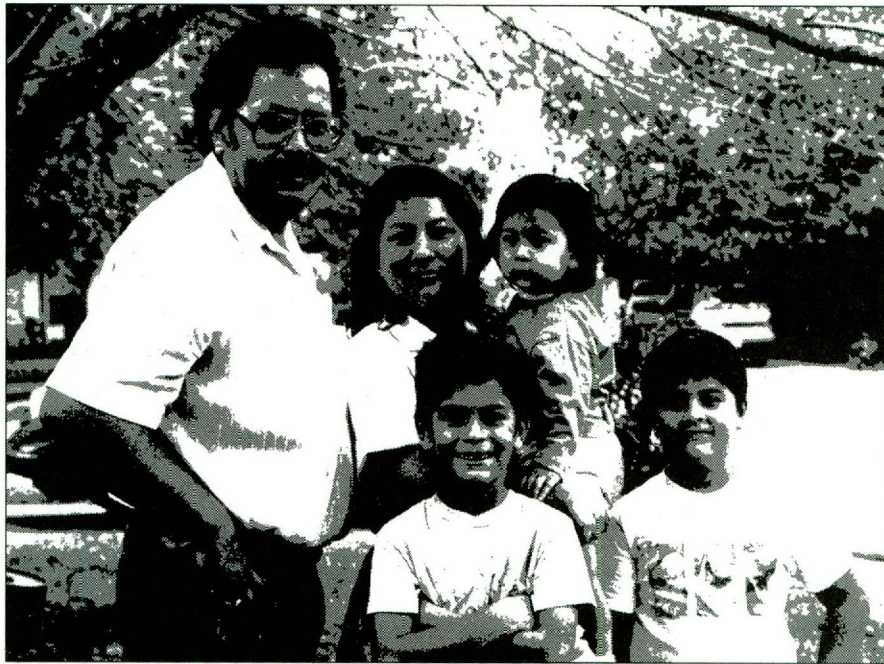
■ Establish an internal review process for health and human service interagency workgroups.

■ Continue consolidation and sharing of support services among the health and human service agencies and the Health and Human Services Commissioner.

by Marilyn Waite, staff writer



# PRS Success



**I**T WAS A warm, muggy Thanksgiving Day, 1991, but Raquel and Richard Jimenez\* had very little to be thankful for. "Our addiction to crack cocaine had left us homeless," said Richard. "My wife was very pregnant with our fifth child and we had no place to turn so we ended up moving in with an acquaintance. While living there, we continued to do drugs and didn't attend to our kids' needs very well. Within a couple of weeks, we were asked to leave."

With no place to go, Raquel,

Richard, and their four children turned to the streets—sleeping on park benches and dropping in unexpectedly on friends to stay for a couple of days. Then on a rainy, December night, Raquel went into labor; the baby was coming a month early because of her drug usage during the pregnancy.

"We went to Brackenridge Hospital, and soon after, Raquel gave birth to baby Dominique," said Richard. "It wasn't long before the doctor told us the baby (who tested positive for cocaine) was very sick and would need special medical care." Born with a heart condition known as apnea, which can cause the sudden cessation of breathing, Dominique needed to be connected to a heart monitoring machine. Because the Jimenezes were homeless and therefore had no place to

plug in a monitor, the attending physician called Child Protective Services (CPS).

Initially, CPS workers determined that it was in the best interest of the older children to have them placed in foster care for the time being. "We didn't have a home or way to support the children," said Raquel. "Every time Richard brought home his paycheck, we'd just smoke it up. Even though they were away from us, we knew it was best for the children because they really were being neglected. I'm glad CPS took them away when they did."

Regina Sproul, a CPS worker in Austin who works in a specialized family preservation unit that assists parents with substance abuse problems, was assigned to the case. Her major concern in preserving this fami-





ly was to work toward getting them under one roof. "Our first priority was to get them an apartment through subsidized housing," said Sproul. "We returned the older children a couple of weeks after they got an apartment, but thought it was in the best interest of the infant to keep her with a specially trained foster family who could tend to her medical needs. The Jimenezes, who at this point were still using drugs on and off, were in agreement."

