

- SUBJECT:** Requiring DFPS to establish the office of data analytics
- COMMITTEE:** Human Services — favorable, without amendment
- VOTE:** 7 ayes — Raymond, Frank, Klick, Miller, Rose, Swanson, Wu
- 0 nays
- 2 absent — Keough, Minjarez
- SENATE VOTE:** On final passage, March 22 — 29-0
- WITNESSES:** No public hearing
- BACKGROUND:** Human Resources Code, ch. 40 outlines certain responsibilities of the Department of Family and Protective Services.
- DIGEST:** SB 497 would require the Department of Family and Protective Services (DFPS) to create an office of data analytics as soon as possible after the bill’s effective date. The office would report to the DFPS deputy commissioner and could perform the following functions, as determined by DFPS:
- monitor management trends;
  - analyze employee exit surveys and interviews;
  - evaluate the effectiveness of employee retention efforts, including merit pay;
  - create and manage a system for handling employee complaints submitted by the employee outside of an employee's direct chain of command, including anonymous complaints;
  - monitor and provide reports to DFPS management personnel on trends in employee complaints, compliance with annual DFPS performance evaluation requirements, and DFPS use of positive performance levels for employees;
  - track employee tenure and internal employee transfers within the

Child Protective Services division and DFPS;

- use data analytics to predict workforce shortages and identify areas of DFPS with high rates of employee turnover and develop a process to inform appropriate staff on the office's findings;
- create and monitor reports on key metrics of agency performance;
- analyze available data, including data on employee training, for historical and predictive department trends; and
- conduct any other data analysis DFPS deemed appropriate for improving performance, meeting its business needs, or fulfilling its powers and duties.

The DFPS commissioner and the Health and Human Services Commission executive commissioner would transfer appropriate staff to conduct duties in the data analytics office.

The bill would take effect September 1, 2017.

**SUPPORTERS  
SAY:**

SB 497 would help the Department of Family and Protective Services (DFPS) identify underlying causes of high workforce turnover rates, particularly within its Child Protective Services division, by establishing the office of data analytics. In order to retain a high quality workforce, DFPS leadership needs access to accurate and transparent data on management trends, employee training, complaints, exit interviews, and agency performance. Developing a system for handling employee complaints would enable the office to research potential workforce issues without an employee fearing intervention or retaliation. The provision of historical and statistical evidence on employee and management trends would inform DFPS of any necessary actions to reduce employee turnover rates and strengthen a positive workforce culture.

**OPPONENTS  
SAY:**

No apparent opposition.