

APS

Adult Protective Services In-Home Overview

The mission of Adult Protective Services is to protect people aged 65 and older and adults with disabilities from abuse, neglect, and financial exploitation by investigating and providing or arranging for services necessary to alleviate or prevent further maltreatment.

APS serves persons who are reported to be abused, neglected, or financially exploited, and age 65 or older or age 18-64 with a disability.

Total Average Filled Full Time Equivalent (FTE) Staff

Caseworkers	541.5
Supervisors	83.5
Other Staff	135.0
APS Program Support	76.4
Total APS In-Home Staff	836.4

Worker Demographics

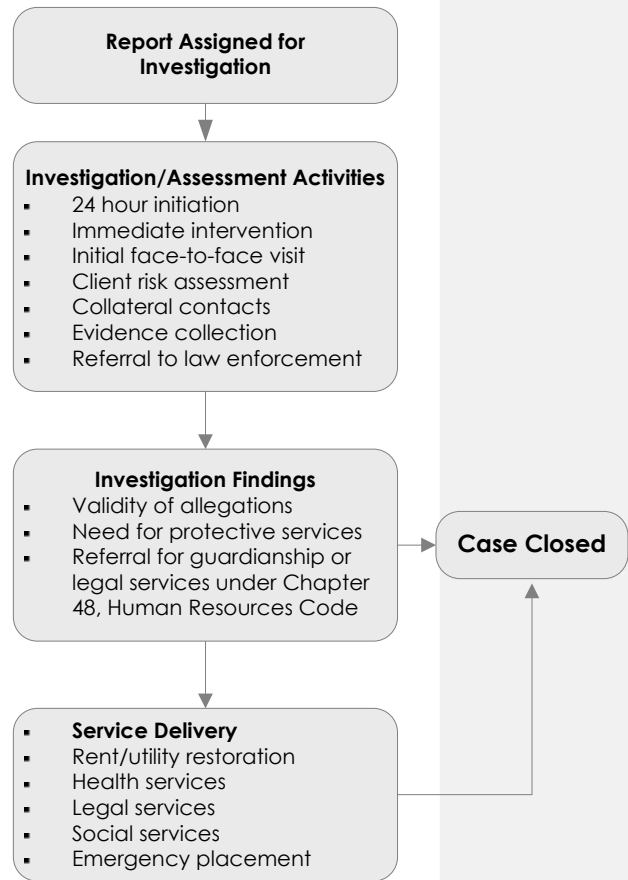
Turnover Rate	17.8%
Agency Tenure:	
Less Than 1 Year	14.9%
1 - 3 Years	23.7%
Greater than 3 Years	61.4%
Entry Salary	\$29,932.92
Average Age	41.5
Race/Ethnicity:	
African-American	33.5%
Anglo	36.6%
Hispanic	28.5%
Other	1.5%

Supervisor Demographics

Turnover Rate	11.5%
Tenure as Supervisor:	
Less Than 1 Year	20.9%
1 - 3 Years	20.9%
Greater than 3 Years	58.1%
Entry Salary	\$38,145.96
Average Age	46.3
Race/Ethnicity:	
African-American	33.7%
Anglo	43.0%
Hispanic	22.1%
Other	1.2%

APS Expenditures

APS In-Home Staff	\$48,282,192
Purchased Client Services	\$7,455,546
Total APS Expenditures	\$55,737,738



Note: The chart is for reference only and does not necessarily represent the flow of a case.

Statistics FY 2013

Completed In-Home Investigations	69,383
Validated In-Home Investigations	48,392
Completed In-Home Service Delivery Stages	38,197

Most Common...

- **Person reporting abuse/neglect/financial exploitation**
Medical Personnel (21.7%)
- **Allegation validated**
Physical Neglect (67.3%)
- **Validated perpetrator**
Relationship: Adult Children (41.9%)
Gender: Female (51.3%)
Age: Age Over 45 (46.1%)
- **Characteristic of client**
Gender: Female (59.9%)
Age: Over 65 (61.5%)

Legal Responsibility for Adult Protective Services

Statutory References:

Federal: Title XX, Social Security Act
State: Human Resources Code, Chapters 40 and 48
Texas Family Code, Title V
Health and Safety Code, Chapter 532 and Chapters 591-595

Major Provisions:

- Mandatory reporting of abuse, neglect, and financial exploitation of adults who are age 65 or older or adults with disabilities
- Receipt and investigation of all reports (unless patently false); initiation of investigations within 24 hours of receipt of report
- Responsibility for referring reports to other state agencies when DFPS is not the appropriate investigating agency
- Provision or arrangement of services needed to prevent or alleviate abuse, neglect, and/or financial exploitation
- Enhancing and developing community resources in an effort to increase awareness of abuse, neglect and financial exploitation, and address increasing needs of APS clients
- Responsibility for referring adult victims of abuse, neglect and/or financial exploitation to the Department of Aging and Disability Services (DADS) for guardianship services when these persons appear to lack the capacity to consent to services, there is no other potential guardian available and guardianship is the least restrictive alternative that will ensure the person's safety and well-being
- Assessment of factors that may indicate an adult's possible lack of capacity to consent to services and pursuit of a medical or mental health evaluation, if indicated
- Using the least restrictive alternative in the provision of protective services
- Authority to seek court orders when necessary to gain access to the individual, to prevent interference with the provision of voluntary protective services, to access records or documents, and to initiate and provide emergency protective services (e.g., a removal), including after-hours and on holidays, without a court order
- Requirement to notify law enforcement if APS removes a person from their home under a court order and their home will be left unattended
- Requirement to notify law enforcement if APS suspects that a person, who has been abused, neglected, or financially exploited in a manner that constitutes a criminal offense
- Confidentiality of case records
- Requirement to make referrals to the Employee Misconduct Registry for certain validated perpetrators

Other Programmatic Information:

Factors Contributing to Abuse, Neglect, and Financial Exploitation:

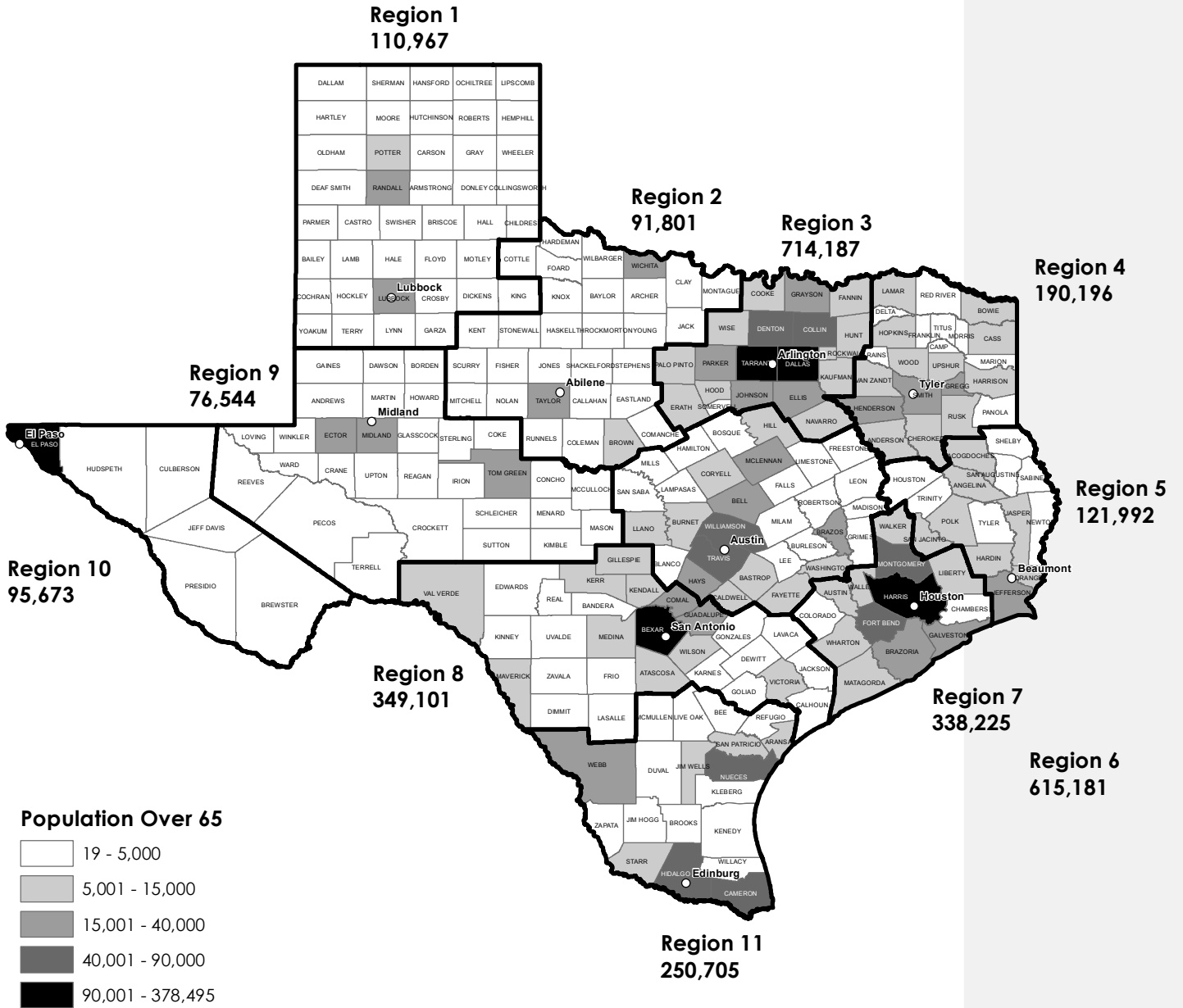
- Rapidly growing population of older adults
- Growing number of younger adults with disabilities
- Alcohol and drug dependency
- Poverty
- Lack of affordable housing and high costs of utility bills
- Inadequate access to health care and costly medications
- Toxic family relationships
- Dependence of family or others on the income of older adults and adults with disabilities
- Violence as a coping mechanism in society
- Physical and mental stress of caregiving in traditionally non-violent, caring households
- Denial of benefits, such as SSI and Medicaid, to some immigrants

Challenges:

- Affordable and safe housing
- Waiting lists and other limitations in the availability of in-home care and home health care
- Shortage of resources to serve persons denied long-term care and other benefits
- Gaps in surrogate decision-making processes for incapacitated persons in hospitals, nursing homes, and community-based settings
- Inadequate community services for persons with a mental illness, including those discharged from state hospitals
- Lack of statewide access to preventative or early intervention services such as long-term case management for older adults and adults with disabilities who are at risk, but not yet experiencing abuse, neglect, or financial exploitation
- Hiring and maintaining skilled frontline caseworkers and supervisors
- Specialized geriatric social work training is not keeping pace with the ever-increasing number of older Americans