Raquel said that although she and her husband were initially suspicious of CPS, they eventually realized CPS was there to help bring their family back together. "They opened up doors that we didn't even know existed," said Raquel. "In the months that followed, we learned a lot about ourselves. Most importantly, we learned that we could live without doing drugs."

Through CPS, the Jimenezes enrolled in Solutions, a privately run program in the Austin area that provides out-patient drug rehabilitation. Through Solutions, clients receive a variety of services including professional counseling in a group setting and instruction in co-dependency, 12-step recovery, and stress management. In some cases, Solutions even offers low-cost acupuncture treatments to help people get rid of their drug cravings.

"In Solutions, we learned not only about how to stop taking drugs, but about skills to help us live day to day," said Richard. "We also learned about co-dependency and how to communicate better with each other and our children. We had no communication with each other except for drugs."

CPS workers in the family preservation unit provided the Jimenezes children with group therapy. "In group therapy, we talk about issues that concern the children," said Wynne Breece, a CPS worker who works with Sproul and helps conduct the children's coun-

seling sessions. "The kids we work with are smart. They've seen a lot and they know when something is up with their parents. They've told me things like 'I've seen mommy give herself shots.'" During the summer, CPS also got the children enrolled in the Day-Glo program, a day treatment for children who have been abused or neglected.

Through CPS, the Jimenezes were enrolled in parenting skills instruction. Given by Travis County social service workers housed in the same building as CPS, the training gives information about proper child care, nutrition, and alternatives to physically disciplining children. CPS also got the Jimenezes day-care services for their youngest children, which enabled Richard to get a better job and gave Raquel the time she needed to take classes for a General Educational Development test (GED).

"Once you've got the parents into treatment, you discover underlying problems that have led them to the abuse in the first place," said Breece. "You've got to work to get them solved, like getting them help through Child-care Management Services, which provides day-care services, Aid to Families with Dependent Children, or places where they can get information on getting a GED. Our goal is to get them clean long enough for them to decide what else can they do with their lives."

According to Raquel, she and her husband had to be taught to live all over again. "We're still learning every day," she said. "But unlike when we were taking drugs, we see the world in a whole different way. We see our children growing every day because of the quality time that we spend with them now. All of our dreams are coming true. We have our lives back."

"Crack cocaine is a very devastating drug," said Raquel. "It's taken so many families down, and the kids are

the innocent victims. Crack cocaine almost destroyed our marriage and almost kept our children away from us. It made us homeless and everything was taken away—our self-esteem, our dignity, our will power. Instead of being in control, we let it take control of our lives. Now we just enjoy one another, what we have accomplished, and what we have planned for our lives."

By August, Dominique had gotten over her medical condition and CPS workers determined that she could safely be returned to her parents. "We never gave up hope that some day we'd get the baby back," said Raquel. "Thanks to CPS, Dominique was getting the special care she needed—care we couldn't have given her ourselves, care that kept her alive. Now we're all together again."

As for the future, Richard and Raquel are working very hard to establish a support group for former crack users. "I want to be able to share what I've learned—that you can really live a drug-free life, succeed, and prosper," said Raquel. "The crack support group is one of our biggest goals. If we can get the word out, it truly would be a blessing." Both Raquel and Richard also said that they eventually want to go to college to get counseling degrees.

"We're thankful for Regina Sproul and her co-workers," said Raquel. "All the time they have to deal with people with bad attitudes who don't want them meddling in their lives. They see all the sorrow in peoples' lives—they've got a real job on their hands. I believe that they're only there to help. Our caseworkers gave us a lot of love and respect. They really did care for us. They brought our family together." ■

---

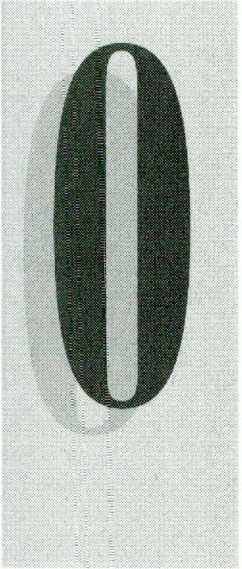
by R.U. Steinberg, staff writer

\* Clients' names were changed to protect confidentiality.





