



TEXAS
**Department of Family
and Protective Services**

Adult Protective Services

**Adult Protective Services
Quarterly Legislative Report**

FY 2023, 3rd Quarter

August 1, 2023

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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 third quarter of Fiscal Year (FY) 2023: March 1, 2022, to May 31, 2023.

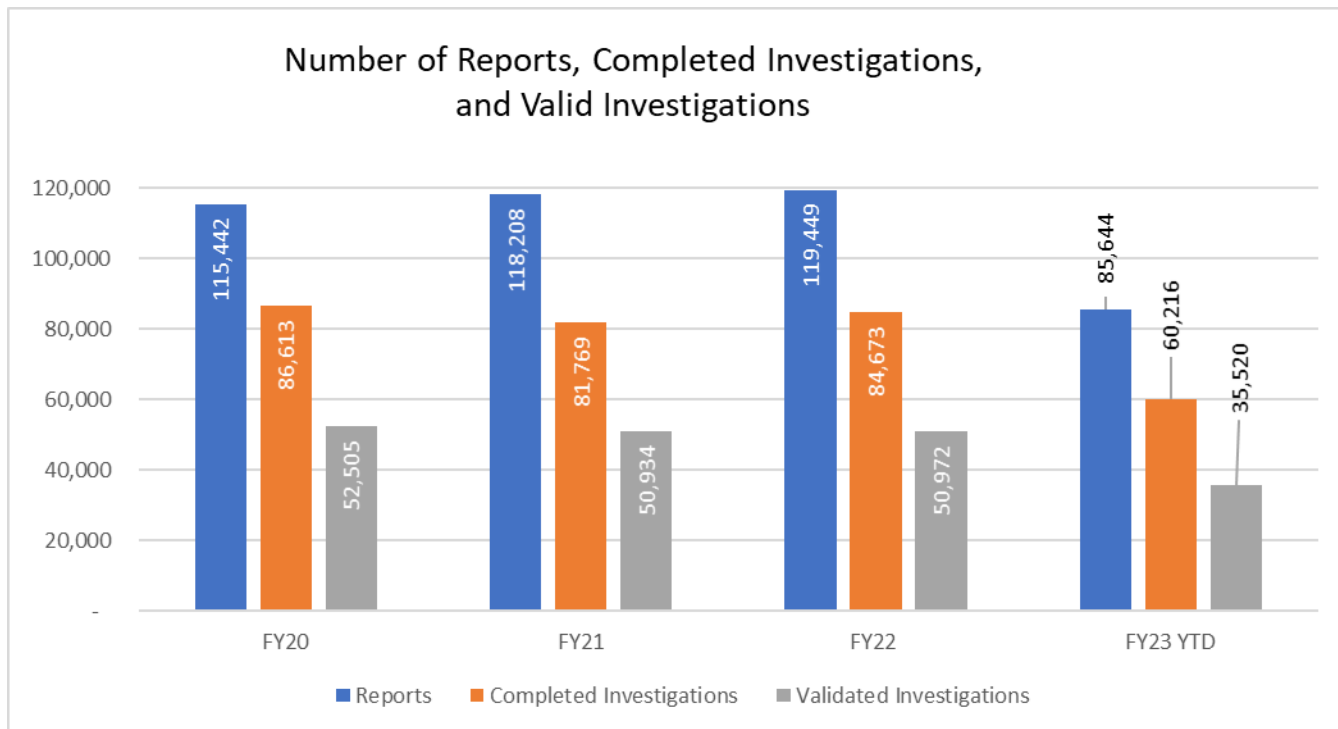


Figure 1 Number of Reports, Completed Investigations, and Valid Investigations

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. As we move further away from the pandemic intakes have been rising. The chart above depicts the number of APS reports received year-to-date through FY23Q3, as well as completed and validated investigations for FY20 through FY22.

The FY23 data indicates that the number of intake reports is down from the same timeframe in FY22. Due to the seasonal increases in reports historically received in the summer months, APS expects to continue the upward trending of reports as the fiscal year progresses. This is likely related to the increase in social interactions, increased costs of goods and services continuing to have a negative effect on fixed incomes, and the increasing population size of the APS client base.

The average daily caseload has continued to increase. The average daily caseload has risen from 25.7 in FY23Q2 to 27.4 in FY23Q3. Caseloads, as with intakes, are seasonal and will likely increase over the final quarter. APS will continue to monitor caseloads.

While APS supervisor annualized turnover remained the same, APS caseworker annualized turnover rose from 28.3% in FY23Q2 to 30.4% in FY23Q3. APS continues to monitor the turnover rate and is hopeful the recent state employee 5% raise and the upcoming new caseworker training program, “Training While Working,” will help retain employees.

