



TEXAS

Department of Family
and Protective Services

Adult Protective Services

Adult Protective Services Quarterly Legislative Report

FY 2020, 4th Quarter

November 1, 2020

Table of Contents

Background and Summary	1
Appendices	3
Appendix A: APS Caseworker Performance Measures.....	3
Appendix B: Staffing Data	4
Appendix C: Qualitative Data.....	5

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 2020: June 1, 2020 to August 31, 2020.

As the Texas population continues to grow and baby boomers get older, reports of abuse, neglect, and financial exploitation are expected to continue to increase annually. The chart below depicts the APS number of reports and shows completed and validated investigations remain relatively stable. FY20 data indicates a decrease in the number of reports with increases in completed investigations and validated investigations. APS believes this is due to the COVID-19 pandemic causing reduced social interactions and reporting during the beginning of this quarter. As the vulnerable population continues to grow and socializes more, the number of reports should rise toward previous levels.

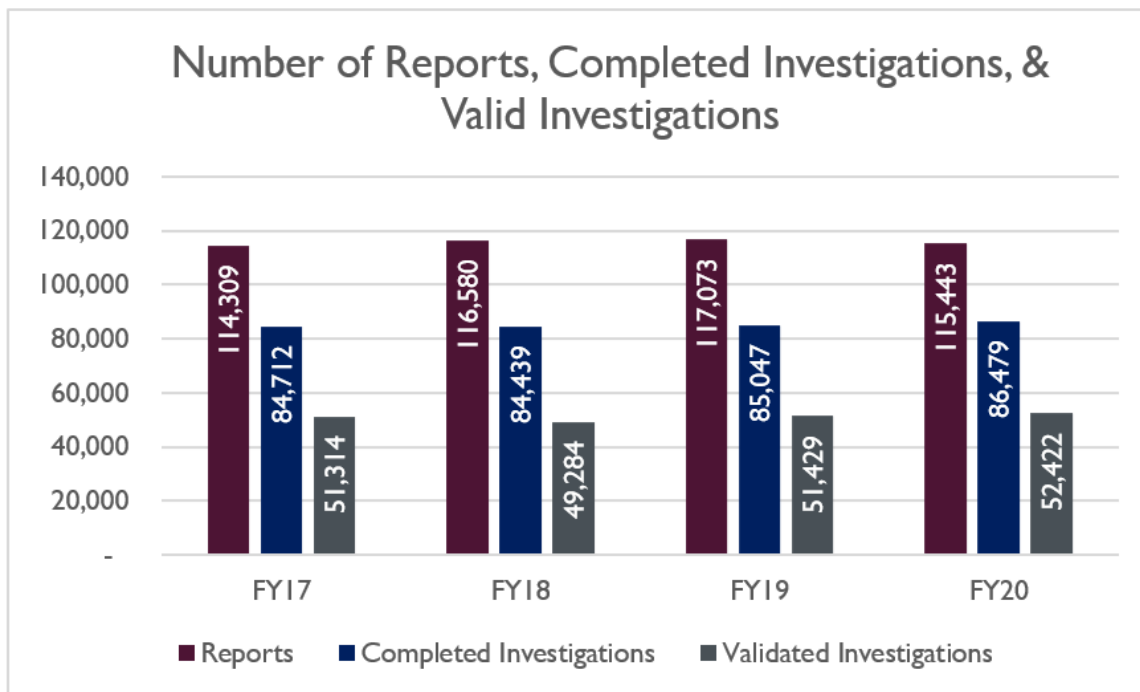


Figure 1: Number of Reports, Completed Investigations, & Valid Investigations

After decreasing in Q2 and Q3, APS intakes rose in Q4, but were still 3.9% below FY19Q4. Intakes for FY20 were down 1.4% from FY19. APS remains positioned to handle any increase in intakes as the public resumes pre-COVID-19 activities and COVID-19 restrictions are adjusted accordingly.

APS caseworker turnover for this quarter fell to 3.7 percent. This breaks the normal trend of APS turnover increasing in Q4. FY20 turnover decreased to levels below FY18 and FY19. With this lower turnover, APS enjoys a period of a more stable, experienced workforce.