## Volunteers receive awards



OUTSTANDING volunteers from across the state were honored at a joint awards ceremony hosted by the Texas Department of Protective and Regulatory Services (PRS) and the Texas Department of Human Services (DHS). The event was held March 3 at the John H. Winters Human Services Com-

plex in Austin. Recognition was given to individual, corporate, and group volunteers who went beyond the call of duty in 1992 to help the agencies.

"The economic recession has forced more people than ever before to seek help from our agencies," said Burt Raiford, DHS commissioner. "Participation in the Food Stamp, Medicaid, and Aid to Families with Dependent Children programs reached record highs. And the stresses of poverty and unemployment pushed the number of reports of abuse, neglect, and family violence beyond previous years. But thanks to the volunteers of Texas, our agencies had the assistance they needed to help alleviate the stress associated with increased caseloads. Because they donated their valuable time and energy for our programs, we were able to do our jobs better."

According to Raiford, during fiscal year 1992 the number of DHS and PRS volunteers increased from an average of 19,600 per month to 26,000. "That's a 30 percent increase over last year," he said. "More than 1.8 million hours of service were contributed by volunteers, who also made countless donations of money, food, clothing, furniture, and other items to help the clients our agencies serve."



Outstanding 1992 PRS and DHS volunteers

Photo by Susan Gaetz

Marlin Johnston, PRS interim executive director, agreed that volunteers made jobs easier for his agency's staff in these times of economic difficulties. "In the past year, stories of child abuse, adult abuse, and family violence were reported almost daily by the state's newspapers and television and radio stations," said Johnston. "The economic recession undoubtedly played a role in the chilling rise of abuse and neglect. When families are financially strapped, they are more prone to stress-related violence."

"By the end of fiscal year 1992, the number of children in foster care rose to 9,965, an increase of 17.6 percent over the previous year. The number of children in our legal responsibility rose to 15,522 from 14,200 in 1991. But volunteers helped make a dent in our increased workload so we could do our jobs better. Their selflessness provided a glimmer of hope for millions of Texans."

The roster of PRS volunteers receiving awards included:

- American Recreation Products Inc. of Tyler, winners in the Small Corporation category, who have supplied needy children with sleeping bags, duffle bags, and tote bags;
- The K.A.R.E. Club (Kids Asking Respect of Everyone), winners in the

Youth category, who have provided children of Port Lavaca with a peer support system (see story, Page 11);

■ Maurine Dickey, winner in the Arlington Region category, who with more than 20 years of experience in the fields of social service and human relations has pursued critical legislative and policy issues that promote quality child protective services across Texas;

■ Mary Taylor/*The San Antonio Light*, joint winners in the special award category, for their support of foster children through the Dare to Love Sponsorship Program; and

■ the Houston Area Association for the Education of Young Children, winner of the licensing award, for its help in sponsoring the Child Care Professional Mentoring Project, which provides a framework for more experienced, knowledgeable child-care providers to mentor newer providers.

The volunteers were honored with a reception and awards were presented by PRS board chairman Susan Stahl and DHS board chairman Cassandra Carr. Southwest Airlines provided transportation to Austin for the recipients.

