



**TEXAS**  
Department of Family  
and Protective Services  

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*Adult Protective Services*

# **Adult Protective Services Quarterly Legislative Report**

**FY 2022, 1<sup>st</sup> Quarter**

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February 1, 2022

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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 for the first quarter of Fiscal Year (FY) 2022: September 1, 2021 to November 30, 2021.

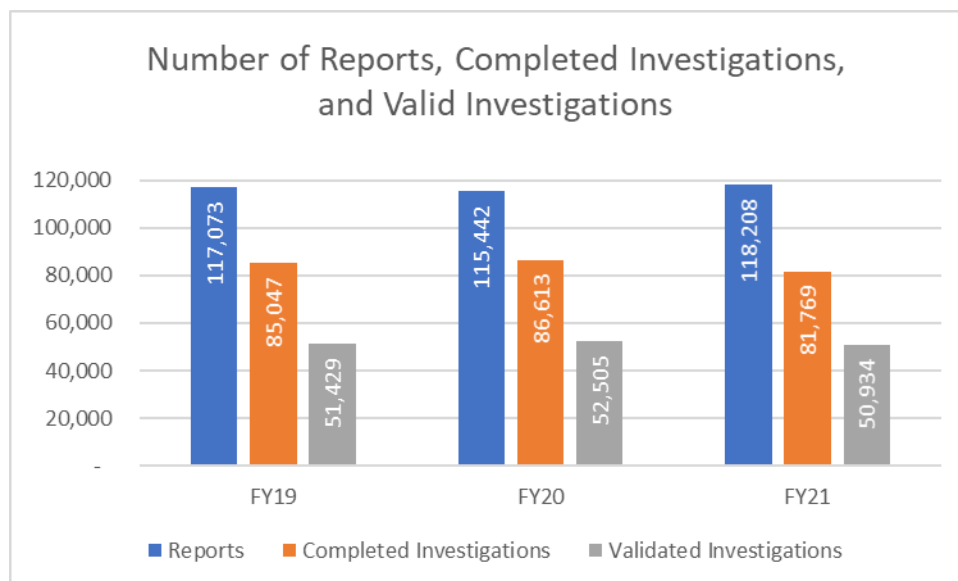


Figure 1: Number of Reports, Completed Investigations, and Valid Investigations

As the Texas population continues to grow and baby boomers get older, reports of abuse, neglect, and financial exploitation rose until the pandemic caused fewer reports during FY20. The pandemic maintained its dampening effect during the beginning of FY21. The chart above depicts the number of APS reports as well as completed and validated investigations for the three most recent fiscal years.

The FY22 Quarter(Q) 1 data indicates the number of reports is returning to pre-pandemic levels. This appears to be related to the continuing increase in social interactions and reporting as the effects of the COVID-19 pandemic appeared to be tapering off. It remains to be seen how current or future COVID variants will impact APS operations.

This quarter's average daily caseload was 30.1, up from 24.2 last fiscal year, and FY20's caseload of 25.8. This increase can be in part attributed to the increase in reports during the last quarter of FY21 and this quarter, and higher turnover. APS will continue to monitor caseloads.

APS caseworker annualized turnover for this quarter rose 6.8% percentage points to 31.9%. Much of the turnover continues to be caseworkers with less than two years of experience. Some of this was expected as APS transitioned to back to pre-pandemic policies and the job market continued to open. APS has mobilized and seen success by using a statewide team to assist in areas with higher turnover to ensure clients continue to be seen and offered services when needed. APS is monitoring the turnover rate.

## APS Program Performance Report – 1<sup>st</sup> Quarter FY22

Caseworkers continued to conduct investigations, provide services, and monitor outcomes using state recommended COVID-19 safety protocols, such as conducting some interviews by telephone and video conference when possible, delivering purchased goods to clients' doorsteps in some circumstances, and wearing personal protective equipment to the greatest extent possible.

APS saw significant improvements in four out of six qualitative measures. Alleged Victim and Client Safety increased by 18%, Case Documentation by 7%, and Investigation by 5%. Service Provisions - Outcomes remained the same, and APS Specialist Productivity decreased 4%. There was a 7% increase in the qualitative measures Overall Average.

The appendices contain additional detailed performance, staffing, and qualitative data for this quarter.

