



Texas Department of  
**Family and Protective Services**  
*Adult Protective Services*

**Program Performance Report**

**4th Quarter FY 2014 - November 2014**

**Background and Summary**

Senate Bill (S.B.) 6, 79<sup>th</sup> Legislature, Regular Session, 2005 requires the Adult Protective Services (APS) Program to conduct a quarterly review of performance for the APS In-Home program.

In Fiscal Year (FY) 2013, the APS program, based on authorization from the Texas 82<sup>nd</sup> Regular Legislative Session Senate Bill 221 made adjustments to definitions and policy to better target who the program serves because of consistent annual increases in intakes. The changes had their expected effect: the number of intakes and number of completed investigations dropped in FY 2013.

However, in FY 2014 compared to FY 2013, there were notable changes:

- intakes increased by 18 percent, resuming their historical pattern of increases
- caseloads were 11 percent higher
- in-home staff turnover was almost 20 percent higher

In addition, the historical pattern of declining durations appears to have stopped.

**Taken together, if these trends continue, the APS in-home program will soon find itself stressed.** Experience in individual regions has shown that a pattern of increasing workload and high turnover can lead to a self-reinforcing cycle that is hard to stop.

In FY 2015, the APS in-home program is implementing a new practice model called SHIELD. One of the goals of SHIELD is to allow caseworkers to spend more time on complex cases, decreasing the duration of more straightforward cases, and reducing recidivism of the victims in APS cases. APS will be closely monitoring trends in FY 2015 to see what impact SHIELD has on performance.

## Investigation and Service Delivery Performance – 4<sup>th</sup> Quarter FY 2014

The following table provides an overview of the APS In-Home Program statewide performance indicators for FY 2013 actual data, FY 2014 benchmarks, all quarters of FY 2014, and FY 2014 year-end. The number of intakes showed a continued upward trend during the fourth quarter of FY 2014 compared to the previous quarters, as did the number of completed investigations.

**Intakes increased by almost 16,000 cases from the previous year**, but are still well below the target, due to the decline in cases in FY 2013. The percentage of confirmed investigations increased in the fourth quarter of FY 2014 from the third quarter, while the average days per investigation stage decreased for the same reporting period. The average days per service delivery stage decreased during the third quarter of FY 2014 from the previous quarter. The average daily caseload per worker increased in every quarter of the year. The average daily caseload per worker was at 29.0 for FY 2014 year-end, compared to 25.7 in FY 2013, which is an 11 percent increase. This change, first noted during the second quarter of fiscal year 2014, will continue to be monitored closely.

IN-HOME PROGRAM Performance Indicators	FY 2013 Actual	FY 2014 Benchmark	FY 2014 Q1	FY 2014 Q2	FY 2014 Q3	FY 2014 Q4	FY 2014 Total
Average Hold Time Statewide Intake Phone Calls	8.1	8.7	8.4	6.7	6.8	3.9	6.5
Number of APS Reports of adult abuse/neglect/exploitation	87,260	126,718	22,856	24,078	26,380	29,706	103,020
Number of Completed APS Investigations	69,383	91,003	18,716	18,830	20,036	24,125	81,707
Number (percent) of Confirmed APS Investigations	48,392 (69.7%)	58,947 (64.8%)	12,818 (68.5%)	13,104 (69.6%)	13,661 (68.2%)	15,177 (62.9%)	54,760 (67.0%)
Average Days per Investigation Stage	41.3	50	43	44.8	42.6	39.2	42.2
Average Days per Service Delivery Stage	41	60	38.7	42.9	39.3	36.5	39.2
Average Daily Caseload per Worker	25.7	35.1	28.2	29.2	29.8	30.4	29.0

## Employee Performance – 4<sup>th</sup> Quarter FY 2014

Data from the fourth quarter of FY 2014 indicated APS continued to meet or exceed all benchmarks for investigation and risk assessment performance indicators, to include an investigation rating scale, derived from case reading standards. All measures related to SWI performance (interviewing, documenting, assessing, processing and customer service) met or exceeded current benchmarks, with the average hold time showing a significant decrease from the third quarter to the fourth.

For the APS in-home program, the benchmarks for the client intervention scale and the investigation rating scale, two indicators obtained from case reading standards, exceeded the benchmark. Overall, these measures indicate quality casework. However, if the investigation trends noted on the previous page and employee turnover trends noted on the subsequent page continue, it will difficult to maintain this level of performance.

The following table provides an overview of employee performance indicators.

