

APS

Adult Protective Services Facility Investigations Overview

The Adult Protective Services Facility Investigations Program investigates reports of abuse, neglect, and exploitation of persons with disabilities (children and adults) receiving services in state operated and/or contracted settings that serve adults and children with mental illness, intellectual disabilities, or developmental disabilities. Investigation results are sent to the facility or program administrator for appropriate action.

Total Average Filled Full Time Equivalent (FTE) Staff*

Investigators	126.7
Supervisors	22.4
Other Staff	25.5
Total Staff	174.6

Worker Demographics

Turnover Rate	20.7%
Agency Tenure:	
Less Than 1 Year	16.7%
1 - 3 Years	28.6%
Greater than 3 Years	54.8%
Entry Salary*	\$31,144
Average Age	40.2
Race/Ethnicity:	
Anglo	50.0%
Hispanic	24.6%
African American	23.8%
Other	1.6%

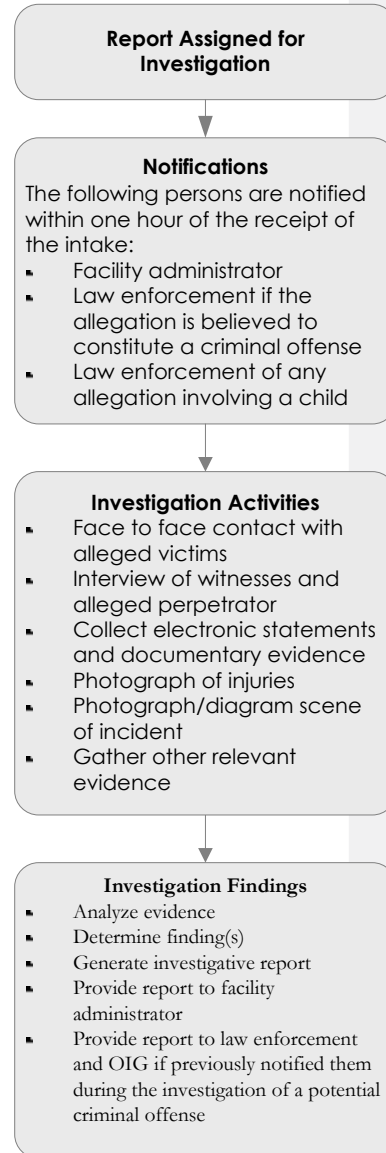
Supervisor Demographics

Turnover Rate	12.9%
Tenure as Supervisor:	
Less Than 1 Year	9.1%
1 - 3 Years	36.4%
Greater than 3 Years	54.5%
Entry Salary*	\$42,244
Average Age	45.6
Race/Ethnicity:	
Anglo	81.8%
Hispanic	13.6%
African American	4.5%
Other	0.0%

APS Facility Expenditures*

APS Facility Staff	\$9,997,892
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* Source: DFPS Office of Finance and FY 2016 Operating Budget (plus benefit replacement pay).



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

Statistics FY 2015

Completed APS Facility Investigations:	11,935
Confirmed APS Facility Investigations:	1,192

Most Common...

- **Person reporting abuse/neglect/exploitation**
Institutional Personnel (27.1%)
- **Allegation confirmed**
Neglect (61.1%)
- **Facility setting investigated**
HCS (32.2%)

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 exploitation of persons receiving services in state-operated mental health and intellectual and developmental disability facilities (State Hospitals, State Supported Living Centers, and Rio Grande State Center) and/or state contracted settings (Community Centers, Home and Community-based Services programs (HCS), Texas Home Living Waiver Program, and privately-operated Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF-IID))
- After an allegation is reported to the DFPS Abuse Hotline, APS initiates investigations by notifying the facility or provider agency within one hour
- APS notifies law enforcement and the Health and Human Services Commission Office of the Inspector General (OIG) within one hour, in certain settings
- Notify OIG (Office of Inspector General) and local law enforcement if APS has cause to believe a crime may have been committed
- Refer reports to other state agencies when DFPS is not the appropriate investigating agency
- Report findings to the facility or provider
- Make referrals to the Employee Misconduct Registry of certain confirmed perpetrators
- Confidentiality of case records