**Texas Adult Population
Ages 65 and Over
Fiscal Year 2013**

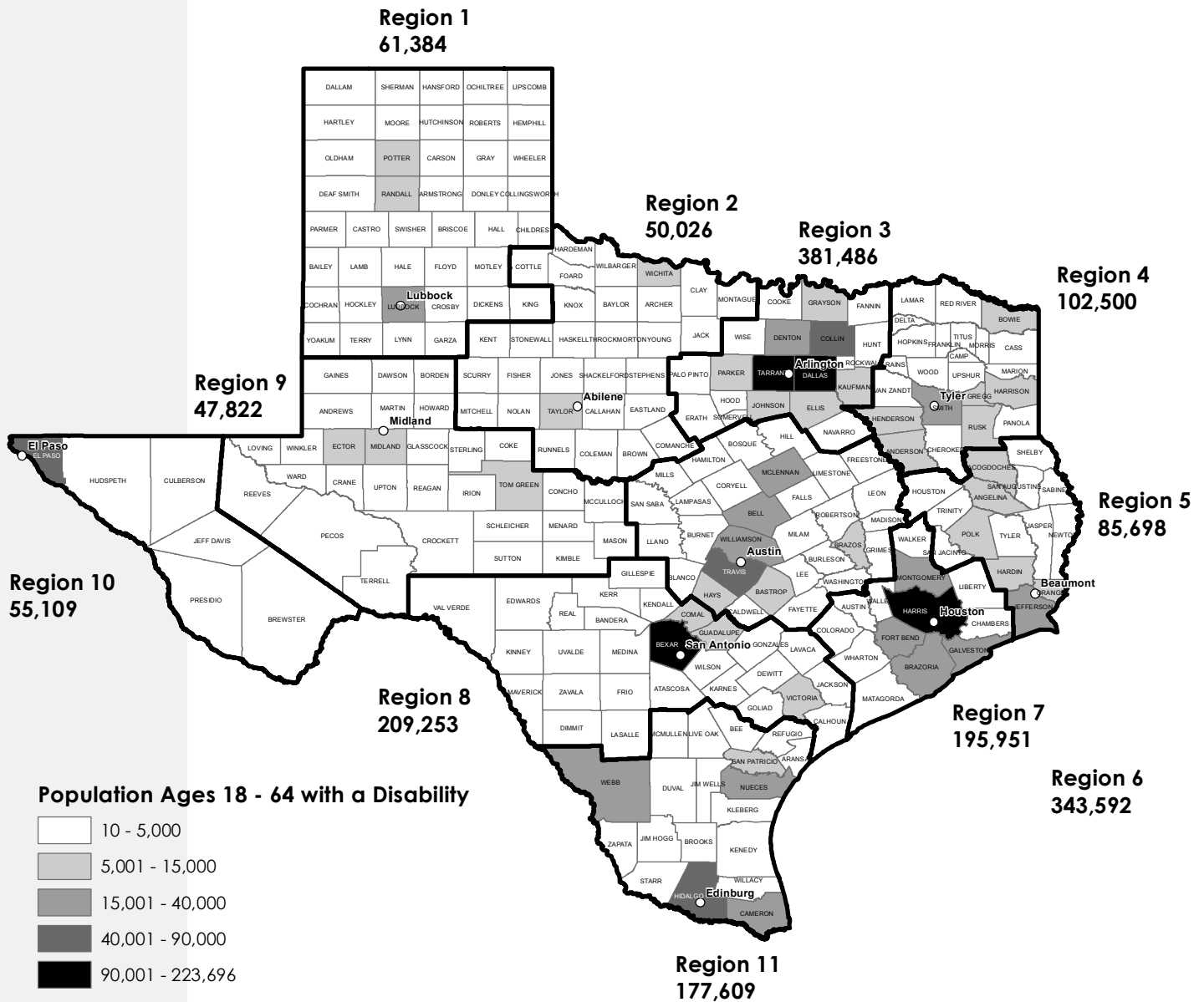
State Total: 2,954,572



Population Data Source: Texas State Data Center, University of Texas (San Antonio). Based on Census 2010 data.

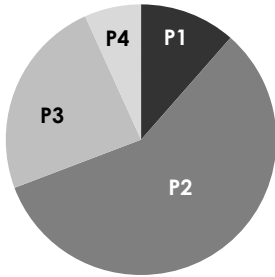
**Texas Adult Population with a Disability
Ages 18 to 64 Years
Fiscal Year 2013**

State Total: 1,710,430



Population Data Source: Texas State Data Center, University of Texas (San Antonio). Based on Census 2010 data.

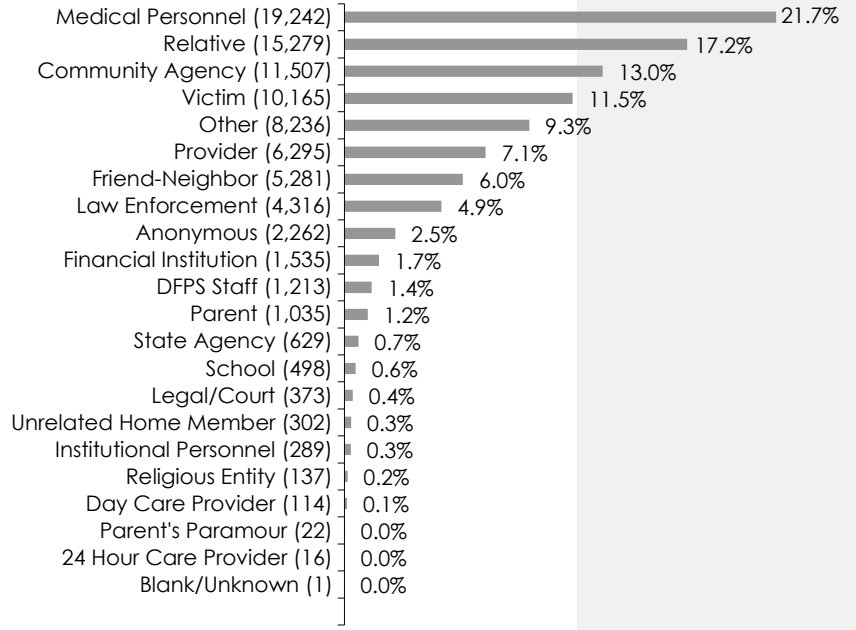
APS In-Home Intake Reports* by Priority Fiscal Year 2013



Priority	Intakes	%
P1	10,000	11.5%
P2	50,397	57.8%
P3	20,950	24.0%
P4	5,913	6.8%
Total	87,260	100%

* Intakes included by the date intake closed.
Refer to the definitions section for priority definitions.

Source of Report for APS In-Home Intake* Reports Fiscal Year 2013



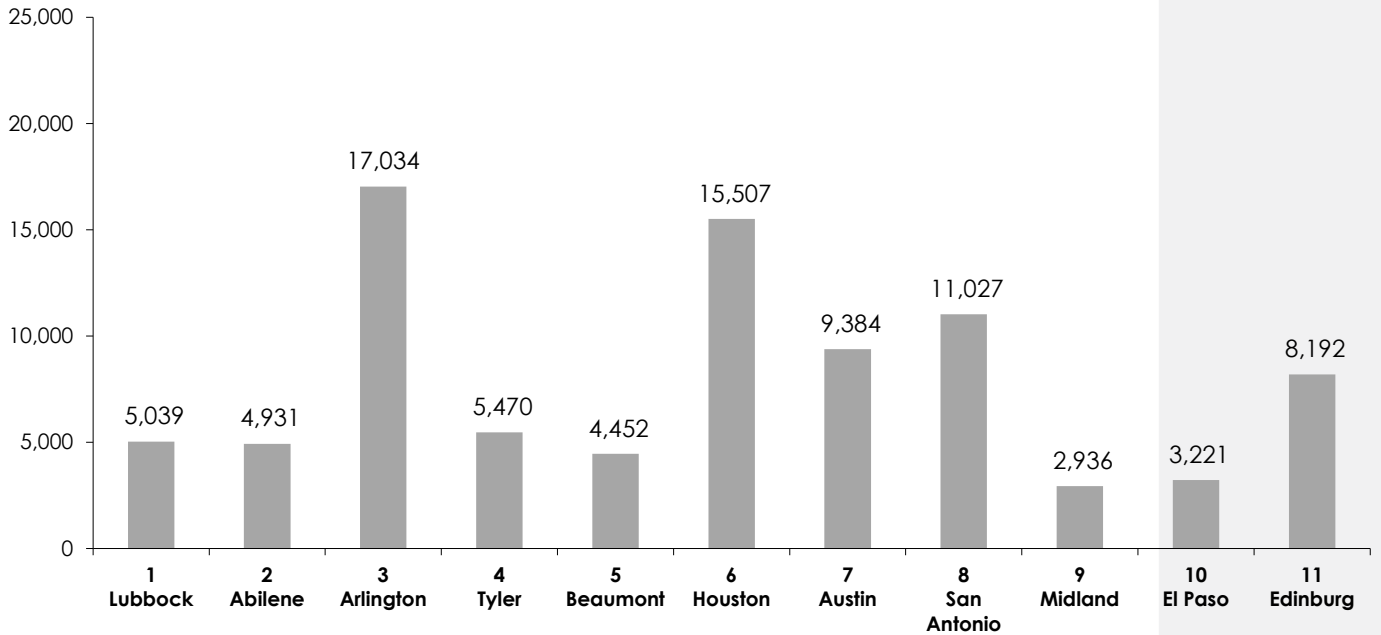
State Total: 88,747

Note: A report of abuse/neglect/financial exploitation may come from multiple sources making the source total higher than the total number of intakes.

