



**TEXAS**  
Department of Family  
and Protective Services

# **Adult Protective Services Quarterly Legislative Report**

**FY 2018, 2nd Quarter**

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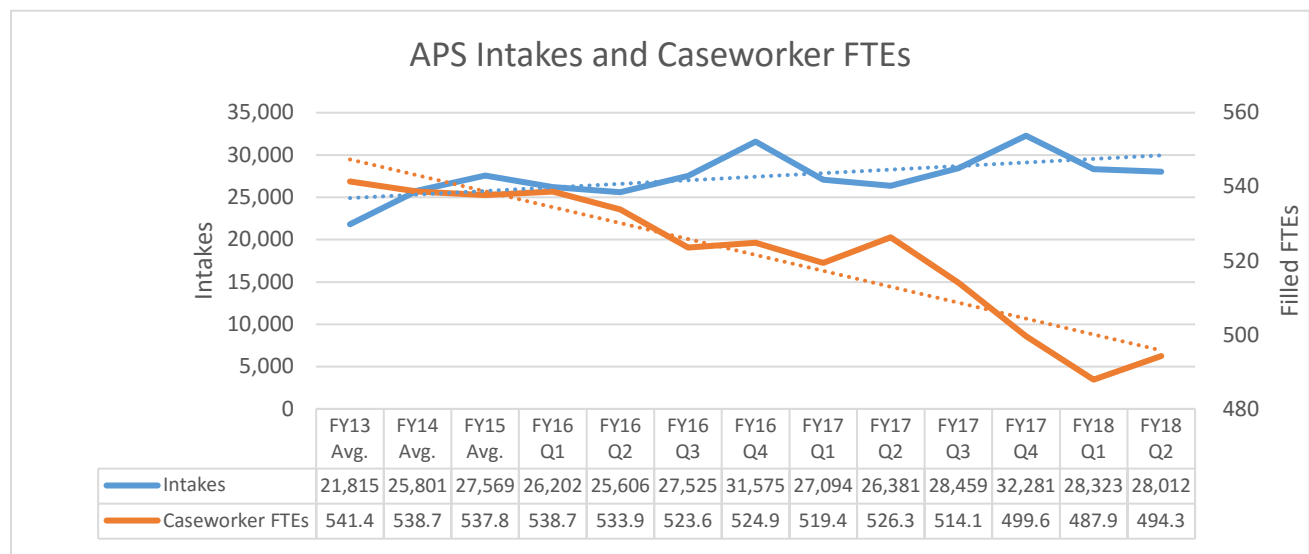


## Background and Summary

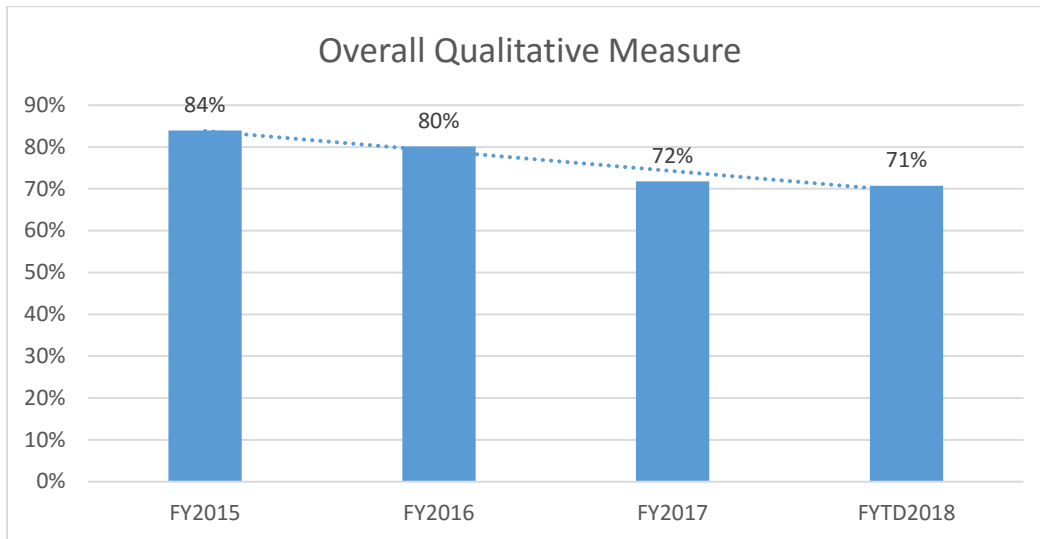
Senate Bill (S.B.) 6, 79<sup>th</sup> Legislature, Regular Session, 2005, requires the Adult Protective Services (APS) program to conduct a quarterly review of performance for the APS In-Home program. The performance data in this report is for December 2017 through February 2018.

The overall trend for APS caseloads has been rising for several years. The chart below shows quarterly intakes beginning with Q1 of FY2016 and compares them to average quarterly totals for prior fiscal years, beginning with FY 2013. In FY 2013, the APS program amended the definitions of abuse, neglect, and financial exploitation to focus on the most critical allegations. This coupled with a greater number of FTEs allowed APS to maintain lower daily caseloads (25.7) compared to FY 2017 (33.8). In FY 2013, APS caseworkers were able to provide high-quality, individualized casework which bolstered employee morale and minimized caseworker turnover.