APS Program Performance Report – 4th Quarter FY20

The COVID-19 state of emergency continued through the fourth quarter of FY20. Caseworkers continued to conduct investigations, provide services, and monitor outcomes. APS personnel continued to take 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.

Because APS made policy changes to protect caseworkers while maintaining the scoring rubrics during this period, APS expected decreases in qualitative metrics. Q4 saw decreases in all qualitative measure. This reflects the effects of COVID-19 as the qualitative metrics lag quantitative metrics by approximately two months. Cases that were closed April, May, and June 2020 were scored by quality assurance analysts during Q4. APS expects the qualitative metrics to improve as caseworkers continue to adjust to casework during a pandemic.

APS management will continue to monitor statewide and regional variations in caseload to determine resource allocation throughout the year and the effects of dealing with the pandemic.

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 Performance Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 YTD ¹	FY 2020Q1	FY 2020 Q2	FY 2020 Q3	FY 2020 Q4
#APS Abuse / Neglect / Exploit Reports (Goal 1-1-1.3 OP) (SWI) LBB Target 122,441	116,580	117,073	115,433	28,847	27,858	27,239	31,499
# Completed APS In-Home Investigations (Goal 4-1-1.1 OP) FY LBB Target 82,308	84,439	85,047	86,479	20,875	21,044	24,014	20,546
Validated APS In-Home Investigations (Goal 4-1-1.2 OP) LBB FY Target 47,512	49,284	51,429	52,422	12,507	12,527	14,777	12,611
Percent Validated APS In-Home investigations	58.4%	60.5%	60.6%	59.9%	59.5%	61.5%	61.4%
Avg Monthly # APS In-Home Clients Served (Goal 4-1-1.2 EX) LBB Target 4,051	4,471	4,601	4,534	4,642	4,496	4,921	4,077
Percent Abused / Neglected / Exploited Adults Served (Goal 4-1.2 OC) LBB Target 78.3%	77.7% Served	80.7% Served	80.9% Served	81.2% Served	81.6% Served	80.1% Served	80.9% Served
APS In-Home Daily Caseload: (Goal 4-1-1.2 EF) LBB Target 30.0	30.9	32.2	25.7	31.6	30.7	27.7	25.7

¹ Most recent FY year data are considered preliminary until data is frozen in November.

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	FY 2020 Q3	FY 2020 Q4
Allocated FTEs	527	524.9	565.1	559.2	565.2	567.9	567.9
FYTD Average Filled FTEs	494.5	502.1	544.3	527.4	543.9	547.5	558.2
Annualized Turnover ²	25.2%	20.7%	19.0%	16.8%	17.1%	19.0%	17.9
Actual Turnover in each period (not annualized)	25.2%	20.7%	14.2%	4.0%	4.5%	5.7%	3.7%

APS Supervisors Staffing Data	FY 2018 Actual	FY 2019 Actual	FY 2020 YTD	FY 2020 Q1	FY 2020 Q2	FY 2020 Q3	FY 2020 Q4
Allocated FTEs	84	84	86.0	90.0	86.0	84.0	84.0
FYTD Average Filled FTEs	79.4	79	81.0	80.0	80.9	81.2	81.9
Annualized Turnover ¹	18.4%	7.2%	0%	0%	0%	0%	1.2%

² Annualized turnover assumes the turnover rate will remain the same in future FY20 quarters as in past FY20 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 displays qualitative data.

APS Qualitative Measures	FY 2018 Actual	FY 2019 Actual	FY 2020 YTD	FY 2020 Q1	FY 2020 Q2	FY 2020 Q3	FY 2020 Q4
Alleged Victim and Client Safety	68%	64%	66%	67%	67%	72%	57%
Investigation Rating Scale	69%	66%	69%	67%	68%	72%	68%
Case Documentation	85%	73%	74%	74%	73%	75%	74%
Service Provision and Outcomes	85%	85%	86%	86%	84%	88%	86%
APS Specialist Productivity	71%	67%	73%	67%	72%	73%	77%
Overall Average³	72%	68%	71%	70%	71%	74%	69%

³ 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.