* Intakes included by the date intake closed.

APS In-Home Intake Reports* by Region Fiscal Year 2013

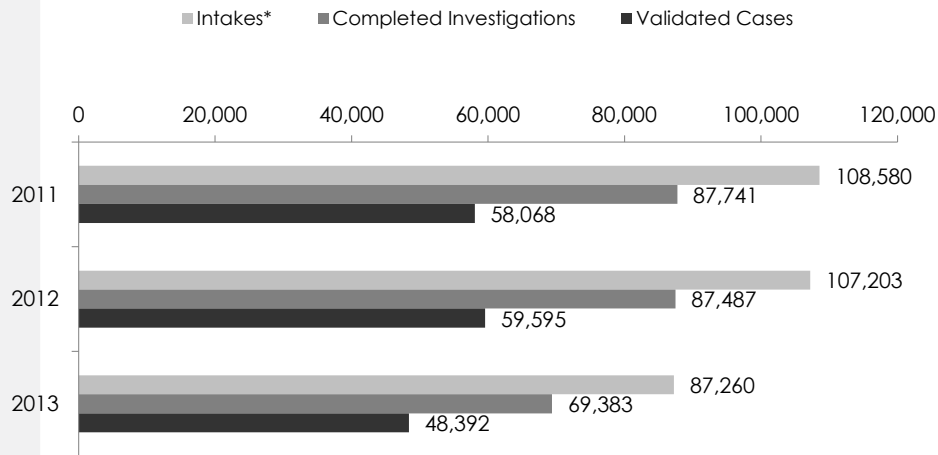
State Total 87,260



Note: 67 Reports did not have a region identified.

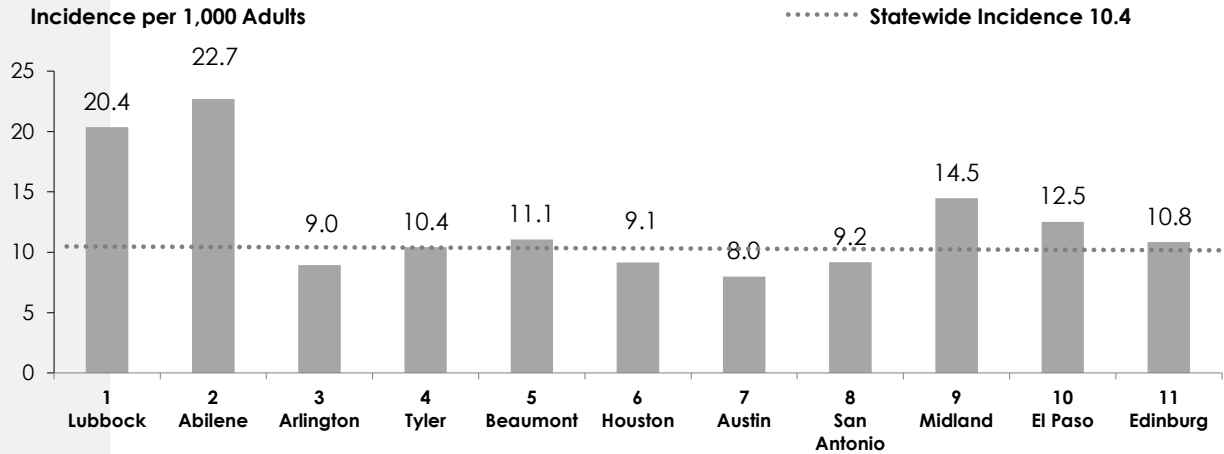
* Intakes included by the date intake closed.

APS In-Home Intakes, Completed Investigations and Validated Cases Fiscal Years 2011 - 2013



* Intakes included by date intake closed.

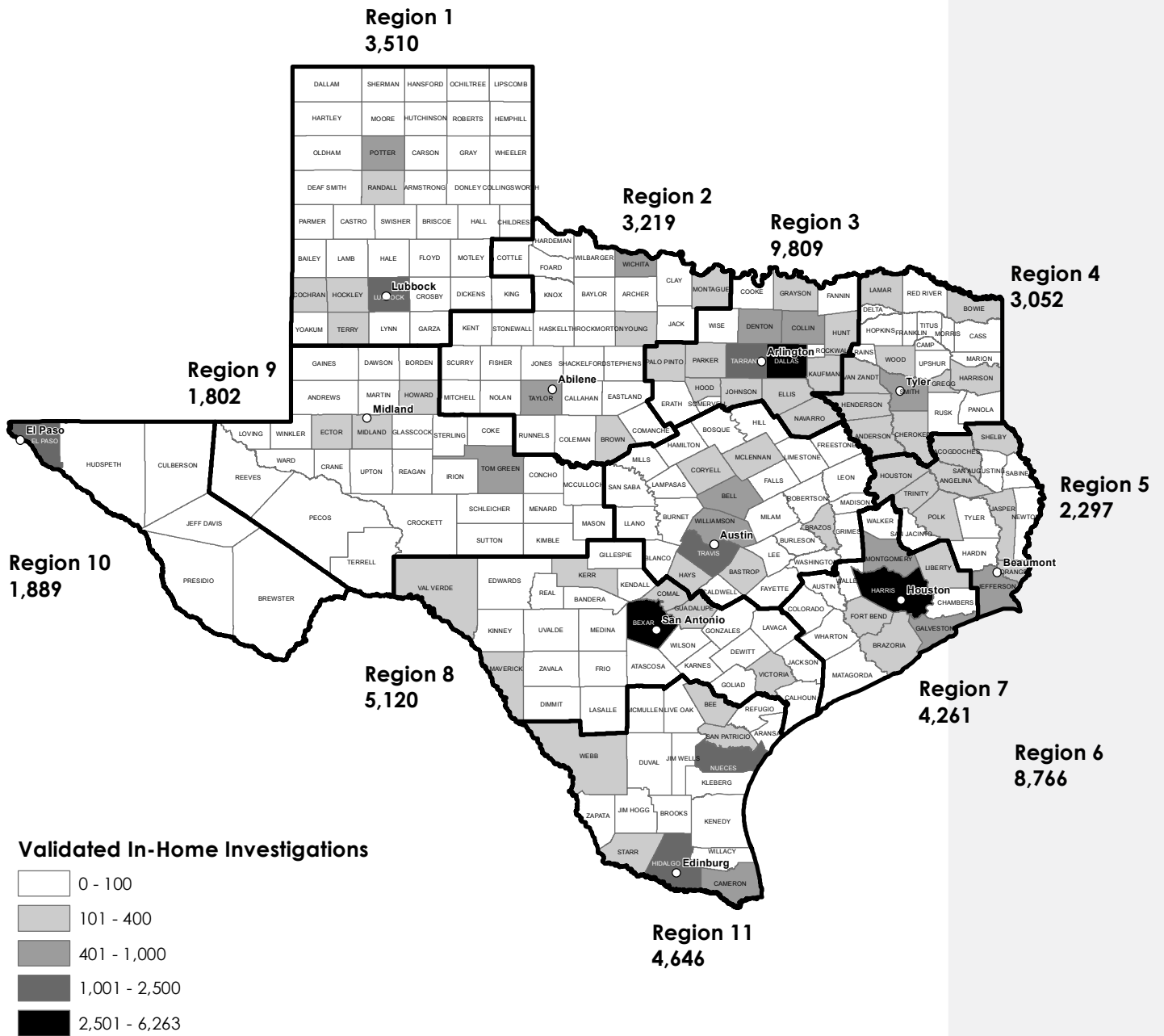
Incidence of Maltreatment per 1,000 Adults in Texas Adult Population by Region Fiscal Year 2013



