



TEXAS

Department of Family
and Protective Services

Adult Protective Services

Adult Protective Services Quarterly Legislative Report

FY 2021, 4th Quarter

November 1, 2021

Table of Contents

| | |
|---|---|
| Background and Summary | 1 |
| Appendices | 3 |
| Appendix A: APS Caseworker Performance Measures | 3 |
| Appendix B: Staffing Data | 4 |
| Appendix C: Qualitative Data | 5 |

Background and Summary

Senate Bill (SB) 6, 79th Regular Session (2005), requires the Adult Protective Services (APS) program to conduct a quarterly performance review. The performance data in this report is for the fourth quarter of Fiscal Year 2021: June 1, 2021 to August 31, 2021.

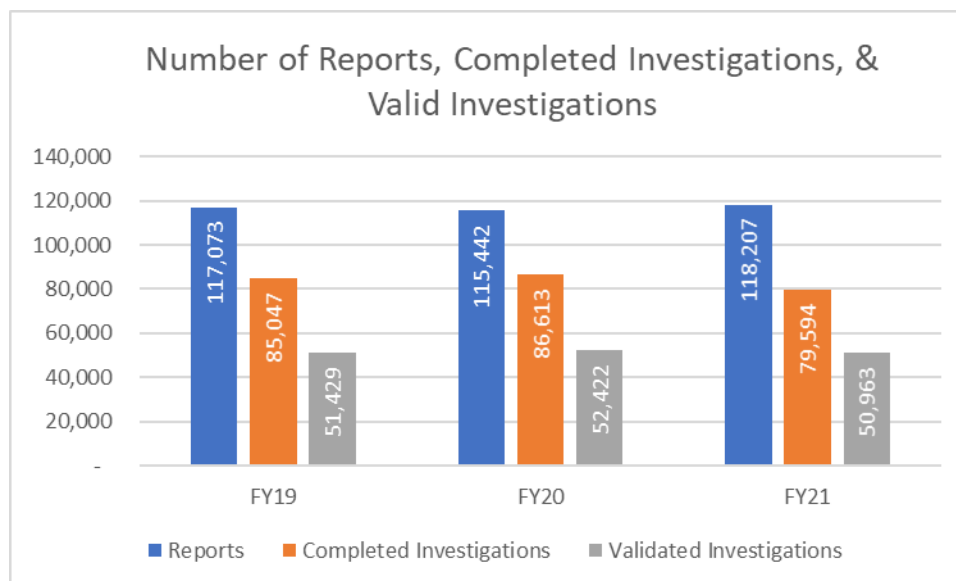


Figure 1: Number of Reports, Completed Investigations, & Valid Investigations

As the Texas population continues to grow and baby boomers get older, reports of abuse, neglect, and financial exploitation also continued rising until the pandemic caused fewer reports during FY20 and the beginning of FY21. The chart above depicts the number of APS reports as well as completed and validated investigations for the most recent three fiscal years.

The FY21Q4 data indicates current cases are returning to pre-pandemic levels. APS believes this is related to the increase in social interactions and reporting as the effects of the COVID-19 pandemic seem to be tapering off. APS remains positioned to handle any increases in intakes as vaccinations continue, the public resumes pre-COVID-19 activities, and COVID-19 restrictions are adjusted accordingly.

This quarter's average daily caseload was 24.2, up from 22.7 last quarter, and down from FY20's caseload of 25.8. This quarterly increase in caseloads has not yet negatively affected APS' overall performance but is being closely monitored.

APS caseworker annualized turnover for this quarter rose 2.8 percentage points from 22.3% to 25.1%. Much of the turnover is in caseworkers with less than two years' experience. APS is monitoring the turnover rate. APS has mobilized a statewide team to assist in areas with higher turnover to ensure clients continue to be seen and offered services when needed.

While the number of reported COVID-19 cases in Texas sharply increased during the fourth quarter of FY21 as compared to the third quarter, caseworkers continued to conduct investigations,

provide services, and monitor outcomes. APS personnel also continued to take measures in their daily work to prevent the spread of COVID-19, such as conducting some interviews by telephone and video conference, delivering purchased goods to clients' doorsteps in some circumstances, and wearing personal protective equipment to the greatest extent possible.

APS saw an improvement in investigation rating scale, case documentation, and APS specialist productivity in FY21. All but service provisions outcomes were at or above the FY21 averages.

APS management will continue to monitor statewide and regional variations in caseload and other metrics to determine resource allocation throughout the year and the effects of dealing with the pandemic.

