

Adult Protective Services



2009 Community Satisfaction Survey Results Report

December 2009



Texas
Department of Family and Protective
Services

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2009 Community Satisfaction Survey Results Report

I. Introduction

The Texas Department of Family and Protective Services (DFPS) develops an annual community satisfaction survey in accordance with Human Resource Code, Section 48.006. The purpose is to solicit information regarding DFPS performance in providing investigative and adult protective services. The survey is sent annually to members of the Judiciary, law enforcement agencies, community organizations and resource groups, and Adult Protective Services (APS) Community Boards. The 2009 survey is the fifth survey conducted concerning community satisfaction about adult protective services.

APS uses results of the annual surveys to assess overall community engagement efforts. Results offer direction for sustaining community support and planning local community engagement initiatives to strengthen volunteer programs and enhance resource development in the community to benefit APS clients.

II. Background

HHSC conducted the initial community satisfaction survey in 2004 to assess the quality of relations between APS and community agencies and organizations. HHSC worked with APS and a community relations workgroup to design four separate surveys for the diverse community organizations with whom APS interacts. The surveys were administered to 1) members of the Judiciary, 2) law enforcement agencies, 3) community organizations, and 4) APS community boards. Surveys were available online or in paper copy format. The 2004 survey was sent to 2,023 stakeholders.

APS administered a revised version of the HHSC 2004 survey in 2006 and 2007. Questions were added, removed, and revised, but since then the survey has remained unchanged. APS sent the survey to 2,319 stakeholders in 2006, 2,373 stakeholders in 2007, 2,035 stakeholders in 2008, and 2,227 stakeholders in 2009.

III. Methodology

In preparation for the 2009 survey, APS regional management and community engagement specialists reviewed the 2008 survey items. No changes were made to the survey questions so comparisons can be made between the 2007, 2008 and 2009 results.

The 2009 questionnaire consisted of Likert scale statements and open-ended questions that measured the extent of respondent awareness of APS involvement in the community and perceptions of APS staff capability, effectiveness, and professionalism. APS administered the survey in a web-based format using SurveyMonkey, an online survey development tool. An electronic message was sent to potential respondents with instructions for accessing and completing the online survey. Individuals without access to the Internet were provided a paper copy via fax or mail.

The 2009 survey was sent to 2,227 stakeholders. The total number of surveys distributed to and received from each stakeholder group, and response rates, are shown in **Appendix 1**. The overall response rate for the 2009 survey was approximately 17%, a ten percentage point decrease from the 2008 survey. The response rate decreased for all four stakeholder groups. Surveys returned after the June 1st deadline were excluded from the data analysis. However, APS sent the comments from all of the surveys to the regions for evaluation and implementation of changes necessary to address community concerns.

IV. Analysis of Survey Results

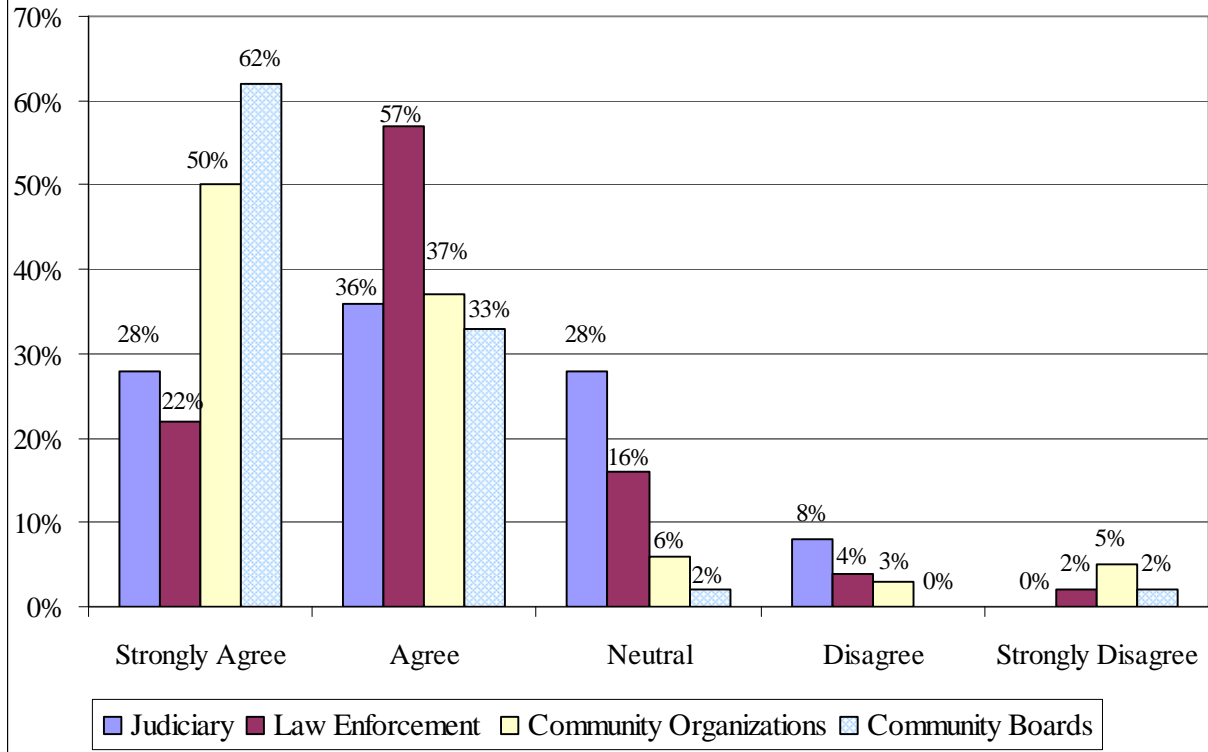
Overall, the 2009 Community Satisfaction Survey results from all four stakeholder groups were positive. A majority of respondents indicated they “Strongly Agreed” or “Agreed” with all topics regarding APS performance. The percentage of agreement decreased between 2007 and 2009 for several questions in each of the four surveys.

