



TEXAS

Department of Family
and Protective Services

Adult Protective Services

Adult Protective Services Quarterly Legislative Report

FY 2020, 2nd Quarter

May 1, 2020

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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 from December 2019 to February 2020.

As the Texas population grows and baby boomers grow older, APS continues to experience yearly increases 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 Q2 data remains on trend.

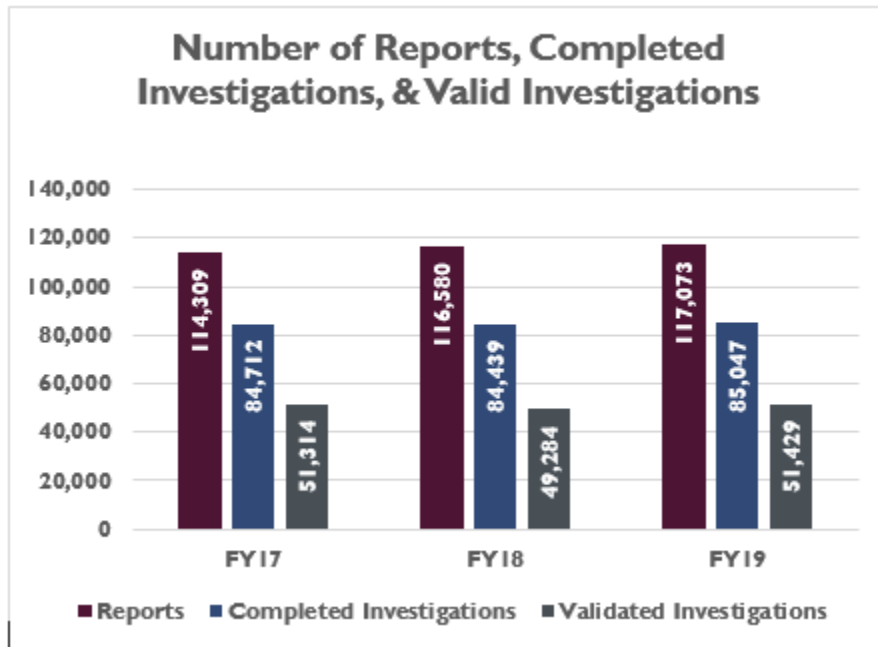


Figure 1: Number of Reports, Completed Investigations, & Valid Investigations

The 86th legislative session resulted in increased funding for:

- Salary increases to APS caseworkers and supervisors, and
- Additional caseworkers to match projected caseload needs (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 four 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.

APS Program Performance Report – 2nd Quarter FY 2020

Lower turnover yields a more stable workforce which should lead to better quality performance. While qualitative data has decreased over the last several years, FY2020YTD has seen a slight increase. Average daily caseloads remain relatively steady and APS management continues to monitor regional variation in caseload to determine resource allocation throughout the year.

It's important to note that the second quarter of FY2020, as reported, precedes the COVID-19 state of emergency. During the state of emergency, caseworkers continue to conduct investigations, provide services, and monitor outcomes. APS personnel are taking measures in their daily work to prevent the spread of COVID-19 such as conducting interviews by telephone and video conference whenever safe, delivering purchased goods to clients' doorsteps, and wearing personal protective equipment to the greatest extent possible.

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 YTD	FY 2020 Q1	FY 2020 Q2
#APS Abuse/ Neglect /Exploit Reports (Goal 01-01-01.03 OP) (SWI) LBB Target 122,441	114,309	116,580	117,073	56,705	28,847	27,858
# Completed APS In-Home Investigations (Goal 04-01-01.01 OP) FY LBB Target 82,308	84,712	84,439	85,047	41,957	20,875	21,082
Validated APS In-Home Investigations (Goal 04-01-01.02 OP) LBB FY Target 47,512 & Percent validated APS In-Home investigations	51,314 (60.6% Valid)	49,284 (58.4% Valid)	51,429 (60.5% Valid)	25,062 (59.7% Valid)	12,507 (59.9% Valid)	12,555 (59.6% Valid)
Avg Monthly # APS In-Home Clients Served (Goal 04-01-01.02 EX) LBB Target 4,051 & Percent Abused/ Neglected/Exploited Adults Served (Goal 04-01.02 OC) LBB Target 78.3%	3,130 (79.3% Served)	2,908 (77.7% Served)	3,184 (80.7% Served)	3,118(81.4% Served)	3,125 (81.2% Served)	3,111 (81.6% Served)
APS In-Home Daily Caseload: (Goal 04-01-01.02 EF) LBB Target 30.0	33.8	30.9	32.2	30.7	31.6	30.7

Appendix B: Staffing Data

The charts below display APS staffing data for Caseworkers and Supervisors.

APS CASEWORKERS Staffing Data	FY 2018 Actual	FY 2019 Actual	FY 2020 YTD	FY 2020 Q1	FY 2020 Q2
Allocated FTEs	527	524.9	561.2	558.2	564.2
FYTD Average Filled FTEs	494.5	502.1	535.7	527.4	543.9
Annualized Turnover ¹	25.2%	22.5%	17.1%	16.8%	17.1%
Actual Turnover in each quarter (not annualized)	6.8%	6.0%	8.5%	4.0%	4.5%

APS IN-HOME Supervisors Performance Indicators	FY 2018 Actual	FY 2019 Actual	FY 2020 YTD	FY 2020 Q1	FY 2020 Q2
Allocated FTEs	84	84	86	89.3	82.7
FYTD Average Filled FTEs	79.4	79	80.5	80	80.9
Annualized Turnover ¹	18.4%	4.9%	0%	0%	0%

¹ 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 YTD	FY 2020 Q1	FY 2020 Q2
Alleged Victim and Client Safety	68%	64%	67%	67%	67%
Investigation Rating Scale	69%	66%	67%	67%	68%
Case Documentation	85%	73%	73%	74%	73%
Service Provision and Outcomes	85%	85%	85%	86%	84%
APS Specialist Productivity	71%	67%	69%	67%	72%
Overall Average²	72%	68%	70%	70%	71%

² 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.