

**Department of Family and Protective Services  
Adult Protective Services  
Program Performance Report  
2nd Quarter FY 2008 April 1, 2008**

## **Background**

The Governor's Office issued Executive Order RP 33 on April 14, 2004, instructing the Health and Human Services Commission to oversee a systemic reform of the Adult Protective Services (APS) In-Home Investigations program. The Governor's Office published a report in November 2004 recommending 252 corrective actions intended to bring about system-wide program reform. The recommendations were comprehensive and client-focused in nature. Senate Bill 6, passed into law after the 79<sup>th</sup> Texas Legislature, reinforced the reform agenda set forth by Governor Rick Perry and required APS provide a quarterly review of performance for the In-home program.\*

As of September 1, 2006, 100 percent of the 252 corrective actions were completed. Accomplishments took place in the following areas to improve client outcomes by ensuring client safety and well-being:

### **Client Outcomes**

New assessment tools, clinical expertise, and quality assurance provisions have been implemented.

### **Performance Management**

Performance Management system is used by management, policy and training to monitor case quality and improve performance.

### **Community Engagement**

Regional and statewide community engagement efforts enhance public awareness and participation through campaigns, outreach and a statewide non-profit organization, Texas Partners for Adult Protective Services.

### **Training**

Caseworkers' knowledge has improved through revised and expanded training curriculum through specialized classes and computer based learning opportunities.

### **Technological Innovation**

Mobile technology has increased caseworker efficiency and effectiveness in completing client assessments, consultation and documentation.

### **Staffing**

Additional staff resources all located to the APS program have improved caseloads and performance measured by a reduction in for the investigations and service delivery.

Based on statutory requirements, this report provides an overview of APS In-home performance for first two quarters of FY 2008 in the following areas:

- Program Performance During This Quarter (In-home program statewide performance indicators and benchmarks),
- Employee Centered Performance Measures (Employee performance measures and benchmarks), and
- Staffing (Current staffing).

APS is conducting an evaluation of reform to examine how programmatic changes have impacted the quality of services to clients and communities. Results of the evaluation will be communicated as they become available.

\* This report does not provide information on the Mental Health & Mental Retardation investigations program.

## APS Performance During This Quarter

The following chart provides an overview of the APS In-Home program statewide performance indicators and benchmarks for the first and second quarters of FY 2008. In FY 2008, the number of intakes have increased substantially in the first half of the fiscal year compared to FY 2007. In the second quarter, the number of intakes increased by 13.6% over the second quarter of FY 2007. The number of completed investigations increased 10.9% over FY 2007. It appears that the drop in intakes and investigations during FY 2007 may have been an anomaly and that In-home investigations have resumed the rapid growth rate of prior years. So far, the increase in investigations has not resulted in excessive caseloads, however the average days for investigations and service delivery have increased, which reflects the higher workloads caused by the rise in investigations.

Performance Indicators	FY 2007 Actual	FY 2008 * Benchmarks	FY 2008				
			1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD
Average Hold Time Statewide Intake Phone Calls**	9.6	7.8	12.1	10.9			11.6
Number of APS Reports of adult abuse/neglect/exploitation	77,225	91,924**	19,338	20,257			39,595
Number of Completed APS Investigations	62,477	76,467	16,482	16,802			33,284
Number of Confirmed APS Investigations	45,939 (73.5%)	56,203 (73.5%)	11,731 (71.2%)	11,772 (70.1%)			23,503 (70.6%)
Average Days per Investigation Stage	52	50	52.1	54.5			53.3
Average Days per Service Delivery Stage	69.7	60	55.7	60.8			58.3
Average Daily Caseload per Worker ***	38.5	37.5	31.9	30.9			31.4
* Number based on projected forecast submitted in the 08-09 LAR.							
** LBB Measure calculated on 7th day of the first month following the end of the quarter.							

## Employee-Centered Performance Measures

The following chart provides an overview of employee performance indicators and benchmarks. APS performance remained at or above benchmarks for all performance indicators. The quality assurance scales, Investigation and Client Intervention, are used to measure worker performance and represent combined scores for ten standards assessed in case reading analysis.

Performance Indicators	FY 2007 Actual	FY 2008 Benchmarks	FY 2008				
			1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD
<b>STATEWIDE INTAKE*</b>							
Appropriately obtains and documents detailed information from reporters	94.0%	90-92%	91.9%	90.2%			91.1%
Assesses and prioritizes reports of abuse/neglect accurately	96.0%	90-92%	97.0%	96.3%			96.7%
Accurately distributes reports, information and inquiries within timeframes	94.1%	92-94%	99.3%	98.7%			99.0%
<b>INVESTIGATION</b>							
Percentage of cases initiated within 24 hours	94.4%	94-95%	93.9%	94.7%			94.3%
Percentage of cases in which the initial client face-to-face visit occurred within the appropriate timeframe	87.0%	89-91%	89.4%	89.4%			89.4%
Investigation Rating Scale	91.4%	80-86%	92.1%	93.1%			92.6%
<b>RISK ASSESSMENT</b>							
Thoroughness of problem identification	79.9%	80-86%	85.5%	86.2%			85.8%
Adequacy of supporting documentation	94.7%	80-86%	94.5%	95.9%			95.1%
<b>DELIVERY OF PROTECTIVE SERVICES</b>							
Client Intervention Scale	88.8%	80-86%	90.7%	90.7%			90.7%

## Staffing

The following chart provides current information on the average number of filled FTEs, vacancy rates, and turnover rates. These indicators provide regional and state office management with additional information to be used to explain variations in performance. It is important to note that vacancy rate calculations and turnover calculations were cumulative for FY 2007. Turnover in protective service workers continues to be a major concern across all DFPS programs. Based on current trends, in the APS In-home program, the annualized turnover rate will be almost 21%. DFPS has an initiative to improve recruitment and retention across all programs by improving hiring practices, managing workloads, valuing employees, promoting employee communication, strengthening supervision and enhancing the work environment. This report will address progress in these different areas.

Performance Indicators	FY 2007 Actual	FY 2008				
		1st Qtr	2 <sup>nd</sup> Qtr	3rd Qtr	4th Qtr	YTD
<b>In-Home Caseworkers</b>						
Year-to-Date Average Filled FTEs	529.5	572.1	569.7			570.9
Turnover*	24.5%	4.9%	5.6%			10.3%
<b>In-Home Supervisors</b>						
Year-to-Date Average Filled FTEs	79.1	84.0	84.4			84.2
Turnover*	2.5%	0.0%	2.4%			2.4%
<b>All In-Home Program</b>						
Total FTEs Appropriated**	884.3	890.0	890.0			890.0
YTD Average FTEs Filled	810.9	865.6	864.1			864.8
Turnover*	19.2%	3.6%	4.8%			8.3%
Vacancy Rate	3.0%	2.7%	2.9%			2.8%
<p>*Turnover for the quarter indicates the results for that quarter only, whereas YTD turnover indicates the cumulative status for all completed quarters. The average of active employees changes very little from quarter to quarter but the number of terminated employees cumulates.</p> <p>**Total FTEs reflect positions included in the fiscal year 2008-09 biennium appropriation. In a response to a significant increase in intakes and to reduce case loads, emergency funding for additional 202.7 APS positions was made available in FY 2007 and are included for FY 2008.</p>						