In the following sections, the survey results are summarized for each of the four stakeholder groups: The Judiciary, Law Enforcement Agencies, Community Organizations, and APS Community Boards. Respondents identified their level of agreement with each Likert scale statement. Response categories ranged from “Strongly Agree” to “Strongly Disagree” and included a “Neutral” and “Not Applicable” category. The “Not Applicable” response has been removed from the analyses because the response is considered as not answering the question, or non-responsive, meaning it is the same as if the respondent had left the question blank.

Two survey questions were common across all four stakeholder group surveys and one question was common among three of the groups. Charts showing the results are provided below. Tables showing the results are available in **Appendix 2**.

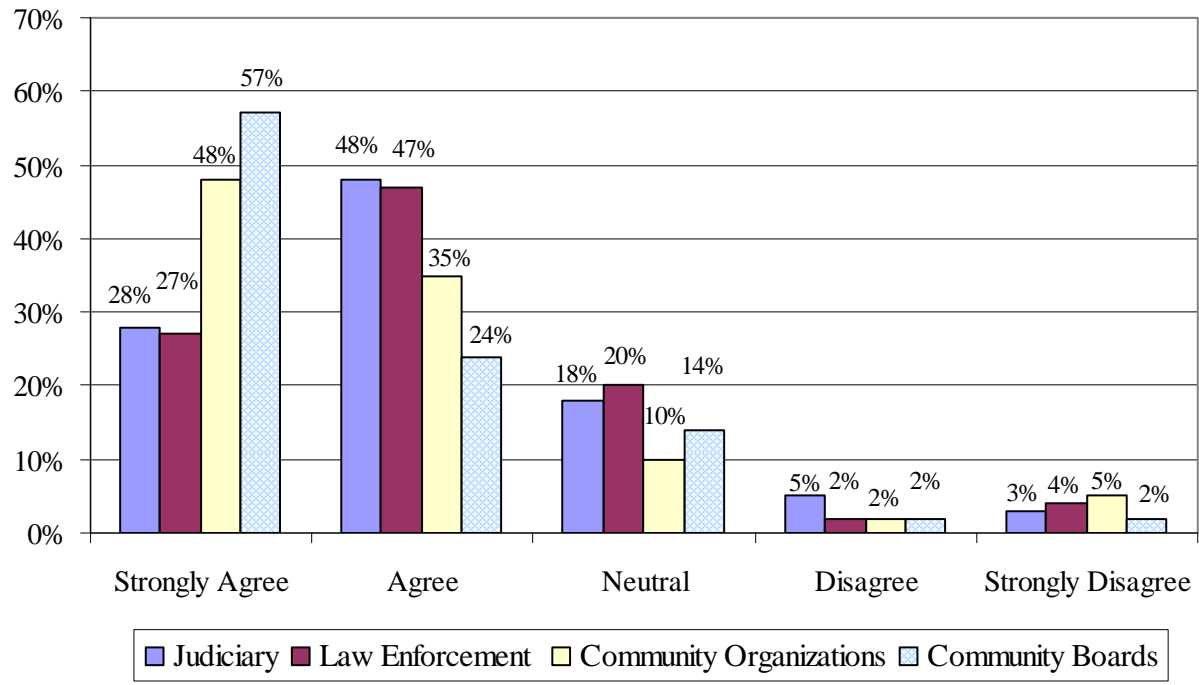
All stakeholder groups indicated their level of agreement with the statement, “APS ensures the safety and dignity of vulnerable adults in this community.” Community Board respondents had the highest level of agreement with 95% indicating they either “Strongly Agreed” or “Agreed” with the statement. Community Organizations and Law Enforcement had the next highest levels of agreement (87% and 79% respectively). The Judiciary had the lowest level of agreement (64%). A sizable majority of respondents in all four stakeholder groups responded to this statement with “Strongly Agreed” or “Agreed” (Chart 1 below, and Table 2 in Appendix 2).

Chart 1:
"APS ensures the safety and dignity of vulnerable adults in this community."