by R.U. Steinberg, staff writer



---

## Legislature shows it KARES

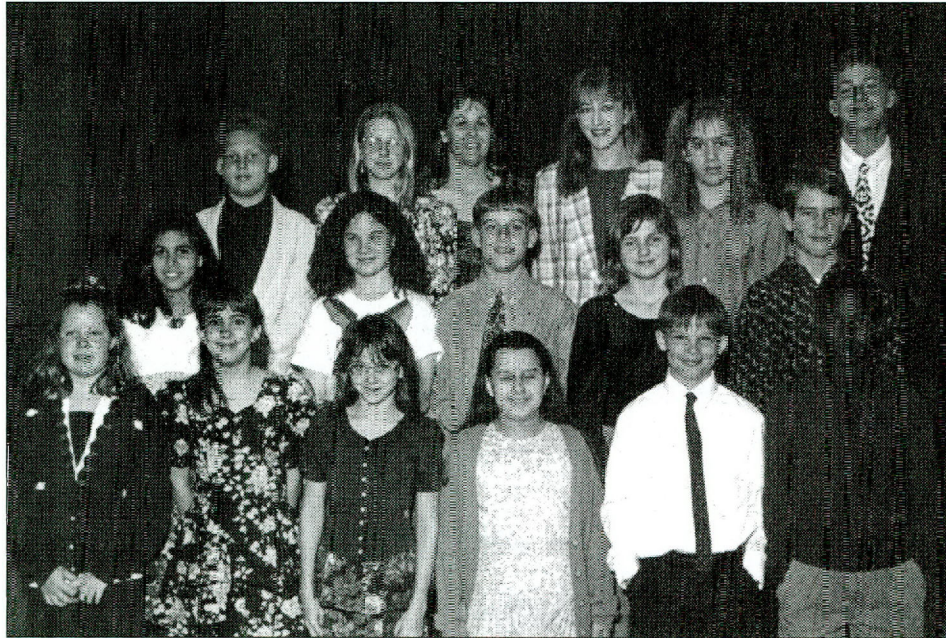


Photo by Susan Goetz

Members of the K.A.R.E. Club

### CHILDREN CAN MAKE A DIFFERENCE.

That was the message recently taken to the Texas Legislature when members of the K.A.R.E. Club, a children's support and lobby group from Port Lavaca, went to the State Capitol to make their story known.

The children, who are mostly

4th and 5th graders, formed their group two years ago in response to a very real and painful situation: A girl among them had been molested, but subsequently had a difficult time understanding the legal system. With the help of their teachers Cheryl Miller

and Vanessa Hersey, they saw that while laws are set up to protect children, in fact, they are not very easy for children to deal with. They also saw that there were children facing less serious problems who didn't have friends to help them.

In response, they set up a peer support system that had the goal of changing the way society sees and deals with children. Calling it "Kids Asking Respect of Everyone" or "K.A.R.E.," they wrote a constitution and oath, decided on the club's goals, and received formal training to become peer counselors.

While visiting Austin on Feb. 3 to receive the youth category award at the PRS/DHS volunteer awards ceremony (see related story, Page 10), the children decided to drop in on the Legislature and their state representative, Todd Hunter. After being recognized for their achievements in the Texas House chambers, the elected officials learned that the children had

come with an agenda of their own.

Because they studied newspaper reports and Texas laws, K.A.R.E. Club members learned that the financial penalty for killing a whooping crane under the Endangered Species Act was \$20,000. Much to their amazement, they also learned that the fine for intentionally murdering a child was \$10,000. In response, they asked Hunter to draft legislation that would increase the penalties for those who kill children.

Hunter responded by saying he would introduce such legislation, calling it the K.A.R.E. Bill, and would ask the club's members to come back to Austin to address the legislature on the issue.

"This bill proves that kids do make a difference," said one club member. "We can change society's views of children."

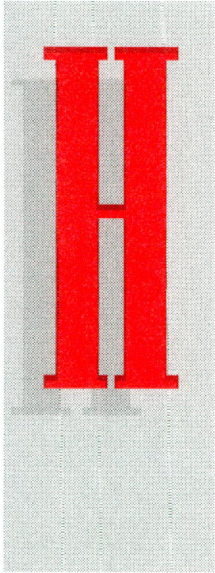
---

by R.U. Steinberg, staff writer





## Dealing with burnout



**H**AS THE NUMBER of caseloads you handle increased from last month? Is it difficult finding basic office supplies? Are you having trouble getting the right services for your clients? Has it been a while since you've been able to treat yourself to a vacation? Do you wonder if what you do at work really makes a difference?

If you answered "yes" to any of these questions, you might be experiencing work-related burn-out. Subject to affect anybody at any time regardless of their age, race, sex, job, or economic status, burn-out is a common problem, especially in human services professions.

According to Jerry Edelwich, M.S.W., and Archie Brodsky, authors of *"Burn-out: Stages of Disillusionment in the Helping Professions"* (1980: Human Sciences Press), burn-out in human services is a problem that can be treated.

