



TEXAS
Health and Human
Services

**Texas Department of Family
and Protective Services**

[For More Information](#)

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Technology Improves Reporting of Abuse and Makes Caseworkers Safer

The Texas Department of Family and Protective Services (DFPS) unveiled a number of technology improvements to its case management and related systems over the weekend. It's all part of a multi-year project called [IMPACT Modernization](#) and includes:

- A new and improved Texas Abuse Hotline website.
- Streamlined processes for the intake workers who take reports of abuse, neglect, and exploitation by phone or through the website.
- Improvements to the Automated Background Check System (ABCS).
- New features for Case Connection, a web-based app that lets Child Protective Services (CPS) and Court Appointed Special Advocates (CASA) share information about the children they serve.

Texas Abuse Hotline Website

TxAbuseHotline.org is now quicker and easier to use and does a better job of gathering the information DFPS needs to protect children and adults who are elderly or have disabilities from abuse, neglect, or exploitation. Those making reports will find a more intuitive design where the information they enter on the website shapes the questions they get. They can also save a draft of their report, go back and edit it, and see a list of their reports over the last six months. A new safety section collects information about risks like guns or drugs in a home, so caseworkers can take precautions. The new website's also mobile friendly and accessible to people who use assistive technology.

Statewide Intake

DFPS' Statewide Intake program takes reports of abuse, neglect and exploitation through the Texas Abuse Hotline call center and website. Enhancements to the system will let intake workers process reports faster and more accurately. Intake workers benefit from a modernized landing page with helpful information, streamlined business processes, and automation of many manual tasks. Caseworkers in the field will benefit from a new feature that highlights safety concerns.

Automated Background Check System (ABCS)

Getting background checks will be faster and more accurate because the new system will collect better and more complete information. A variety of DFPS contractors, state agencies, partners, and others use ABCS to request both criminal and abuse, neglect, and exploitation background checks.

Case Connection

Case Connection now allows Court Appointed Special Advocates (CASA) to upload photos of the children they serve as well as specific documents such as health, school, and legal records. Case Connection will automatically notify the child's CPS caseworker when CASA uploads specific documents and photos. All this will save time, make it easier to share information, and help better protect Texas children from abuse and neglect. Until now, CASA staff and volunteers could only view and print information about these children.