



**TEXAS**

**Department of Family  
and Protective Services**

*Adult Protective Services*

# **Adult Protective Services Quarterly Legislative Report**

**FY 2020, 1st Quarter**

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February 1, 2020



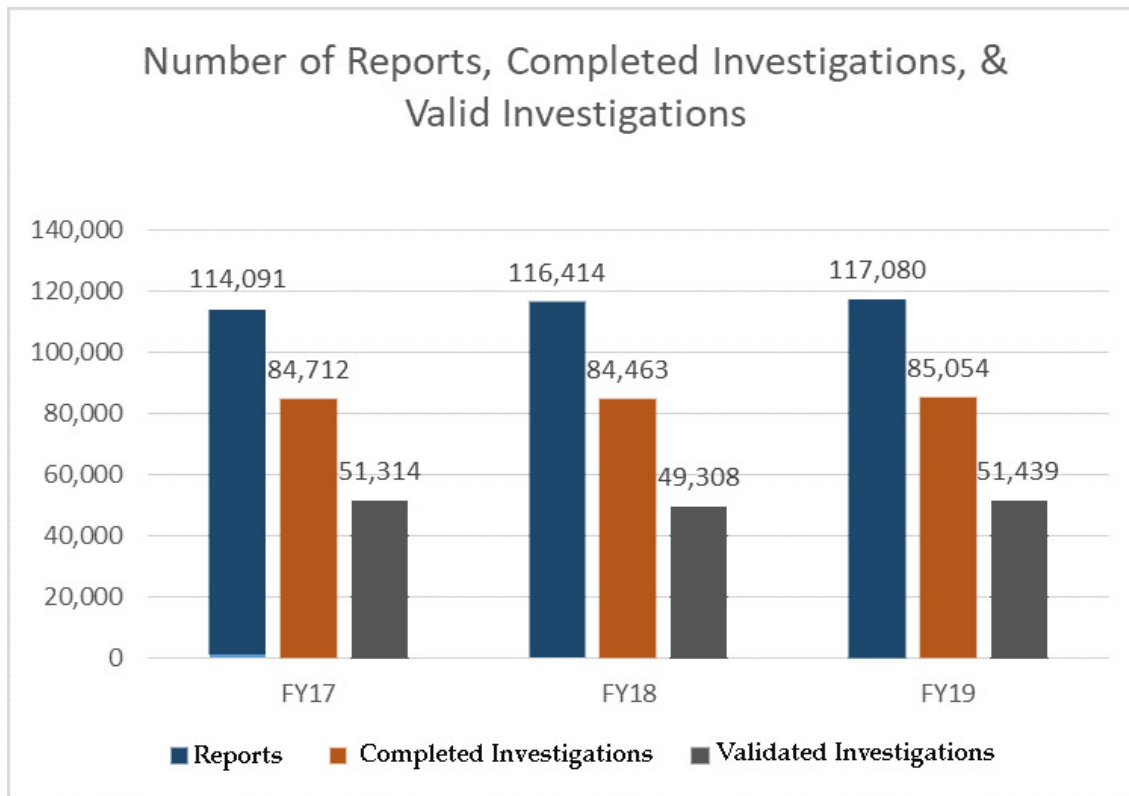
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## Background and Summary

Senate Bill (SB) 6, 79<sup>th</sup> Regular Session (2005), requires the Adult Protective Services (APS) program to conduct a quarterly performance review. The performance data in this report is from September 2019 to November 2019.

As the Texas population grows and baby boomers grow older, APS experiences and will continue to experience rises each year in reports of abuse, neglect, and financial exploitation. The graph below shows APS increases in reports, while completed and validated investigations remain relatively stable. FY 2020 Q1 data remains on trend.



The 86<sup>th</sup> legislative session resulted in increased funding for:

- Salary increases to APS caseworkers and supervisors,
- 33 caseworker FTEs with additional supporting FTEs in FY2020, and
- 5 caseworker FTEs in FY2021.

APS caseworker quarterly turnover has been under five percent for three consecutive quarters, and FY2020 turnover is projected to be far below the past few years. Improvements in staff turnover appear to be linked to two factors. First, the anticipation and realization of increasing resources has boosted morale. Second, a caseworker mentorship program has enhanced support

to new caseworkers and has given tenured caseworkers a formal mechanism for investing in their colleagues.

