



TEXAS
**Department of Family
and Protective Services**

Adult Protective Services

**Adult Protective Services
Quarterly Legislative Report**

FY 2023, 4th Quarter

November 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 fourth quarter of Fiscal Year (FY) 2023: June 1, 2023, to August 31, 2023.

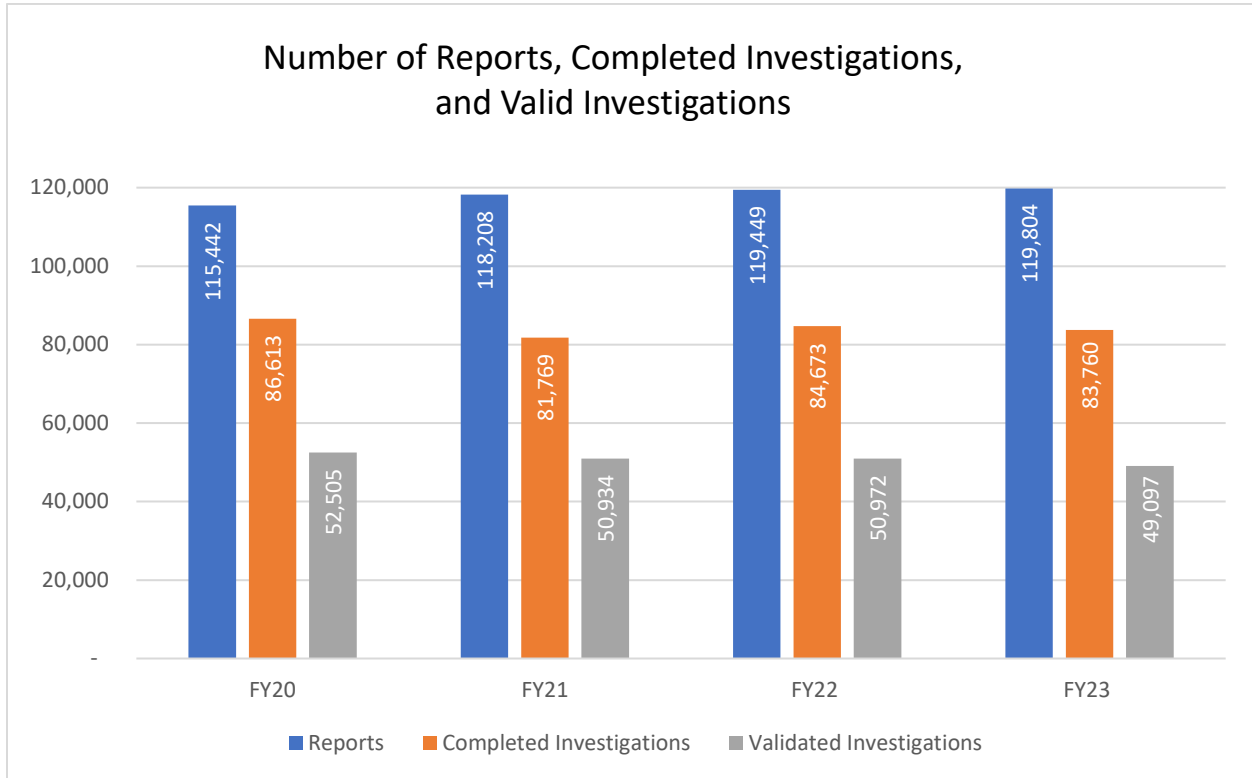


Figure 1 Number of Reports, Completed Investigations, and Valid Investigations

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 FY23, as well as completed and validated investigations for FY20 through FY23.

More intakes were received in FY23 than in the past three fiscal years. While the number of intakes were higher, there were fewer completed and validated cases this fiscal year. This could be attributed to increased awareness of APS leading to more intakes and to caseworkers appropriately closing cases involving people who do not meet the definition of an APS client.

The increase in intakes has led to an increase in the average daily caseload by 3.6 over the fiscal year. The average daily caseload for FY23 was 27, one below the legislative recommendation. The average daily caseload for FY23Q4 was 28.8. APS has implemented internal procedures this past quarter to help with vacancy workloads across the state. APS will continue to monitor caseloads.

While APS supervisor turnover has remained low and steady, APS caseworker turnover rose to 33.2% in the fourth quarter. This may be a temporary spike in part due to retirements that occurred at the end of the fiscal year.

Compared to the last fiscal year, APS saw improvement in three of the four qualitative measures (Client Safety, Investigations, and Service Provision – Outcomes).

APS management will continue monitoring statewide and regional variations in caseload and other metrics to determine resource allocation throughout the new fiscal 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	FY2023 Q4 ⁵
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	119,804	27,724	28,016	29,904	34,160
Number of Completed APS In-Home Investigations (Output Measure 4-1-1.1) LBB Target 96,965	86,613	81,769	84,673	83,760	19,958	19,811	20,447	23,544

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.

⁵ 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	FY2023 Q4⁵
Validated APS In-Home Investigations (Output Measure 4-1-1.2) LBB Target 61,302	52,505	50,934	50,972	49,097	11,945	11,748	11,827	13,577
Percent Validated APS In-Home Investigations	60.6%	58.8%	60.2%	58.6%	59.9%	59.3%	57.8%	57.7%
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%	83.1%
APS Daily Caseload Per Worker (In- Home) (Efficiency Measure 4-1-1.2) LBB Target 28.0	25.8	24.2	26.3	27.0	25.2	25.7	27.4	28.8

Appendix B: Staffing Data

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

APS Caseworkers Staffing Data	FY 2023 YTD⁶	FY 2023 Q1	FY 2023 Q2	FY 2023 Q3	FY 2023 Q4
Appropriated Full Time Equivalent (FTEs)	575.1	574.9	573.9	573.9	577.8
Average Filled FTEs Fiscal Year-to-Date (FYTD)	544.3	540.0	542.2	548.7	546.3
Annualized Turnover⁷	33.2%	28.4%	28.3%	30.4%	33.2%
Actual Turnover in each period (not annualized)	N/A	7.1%	14.2%	22.8%	33.2%

APS Supervisors Staffing Data	FY 2023 YTD⁸	FY 2023 Q1	FY 2023 Q2	FY 2023 Q3	FY 2023 Q4
Appropriated FTEs	85.5	85.0	86.0	85.0	86.0
Average Filled FTEs FYTD	85.0	87.2	83.4	83.4	86.0
Annualized Turnover⁹	4.7%	9.0%	4.8%	4.8%	4.7%

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.

⁶ Most recent FY data are considered preliminary until data is frozen in November.

⁷ Annualized turnover assumes the turnover rate will remain the same in future FY quarters as in past FY quarters.

⁸ Most recent FY data are considered preliminary until data is frozen in November.

⁹ 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	FY 2023 Q4
Client Safety	91.0%	91.7%	91.1%	91.1%	91.8%	92.4%
Investigation Rating Scale	78.2%	81.1%	80.8%	79.6%	82.3%	81.7%
Case Documentation	91.6%	89.5%	89.9%	89.9%	88.7%	89.8%
Service Provision and Outcomes	79.5%	83.4%	78.4%	82.2%	86.7%	83.1%