Note: Calculations are based on the percent of validated APS In-Home investigations. Unreported incidences are not reflected.

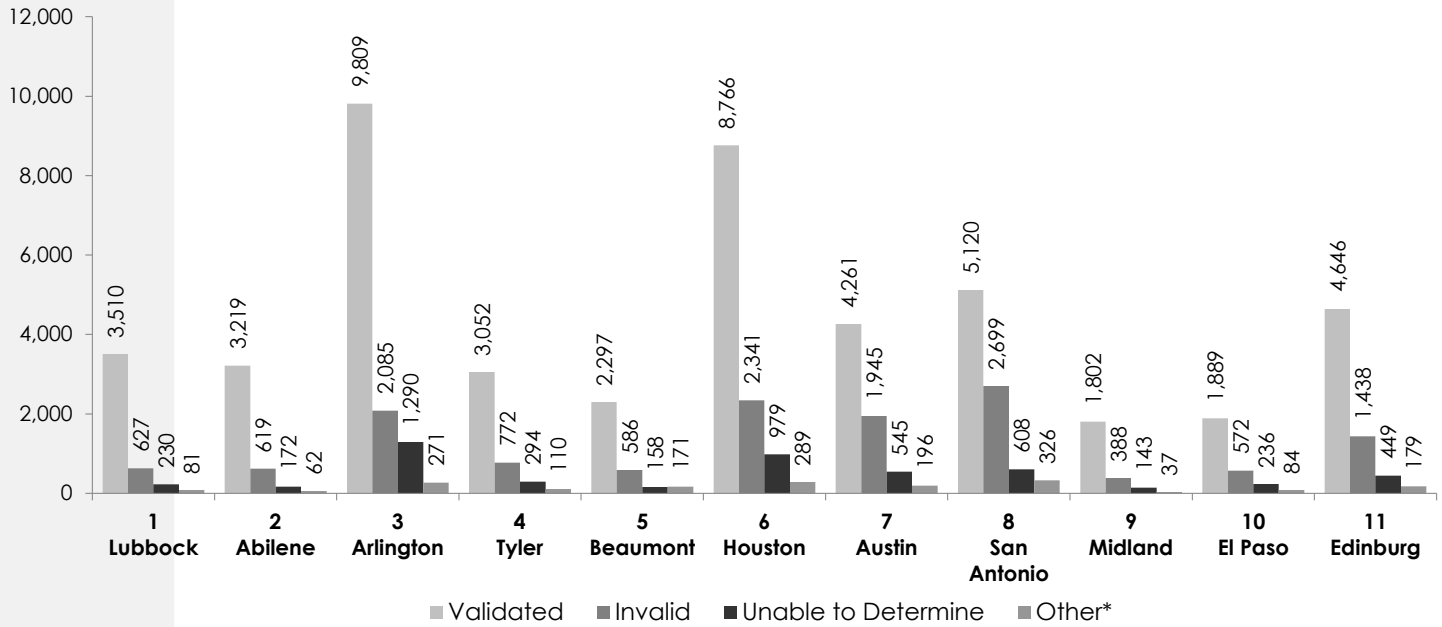
**Adult Protective Services
Validated In-Home Investigations
Fiscal Year 2013**

State Total: 48,392



Note: 21 validated investigations did not have a county designated.

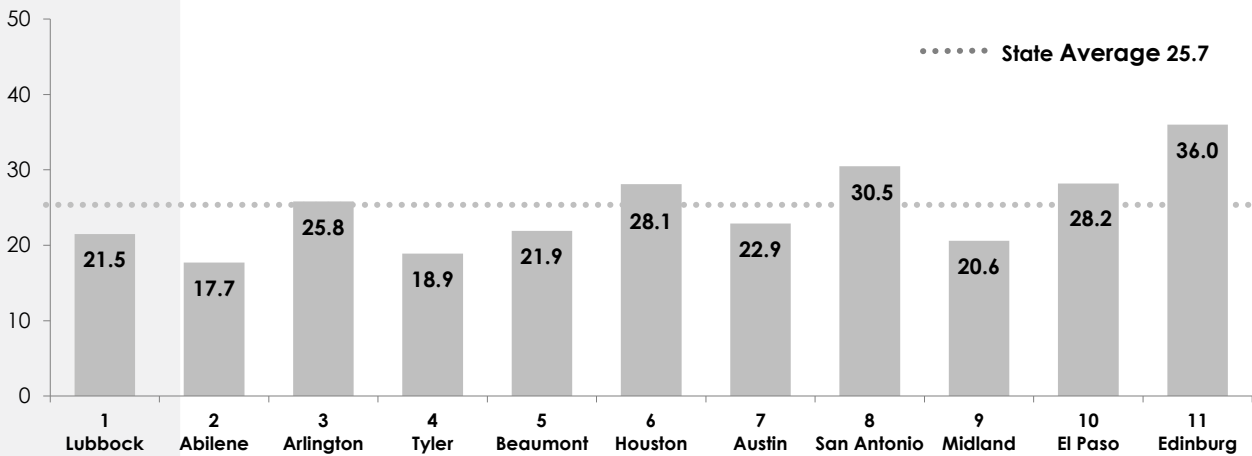
**Completed APS In-Home Investigations by Region
Fiscal Year 2013
State Total 69,383**



* "Other" category refers to those investigations that workers could not complete for some reason, e.g. clients died or cases were misclassified.