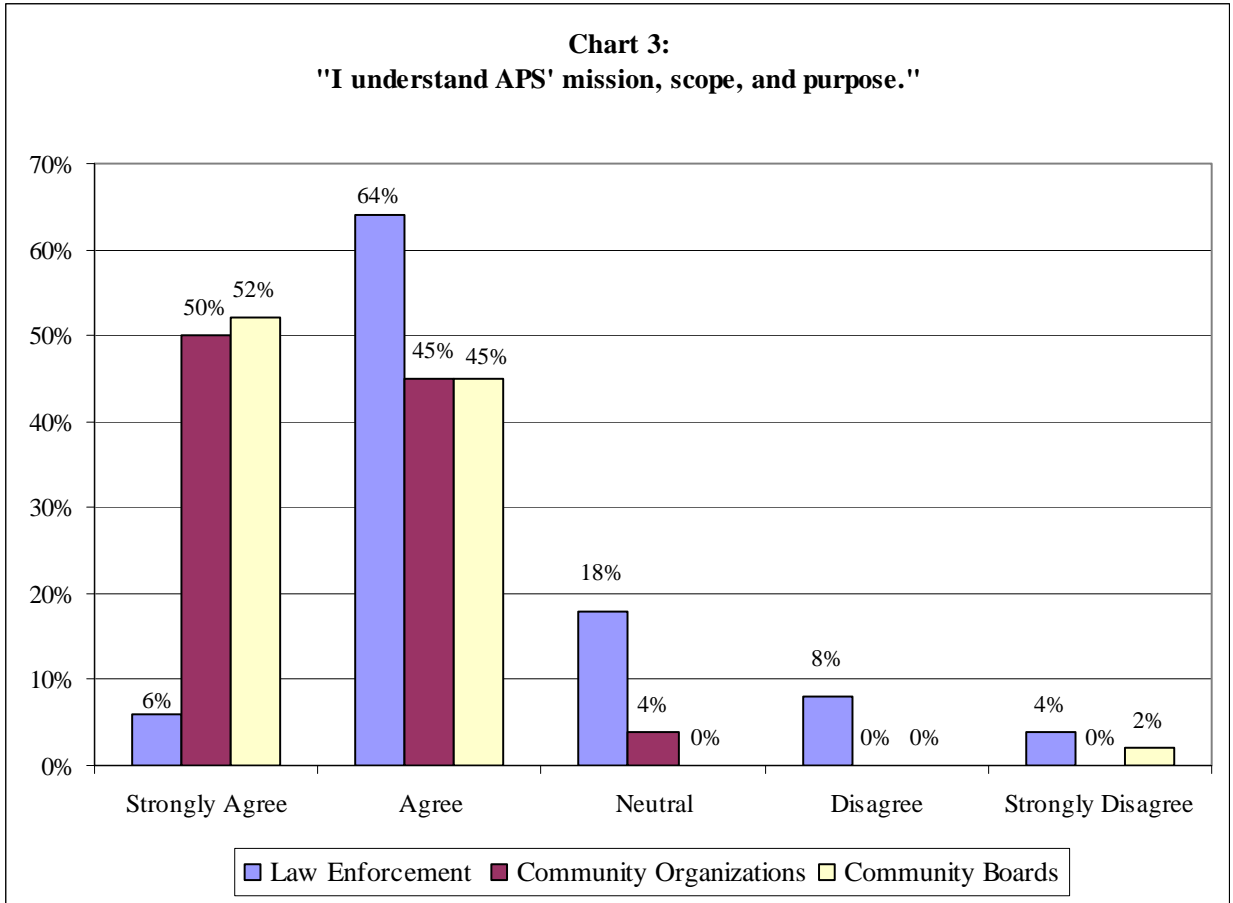


All stakeholder groups indicated their level of agreement with the statement, “There is a good working relationship between [the survey group] and APS in this community.” Community Organization respondents indicated the highest levels of agreement (83%). The Community Board respondents reported the next highest levels of agreement (81%). Among Law Enforcement and Judiciary respondents, 74% and 76% indicated they “Strongly Agreed” or “Agreed” with the statement. Historically, Law Enforcement and the Judiciary respondents have lower levels of agreement when compared to Community Organization and Community Board stakeholder groups (Chart 2 below, and Table 3 in Appendix 2).

Chart 2:
"There is a good working relationship between the survey group and APS in this community."



Community Board Members, Community Organizations, and Law Enforcement were asked to indicate their levels of agreement with the statement, "I understand APS' mission, scope, and purpose." Community Board Members and Community Organizations reported high levels of agreement (97% and 95% respectively). Law Enforcement respondents reported less agreement (70%), but still represented a sizeable majority (Chart 3 below, and Table 4 in Appendix 2).



Survey respondents commented on how APS could further ensure the safety and dignity of vulnerable adults in their communities. Examples of comments received include:

"Continue the good work to connect with community support for contributions and public awareness of the issues we face with this vulnerable population."

"Our local APS Office has always gone above and beyond to help anyone in need of services when we have made referrals. They keep us informed which helps us to deal with our clients."

"Continue to have dialogue and work collaboratively on community issues and concerns affecting the elderly."

"APS works well with our agency. Our relationship can remain strong as APS responds to our requests for assistance with eligible clients and continues to make appropriate referrals to our agency."

