



**TEXAS**  
**Department of Family  
and Protective Services**  

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*Adult Protective Services*

**Adult Protective Services  
Quarterly Legislative Report**

**FY 2023, 2<sup>nd</sup> Quarter**

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May 1, 2023

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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 second quarter of Fiscal Year (FY) 2023: December 1, 2022, to February 28, 2023.

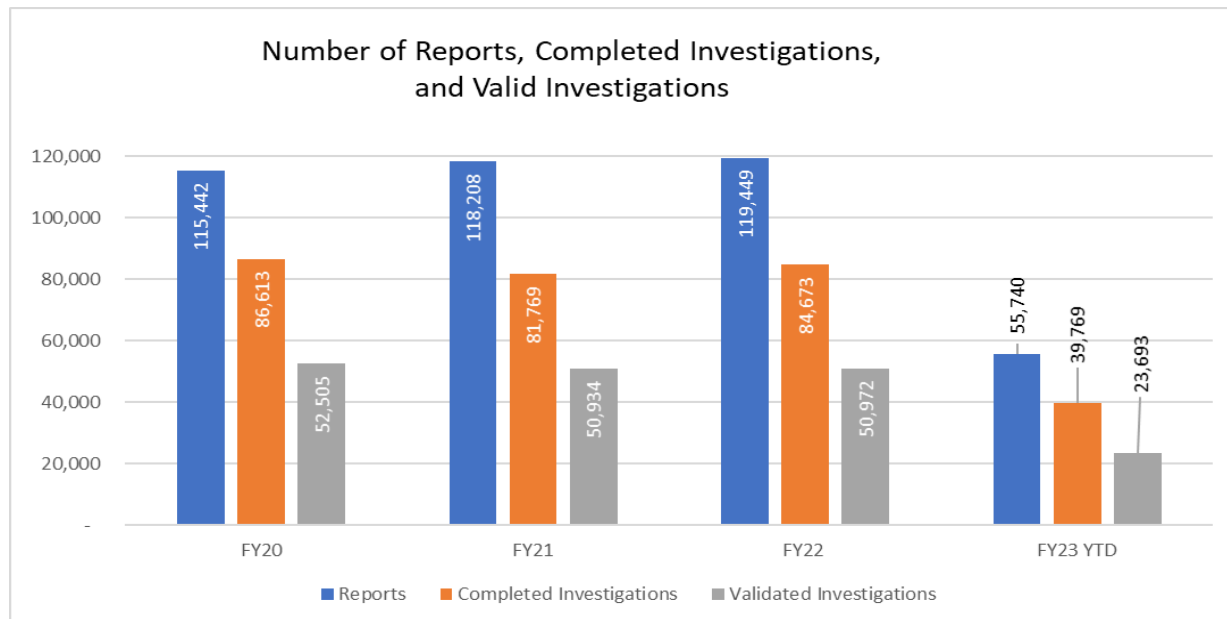


Figure 1 Number of Reports, Completed Investigations, and Valid Investigations

With the growing Texas population, including adults who are 65 or older, reports of abuse, neglect, and financial exploitation were on the rise until FY20 when the pandemic led to fewer intake reports. As we move further away from the pandemic intakes have been rising. The chart above depicts the number of APS reports received year-to-date through FY23Q2, as well as completed and validated investigations for FY20 through FY22.

The FY23 data indicates that the number of intake reports is down from the same timeframe in FY22. Due to the seasonal increases in reports historically received in the summer months, APS expects to continue the upward trending of reports as the fiscal year progresses. This is likely related to the increase in social interactions, increased costs of goods and services continuing to have a negative effect on fixed incomes, and the increasing population size of the APS client base.

This quarter’s average daily caseload was 25.7, slightly up from 25.2 last quarter. Caseloads, as with intakes, are seasonal and typically fall during the winter months. APS will continue to monitor caseloads.

APS caseworker annualized turnover is at 28.3%, up just slightly from last year, which was 28.0%. Actual turnover increased 8.1% from FY22Q2 (6.1%) to FY23Q2 (14.2%). This is also an increase from last quarter, FY23Q1, when it was at 7.1%. There is seasonality in caseworker turnover; however, the challenging economic climate and the difficulty of the work for the current pay may also play a role. APS continues to monitor the turnover rate.

APS management will continue monitoring statewide and regional variations in caseload and other metrics to determine resource allocation throughout the year.

**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 (LBB) on a quarterly basis.

**Please note**, APS implemented Single Stage in January 2022, a new casework model that allows all tasks previously completed in the investigation stage or service stage of the IMPACT database to be completed in one stage. Because of this change, the data for the average monthly number of APS clients receiving services is no longer available. A new LBB measure has been created to replace Avg Monthly Number of APS In-Home Clients Receiving Protective Services (Goal 4-1-1.2 Explanatory Measure) in FY24-25. Data based on this new measure will be available in future reports.

