



TEXAS
Department of Family
and Protective Services

Adult Protective Services

Adult Protective Services Quarterly Legislative Report

FY 2022, 2nd Quarter

May 1, 2022

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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 second quarter of Fiscal Year (FY) 2022: December 1, 2021 to February 28, 2022.

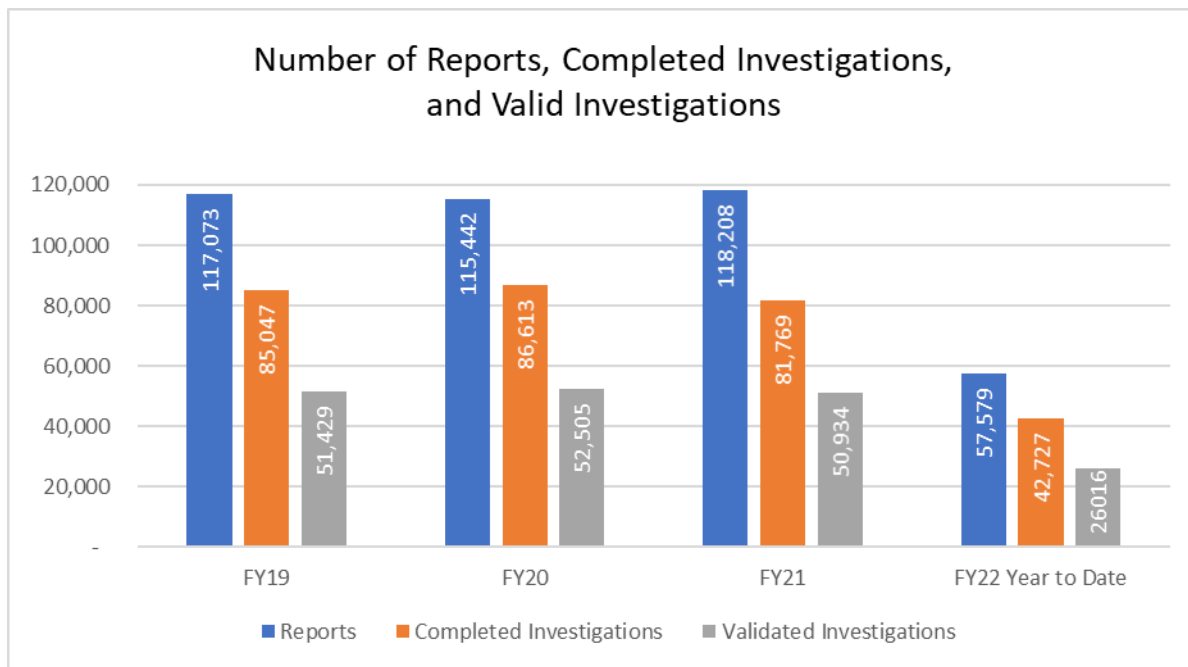


Figure 1: Number of Reports, Completed Investigations, and Valid Investigations

With the growing Texas population, including adults who are 65 or older, reports of abuse, neglect, and financial exploitation were on the rise until FY20 when the pandemic led to fewer intake reports. The dampening effect of the pandemic appears to be waning. The number of reports received during the first two quarters of FY22 are at pre-pandemic levels. The chart above depicts the number of APS reports received through the second quarter of FY22, as well as completed and validated investigations for fiscal years 19 through 21.

The FY22 Q2 data indicates the number of intake reports is stabilizing and appears to be on pace to exceed the number of FY19’s intake reports. This is related to the increase in social interactions and the population size of APS client base increasing.

This quarter’s average daily caseload was 25.0, down from 30.1 last fiscal year, FY20’s caseload of 25.8, and below the General Appropriations Act target of 28. This decrease can in part be attributed to the seasonal decrease in reports during the first quarter of FY22 along with a decrease in turnover. Caseloads, as with intakes, is seasonal and is expected to rise as we enter the summer months as it has done over the past 4 fiscal years. APS will continue to monitor caseloads.

In January 2022, APS began filling the new financial exploitation units and continued to do so through the rest of the quarter. The effects on caseloads will be evaluated in future quarters.