Other Programmatic Information:

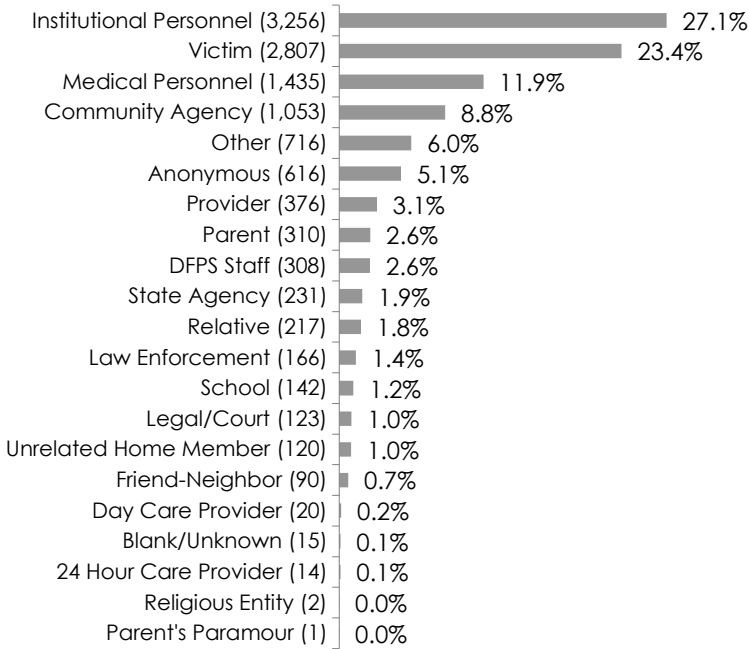
Factors Contributing to Abuse, Neglect, and Exploitation:

- Physical conditions/quality of care
- Lack of facility provider training, policy or procedures
- Staff burnout
- Staff shortages that lead to staff stress
- Inadequate case manager planning for behavioral concerns or plans of care
- Physical and mental stress of familial care giving in foster care settings

Challenges:

- Meeting Department of Justice requirements including commencement of investigations, prior case history searches, and 10 day investigation timeframes in State Supported Living Centers and Rio Grande State Center
- Requests by law enforcement or OIG that APS stop its investigation until they have finished
- Staff shortages in facilities affecting access to staff for interviews
- Lack of training and policy in place for community providers
- Inability to find private space to conduct interviews
- Increase in number of intakes with fewer investigators to conduct investigations
- Reviewing and documenting video surveillance

Source of Report for Completed APS Facility Investigations Fiscal Year 2015



Statewide 12,018

Note: A report of abuse/neglect/exploitation may come from multiple sources.

Average Length of Completed APS Facility Investigations by Region Fiscal Year 2015

Region	Investigations	Average Days Open
1 Lubbock	659	10.8
2 Abilene	1,120	10.0
3 Arlington	1,860	9.2
4 Tyler	733	8.7
5 Beaumont	447	12.6
6 Houston	840	18.8
7 Austin	2,200	16.9
8 San Antonio	1,229	18.2
9 Midland	1,494	10.5
10 El Paso	336	11.0
11 Edinburg	1,017	10.4
Statewide	11,935	12.9

