

Modern Case Management System for Texas' Most Vulnerable

KEY TAKEAWAYS

- The Department of Family and Protective Services (DFPS) is replacing its decades-old case management system, with a modern, federally-compliant platform that improves casework across child and adult protective services programs, strengthens data and accountability, and unlocks federal matching funds.
- The LAR requests funding in its base to continue efforts initially funded by the Legislature in 2025. Coupled with Exceptional Item 4, Sub-item E which requests an additional \$23.3 million in General Revenue (\$51.4 million All Funds; 10.5/10.0 FTEs), these funding requests continue developing the federally-compliant case management system and its federally reimbursable modern support systems (data, content, and analytics), and modernize the Central Registry technology system.
- Texas 2036 supports these key investments in a project that not only serves to improve service delivery outcomes for vulnerable Texans, but would also improve staff productivity and efficiency, reduce costs, improve security and privacy, and improve performance management at the agency.

BACKGROUND

IMPACT (Information Management Protecting Adults and Children in Texas) was built decades ago and no longer meets the needs of caseworkers or federal standards: staff re-enter the same information across multiple systems, data quality suffers, and the aging architecture carries rising security and maintenance risk.

The Legislature provided funding in 2025 to replace IMPACT with a modern, Comprehensive Child Welfare Information System (CCWIS)-compliant system. Replacing IMPACT with a CCWIS-compliant system will upgrade casework and accountability as well as make Texas eligible for federal matching funds to offset much of the cost.

50%

FFP (federal financial participation) rate for CCWIS developmental and operational costs — lowering the share Texas pays from GR

DFPS FY2028–29 LAR, & Guidance from HHS's Administration for Children and Families (ACF).

PROPOSED ACTION

Texas 2036 supports the continuation of capital funding in the DFPS base budget request as well as the adoption of Exceptional Item 4(e) to continue ongoing and planned modernization work by integrating outcome-focused platform needs including: upgraded data, reporting, and analytics; a new data governance program; a replaced content management system; and stronger contract and provider-oversight tools integrated with community-based care providers. This is a targeted continuation, informed by DFPS's work with DIR and other states, not a broad new technology program.

BUDGET COST ESTIMATE

- DFPS base capital budget request includes \$40.0 million All Funds (\$20.0 million in GR) for 2028–29 to continue ongoing work on implementation of the new case management system.
- Exceptional Item 4(e) requests \$51,366,294 in All Funds (\$23,342,186 in GR) for the biennium with 10.5 FTEs in FY2028 and 10.0 in FY2029.

PUBLIC POLICY IMPACT

A modern case management system means caseworkers spend less time fighting outdated technology and more time with children and families, with better data for decisions and oversight. Continuing and building out the investment the right way, rather than stalling or underfunding a project already underway, protects and accelerates that progress and keeps Texas eligible for the federal match that lowers its cost.

FOR ADDITIONAL INFORMATION, PLEASE CONTACT

Rahul Sreenivasan, Director, Government Performance & Fiscal Policy

Rahul.Sreenivasan@Texas2036.org • 512.791.0699

206 East 9th Street

Suite 1500

Austin, TX 78701