<b>APS Performance Measure</b>	<b>FY 2020 Actual</b>	<b>FY 2021 Actual</b>	<b>FY 2022 Actual</b>	<b>FY 2023 YTD<sup>1</sup></b>	<b>FY 2023 Q1<sup>2</sup></b>	<b>FY 2023 Q2<sup>3</sup></b>
<b>Number of APS Reports of Adult Abuse/Neglect/Exploitation</b>  <b>(Output Measure 1-1-1.3)</b>  <b>(Statewide Intake)</b> <b>LBB Target 117,469</b>	115,442	118,208	119,346	55,740	27,724	28,016

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<sup>1</sup> FYTD is annualized

<sup>2</sup> Most recent fiscal year data are considered preliminary until data is frozen in November.

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

APS Program Performance Report – 2<sup>nd</sup> Quarter FY23

<b>APS Performance Measure</b>	<b>FY 2020 Actual</b>	<b>FY 2021 Actual</b>	<b>FY 2022 Actual</b>	<b>FY 2023 YTD<sup>1</sup></b>	<b>FY 2023 Q1<sup>2</sup></b>	<b>FY 2023 Q2<sup>3</sup></b>
<b>Number of Completed APS In-Home Investigations</b> <b>(Output Measure 4-1-1.1)</b> <b>LBB Target 96,965</b>	86,613	81,769	84,673	39,769	19,958	19,811
<b>Validated APS In-Home Investigations</b> <b>(Output Measure 4-1-1.2)</b> <b>LBB Target 61,302</b>	52,505	50,934	50,972	23,693	11,945	11,748
<b>Percent Validated APS In-Home Investigations</b>	60.6%	58.8%	60.2%	59.6%	59.9%	59.3%
<b>Percent Adults Found to Be Abused/Neglected/Exploited Who Are Served</b> <b>(Outcome Measure 4-1.2)</b> <b>LBB Target 77.8%</b>	80.9%	83.6%	76.0%	83.2%	82.6%	83.8%
<b>APS Daily Caseload Per Worker (In-Home)</b> <b>(Efficiency Measure 4-1-1.2)</b> <b>LBB Target 28.0</b>	25.8	24.2	26.3	25.5	25.2	25.7

**Appendix B: Staffing Data**

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

<b>APS Caseworkers Staffing Data</b>	<b>FY 2023 YTD<sup>4</sup></b>	<b>FY 2023 Q1</b>	<b>FY 2023 Q2</b>
<b>Appropriated Full Time Equivalent (FTEs)</b>	574.4	574.9	573.9
<b>Average Filled FTEs Fiscal Year-to-Date (FYTD)</b>	541.1	540.0	542.2
<b>Annualized Turnover<sup>5</sup></b>	28.3%	28.4%	28.3%
<b>Actual Turnover in each period (not annualized)</b>	N/A	7.1%	14.2%

<b>APS Supervisors Staffing Data</b>	<b>FY 2023 YTD<sup>6</sup></b>	<b>FY 2023 Q1</b>	<b>FY 2023 Q2</b>
<b>Appropriated FTEs</b>	85.5	85.0	86.0
<b>Average Filled FTEs FYTD</b>	85.3	87.2	83.4
<b>Annualized Turnover<sup>7</sup></b>	4.8%	9.0%	4.8%

FTE reporting logic has been updated to include expenses associated with all funding sources. This methodology is consistent with logic utilized for the DFPS’s Monthly Financial Report.

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<sup>4</sup> Most recent FY data are considered preliminary until data is frozen in November.

<sup>5</sup> Annualized turnover assumes the turnover rate will remain the same in future FY quarters as in past FY quarters.

<sup>6</sup> Most recent FY data are considered preliminary until data is frozen in November.

<sup>7</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 four qualitative measures. Each measure is comprised of a group of sub-items related to the function being measured. The chart below displays qualitative data.

**Please note**, the APS Quality Assurance team implemented entirely new case reading standards in FY22Q3. The data produced from the new standards is not comparable to previous data; therefore, APS is starting fresh with the data points listed below.

FY22 only contains Q3 and Q4 data.

<b>APS Qualitative Measures</b>	<b>FY 2022 Actual</b>	<b>FY 2023 YTD</b>	<b>FY 2023 Q1</b>	<b>FY 2023 Q2</b>
<b>Client Safety</b>	91.0%	91.1%	91.1%	91.1%
<b>Investigation Rating Scale</b>	78.2%	80.8%	80.8%	79.6%
<b>Case Documentation</b>	91.6%	89.9%	89.9%	89.9%
<b>Service Provision and Outcomes</b>	79.5%	78.4%	78.4%	82.2%