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APS caseworker annualized turnover is running higher than FY19-21. Actual turnover fell from FY22Q1's 8.0% to FY22Q2's 6.1%. Some of this decline may be attributed to APS using a statewide team to assist in areas with higher turnover and newly hired staff becoming fully case assignable, both of which helped reduce the caseloads. APS continues to monitor the turnover rate.

APS saw improvements in four out of six qualitative measures, one remaining the same and one declining slightly. There are numerous factors that affect this measure. Increased supervisor interactions with caseworkers and mentoring are two that we think are contributing to the qualitative improvements as well as retention.

APS management will continue monitoring statewide and regional variations in caseload and other metrics to determine resource allocation throughout the year.

Appendices

Appendix A: Adult Protective Services 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 on a quarterly basis.

APS Performance Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual	FY 2022 Year to Date ¹	FY 2022 Q1	FY 2022 Q2
Number of APS Reports of Adult Abuse/Neglect/Exploitation (Goal 1-1-1.3 Output Measure) (Statewide Intake) LBB Target 122,441	117,073	115,442	118,208	57,579	29,240	28,339
Number of Completed APS In-Home Investigations (Goal 4-1-1.1 Output Measure) LBB Target 82,308	85,047	86,613	81,769	42,727	21,851	20,876
Validated APS In-Home Investigations (Goal 4-1-1.2 Output Measure) LBB Target 47,512	51,429	52,505	50,934	26,016	13,588	12,428
Percent Validated APS In-Home Investigations	60.5%	60.6%	58.8%	60.9%	62.2%	59.5%
Avg Monthly Number of APS In-Home Clients Receiving Protective Services (Goal 4-1-1.2 Explanatory Measure) LBB Target 4,051	4,603	4,542	4,589	4,665	5,373	3,957

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

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APS Performance Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual	FY 2022 Year to Date¹	FY 2022 Q1	FY 2022 Q2
Percent Adults Found to Be Abused/Neglected/Exploited Who Are Served (Goal 4-1.2 Outcome Measure) LBB Target 78.3%	80.7%	80.9%	83.6%	82.8%	84.5%	80.7%
APS Daily Caseload Per Worker (In-Home) (Goal 4-1-1.2 Efficiency Measure) LBB Target 28.0²	32.2	25.8	24.2	28.3	30.1	25.0

² Average Daily Caseload target was lowered to 28 during FY21

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 Actual	FY 2022 Year To Date³	FY 2022 Q1	FY 2022 Q2
Allocated Full Time Equivalent (FTEs)	524.9	565.1	577.0	577.0	577.0	577
Fiscal Year-to-Date (FYTD) Average Filled FTEs	502.1	544.3	557.4	531.4	526.3	536.5
Annualized Turnover⁴	20.7%	17.9%	22.3%	28.0%	31.9%	28.0%
Actual Turnover in each period (not annualized)	20.7%	17.9%	22.3%	14.0%	8.0%	6.1%

APS Supervisors Staffing Data	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual	FY 2022 YTD⁵	FY 2022 Q1	FY 2022 Q2
FTEs	84	86	84	85	85	85
FYTD Average Filled FTEs	79.0	81.0	81.3	80.1	80.8	79.3
Annualized Turnover⁶	7.2%	1.2%	9.6%	7.2	14.6%	7.2%

³ Most recent FY year data are considered preliminary until data is frozen in November.

⁴ Annualized turnover assumes the turnover rate will remain the same in future FY quarters as in past FY quarters.

⁵ Most recent FY year data are considered preliminary until data is frozen in November.

⁶ 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 Actual	FY 2022 YTD	FY 2022 Q1	FY 2022 Q2
Client Safety	64%	66%	55%	75%	73%	77%
Investigation Rating Scale	66%	69%	71%	76%	76%	77%
Case Documentation	73%	74%	77%	83%	84%	82%
Service Provision and Outcomes	85%	86%	84%	84%	84%	84%
APS Specialist Productivity	67%	73%	76%	72%	72%	74%
Overall Average⁷	68%	71%	70%	77%	77%	78%

⁷ 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.