SWI Performance Indicators	FY 2013 Actual	FY 2014 Benchmark	FY 2014 Q1	FY 2014 Q2	FY 2014 Q3	FY 2014 Q4	FY 2014 Total
Appropriately obtains detailed information from reporters (Task 1 - Interviewing)	95.3%	90%	97%	97%	96.7%	97%	96.9%
Appropriately documents detailed information from reporters (Task 2 - Documenting)	96.4%	90%	97.7%	97.7%	97.7%	97.3%	97.6%
Assesses and prioritizes reports of abuse/neglect accurately (Task 3 - Assessing)	96.1%	90%	97%	97.3%	97.3%	97%	97.2%
Accurately distributes reports, information and inquiries within timeframes (Task 4 - Processing)	99.3%	95%	99%	99%	99.3%	99%	99.1%
Provided appropriate Customer Service (Task 5 - Customer Service)	98%	95%	98.3%	98.3%	98.7%	99%	98.6%

<b>INVESTIGATION Performance Indicators</b>	<b>FY 2013 Actual</b>	<b>FY 2014 Benchmark</b>	<b>FY 2014 Q1</b>	<b>FY 2014 Q2</b>	<b>FY 2014 Q3</b>	<b>FY 2014 Q4</b>	<b>FY 2014 Total</b>
Percentage of cases initiated within 24 hours	95.9%	94-95%	96%	95.9%	96.1%	95.3%	96%
Percentage of cases in which the initial client face-to-face visit occurred within the appropriate timeframe	92.8%	89-91%	92.7%	92%	92.2%	92.5%	92.3%
Investigation Rating Scale	91.5%	80-86%	90.8%	90.5%	91.6%	91.5%	91.1%

<b>RISK ASSESSMENT Performance Indicators</b>	<b>FY 2013 Actual</b>	<b>FY 2014 Benchmark</b>	<b>FY 2014 Q1</b>	<b>FY 2014 Q2</b>	<b>FY 2014 Q3</b>	<b>FY 2014 Q4</b>	<b>FY 2014 Total</b>
Thoroughness of problem identification	87.1%	80-86%	84.8%	84.4%	84.0%	84.3%	84.4%
Adequacy of supporting documentation	94.3%	80-86%	93.9%	93.3%	96.8%	94.3%	94.0%

<b>DELIVERY OF PROTECTIVE SERVICES Performance Indicators</b>	<b>FY 2013 Actual</b>	<b>FY 2014 Benchmark</b>	<b>FY 2014 Q1</b>	<b>FY 2014 Q2</b>	<b>FY 2014 Q3</b>	<b>FY 2014 Q4</b>	<b>FY 2014 Total</b>
Client Intervention Scale	96.5%	80-86%	96.8%	96.9	96.8%	97.5%	97.0%

## Staffing - 4th Quarter FY 2014

APS in-home caseworker turnover increased dramatically in FY 2014 and supervisor turnover decreased slightly. **One-fourth of APS in-home caseworkers left in FY 2014.** When comparing fourth quarter FY 2014 to third quarter FY 2014, a decrease was noted in turnover for in-home caseworkers, while an increase in turnover was noted for supervisors. All in-home staff turnover rate for the fourth quarter of FY 2014 showed an increase when compared to the third quarter of 2014, as did the all in-home staff turnover rate when compared from FY 2013 to FY 2014. APS staff will continue to monitor this trend during FY 2014.

The following table provides information on the total number of Full-time Equivalent (FTEs), filled FTEs, and turnover rates.

<b>IN-HOME CASEWORKERS Performance Indicators</b>	<b>FY 2013 Actual</b>	<b>FY 2014 Q1</b>	<b>FY 2014 Q2</b>	<b>FY 2014 Q3</b>	<b>FY 2014 Q4</b>	<b>FY 2014 Total</b>
Year-to-Date Average Filled FTEs	540.7	536.4	535.5	536.4	537.7	536.5
Turnover	17.8%	4.5%	5.7%	7.8%	7.1%	25.2%

<b>IN-HOME SUPERVISORS Performance Indicators</b>	<b>FY 2013 Actual</b>	<b>FY 2014 Q1</b>	<b>FY 2014 Q2</b>	<b>FY 2014 Q3</b>	<b>FY 2014 Q4</b>	<b>FY 2014 Total</b>
Year-to-Date Average Filled FTEs	83.5	84.6	86.0	86.6	84.9	85.5
Turnover	11.5%	3.4%	0.0%	1.2%	3.4%	8.0%

<b>ALL IN-HOME STAFF Performance Indicators</b>	<b>FY 2013 Actual</b>	<b>FY 2014 Q1</b>	<b>FY 2014 Q2</b>	<b>FY 2014 Q3</b>	<b>FY 2014 Q4</b>	<b>FY 2014 Total</b>
Total FTEs Appropriated	896.5	869.1	869.1	869.1	869.1	869.1
YTD Average FTEs Filled	822	832.6	829.9	833.4	821.7	829.4
Turnover	14.7%	4.3%	4.5%	4.1%	5.9%	20.8%