For each stakeholder group, this report provides an analysis of responses to each question, followed by an analysis of percent agreement over time (2006, 2007, 2008, and 2009 survey responses). Percent agreement was calculated by combining "Strongly Agree" and "Agree" responses to get a percentage of the total. "Neutral", "Disagree", and "Strongly Disagree" responses were considered non-agreement responses. The "Not Applicable" responses were not counted in the percent agreement calculations. The "Not Applicable" response has been removed from the analyses because the response is considered as not answering the question, or non-responsive, meaning it is the same as if the respondent had left the question blank.

Judicial Results

Appendix 3 (Table 5) displays the number and percentage of judicial community responses to Likert scale statements in the 2009 survey. The majority of the Judiciary respondents reported that APS cases "Rarely" or "Sometimes" appear before their court (34% and 30%, respectively). The courts most often hear *APS Emergency Removal and Protective Services Order* (90% of judicial community respondents), *APS legal proceedings for Emergency Detention Under the Mental Health Code Related to APS Cases* (69% of judicial community respondents), and *Temporary Court Ordered Mental Health Services Under the Mental Health Code Related to APS Cases* (67% of judicial community respondents). Overall, the data indicated the majority of respondents (approximately 60% up to 77%) either "Agreed" or "Strongly Agreed" with all of the statements as shown in **Appendix 3**.

Table 6 in **Appendix 4** compares the percent agreement of the Judiciary responses for the 2006, 2007, 2008 and 2009 surveys. Percentages decreased for four survey question (#2, #5, #6 and #7) and increased for one survey question (#4) between 2008 and to 2009. Two survey items remained the same across the two more recent survey years (#1 and #3). The percentage of respondents who “Agreed” or “Strongly Agreed” with the statement, “*APS ensures the safety and dignity of vulnerable adults in this community*” decreased by thirteen percentage points between 2008 and 2009 (77% and 64%, respectively). The percentage of respondents who agreed with the statement, “*There is a good working relationship between the courts and APS in this community*” decreased two percentage points between 2008 and 2009 (77% and 75%, respectively).

Law Enforcement Results

Appendix 5 (Table 7) provides the number and percentage of law enforcement responses to Likert scale statements in the 2009 survey. The majority of law enforcement respondents reported that they “Rarely” or “Sometimes” work with the local APS office (26% and 52%, respectively). Overall, the data indicated the majority of respondents (approximately 63% up to 80%) either “Agreed” or “Strongly Agreed” with all of the statements. Approximately, 80% of the survey respondents indicated that APS “*Referrals to law enforcement from APS are appropriate.*” In addition, 79% of respondents “Agreed” or “Strongly Agreed” with the statement, “*APS staff members are prepared with information and facts when working with law enforcement on APS cases.*”

Table 8 in **Appendix 6** compares the percent agreement of law enforcement responses for the 2006, 2007, 2008 and 2009 surveys. Percentages decreased for four survey questions (#1, #6, #7, and #8) and increased for four survey questions (#2, #3, #4, and #5) between 2008 and 2009. The percentage of respondents who agreed with the statement, “*APS ensures the safety and dignity of vulnerable adults in this community*” decreased six percentage points between 2008 and 2009 (84% and 78%, respectively).

The percentage of respondents who agreed with the statement, *“There is a good working relationship between law enforcement and APS in this community”* decreased six percentage points between 2008 and 2009 (81% and 75%, respectively). The percentage of respondents who agreed with the statement, *“I understand APS’ mission, scope, and purpose”* decreased seven percentage points between 2008 and 2009 (77% and 70%, respectively).

Community Organization Results

Appendix 7 (Table 9) displays the number and percentage of community organization responses to Likert scale statements in the 2009 survey. The majority of community organization respondents reported that their agency “Sometimes” or “Often” interacts with APS (42% and 37%, respectively). Overall, the data indicated the majority of respondents (approximately 76% up to 95%) either “Agreed” or “Strongly Agreed” with all of the statements. An overwhelming majority (90%) of survey respondents either “Agreed” or “Strongly Agreed” with the statement *“Referrals to my agency from APS are appropriate”*. Approximately 91% of community organization respondents “Agreed” or “Strongly Agreed” with the statement, *“APS is an important component of my community’s resource and social service network.”*

Table 10 in **Appendix 8** compares the percent agreement of community organization responses for the 2006, 2007, 2008 and 2009 surveys. Percentages decreased for four survey questions (#1, #2, #3, and #6) and increased for two survey questions (#4 and #5) between the most two recent survey years. One survey question remained the same (#7). The percentage of respondents who agreed with the statement, *“APS ensures the safety and dignity of vulnerable adults in this community”* remained at 87% between 2008 and 2009. The percentage of respondents who agreed with the statement, *“There is a good working relationship between my agency and APS in this community”* decreased three percentage points between 2008 and 2009 (86% and 83%, respectively). The percentage of respondents who agreed with the statement, *“I*

understand APS' mission, scope, and purpose" increased three percentage points between 2008 and 2009 (92% and 95%, respectively).