APS caseloads began rising in FY 2014, bringing several other challenges from which the program has yet to recover. Worker turnover began to increase in FY 2014 as caseloads rose. Starting in FY 2016 APS began to have higher caseloads and turnover, a consistent upward trend in reports of abuse, neglect, and exploitation, and a decrease in the number of allocated caseworkers. These factors have led to a consistent decline in casework quality, higher turnover, and caseloads rising above the FY 2018 Legislative Budget Board target of 31.4 or less.



When caseload volume is more manageable, important factors such as productivity, efficiency, and quality are maintained. While many quantitative measures remain on target, the continued drop in APS In-Home caseworkers and the increase in volume has negatively impacted the overall quality of APS casework, as shown since FY 2015<sup>1</sup>:



When reviewing quarterly data, it is important to recognize APS intakes have a seasonal nature. Intakes spike in summer months (Q4) each year. APS received roughly 4,000 more intakes in FY 2017, Q4, than it did the prior quarter (FY 2017, Q3) or the two subsequent quarters (FY2018, Q1 and Q2). APS experienced a sharp increase in average daily caseload from FY 2017, Q4, to FY 2018, Q1 (31.3 to 33.7) followed by a decline to FY 2018, Q2 (33.7 to 28.9), as the cases resulting from the FY 2017 Q4 intake spike were completed mostly in FY 2018 Q1. The intake levels in FY2018 Q1 and Q2 are higher than they were during the same period of FY 2017. Without additional staff, FY 2018 caseloads are expected to increase as the year progresses.

The number of validated APS In-Home investigations fell from 12,852 in FY 2018, Q1, to 11,361 in FY 2018, Q2. Over the same period, average number of clients served per month decreased

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<sup>1</sup> The methodology for the overall qualitative measure shown above was revised and implemented in November 2014, two months into FY 2015. For that reason, the FY 2015 qualitative measure is based on the last 10 months of the Fiscal Year. The overall qualitative measure combines five major components of quality investigations: safety of the alleged victim/client, quality of the investigation, case documentation, service provision and client outcomes, and caseworker productivity. See appendix B for detailed results for the five focus areas beginning with FY 2016.

from 5,265 to 4,068. Two main causes for this are turnover and workload management techniques employed by caseworkers

As seen in Appendix C, APS experienced 27.1 percent turnover in FY 2017, a rate 6.2 percentage points higher than the 20.9 percent turnover in FY 2016. As more new caseworkers were hired toward the end of FY 2017, they have only recently become fully trained and case-assignable. Newer caseworkers tend to be less adept than their more tenured colleagues at recognizing and proving that abuse, neglect, and financial exploitation has occurred, which results in fewer clients served.

The overall rising trend in APS intakes, coupled with the overall decreasing trend in caseworkers has left APS staff stretched thin. In times of high caseload and stress, APS caseworkers consciously and subconsciously employ workload management techniques that serve to prioritize, or triage, their cases. Their focus tends to shift toward meeting quantitative targets which they usually achieve. That heightened focus on clearing cases tends to have a negative effect on the overall quality of their investigations, especially as the demands of their work continue to intensify due to higher intake levels.

Appendices

**Appendix A: LBB Measures**

The chart below displays the APS Legislative Budget Board measures, and APS program performance data on those measures.

<b>APS IN-HOME PROGRAM LBB Measures</b>	<b>LBB Target FY 2018</b>	<b>Actual FY 2016</b>	<b>Actual FY 2017</b>	<b>YTD FY 2018</b>	<b>FY 2018 Q1</b>	<b>FY 2018 Q2</b>	<b>FY 2018 Q3</b>	<b>FY 2018 Q4</b>
<i>Goal 01-01-01.03 OP</i> (SWI) #APS Abuse/Neglect /Exploit Reports	117,023	110,826	114,091	56,335	28,323	28,012		
<i>Goal 04-01.01 OC</i> Incidence of Adult Abuse per 1,000 TX Adults 65+ or w/ Disabilities	13.0	10.1	9.7	8.8	9.4	8.3		
<i>Goal 04-01.02 OC</i> %Abused/Neglected /Exploited Adults Served	77.2%	77.9%	79.3%	75.7%	75.1%	76.5%		
<i>Goal 04-01.05 OC</i> %APS In-Home Caseworkers Retained 6 Months Following BSD	81.6%	83.9%	77.9%	73.8%	73.8%	73.8%		
<i>Goal 04-01-01.01 OP</i> #Completed APS In-Home Investigations	88,539	83,534	84,712	42,615	22,448	20,167		
<i>Goal 04-01-01.02 OP</i> # Validated APS In-Home Investigations	56,408	51,608	51,314	24,213	12,852	11,361		
<i>Goal 04-01-01.03 OP</i> Avg Daily # APS In-Home Direct Delivery Services (All Stages)	15,237	15,316	15,922	14,136	15,396	12,862		