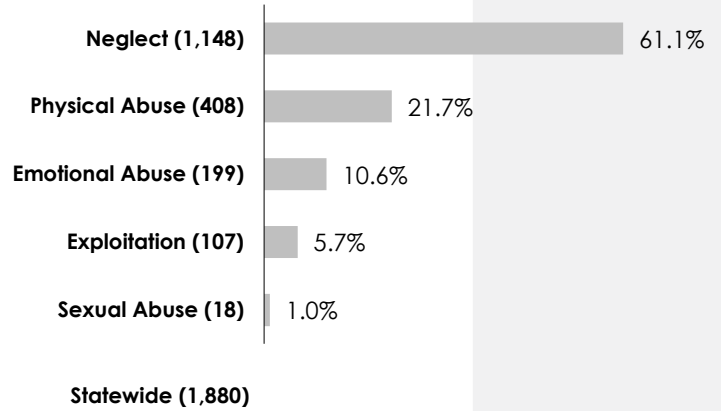
APS Facility Investigations Referred to Law Enforcement by Setting Fiscal Year 2015

Setting	Provided to Law Enforcement	
	Notification of Investigation*	Investigation Report**
State Supported Living Centers	2,196	1,889
HCS Homes	1,723	1,289
State Hospitals	1,321	1,093
Private ICF-IID	451	333
Community Centers	219	149
State Center	109	83
Other	17	2
Total	6,036	4,838

* Notification sent on investigations which involve a child or serious physical injury, sexual abuse, or death of an adult person served.

** This data includes all cases in which a final investigation report was sent regardless of investigation disposition.

Confirmed Allegations in APS Facility Investigations Fiscal Year 2015



Characteristics of Victims in Confirmed APS Facility Investigations Fiscal Year 2015

Race/Ethnicity*	Totals		Male		Female		Unknown	
	#	%	#	%	#	%	#	%
Anglo	888	56.7%	565	36.1%	322	20.6%	1	0.1%
Hispanic	328	20.9%	207	13.2%	121	7.7%	0	0.0%
African American	266	17.0%	171	10.9%	94	6.0%	1	0.1%
Other	73	4.7%	45	2.9%	21	1.3%	7	0.4%
Native American	7	0.4%	5	0.3%	2	0.1%	0	0.0%
Asian	4	0.3%	3	0.2%	1	0.1%	0	0.0%
Totals	1,566		996	63.6%	561	35.8%	9	0.6%

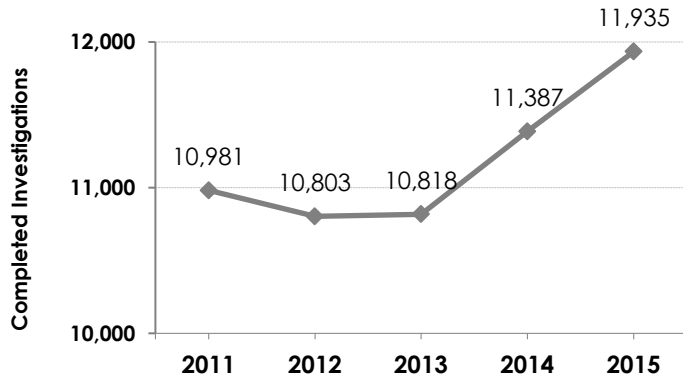
Note: A completed investigation may have more than one victim. Percentages are of total victims.

Characteristics of Perpetrators in Confirmed APS Facility Investigations Fiscal Year 2015

Race/Ethnicity*	Totals		Female		Male		Unknown	
	#	%	#	%	#	%	#	%
African American	587	49.7%	377	31.9%	204	17.3%	6	0.5%
Anglo	248	21.0%	164	13.9%	82	6.9%	2	0.2%
Hispanic	196	16.6%	114	9.7%	82	6.9%	0	0.0%
Other	146	12.4%	50	4.2%	26	2.2%	70	5.9%
Asian	4	0.3%	1	0.1%	3	0.3%	0	0.0%
Native American	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Age								
Under 18	5	0.4%	0	0.0%	0	0.0%	5	0.4%
18-25	298	25.2%	161	13.6%	124	10.5%	13	1.1%
26-35	348	29.5%	205	17.4%	131	11.1%	12	1.0%
36-45	210	17.8%	134	11.3%	59	5.0%	17	1.4%
Over 45	297	25.1%	204	17.3%	82	6.9%	11	0.9%
Unknown	23	1.9%	2	0.2%	1	0.1%	20	1.7%
Total Perpetrators	1,181		706	59.8%	397	33.6%	78	6.6%

Note: A completed investigation may have more than one victim. Each perpetrator may have more than one victim.