Community Board Member Results

Appendix 9 (Table 11) provides the number and percentage of community board member responses to Likert scale statements in the 2009 survey. The community board survey respondents reported the highest levels of "Strongly Agree" across all respondent groups. Overall, the data indicated that the majority of respondents (approximately 71% up to 97%) either "Agreed" or "Strongly Agreed" with all of the statements. Approximately, 91% of respondents reported that they "Agreed" or "Strongly Agreed" with the statement, *"APS is an important component of my community's resource network."* Similarly, 95% of respondents reported that they "Agreed" or "Strongly Agreed" with the statement, *"APS ensures the safety and dignity of vulnerable adults in this community."*

Table 12 in **Appendix 10** compares the percent agreement of community board member responses for the 2006, 2007, 2008 and 2009 surveys. Percentages decreased for eight survey questions (#1, #2, and #4 through #9) and one survey questions remained the same (#3). Between 2008 and 2009, there was an eighteen percentage point decrease in the percent of respondents who "Agreed" or "Strongly Agreed" with the statement, *"APS staff members understand my board's mission and purpose"* and a three percentage point decrease for the statement, *"APS ensures the safety and dignity of vulnerable adults in this community."* The percentage of respondents who agreed with the statement, *"The board has a good working relationship with APS"* decreased twelve percentage points between 2008 and 2009 (93% and 81%, respectively). The percentage of respondents who agreed with the statement, *"I understand APS' mission, scope, and purpose"* remained at 98% between 2008 and 2009.

V. Accomplishments in Fiscal Year 2009

In Fiscal Year 2009, Adult Protective Services (APS) continued its year round public awareness campaign called "It's Everyone's Business". The main goals of the campaign are to enhance awareness about the problems of adult abuse, neglect, and exploitation, enlist the aid of all sectors of communities, and increase awareness of APS programs. "It's Everyone's Business" addresses important issues in protecting older adults and individuals with disabilities. Some of the main audiences of the campaign are law enforcement, the Judiciary, and organizations that provide services to vulnerable adults. The campaign focused on adult abuse and neglect in May, Elder Abuse Awareness Month. Community Engagement staff worked with community organizations to bring awareness of elder abuse through mayoral and court proclamations, training conferences and media coverage around the state.

In Fiscal Year 2009, APS launched a new financial exploitation campaign called "Financial Exploitation: If it's not your money, it's a crime." The campaign focuses attention on financial exploitation of adults who are elderly or have disabilities, and provides specific information to the banking community and the public on how to spot and report financial exploitation. Community Engagement Staff worked with local groups to coordinate several conferences on financial exploitation around the state. The conferences brought together banking institutions, law enforcement agencies and the Judiciary to learn more about reducing financial exploitation in their communities.

APS enjoys a unique relationship with volunteers in communities across Texas. There are currently 23 local boards or coalitions in Texas that support the efforts of APS. Volunteer board members devote thousands of hours a year providing support services to APS clients and staff.

Texas APS regional boards:

- Sponsor community events to raise funds to purchase items for APS clients such as fans in the summer and blankets in the winter;
- Assist APS staff with planning of local conferences that educate the public and other service providers about elder abuse issues;
- Provide their expertise as speakers for community events and training;
- Provide support in the way of recognition and appreciation events for regional staff; and,
- Stock and maintain emergency resource rooms in APS offices, providing easy access to basic necessities for APS workers to deliver to clients in need.

Texas Partners for Adult Protective Services is the first statewide organization serving as a resource to APS and its clients. Texas Partners for Adult Protective Services became an official non-profit organization in October 2007. Its focus is to help improve the lives of adults who are abused, neglected, or exploited in Texas by developing resources and providing assistance to local boards who support APS. Local boards with a current 501 (c)(3) status may be affiliated Texas Partners for APS. Texas Partners for APS is composed of one representative from each of the APS administrative regions who is a current or past officer of a local APS community board.

In November 2008, Texas Partners provided board development training for board members and APS staff at the Texas APS Conference in San Antonio, Texas. They also recognized four regional boards with an Award of Excellence at the conference. In order to receive an Award of Excellence a regional board must excel in the following categories:

- Board development;
- Community awareness;
- Fundraising;
- Client assistance; and,
- Staff support.

The four boards receiving the award were:

- Region 2 APS Partners Board, Abilene;

- Region 9 APS Advisory Board, Midland/Odessa;
- Region 6 APS Advisory Board, Houston; and
- Region 11 Silver Ribbon Community Partners Board, McAllen.

Texas Partners for APS plans to present the Award of Excellence to outstanding boards every year at their annual meeting at the Texas APS Conference.

The APS Community Initiative Specialists who work with the civic, volunteer and faith-based communities, and the APS Resource and External Relations Specialists who work with the Judiciary, law enforcement and other service providers, continued building partnerships and strengthening existing community collaborations during the last year. Collaborative events around the state throughout the year bring together APS staff, volunteers, student interns, community members and other professionals to improve public awareness and service coordination for clients.

VI. Action Plans for Fiscal Year 2010

APS shares the region-specific community satisfaction survey results with each APS region for evaluation by regional management and implementation of necessary changes to address community concerns. In addition, the community satisfaction survey report is shared with the presiding judge of the statutory probate courts in the region and courts with jurisdiction over probate matters in the region, community board members, and other survey respondents who indicated they would like to receive a final survey report.