The percent of validated investigations has been trending down from FY23Q2 (59.3%) to FY23Q3 (57.8%). The qualitative measures are remaining steady or trending upwards, as seen in Service Provision and Outcomes (82.2% in FY23Q2 to 86.7% in FY23Q3).

APS management will continue monitoring statewide and regional variations in caseload and other metrics to determine resource allocation throughout the rest of 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 (LBB) on a quarterly basis.

Please note, APS implemented Single Stage in January 2022, a new casework model that allows all tasks previously completed in the investigation stage or service stage of the IMPACT database to be completed in one stage. Because of this change, the data for the average monthly number of APS clients receiving services is no longer available. A new LBB measure has been created to replace Avg Monthly Number of APS In-Home Clients Served (Goal 4-1-1.2 Explanatory Measure) in FY24-25. Data based on this new measure will be available in future reports.

APS Performance Measure	FY 2020 Actual	FY 2021 Actual	FY 2022 Actual	FY 2023 YTD ¹	FY 2023 Q1 ²	FY 2023 Q2 ³	FY 2023 Q3 ⁴
Number of APS Reports of Adult Abuse/Neglect/Exploitation (Output Measure 1-1-1.3) (Statewide Intake) LBB Target 117,469	115,442	118,208	119,346	85,644	27,724	28,016	29,904
Number of Completed APS In-Home Investigations (Output Measure 4-1-1.1) LBB Target 96,965	86,613	81,769	84,673	60,216	19,958	19,811	20,447

¹ FYTD is annualized

² Most recent fiscal year data are considered preliminary until data is frozen in November.

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

⁴ Most recent fiscal year data are considered preliminary until data is frozen in November.

APS Performance Measure	FY 2020 Actual	FY 2021 Actual	FY 2022 Actual	FY 2023 YTD¹	FY 2023 Q1²	FY 2023 Q2³	FY 2023 Q3⁴
Validated APS In-Home Investigations (Output Measure 4-1-1.2) LBB Target 61,302	52,505	50,934	50,972	35,520	11,945	11,748	11,827
Percent Validated APS In-Home Investigations	60.6%	58.8%	60.2%	59.0%	59.9%	59.3%	57.8%
Percent Adults Found to Be Abused/Neglected/Exploited Who Are Served (Outcome Measure 4-1.2) LBB Target 77.8%	80.9%	83.6%	76.0%	83.0%	82.6%	83.8%	82.7%
APS Daily Caseload Per Worker (In-Home) (Efficiency Measure 4-1-1.2) LBB Target 28.0	25.8	24.2	26.3	26.3	25.2	25.7	27.4

Appendix B: Staffing Data

The charts below display APS staffing data for caseworkers and supervisors.

APS Caseworkers Staffing Data	FY 2023 YTD⁵	FY 2023 Q1	FY 2023 Q2	FY 2023 Q3
Appropriated Full Time Equivalent (FTEs)	574.2	574.9	573.9	573.9
Average Filled FTEs Fiscal Year-to-Date (FYTD)	543.6	540.0	542.2	548.7
Annualized Turnover⁶	30.4%	28.4%	28.3%	30.4%
Actual Turnover in each period (not annualized)	N/A	7.1%	14.2%	22.8%

APS Supervisors Staffing Data	FY 2023 YTD⁷	FY 2023 Q1	FY 2023 Q2	FY 2023 Q3
Appropriated FTEs	85.3	85.0	86.0	85.0
Average Filled FTEs FYTD	84.7	87.2	83.4	83.4
Annualized Turnover⁸	4.8%	9.0%	4.8%	4.8%

FTE reporting logic has been updated to include expenses associated with all funding sources. This methodology is consistent with logic utilized for the DFPS’s Monthly Financial Report.

⁵ Most recent FY 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.

⁷ Most recent FY data are considered preliminary until data is frozen in November.

⁸ 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 four qualitative measures. Each measure is comprised of a group of sub-items related to the function being measured. The chart below displays qualitative data.

Please note, the APS Quality Assurance team implemented entirely new case reading standards in FY22Q3. The data produced from the new standards is not comparable to previous data; therefore, APS is starting fresh with the data points listed below.

FY22 only contains Q3 and Q4 data.

APS Qualitative Measures	FY 2022 Actual	FY 2023 YTD	FY 2023 Q1	FY 2023 Q2	FY 2023 Q3
Client Safety	91.0%	91.1%	91.1%	91.1%	91.8%
Investigation Rating Scale	78.2%	80.8%	80.8%	79.6%	82.3%
Case Documentation	91.6%	89.9%	89.9%	89.9%	88.7%
Service Provision and Outcomes	79.5%	78.4%	78.4%	82.2%	86.7%