Note: 30 investigations had an "unknown" region. Of those, 21 were Validated, 4 were Invalid, 3 were Unable to Determine, and 2 were listed as Other.

**APS In-Home Daily Caseload
Fiscal Year 2013**



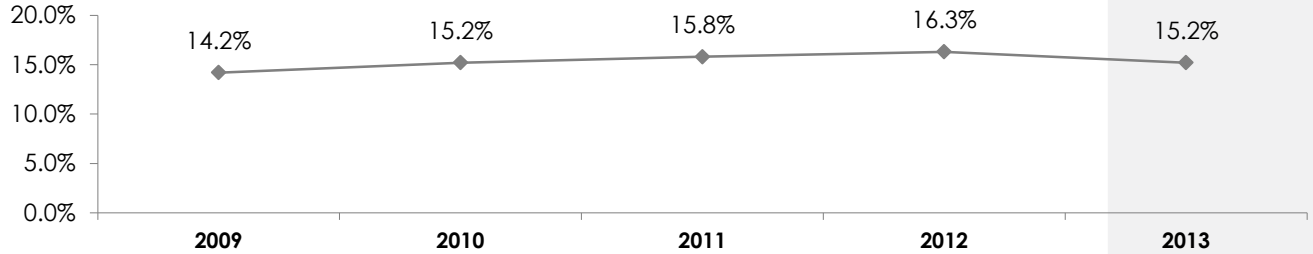
Completed APS In-Home Investigations by Region and Disposition Fiscal Year 2013

Region	Average Length (Days)	Invalid	Valid Progressed*	Valid Not Progressed	Unable to Determine	Other**	Region Subtotal	Thousands				
								0	5	10	15	20
1 Lubbock	30.8	627	3,225	285	230	81	4,448					
2 Abilene	26.9	619	2,556	663	172	62	4,072					
3 Arlington	39.3	2,085	7,380	2,429	1,290	271	13,455					
4 Tyler	41.1	772	2,543	509	294	110	4,228					
5 Beaumont	44.0	586	2,000	297	158	171	3,212					
6 Houston	42.3	2,341	7,460	1,306	979	289	12,375					
7 Austin	38.6	1,945	3,319	942	545	196	6,947					
8 San Antonio	52.1	2,699	4,086	1,035	608	325	8,753					
9 Midland	33.3	388	1,504	298	143	37	2,370					
10 El Paso	46.7	572	1,203	686	236	84	2,781					
11 Edinburg	47.6	1,438	4,010	636	449	179	6,712					
Unknown	43.5	4	8	13	3	2	30					
Statewide	41.3	14,076	39,293	9,099	5,107	1,807	69,383					

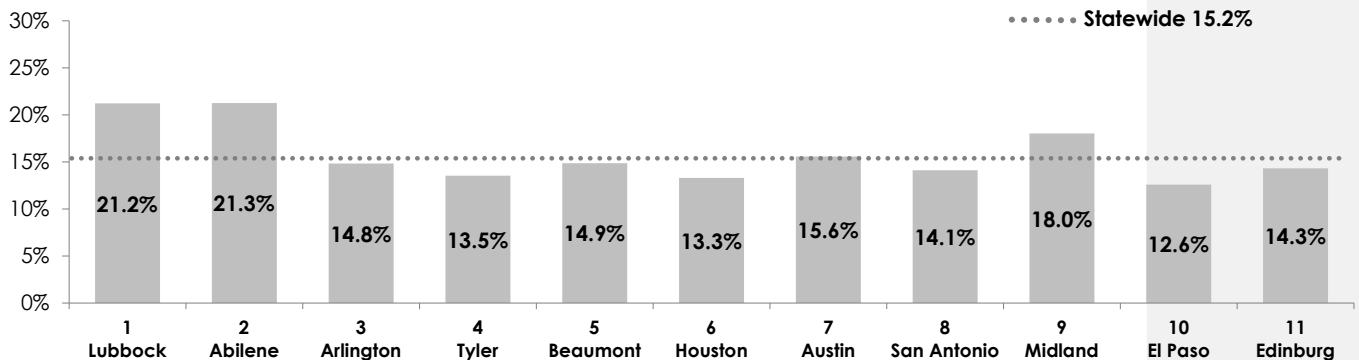
* Valid investigations in which the client requires services are "progressed" into the service delivery stage.

** "Other" category refers to those investigations that workers could not complete for some reason, e.g. clients died or cases were misclassified.

Recidivism* of APS In-Home Cases Fiscal Years 2009-2013



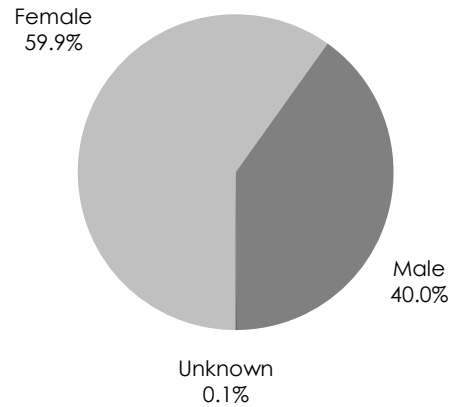
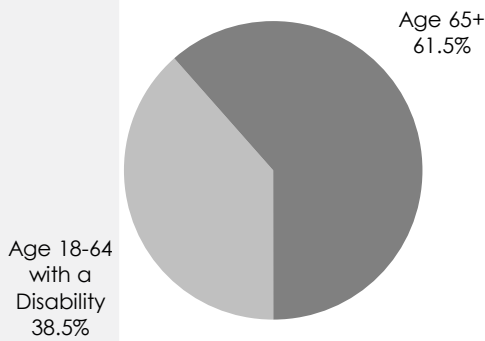
Recidivism* of APS In-Home Cases by Region Fiscal Year 2013



*Recidivism is a measure of the percentage of APS clients referred to the APS system more than once during the fiscal year, including clients who refused services and had a subsequent APS referral.