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<b>APS IN-HOME PROGRAM LBB Measures</b>	<b>LBB Target FY 2018</b>	<b>Actual FY 2016</b>	<b>Actual FY 2017</b>	<b>YTD FY 2018</b>	<b>FY 2018 Q1</b>	<b>FY 2018 Q2</b>	<b>FY 2018 Q3</b>	<b>FY 2018 Q4</b>
<i>Goal 04-01-01.02 EF</i> APS Daily Caseload: In-Home	31.4	31.4	33.8	31.3	33.7	28.9		
<i>Goal 04-01-01.03 EF</i> Avg Daily # APS In-Home Stages Not Assigned to a Caseworker	312	326.8	420	381	551.5	207.9		
<i>Goal 04-01-01.01 EX</i> %APS In-Home Workers 2+ Years	67.4%	68.1%	66.9%	64.3%	64.6%	64.3%		
<i>Goal 04-01-01.02 EX</i> Avg Monthly # APS In-Home Clients Served	6,513	6,253	6,195	4,667	5,265	4,068		
<i>Goal 04-01-02.01 EX</i> #APS In-Home Caseworkers Trained (BSD)	142	169	257	95	15	80		
<i>Goal 04-01-03.01 OP</i> Avg # Clients: APS Purchased Emergency Client Services	1,430	1,395	1,195	997	974	1,020		
<i>Goal 04-01-03.01 EF</i> Avg Cost per Client: APS Purchased Emergency Client Services	\$547.64	\$505.04	\$530.78	\$437.92	\$485.87	\$392.13		

## Appendix B: Qualitative Data

Qualitative data is calculated from casereading scores entered by APS quality assurance specialists. There are 5 qualitative measures. Each measure is comprised of a group of sub items related to the APS function being measured. The charts below display qualitative data.

<b>APS INVESTIGATION Qualitative Measures</b>	<b>Actual FY 2016</b>	<b>Actual FY 2017</b>	<b>YTD FY 2018</b>	<b>FY 2018 Q1</b>	<b>FY 2018 Q2</b>	<b>FY 2018 Q3</b>	<b>FY 2018 Q4</b>
Alleged Victim and Client Safety	74.0%	66.1%	67.0%	65.9%	68.0%		
Investigation Rating Scale	83.7%	71.5%	68.0%	67.1%	68.8%		
Case Documentation	87.6%	81.4%	82.8%	80.4%	84.7%		
Service Provision and Outcomes	85.7%	81.0%	82.1%	78.8%	84.8%		
APS Specialist Productivity	69.4%	67.8%	64.7%	61.2%	67.6%		
Overall Average	80.1%	71.8%	70.7%	69.1%	72.1%		

## Appendix C: Staffing Data

The charts below display APS staffing data for:

- In-Home Caseworkers
- In-Home Supervisors
- Combination of All In-Home Staff

<b>APS IN-HOME CASEWORKERS Performance Indicators</b>	<b>FY 2016 Actual</b>	<b>FY 2017 Actual</b>	<b>FY 2018 YTD</b>	<b>FY 2018 Q1</b>	<b>FY 2018 Q2</b>	<b>FY 2018 Q3</b>	<b>FY 2018 Q4</b>
Year-to-Date Average Filled FTEs	530.3	519.9	491.1	487.9	494.4		
Turnover	20.9%	27.1%	12.3%	6.6%	5.7%		

<b>APS IN-HOME SUPERVISORS Performance Indicators</b>	<b>FY 2016 Actual</b>	<b>FY 2017 Actual</b>	<b>FY 2018 YTD</b>	<b>FY 2018 Q1</b>	<b>FY 2018 Q2</b>	<b>FY 2018 Q3</b>	<b>FY 2018 Q4</b>
Year-to-Date Average Filled FTEs	85.0	82.4	79.5	78.5	80.5		
Turnover	5.8%	3.6%	6.0%	5.9%	0.0%		

<b>ALL APS IN-HOME STAFF Performance Indicators</b>	<b>FY 2016 Actual</b>	<b>FY 2017 Actual</b>	<b>FY 2018 YTD</b>	<b>FY 2018 Q1</b>	<b>FY 2018 Q2</b>	<b>FY 2018 Q3</b>	<b>FY 2018 Q4</b>
Total FTEs Appropriated	857.8	855.2	771.5	771.5	771.5		
YTD Average FTEs Filled	802.3	788.6	729.4	725.3	733.5		
Turnover	18.6%	21.7%	10.5%	6.0%	4.4%		

The turnover calculation methodology mirrors the official method used by the State Auditor’s Office. This report shows the actual turnover rate for each quarter-there has been no attempt to project an annual rate based on a quarter's performance. Annual turnover will be calculated at the conclusion of the fiscal year. For the quarterly results, data reflects activity that took place in each specific quarter. For the end of year rate is calculated by dividing the total number of terminations in the year by the average number of filled positions during the year.