APS regional community engagement plans for state Fiscal Year 2010 will focus on increased collaborations with the financial community and mental health professionals and other service providers who work with the same client population APS serves. Local advisory boards and coalitions are invaluable in protecting older adults and

persons with disabilities from abuse, neglect and exploitation; APS specialists will continue to support and strengthen these boards and coalitions around the state.

APS will continue to address the issues that are important to protecting older adults and individuals with disabilities in Texas through public awareness campaigns. The campaign during Elder Abuse Prevention Month in May will focus on general education about abuse and neglect. The October campaign will focus media attention on financial exploitation geared toward educating the banking community and the public about financial exploitation of people who are elderly or disabled.

Annual review of community engagement action plans by state office and the regions will ensure regions are progressing on the goals set forth by APS management. The evaluations will provide the community engagement teams an opportunity to identify initiatives that are thriving and initiatives that need further development. Action plans will be reviewed at the end of the fiscal year and new plans will be developed and implemented based on the successes and challenges identified in the previous year.

VII. Conclusion

The APS 2009 Community Satisfaction Survey results show that APS community engagement efforts are effective. The results reinforce the continued need for outreach efforts with the local communities. These survey results also provide valuable insight for making improvements and strengthening partnerships with civic and professional organizations at the local and state level. Throughout Fiscal Year 2010, APS will use activities identified in the Action Plans section of this report, and in regional plans, to continue to assess, strengthen, and improve relationships with community groups.

VIII. Appendices

Appendix 1: 2009 Survey Response Rates

Appendix 2: Comparing Group Responses to Individual Survey Items

Appendix 3: 2009 Judicial Survey Results

Appendix 4: Comparison of 2006, 2007, 2008 and 2009 Judicial Survey Results

Appendix 5: 2009 Law Enforcement Survey Results

Appendix 6: Comparison of 2006, 2007, 2008 and 2009 Law Enforcement Survey Results

Appendix 7: 2009 Community Organization Survey Results

Appendix 8: Comparison of 2006, 2007, 2008 and 2009 Community Organization Survey Results

Appendix 9: 2009 Community Board Survey Results

Appendix 10: Comparison of 2006, 2007, 2008 and 2009 Community Board Survey Results

APPENDIX 1: 2009 SURVEY RESPONSE RATES

**Table 1
2009 Response Rate by Group**

	Total # of Surveys Distributed	Total # of Surveys Returned	Response Rate	% of all Surveys Received, by Group
Judiciary	370	43	11.62%	11.29%
Law Enforcement Agents	479	51	10.65%	13.39%
Community Organizations	1097	242	22.06%	63.52%
Community Board Members	281	45	16.01%	11.81%
Total	2227	381	17.11%	100.00%

APPENDIX 2: COMPARING GROUP RESPONSES TO INDIVIDUAL SURVEY ITEMS

Table 2
2009 Item Analysis by Group*
Survey Question:

APS ensures the safety and dignity of vulnerable adults in this community.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Judiciary	11 (28%)	14 (36%)	11 (28%)	3 (8%)	0 (0%)
Law Enforcement	11 (22%)	29 (57%)	8 (16%)	2 (4%)	1 (2%)
Community Organizations	119 (50%)	89 (37%)	14 (6%)	6 (3%)	12 (5%)
Community Boards	26 (62%)	14 (33%)	1 (2%)	0 (0%)	1 (2%)

Table 3
2009 Item Analysis by Group*
Survey Question:

There is a good working relationship between the Survey Group and APS in this Community

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Judiciary	11 (28%)	19 (48%)	7 (18%)	2 (5%)	1 (3%)
Law Enforcement	14 (27%)	24 (47%)	10 (20%)	1 (2%)	2 (4%)
Community Organizations	115 (48%)	83 (35%)	24 (10%)	5 (2%)	11 (5%)
Community Boards	24 (57%)	10 (24%)	6 (14%)	1 (2%)	1 (2%)

Table 4
2009 Item Analysis by Group*
Survey Question:

I understand APS' mission, scope, and purpose.**

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Law Enforcement	3 (6%)	32 (64%)	9 (18%)	4 (8%)	2 (4%)
Community Organizations	121 (50%)	107 (45%)	10 (4%)	1 (0%)	1 (0%)
Community Boards	23 (52%)	20 (45%)	0 (0%)	0 (0%)	1 (2%)

** This question did not appear on the Judiciary survey.

* Percentages may not equal 100% due to rounding.

APPENDIX 3: 2009 JUDICIAL SURVEY RESULTS

**Table 5
2009 Judiciary Survey Responses ***

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1	APS seeks appropriate court action.	11 (28%)	16 (41%)	7 (18%)	5 (13%)	0 (0%)
2	APS provides appropriate documentation/information to support legal actions requested.	12 (30%)	16 (40%)	9 (23%)	3 (8%)	0 (0%)
3	APS caseworkers are prepared in dealings with the court.	13 (33%)	17 (43%)	7 (18%)	3 (8%)	0 (0%)
4	APS caseworkers are prepared when testifying in court.	12 (31%)	18 (46%)	8 (21%)	1 (3%)	0 (0%)
5	DFPS attorneys are prepared in dealings with the court.	8 (24%)	12 (36%)	10 (30%)	2 (6%)	3 (1%)
6	There is a good working relationship between the courts and APS in this community.	11 (28%)	19 (48%)	7 (18%)	5 (5%)	1 (3%)
7	APS ensures the safety and dignity of vulnerable adults in this community.	11 (28%)	14 (36%)	11 (28%)	3 (8%)	0 (0%)

* Percentages may not equal 100% due to rounding.