Characteristics of Validated APS Victims in Completed In-Home Investigations Fiscal Year 2013

Race/Ethnicity *	Female		Male		Unknown		Subtotal	
	Count	% of Total	Count	% of Total	Count	% of Total	Count	% of Total
Anglo	15,137	31.3%	9,882	20.4%	28	0.1%	25,047	51.8%
African American	6,234	12.9%	3,738	7.7%	12	0.0%	9,984	20.6%
Hispanic	6,555	13.5%	5,071	10.5%	9	0.0%	11,635	24.0%
Native American	75	0.2%	40	0.1%	0	0.0%	115	0.2%
Asian	216	0.4%	126	0.3%	0	0.0%	342	0.7%
Other	754	1.6%	512	1.1%	3	0.0%	1,269	2.6%
Total Victims	28,971	59.9%	19,369	40.0%	52	0.1%	48,392	100.0%



Characteristic	Count	%
Age 18-64 with a Disability	18,619	38.5%
Age 65 and older	29,773	61.5%
Total	48,392	100.0%

Characteristic	Count	%
Female	28,971	59.9%
Male	19,369	40.0%
Unknown	52	0.1%
Total	48,392	100.0%

* As recommended by the Health and Human Services Commission (HHSC) to ensure consistency across all HHSC agencies, in 2012, the Department of Family and Protective Services (DFPS) adopted the HHSC methodology on how to categorize race and ethnicity. As a result, data broken down by race/ethnicity in 2012 and after is not directly comparable to race/ethnicity data in 2011 and before.

**Perpetrator Characteristics In Validated APS In-Home Investigations
(Characteristic as % of Total Validated Perpetrators*)
Fiscal Year 2013**

Characteristic	Female		Male		Unknown		Subtotal	
	Count	% of Total	Count	% of Total	Count	% of Total	Count	% of Total
Age								
Under 18	61	1.6%	60	1.5%	1	0.0%	122	3.1%
18-25	171	4.3%	176	4.5%	1	0.0%	348	8.8%
26-35	299	7.6%	245	6.2%	0	0.0%	544	13.8%
36-45	442	11.2%	360	9.2%	6	0.2%	808	20.5%
Over 45	1,044	26.5%	1,060	26.9%	5	0.1%	2,109	53.6%
Unknown	0	0.0%	1	0.0%	2	0.1%	3	0.1%

Race/Ethnicity **

Anglo	913	23.2%	927	23.6%	3	0.1%	1,843	46.8%
African American	384	9.8%	263	6.7%	3	0.1%	650	16.5%
Hispanic	563	14.3%	593	15.1%	2	0.1%	1,158	29.4%
Native American	8	0.2%	1	0.0%	0	0.0%	9	0.2%
Asian	14	0.4%	10	0.3%	0	0.0%	24	0.6%
Other	135	3.4%	108	2.7%	7	0.2%	250	6.4%

Marital Status

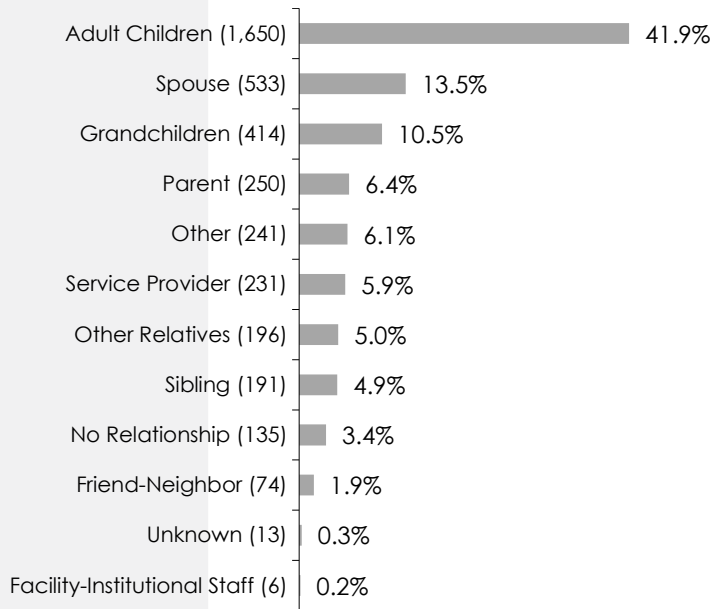
Child, Not Applicable	63	1.6%	57	1.4%	0	0.0%	120	3.1%
Divorced	173	4.4%	123	3.1%	0	0.0%	296	7.5%
Married	485	12.3%	467	11.9%	0	0.0%	952	24.2%
Separated	56	1.4%	45	1.1%	0	0.0%	101	2.6%
Single, Never Married	223	5.7%	356	9.0%	1	0.0%	580	14.7%
Widowed	53	1.3%	18	0.5%	0	0.0%	71	1.8%
Unknown	964	24.5%	836	21.3%	14	0.4%	1,814	46.1%
Total	2,017	51.3%	1,902	48.3%	15	0.4%	3,934	100.0%

*Does not include self as perpetrator investigations (i.e. a finding of self-neglect).

** As recommended by the Health and Human Services Commission (HHSC) to ensure consistency across all HHSC agencies, in 2012, the Department of Family and Protective Services (DFPS) adopted the HHSC methodology on how to categorize race and ethnicity. As a result, data broken down by race/ethnicity in 2012 and after is not directly comparable to race/ethnicity data in 2011 and before.

Note: Each victim may have more than one perpetrator at the end of an investigation.