The authors suggest that workers first identify their main sources of frustration, advising that this exercise works well in group situations.

Using the following list, workers should rank what affects them the most:

- not enough money;
- too many hours;
- career dead-end;
- too much paper work;
- insufficient training;

- lack of appreciation from clients or supervisor;
- no support for important decisions;
- powerlessness;
- system not responsive to clients' needs; and
- bad office politics.

Once the problems have been identified, workers can begin on the road to recovery by confronting the situations that bother them most. "First, write down a seemingly insolvable work-related problem. For example, 'One of my co-workers speaks to clients in a high-handed, patronizing way that lowers their self-esteem and undermines my efforts to help them.' Then just brainstorm and write down as

many alternative solutions as possible."

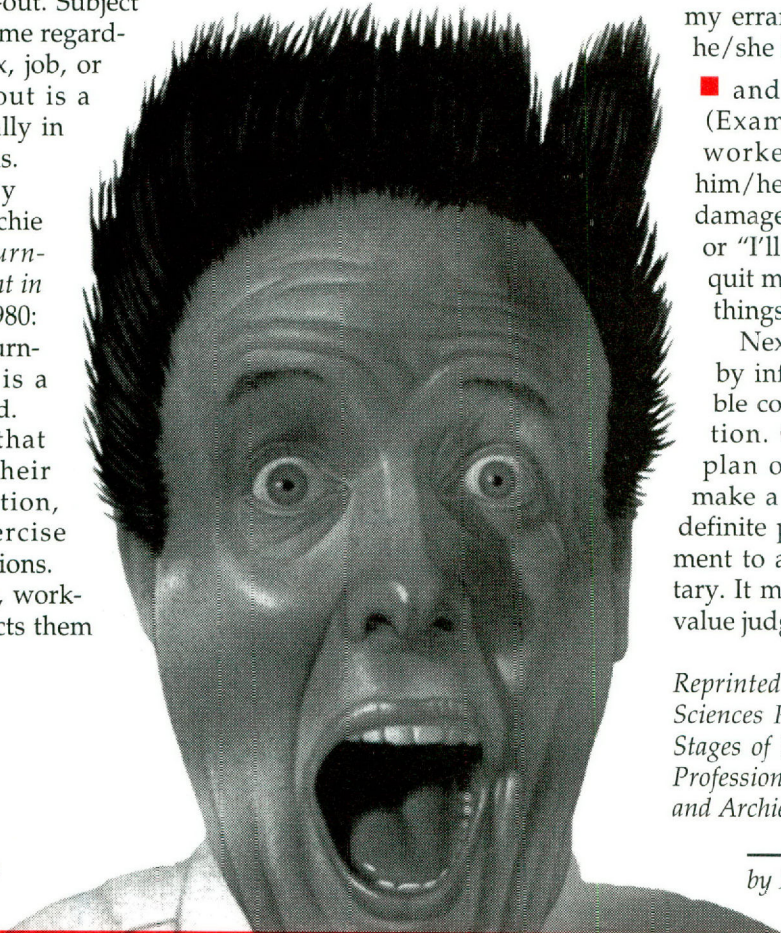
The authors say that once you've exhausted your brainstorming capacity, you can evaluate all the alternatives by putting each into one of the following categories:

- most likely to happen (Example: "I'll go on complaining and nothing will change");
- most desirable to happen (Example: "The offending party will magically disappear from the face of the earth");
- has more than a 50/50 chance of success (Example: I'll write a memorandum to the director documenting my co-worker's unprofessional conduct");
- has less than a 50/50 chance of success (Example: "I'll have a talk with my errant co-worker about the harm he/she is doing");
- and least desirable to happen (Examples: "I'll criticize my co-worker publicly, thus causing him/her to retaliate in such a way to damage my professional reputation" or "I'll give up on the situation and quit my job" or "I'll do nothing, and things will stay the same").