N = Count of responses in each category

**APPENDIX 4:
COMPARISON OF 2006, 2007, 2008, AND 2009 JUDICIAL SURVEY RESULTS**

**Table 6
Comparison of 2006, 2007, 2008, and 2009, Judicial Survey Results
Number and Percentage Indicating Agreement with Question***

		2006	2007	2008	2009
1	APS seeks appropriate court action.	N/A	45 (70%)	50 (69%)	27 (69%)
2	APS provides appropriate documentation/information to support legal actions requested.	N/A	48 (76%)	55 (74%)	28 (70%)
3	APS caseworkers are prepared in dealings with the court.	36 (74%)	46 (73%)	55 (75%)	30 (75%)
4	APS caseworkers are prepared when testifying in court.	35 (73%)	45 (78%)	51 (74%)	30 (77%)
5	DFPS attorneys are prepared in dealings with the court.	28 (61%)	37 (71%)	44 (75%)	20 (61%)
6	There is a good working relationship between the courts and APS in this community.	37 (74%)	46 (71%)	57 (77%)	30 (75%)
7	APS ensures the safety and dignity of vulnerable adults in this community.	N/A	43 (66%)	56 (77%)	25 (64%)

* Percentages may not equal those in Table 5 due to rounding.

N = Count of "Agree" and "Strongly Agree" responses

APPENDIX 5: 2009 LAW ENFORCEMENT SURVEY RESULTS

**Table 7
2009 Law Enforcement Survey Responses***

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1	APS staff members are prepared with information and facts when working with law enforcement on APS cases.	8 (16%)	32 (63%)	9 (18%)	2 (4%)	0 (0%)
2	APS caseworkers understand law enforcement protocols and guidelines.	6 (12%)	26 (51%)	13 (25%)	5 (10%)	1 (2%)
3	Referrals to law enforcement from APS are appropriate.	9 (18%)	31 (62%)	7 (14%)	2 (4%)	1 (2%)
4	APS workers know how to engage law enforcement in APS cases.	10 (20%)	27 (54%)	9 (18%)	2 (4%)	2 (4%)
5	APS workers know when to engage law enforcement in APS cases.	9 (18%)	55 (28%)	8 (16%)	4 (8%)	2 (4%)
6	There is a good working relationship between law enforcement and APS in this community.	14 (27%)	24 (47%)	10 (20%)	1 (2%)	2 (4%)
7	I understand APS mission, scope, and purpose.	3 (6%)	32 (64%)	9 (18%)	4 (8%)	2 (4%)
8	APS ensures the safety and dignity of vulnerable adults in this community.	11 (22%)	29 (57%)	8 (16%)	2 (4%)	1 (2%)

* Percentages may not equal 100% due to rounding.

N = Count of responses in each category. Some respondent may have left some items blank.

**APPENDIX 6:
COMPARISON OF 2006, 2007, 2008, AND 2009 LAW ENFORCEMENT SURVEY RESULTS**

**Table 8
COMPARISON OF 2006, 2007, 2008, AND 2009 LAW ENFORCEMENT SURVEY RESULTS***

		2006	2007	2008	2009
1	APS staff members are prepared with information and facts when working with law enforcement on APS cases.	71 (72%)	80 (84%)	71 (86%)	40 (78%)
2	APS caseworkers understand law enforcement protocols and guidelines.	43 (43%)	56 (60%)	50 (60%)	32 (63%)
3	Referrals to law enforcement from APS are appropriate.	N/A	68 (74%)	63 (77%)	40 (80%)
4	APS workers know how to engage law enforcement in APS cases.	53 (53%)	62 (66%)	56 (68%)	37 (74%)
5	APS workers know when to engage law enforcement in APS cases.	49 (49%)	63 (68%)	56 (68%)	37 (73%)
6	There is a good working relationship between law enforcement and APS in this community.	68 (69%)	75 (80%)	69 (81%)	38 (75%)
7	I understand APS mission, scope, and purpose.	N/A	71 (75%)	64 (77%)	35 (70%)
8	APS ensures the safety and dignity of vulnerable adults in this community.	N/A	72 (77%)	70 (84%)	40 (78%)

* Percentages may not equal those in Table 7 due to rounding.