**Perpetrators* in Validated In-Home Investigations
Fiscal Year 2013**

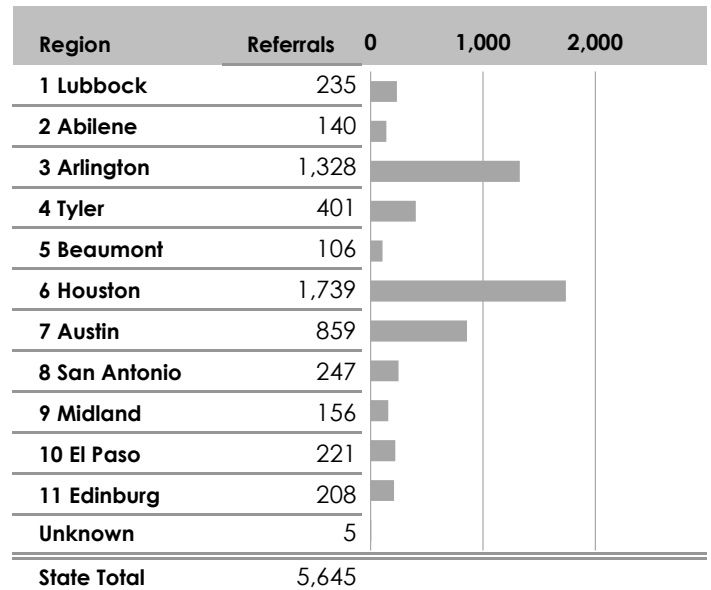


State Total 3,934

**Does not include self as perpetrator investigations (i.e. a finding of self-neglect).*

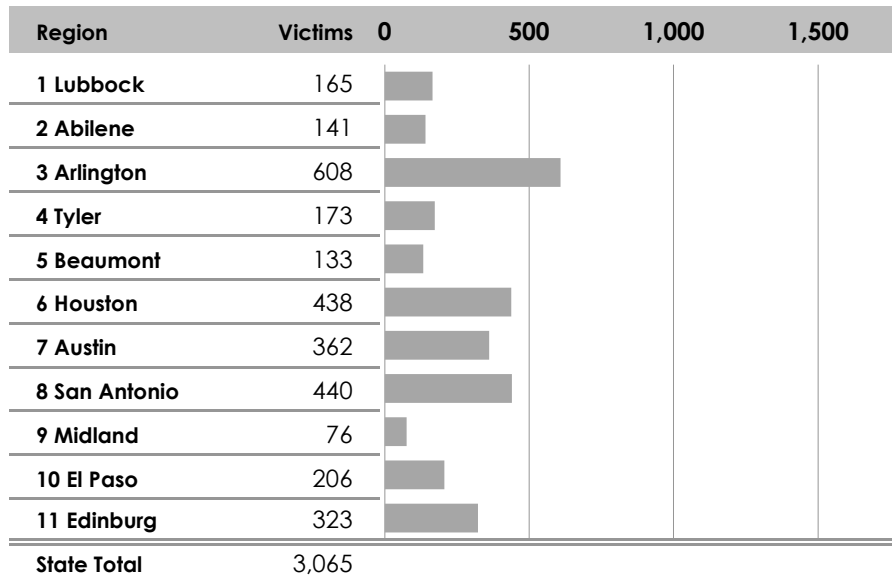
Note: Each victim may have more than one perpetrator at the end of an investigation.

**Number of Referrals Made to Law Enforcement in Completed APS In-Home Cases by Region
Fiscal Year 2013**



Note: Referral may have been made in previous fiscal year.

**APS Victims of Family Violence in Validated In-Home Investigations by Region
Fiscal Year 2013**



Validated Allegations in APS In-Home Investigations by Type of Abuse/Neglect/Financial Exploitation Fiscal Year 2013

Region	Emotional/ Verbal Abuse	Financial Exploitation	Medical Neglect	Mental Health Neglect	Physical Abuse	Physical Neglect
1 Lubbock	70	45	967	434	62	3,259
2 Abilene	41	60	861	250	48	2,943
3 Arlington	212	199	2,570	1,208	228	8,924
4 Tyler	47	69	520	172	63	2,798
5 Beaumont	31	42	474	146	31	2,115
6 Houston	119	141	2,374	1,216	151	8,007
7 Austin	122	131	1,080	622	160	3,612
8 San Antonio	163	171	1,061	410	155	4,507
9 Midland	33	24	605	323	39	1,648
10 El Paso	59	73	661	278	49	1,584
11 Edinburg	101	90	996	695	108	4,126
Unknown	0	0	7	3	0	20
State Total	998	1,045	12,176	5,757	1,094	43,543

Region	Suicidal Threat	Sexual Abuse	Total	% by Region	Unduplicated Validated Victims*	% Unduplicated by Region
1 Lubbock	2	0	4,839	7.5%	3,510	7.3%
2 Abilene	2	1	4,206	6.5%	3,219	6.7%
3 Arlington	5	5	13,351	20.6%	9,809	20.3%
4 Tyler	2	1	3,672	5.7%	3,052	6.3%
5 Beaumont	3	0	2,842	4.4%	2,297	4.7%
6 Houston	9	6	12,023	18.6%	8,766	18.1%
7 Austin	8	0	5,735	8.9%	4,261	8.8%
8 San Antonio	5	4	6,476	10.0%	5,120	10.6%
9 Midland	2	0	2,674	4.1%	1,802	3.7%
10 El Paso	6	0	2,710	4.2%	1,889	3.9%
11 Edinburg	7	1	6,124	9.5%	4,646	9.6%
Unknown	0	0	30	0.0%	21	0.0%
State Total	51	18	64,682	100.0%	48,392	100.0%

* Victims have been unduplicated by investigation stage.

Duration of Service Delivery Stages for APS In-Home Cases During Fiscal Year 2013

Days	Cases	%
Under 30	20,014	52.4%
31-60	10,038	26.3%
61-90	4,299	11.3%
91-120	1,984	5.2%
121-180	1,244	3.3%
181-365	566	1.5%
Over 1 Year	52	0.1%
Total	38,197	100.0%

Completed Service Delivery Stages in APS In-Home Cases During Fiscal Year 2013

Region	Cases	%
1 Lubbock	2,937	7.7%
2 Abilene	2,472	6.5%
3 Arlington	7,236	18.9%
4 Tyler	2,654	6.9%
5 Beaumont	1,992	5.2%
6 Houston	7,040	18.4%
7 Austin	3,247	8.5%
8 San Antonio	4,144	10.8%
9 Midland	1,466	3.8%
10 El Paso	1,113	2.9%
11 Edinburg	3,866	10.1%
Unknown	30	0.1%
State Total	38,197	100.0%

Non-Purchased Client Services Delivered for APS In-Home Cases by Region Fiscal Year 2013

Region	Social Casework	Other Government Agency	Legal	Total
1 Lubbock	3,764	111	6	3,881
2 Abilene	2,740	81	9	2,830
3 Arlington	8,106	152	16	8,274
4 Tyler	3,189	115	1	3,305
5 Beaumont	2,124	122	2	2,248
6 Houston	8,911	185	4	9,100
7 Austin	3,493	218	10	3,721
8 San Antonio	5,215	167	18	5,400
9 Midland	1,502	42	2	1,546
10 El Paso	1,603	34	12	1,649
11 Edinburg	4,624	171	21	4,816
Unknown	9	0	0	9
State Total	45,280	1,398	101	46,779

Note: Clients in validated cases may receive more than one service.

Social Casework - Actions taken by the caseworker to provide assistance to a victim of abuse, neglect or financial exploitation, in such areas as counseling/education, assistance with benefits, and mediation. These actions may include referrals to community organizations that provide direct services to the client.

Other Government Agency - This term is used to describe services that were provided by another government agency. For example, the client was referred to the Social Security Administration, or the Texas Department of Aging and Disability Services in order to resolve abuse, neglect or financial exploitation.

Legal - Legal actions that are taken as a result of Adult Protective Services involvement. An example would be Emergency Order for Protective Services.