



Children's Commission.

For Judges Handling Child Protective Services Cases

January 6, 2017

Changes to DFPS Case Management System

On December 18, 2016, the Texas Department of Family and Protective Services (DFPS) launched a number of technology improvements as part of a multi-year effort to improve IMPACT, DFPS' casework system used to record information for reports of abuse, neglect, and exploitation, as well as investigations, and all stages of investigation, conservatorship and adoption cases.

This round of IMPACT Modernization enhancements included:

- A new and improved Texas Abuse Hotline Website.
- Streamlined processes for the intake workers who accept reports of abuse, neglect, and exploitation by phone or through the website.
- Improvements to the Automated Background Check System (ABCS).
- Enhancements to Case Connection, a web-based app that allows Child Protective Services (CPS) and CASA staff and their volunteers to share information electronically on the children they serve.

To read more about these enhancements, please see DFPS's information at this link: [IMPACT enhancements](#).



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