Appendices

Appendix A: APS Caseworker Performance Measures

The chart below displays APS caseworker performance on quantitative program activities. Many of these performance measures are reported to the Texas Legislative Budget Board.

| APS Performance Measure | FY 2019 Actual | FY 2020 Actual | FY 2021 YTD ¹ | FY 2021 Q1 | FY 2021 Q2 | FY 2021 Q3 | FY 2021 Q4 |
|--|----------------|----------------|--------------------------|------------|------------|------------|------------|
| #APS Abuse / Neglect / Exploit Reports (Goal 1-1-1.3 OP) (SWI) LBB Target 122,441 | 117,073 | 115,442 | 118,208 | 28,190 | 27,052 | 29,073 | 33,893 |
| # Completed APS In-Home Investigations (Goal 4-1-1.1 OP) FY LBB Target 82,308 | 85,047 | 86,613 | 86,613 | 20,191 | 18,821 | 20,693 | 22,123 |
| Validated APS In-Home Investigations (Goal 4-1-1.2 OP) LBB FY Target 47,512 | 51,429 | 52,422 | 50,995 | 12,424 | 11,786 | 13,015 | 13,730 |
| Percent Validated APS In-Home investigations | 60.5% | 60.5% | 58.8% | 59.4% | 55.7% | 54.2% | 66.9% |
| Avg Monthly # APS In-Home Clients Served (Goal 4-1-1.2 EX) LBB Target 4,051 | 4,601 | 4,542 | 4,586 | 4,267 | 4,309 | 4,701 | 5,067 |
| Percent Abused / Neglected / Exploited Adults Served (Goal 4-1.2 OC) LBB Target 78.3% | 80.7% | 80.9% | 83.6% | 82.9% | 84.2% | 83.7% | 83.8% |
| APS In-Home Daily Caseload: (Goal 4-1-1.2 EF) LBB Target 30.0 | 32.2 | 25.8 | 24.4 | 22.1 | 22.0 | 22.7 | 24.2 |

¹ Most recent FY year data are considered preliminary until data is frozen in November.

Appendix B: Staffing Data

The charts below display APS staffing data for Caseworkers and Supervisors.

| APS Caseworkers Staffing Data | FY 2019 Actual | FY 2020 Actual | FY 2021 YTD | FY 2021 Q1 | FY 2021 Q2 | FY 2021 Q3 | FY 2021 Q4 |
|--|-----------------------|-----------------------|--------------------|-------------------|-------------------|-------------------|-------------------|
| Allocated FTEs | 524.9 | 565.1 | 577.0 | 577.0 | 577.0 | 577.0 | 577 |
| FYTD Average Filled FTEs | 502.1 | 544.3 | 557.4 | 557.4 | 550.7 | 553.7 | 543.9 |
| Annualized Turnover² | 20.7% | 17.9% | 22.3% | 22.3% | 23.5% | 22.3% | 25.1% |
| Actual Turnover in each period (not annualized) | 20.7% | 17.9% | 5.6% | 5.6% | 6.2% | 5.0% | 8.4% |

| APS Supervisors Staffing Data | FY 2019 Actual | FY 2020 Actual | FY 2021 YTD | FY 2021 Q1 | FY 2021 Q2 | FY 2021 Q3 | FY 2021 Q4 |
|--|-----------------------|-----------------------|--------------------|-------------------|-------------------|-------------------|-------------------|
| Allocated FTEs | 84 | 86 | 84 | 84 | 84 | 84 | 84 |
| FYTD Average Filled FTEs | 79.0 | 81.0 | 81.3 | 80.9 | 80.9 | 80.9 | 82.5 |
| Annualized Turnover¹ | 7.2% | 1.2% | 9.6% | 9.6% | 12.0% | 11.2% | 9.6% |

² Annualized turnover assumes the turnover rate will remain the same in future FY quarters as in past FY quarters.

Appendix C: Qualitative Data

Qualitative data is calculated from case reading scores entered by APS quality assurance specialists for five qualitative measures. Each measure is comprised of a group of sub-items related to the function being measured. The chart below displays qualitative data.

| APS Qualitative Measures | FY 2019 Actual | FY 2020 Actual | FY 2021 YTD | FY 2021 Q1 | FY 2021 Q2 | FY 2021 Q3 | FY 2021 Q4 |
|---|-----------------------|-----------------------|--------------------|-------------------|-------------------|-------------------|-------------------|
| Alleged Victim and Client Safety | 64% | 66% | 55% | 51% | 55% | 55% | 59% |
| Investigation Rating Scale | 66% | 69% | 71% | 67% | 72% | 72% | 73% |
| Case Documentation | 73% | 74% | 77% | 70% | 80% | 77% | 80% |
| Service Provision and Outcomes | 85% | 86% | 84% | 85% | 86% | 84% | 83% |
| APS Specialist Productivity | 67% | 73% | 76% | 76% | 75% | 75% | 76% |
| Overall Average³ | 68% | 71% | 70% | 67% | 70% | 70% | 72% |

³ The overall qualitative average is based on the scoring of 27 questions for each case reading. Each standard above has a different number of questions, so the overall average differs from the average of the five standards in this table.