CPS & Child Welfare Family Support

Texas & California | A guide for families, caregivers and referral partners

Wings of the Future provides trauma-informed counseling, parent education, behavioral health services, and family relationship support. We help families understand which services may be relevant during child welfare involvement and how to request an intake. We are an independent service provider, not CPS, DFPS, or a county child welfare agency.

Understanding child welfare involvement

In Texas, the Department of Family and Protective Services (DFPS) includes Child Protective Services (CPS). In California, child protection investigations and dependency services are administered by county child welfare agencies, often called CPS or DCFS. Agency names, procedures, and court requirements vary by county and state. An allegation or report does not by itself prove abuse or neglect.

Texas: common CPS / DFPS pathways

Report and screening

The state receives and screens a report; no specific treatment requirement should be assumed.

Investigation

CPS assesses alleged concerns and immediate safety; parents may independently seek counseling or be referred for services.

Alternative Response

For eligible referrals, CPS may use a family-engagement approach rather than a traditional investigation.

Family-Based Safety Services (FBSS)

Services may help address safety concerns while children remain home or in an approved temporary arrangement.

Substitute care and court oversight

When a child enters care outside the home, court orders and consent authority determine permitted contact and treatment.

Reunification and permanency planning

Parents and children may receive services addressing safety, parenting, attachment and family functioning; reunification is not guaranteed.

Case closure and aftercare

Families may continue voluntary therapy and parenting support after agency involvement ends.

California: common county CPS / DCFS pathways

Hotline report and emergency response

A county agency screens concerns and may investigate child safety.

Voluntary or in-home family services

When available, families may participate in safety planning, counseling, parenting support or other services without a child entering foster care.

Juvenile dependency and detention

A juvenile court may review whether a child should remain at home or be placed elsewhere; orders govern services and contact.

Family maintenance

Court-supervised services may support child safety while the child remains in parental care.

Family reunification services

When ordered, services may address conditions leading to removal and support safe parent-child relationships.

Permanency and post-case support

Courts and agencies consider safe, legally stable arrangements; voluntary therapy may continue after case closure.

Services that may support CPS-involved families

Individual trauma-informed therapy; family therapy; reunification therapy and readiness work; co-parenting counseling; parenting education; anger management; domestic violence counseling/intervention; substance use assessment and outpatient treatment; and care coordination or case management where appropriate. Availability, provider qualifications, eligibility, insurance coverage and court acceptance must be confirmed during intake.

Texas: Parent-Child Connection Center services

Texas families may inquire about supervised visitation, supervised exchanges, parent-child activities, reunification therapy, parenting education, individual and family counseling, and substance use services. Visitation and exchanges require review of any court order, restrictions, consent authority, staffing and safety arrangements before scheduling.

California: services currently emphasized

California referrals may inquire about individual and family therapy, reunification therapy, co-parenting support, parenting education, domestic violence counseling, anger management, and CPS/child welfare-related therapeutic support. Supervised visitation and supervised exchanges are not currently offered by Wings of the Future in California; please ask our team about appropriate referral options.

What is the difference between supervised visitation and reunification therapy?

Supervised visitation is monitored parent-child contact under specified rules. Reunification therapy is clinical treatment addressing emotional safety, communication, relationship barriers and readiness for family contact. They are different services and neither automatically replaces the other or fulfills a particular court order.

How to request services

1. Contact our intake team and identify whether your case is in Texas or California.
2. Tell us which services were requested and whether your referral is voluntary, agency-recommended or court-ordered.
3. Provide relevant orders, service plans or referral instructions securely when requested.
4. Our team reviews clinical fit, legal consent, program availability, insurance/payment arrangements and any reporting requirements before scheduling.

Contact our intake coordinator

Marie | Intake Coordinator

Phone: 661-402-1545
Email: support@wingsofthefuture4us.com
Website: www.wingsofthefuture4us.com

Texas office (planned location): 3500 Oak Lawn Avenue, Suite 395, Dallas, TX. Please confirm opening status and appointment location with intake before visiting.
California office: 21 Miller Alley, Suite 210, Pasadena, CA 91103. Services are available by appointment. Telehealth availability and state-specific eligibility are confirmed during scheduling.

Important information

Wings of the Future cannot guarantee custody, reunification, case closure or acceptance of services by a court or child welfare agency. We do not provide legal advice. DFPS or county agency payment, provider contracting, referral approval and insurance benefits must be verified. In emergencies, call 911. For suspected child abuse or neglect, contact the appropriate state or county reporting authority.

Agency information: Texas DFPS — www.dfps.texas.gov | California Department of Social Services — www.cdss.ca.gov