N = Count of "Agree" and "Strongly Agree" responses

APPENDIX 7: 2009 COMMUNITY ORGANIZATION SURVEY RESULTS

**Table 9
2009 Community Organization Survey Responses**

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1	APS is an important component of my community's resource and social service network.	140 (58%)	79 (33%)	11 (5%)	2 (1%)	8 (3%)
2	Referrals to my agency from APS are appropriate.	100 (45%)	99 (45%)	18 (8%)	3 (1%)	1 (0%)
3	APS is responsive to referrals from my agency.	99 (42%)	88 (38%)	25 (11%)	9 (4%)	12 (5%)
4	APS workers understand my agency's purpose and guidelines.	85 (36%)	95 (40%)	33 (14%)	10 (4%)	13 (6%)
5	I understand APS' mission, scope and purpose.	121 (50%)	107 (45%)	10 (4%)	1 (0%)	1 (0%)
6	There is a good working relationship between my agency and APS in this community.	115 (48%)	83 (35%)	24 (10%)	5 (2%)	11 (5%)
7	APS ensures the safety and dignity of vulnerable adults in this community.	119 (50%)	89 (37%)	14 (6%)	6 (3%)	12 (5%)

** Percentages may not equal 100% due to rounding.*

N = Count of responses in each category. Some respondents may have left some items blank.

**APPENDIX 8:
COMPARISON OF 2006, 2007, 2008, AND 2009 COMMUNITY ORGANIZATION SURVEY RESULTS**

**TABLE 10
COMPARISON OF 2006, 2007, 2008, AND 2009 COMMUNITY ORGANIZATION SURVEY RESULTS***

		2006	2007	2008	2009
1	APS is an important component of my community's resource and social service network.	207 (89%)	302 (95%)	270 (97%)	219 (91%)
2	Referrals to my agency from APS are appropriate.	N/A	256 (90%)	235 (91%)	199 (90%)
3	APS is responsive to referrals from my agency.	N/A	250 (85%)	230 (87%)	187 (80%)
4	APS workers understand my agency's purpose and guidelines.	187 (82%)	240 (78%)	203 (75%)	180 (76%)
5	I understand APS' mission, scope and purpose.	N/A	292 (92%)	257 (92%)	228 (95%)
6	There is a good working relationship between my agency and APS in this community.	203 (88%)	264 (85%)	233 (86%)	198 (83%)
7	APS ensures the safety and dignity of vulnerable adults in this community.	193 (84%)	277 (88%)	238 (87%)	208 (87%)

* Percentages may not equal those in Table 9 due to rounding.

N = Count of "Agree" and "Strongly Agree" responses.

APPENDIX 9: 2009 COMMUNITY BOARD SURVEY RESULTS

**Table 11
2009 Community Board Survey Responses***

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1	APS is an important component of my community's resource network.	26 (59%)	14 (32%)	2 (5%)	1 (2%)	1 (2%)
2	APS staff members understand my board's mission and purpose.	16 (38%)	14 (33%)	7 (17%)	4 (10%)	1 (2%)
3	I understand APS' mission, scope and purpose.	23 (52%)	20 (45%)	0 (0%)	0 (0%)	1 (2%)
4	The board has a good working relationship with APS.	24 (57%)	10 (24%)	6 (14%)	1 (2%)	1 (2%)
5	APS staff members interact positively with the board.	24 (57%)	12 (29%)	4 (10%)	1 (2%)	1 (2%)
6	APS staff members regularly attend board meetings/events.	26 (62%)	12 (29%)	2 (5%)	1 (2%)	1 (2%)
7	The board is aware of the needs and priorities of the APS population in the community.	22 (52%)	17 (40%)	2 (5%)	0 (0%)	1 (2%)
8	As a board member, I feel valued by APS for my contributions to the community.	24 (59%)	9 (22%)	4 (10%)	2 (5%)	2 (5%)
9	APS ensures the safety and dignity of vulnerable adults in this community.	26 (62%)	14 (33%)	1 (2%)	0 (0%)	1 (2%)

* Percentages may not equal 100% due to rounding.

N = Count of responses in each category. Some respondents may have left some items blank.

APPENDIX 10:

**Table 12
COMPARISON OF 2006, 2007, 2008, AND 2009 COMMUNITY BOARD SURVEY RESULTS***

		2006	2007	2008	2009
1	APS is an important component of my community's resource network.	36 (90%)	56 (97%)	54 (98%)	40 (91%)
2	APS staff members understand my board's mission and purpose.	33 (83%)	43 (78%)	46 (89%)	30 (71%)
3	I understand APS' mission, scope and purpose.	N/A	58 (98%)	54 (98%)	43 (98%)
4	The board has a good working relationship with APS.	N/A	49 (94%)	49 (93%)	34 (81%)
5	APS staff members interact positively with the board.	38 (95%)	52 (96%)	50 (94%)	36 (86%)
6	APS staff members regularly attend board meetings/events.	37 (93%)	50 (93%)	48 (92%)	38 (90%)
7	The board is aware of the needs and priorities of the APS population in the community.	36 (90%)	52(95%)	49 (94%)	39 (93%)
8	As a board member, I feel valued by APS for my contributions to the community.	N/A	48 (89%)	47 (90%)	33 (80%)
9	APS ensures the safety and dignity of vulnerable adults in this community.	N/A	52 (91%)	53 (98%)	40 (95%)

* Percentages may not equal those in Table 11 due to rounding.

N = Count of "Agree" and "Strongly Agree" responses.