Completed APS Facility Investigations by Fiscal Year



Completed APS Facility Investigations by Setting Fiscal Year 2015

Setting	Completed Investigations
HCS	3,840
State Supported Living Centers	3,714
State Hospitals	2,548
Private ICF-IID	1,143
Community Centers	525
State Center	165
Total	11,935

Disposition of Completed APS Facility Investigations by Setting and Region Fiscal Year 2015

Setting	Totals		Confirmed		Unconfirmed		Inconclusive		Unfounded		Other		Blank	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Community Centers	525	4.4%	52	0.4%	196	1.6%	66	0.6%	5	0.0%	126	1.1%	80	0.7%
HCS	3,840	32.2%	512	4.3%	1,497	12.5%	474	4.0%	17	0.1%	1,034	8.7%	306	2.6%
Private ICF-IID	1,143	9.6%	161	1.3%	368	3.1%	157	1.3%	3	0.0%	290	2.4%	164	1.4%
State Center	165	1.4%	8	0.1%	79	0.7%	6	0.1%	23	0.2%	47	0.4%	2	0.0%
State Hospitals	2,548	21.3%	134	1.1%	1,196	10.0%	152	1.3%	43	0.4%	694	5.8%	329	2.8%
SSLCs	3,714	31.1%	325	2.7%	1,694	14.2%	171	1.4%	696	5.8%	603	5.1%	225	1.9%
Statewide	11,935		1,192	10.0%	5,030	42.1%	1,026	8.6%	787	6.6%	2,794	23.4%	1,106	9.3%

Region	Totals		Confirmed		Unconfirmed		Inconclusive		Unfounded		Other		Blank	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%
1 Lubbock	659	5.5%	91	0.8%	217	1.8%	62	0.5%	174	1.5%	109	0.9%	6	0.1%
2 Abilene	1,120	9.4%	102	0.9%	535	4.5%	78	0.7%	29	0.2%	314	2.6%	62	0.5%
3 Arlington	1,860	15.6%	140	1.2%	640	5.4%	178	1.5%	157	1.3%	333	2.8%	412	3.5%
4 Tyler	733	6.1%	55	0.5%	324	2.7%	49	0.4%	2	0.0%	54	0.5%	249	2.1%
5 Beaumont	447	3.7%	103	0.9%	199	1.7%	54	0.5%	22	0.2%	35	0.3%	34	0.3%
6 Houston	840	7.0%	92	0.8%	401	3.4%	85	0.7%	10	0.1%	130	1.1%	122	1.0%
7 Austin	2,200	18.4%	264	2.2%	1,082	9.1%	172	1.4%	116	1.0%	407	3.4%	159	1.3%
8 San Antonio	1,229	10.3%	149	1.2%	473	4.0%	160	1.3%	6	0.1%	407	3.4%	34	0.3%
9 Midland	1,494	12.5%	91	0.8%	657	5.5%	82	0.7%	88	0.7%	565	4.7%	11	0.1%
10 El Paso	336	2.8%	40	0.3%	178	1.5%	34	0.3%	4	0.0%	78	0.7%	2	0.0%
11 Edinburg	1,017	8.5%	65	0.5%	324	2.7%	72	0.6%	179	1.5%	362	3.0%	15	0.1%
Statewide	11,935		1,192	10.0%	5,030	42.1%	1,026	8.6%	787	6.6%	2,794	23.4%	1,106	9.3%

Note: "Other" and "Blank" include cases referred back to the provider or closed at intake because they do not meet the definitions of abuse, neglect, or financial exploitation and therefore are not investigated.