Next, decide on a plan of action by informally weighing the probable costs and benefits of each solution. Once you have chosen the plan of action you like the most, make a commitment to act within a definite period of time. "The commitment to act, however, must be voluntary. It must result from a freely made value judgment, not group pressure." ■

*Reprinted with permission from Human Sciences Press from the book "Burn-out: Stages of Disillusionment in the Helping Professions," by Jerry Edelwich, M.S.W. and Archie Brodsky © 1980.*

*by R.U. Steinberg, staff writer*





## Licensing to hold statewide hearings



**T**HROUGH APRIL 1, the Licensing Department will be holding hearings across the state to address the revision of minimum standards for child-placing agencies.

These forums follow the PRS Board's approval on Jan. 15 to publish proposed standards. The standards were revised by an ad hoc work group composed of representatives from child-placing agencies, adult adoptees, birth parents, adoptive families, and members of foster and adoptive family associations.

Both oral and written public comment about the revised standards will be considered by the ad

hoc work group and the child-care facilities' and administrators' licensing advisory committee. The work group and advisory committee plan to go before the PRS Board early this summer to recommend adopted revisions, and new standards will go into effect after September.

Child-placing agencies' staff will be given time to make any needed adjustments and PRS will provide training to them, as well as Licensing Department staff before the changes go into effect.

All meetings will be held from noon to 2 p.m. on the following dates:

### March 10

*The Ruble Center*  
419 E. Magnolia  
San Antonio, Texas 78212  
(210) 491-2718

### March 18

*John H. Winters*  
*Human Services Center*  
Board Room, 1st floor  
701 W. 51st St.  
Austin, Texas 78759  
(512) 450-3239

### March 19

*DHS Regional Office*  
Conference Room  
1477 E. 40th St.  
Houston, Texas 77222  
(713) 696-2151

### March 26

*PRS/DHS Maple Street Office*  
2501 Maple St.  
McAllen, Texas 78501-7350  
(512) 855-4078

### March 30

*PRS/DHS Regional Office*  
2621 Avenue E East  
Arlington, Texas 76011  
(817) 640-7792, Ext. 29

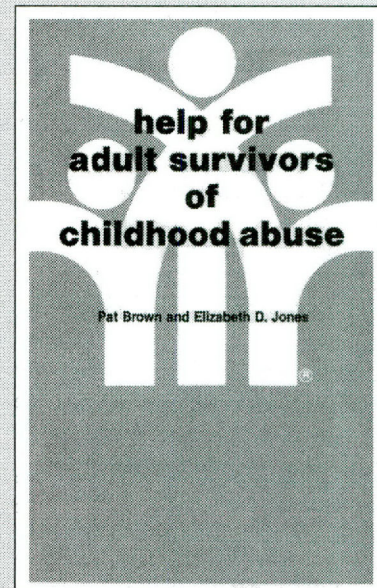
### March 31

*Broadway Church of Christ*  
1924 Broadway, Room 138  
(Southeast corner of building)  
Lubbock, Texas 79401  
(806) 791-7060

### April 1

*El Paso Rehabilitation Center*  
1101 Schuster  
El Paso, Texas 79902  
(915) 521-3904

by R.U. Steinberg, staff writer



### Help for Adult Survivors

The National Committee for Prevention of Child Abuse (NCPA) has recently released a revised edition of its *Help for Adult Survivors of Childhood Abuse* pamphlet.

This 16-page guide by Pat Brown and Elizabeth D. Jones discusses the effects of childhood abuse and adult symptoms of childhood abuse; definitions and impacts of specific types of child abuse such as emotional maltreatment, physical abuse, sexual abuse, and physical neglect; the healing process, including becoming emotionally aware, being active in recovering, and moving forward; barriers to healing, including denial, the belief that things will never get better, and fear and shame; how to choose a therapist or support group; and a list of recommended reading and national organizations for more information.

A single copy of the guide is free from NCPA, 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.





# News Briefs

## Former TxMHMR workers placed in APS units

On Sept 1, 1992, 45 facility investigators were transferred from TxMHMR to PRS and placed with Adult Protective Services (APS) under the temporary supervision of central office investigations staff in Austin. These investigators, who were formerly housed in TxMHMR facilities, are now being placed in APS units in the regions and will be supervised at the local level.