APS management will continue monitoring statewide and regional variations in caseload and other metrics to determine resource allocation throughout the year while dealing with the continuing effects of the pandemic.

## 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 on a quarterly basis.

APS Performance Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual	FY 2022 Year to Date <sup>1</sup>	FY 2022 Q1
<b>Number of APS Reports of Adult Abuse/Neglect/Exploitation (Goal 1-1-1.3 Output Measure) (Statewide Intake) LBB Target 122,441</b>	117,073	115,442	118,208	29,240	29,240
<b>Number of Completed APS In-Home Investigations (Goal 4-1-1.1 Output Measure) LBB Target 82,308</b>	85,047	86,613	81,769	21,851	21,851
<b>Validated APS In-Home Investigations (Goal 4-1-1.2 Output Measure) LBB Target 47,512</b>	51,429	52,505	50,934	13,588	13,588
<b>Percent Validated APS In-Home Investigations</b>	60.5%	60.6%	58.8%	62.2%	62.2%
<b>Avg Monthly Number of APS In-Home Clients Receiving Protective Services (Goal 4-1-1.2 Explanatory Measure) LBB Target 4,051</b>	4,603	4,542	4,589	5,373	5,373

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<sup>1</sup> Most recent fiscal year data are considered preliminary until data is frozen in November.

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<b>APS Performance Measure</b>	<b>FY 2019 Actual</b>	<b>FY 2020 Actual</b>	<b>FY 2021 Actual</b>	<b>FY 2022 Year to Date<sup>1</sup></b>	<b>FY 2022 Q1</b>
<b>Percent Adults Found to Be Abused/Neglected/Exploited Who Are Served (Goal 4-1.2 Outcome Measure) LBB Target 78.3%</b>	80.7%	80.9%	83.6%	84.5%	84.5%
<b>APS Daily Caseload Per Worker (In-Home) (Goal 4-1-1.2 Efficiency Measure) LBB Target 28.0<sup>2</sup></b>	32.2	25.8	24.4	30.1	30.1

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<sup>2</sup> Average Daily Caseload target was lowered to 28 during FY21

## Appendix B: Staffing Data

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

APS Caseworkers Staffing Data	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual	FY 2022 Year To Date <sup>3</sup>	FY 2022 Q1
<b>Allocated Full Time Equivalent (FTEs)</b>	524.9	565.1	577.0	577.0	577.0
<b>Fiscal Year-to-Date (FYTD) Average Filled FTEs</b>	502.1	544.3	557.4	526.3	526.3
<b>Annualized Turnover<sup>4</sup></b>	20.7%	17.9%	22.3%	31.9%	31.9%
<b>Actual Turnover in each period (not annualized)</b>	20.7%	17.9%	5.6%	8.0%	8.0%

APS Supervisors Staffing Data	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual	FY 2022 YTD <sup>5</sup>	FY 2022 Q1
<b>FTEs</b>	84	86	84	85	85
<b>FYTD Average Filled FTEs</b>	79.0	81.0	81.3	80.8	80.8
<b>Annualized Turnover<sup>6</sup></b>	7.2%	1.2%	9.6%	14.6%	14.6%

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<sup>3</sup> Most recent FY year data are considered preliminary until data is frozen in November.

<sup>4</sup> Annualized turnover assumes the turnover rate will remain the same in future FY quarters as in past FY quarters.

<sup>5</sup> Most recent FY year data are considered preliminary until data is frozen in November.

<sup>6</sup> 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 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.

<b>APS Qualitative Measures</b>	<b>FY 2019 Actual</b>	<b>FY 2020 Actual</b>	<b>FY 2021 Actual</b>	<b>FY 2022 YTD</b>	<b>FY 2022 Q1</b>
<b>Alleged Victim and Client Safety</b>	64%	66%	55%	73%	73%
<b>Investigation Rating Scale</b>	66%	69%	71%	76%	76%
<b>Case Documentation</b>	73%	74%	77%	84%	84%
<b>Service Provision and Outcomes</b>	85%	86%	84%	84%	84%
<b>APS Specialist Productivity</b>	67%	73%	76%	72%	72%
<b>Overall Average<sup>7</sup></b>	68%	71%	70%	77%	77%

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<sup>7</sup> The overall qualitative average is based on the scoring of 27 questions for each case reading. Each standard above has a different number of questions, so the overall average differs from the average of the five standards in this table.