Lower turnover yields a more stable workforce which should lead to better quality performance. Qualitative data has decreased over the last several year; however, FY2020Q1 saw a slight increase. Average daily caseloads remain relatively steady. APS management continues to monitor regional variation in caseload to determine resource allocation throughout the year.

## 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 PROGRAM Data  | Actual FY 2017          | Actual FY 2018          | Actual FY 2019          | FY 2020 Q1               |
|---|-------------------------|-------------------------|-------------------------|--------------------------|
| #APS Abuse/ Neglect /Exploit Reports (Goal 01-01-01.03 OP) (SWI)<br>LBB Target 122,441  | 114,091                 | 116,414                 | 117,080                 | 28,771                   |
| # Completed APS In-Home Investigations (Goal 04-01-01.01 OP)<br>FY LBB Target 82,308  | 84,712                  | 84,463                  | 85,054                  | 20,904                   |
| Validated APS In-Home Investigations (Goal 04-01-01.02 OP)<br>LBB FY Target 47,512 & Percent validated APS In-Home investigations   | 51,314<br>(60.6% Valid) | 49,308<br>(58.4% Valid) | 51,439<br>(60.5% Valid) | 12,527<br>(59.9% Valid)  |
| Avg Monthly # APS In-Home Clients Served (Goal 04-01-01.02 EX)<br>LBB Target 4,051 & Percent Abused/ Neglected/Exploited Adults Served (Goal 04-01.02 OC)<br>LBB Target 78.3% | 3,130<br>(79.3% Served) | 2,908<br>(77.7% Served) | 3,184<br>(80.7% Served) | 3,130<br>(81.21% Served) |
| APS In-Home Daily Caseload: (Goal 04-01-01.02 EF) LBB Target 30.0   | 33.8                    | 30.9                    | 32.2                    | 31.6                     |

## Appendix B: Staffing Data

The charts below display APS staffing data for:

- Caseworkers
- Supervisors

| <b>APS CASEWORKERS Staffing Data</b> | <b>FY 2018 Actual</b> | <b>FY 2019 Actual</b> | <b>FY 2020 Q1</b>        |
|--------------------------------------|-----------------------|-----------------------|--------------------------|
| <b>Allocated FTEs</b>                | <b>527</b>            | <b>524.9</b>          | <b>558.2</b>             |
| <b>FYTD Average Filled FTEs</b>      | <b>494.5</b>          | <b>502.1</b>          | <b>527.4</b>             |
| <b>Quarterly Average Filled FTEs</b> | <b>494.5</b>          | <b>501.7</b>          | <b>527.4</b>             |
| <b>Annualized Turnover</b>           | <b>25.2%</b>          | <b>22.5%</b>          | <b>16.8%<sup>1</sup></b> |
| <b>Actual Turnover in Q1</b>         | <b>6.8%</b>           | <b>6.0%</b>           | <b>4.2%</b>              |

| <b>APS IN-HOME Supervisors Performance Indicators</b> | <b>FY 2018 Actual</b> | <b>FY 2019 Actual</b> | <b>FY 2020 Q1</b> |
|---|-----------------------|-----------------------|-------------------|
| <b>Allocated FTEs</b>                                 | <b>84</b>             | <b>84</b>             | <b>89.3</b>       |
| <b>FYTD Average Filled FTEs</b>                       | <b>79.4</b>           | <b>79</b>             | <b>80</b>         |
| <b>Turnover</b>                                       | <b>18.4%</b>          | <b>4.9%</b>           | <b>0%</b>         |

<sup>1</sup> Annualized turnover assumes the turnover rate will remain the same in future FY2020 quarters as in past FY2020 quarters.

## Appendix C: Qualitative Data

Qualitative data is calculated from casereading 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 display qualitative data.

| APS Qualitative Measures         | Actual FY 2018 | Actual FY 2019 | FY 2020 Q1 |
|----------------------------------|----------------|----------------|------------|
| Alleged Victim and Client Safety | 68%            | 64             | 67%        |
| Investigation Rating Scale       | 69%            | 66%            | 67%        |
| Case Documentation               | 85%            | 73%            | 74%        |
| Service Provision and Outcomes   | 85%            | 85%            | 86%        |
| APS Specialist Productivity      | 71%            | 67%            | 67%        |
| Overall Average <sup>2</sup>     | 72%            | 68%            | 70%        |

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<sup>2</sup> The overall qualitative average is based on the scoring of 27 questions for each casereading. Each standard above has a different number of questions, so the overall average differs from the average of the five standards in this table.