Before the staff's transfer, the TxMHMR board had proposed rules relating to investigations in community centers and private psychiatric hospitals. Since final adoption of these rules was not completed under TxMHMR, the responsibility was passed on to PRS. After reviewing the proposed rules, staff feel the rules need further study and some revision to accurately reflect the agency's role and philosophy. Once the new rules are formulated, PRS Board action will be taken to propose and adopt these rules.

## Policies being reviewed

PRS is beginning to review all of the agency's policies, procedures, practices, and rules. At a recent Board meeting, plans were discussed concerning the process, which will be headed by Board members Gabrielle McDonald and Frank Davila. Board members and staff hope that by receiving information from such sources as field and state office staff, the public, expert panels, the Health and Human Services Commission, and advisory groups, the agency will be better able to serve its clients.

Input from staff about policy review will be taken by the Policy Review Team, which consists of

team members Homer Kern, Ken Stedman, and Jana Lacy, and program liaisons Carolyn Bivens (APS), Joe Papick (CPS), Joanna Taylor (Licensing), and Susan Watkins (CPS). See future issues of *PRESSING FORWARD* for more information!

## Attention CPS workers

Reprints of the pamphlet "A Parent's Guide to a Child Protective Services Investigation" (Stock Code 20571-0000) should be available from the DHS Distribution Center by the time you're reading this.

To order publications, mail a completed Form 4250 to the Distribution Center, Mail Code Y-907, or fax it to (512) 450-4746 or TEX-AN 887-4746. If you have any questions about your order, call the Distribution Center at (512) 450-4730 or TEX-AN 887-4730.

## Outstanding employees

Selection teams have named the following people regional and state office 1992 Employees of the Year:

- Penny Bass Fulton**, case analyst, Wellington (Region 2)
- Dorothy Truax**, child protective supervisor, El Paso (Region 3)
- Donna Harrison**, secretary, Longview (Region 7)
- Joe Segovia**, community service aide, San Antonio (Region 9)
- Carol Payne**, APS word processing operator, state office
- Judy Rouse**, APS director, state office

## Do you have an idea?

Raul Candias, a foster and adoptive parent recruiter in San Antonio, recently contacted PRS Information Services with an idea for ads that could be used in area newspapers. The concept, "Resolve '93: Adopt," played on peoples' tendencies to

make New Year's resolutions—including resolving to adopt children—and was considered good enough to be typeset for use across the state.

If you think you have an idea for printed materials that could be used statewide, contact us at Mail Code E-603, PRS, P.O. Box 149030, Austin, Texas 78714-9030.

## Conduct any surveys lately?

*PRESSING FORWARD* staff recently heard a complaint from a couple of front line workers regarding employee surveys in their region. They said that they and their co-workers had no problem in completing the surveys (despite lots of other paper work), but complained that people who conduct surveys rarely let participants know what's being done with the information—or if the information is being used at all.

If you are planning to conduct a worker survey, please let the participants know somewhere down the line that the information they've provided is being used and wasn't given in vain—a simple acknowledgement by mail will do.

Remember that while we're all *PRESSING FORWARD*, we're also pressed for time.

## Attention supervisors

Keep those *Accolades* coming! Let us know about your staff's accomplishments so that we can print them in *PRESSING FORWARD*. A little acknowledgement helps morale go a long way.





# Accolades

**Randy Turner**, an APS specialist in Houston, received a thank you note from a client's daughter for all of his "help, care, and concern."

Congratulations to **Geneva Brookshire**, a CPS secretary in Alvin, for being elected to the 1993 edition of Who's Who Among Students in American Junior Colleges. Brookshire, who is working on an associate degree in mental health, said, "You can do anything if you set your mind to it."

**Juanita Hinojosa**, a clerk/typist with APS Unit 12 in Houston, got a thank you note from a college student she assisted. Hinojosa sent the student informational brochures about the agency for a class presentation and the student received an A.

A foster couple praised **Lois Shull**, a CPS specialist in Edinburg for her "insight and understanding in matters concerning fostering" and for being "a team member, but most importantly a friend." The same couple also sent an appreciative letter to **Mary DeLuna**, a CPS worker in Edinburg, saying that her "balance of good judgement and a great sense of humor are definite assets to the agency."

PRS Board chair **Susan Stahl** was recently selected as one of six recipients of Southern Methodist University's 1993 Distinguished Alumni Award. Recognized

throughout the Dallas area for her outstanding volunteer service, she is currently a public relations consultant, as well as president of the Friends of the Dallas Public Library and immediate past president and founding member of Youth Impact Centers Inc. Stahl also holds additional memberships and affiliations including advisory board member of Dallas County Youth Services and the Women's Center of Dallas.

**Helen Schmidt** and **Susan King**, CPS case workers in Fort Worth, got a note from a client's mother that said: "So many times all you will ever hear are complaints from family members about how social workers are handling specific cases. But I also believe it is just as important to praise and thank those social workers who go beyond the call of duty."

**Maria Wise**, a CPS receptionist in Harlingen, received a letter of appreciation because she helped a job applicant find work at DHS.

A former foster child who was enrolled in the PAL program recently thanked **CPS staff in El Paso** for "going that extra mile."

**PAL mentors for the Tyler Region's VISTA program** were picked out for special mention in an article that appeared in a national magazine produced by the Child Welfare League of America.

**Judy Cotter**, a CPS specialist in McKinney, received a letter of praise from a foster parent who said she "exhibits the best that I associate with a social

worker. Although she always follows up with appropriate notes and paperwork, she has a people-before-paperwork attitude that enhances her ability to work with foster parents and the children in their care."

**Judy Mayfield**, director of support services in Lubbock, received the 1992 TxMHMR Helen Farabee Showcase Award for her dedication and constant efforts to educate family violence contractors, her deep concerns for battered women, and her participation in a community services project that provided students at Roscoe Wilson Elementary School with an opportunity to "adopt" three dorms at the Lubbock State School.

**Mary Conant**, a CPS specialist in Alpine, was recognized in the local paper for organizing the Living Angel Tree Project, which provided 51 children in Brewster and Jeff Davis counties with gifts for the holidays.

## PRS LITE

Are you interested in attending a How-to workshop on workshop how-to's?



## Deaths

*Employed at the time of death:*

**James Baldwin**,  
Dallas, Feb. 3, 1993

**Lamar Mallett**,  
Houston, Jan. 19, 1993



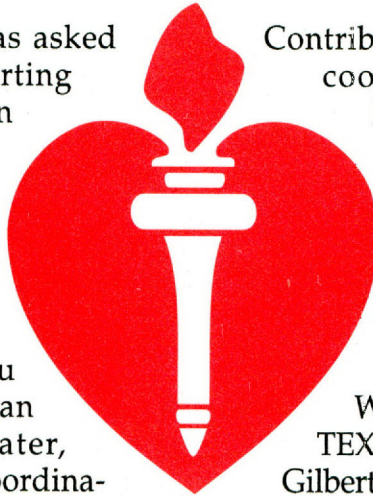
---



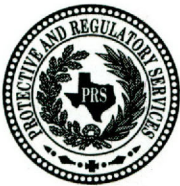
## Give what you can

**H** *Heart disease is the number-one killer of men and women in Texas and America. Nationally, a life is lost to cardiovascular disease every 34 seconds.*

Gov. Ann Richards has asked PRS to help in supporting the 1993 American Heart Association Drive. You may use the envelopes you received in the mail to make your contribution. Any amount is appreciated. If you would like to pledge an amount to be paid later, please contact your coordinator for the appropriate form.



Contributions are due to your coordinator by Friday, March 12. Please mail your donations to one of these coordinators: Harolyn Moreau, Mail Code W-639, (512) 540-4840 or TEX-AN 887-4840; Kim Gillan, Mail Code W-639, (512) 450-3208 or TEX-AN 887-3208; or Bryan Gilbert, Mail Code E-603, (512) 450-3645 or TEX-AN 887-3645.



### **PRESSING FORWARD**

Texas Department of  
Protective and Regulatory Services  
Mail Code E-603  
P.O. Box 149030  
Austin, Texas 78714-9030

---