

APS

Adult Protective Services In-Home Overview

The mission of Adult Protective Services is to protect the elderly and adults with disabilities from abuse, neglect, and exploitation by investigating and providing or arranging for services necessary to alleviate or prevent further maltreatment.

APS serves persons who are reported to be abused, neglected, or exploited, and age 65 or older or age 18-64 with a disability.

Total Average Filled Full Time Equivalent (FTE) Staff

Caseworkers	540.8
Supervisors	85.2
Other Staff	129.0
APS Program Support	77.1
Total APS In-Home Staff	832.1

Worker Demographics

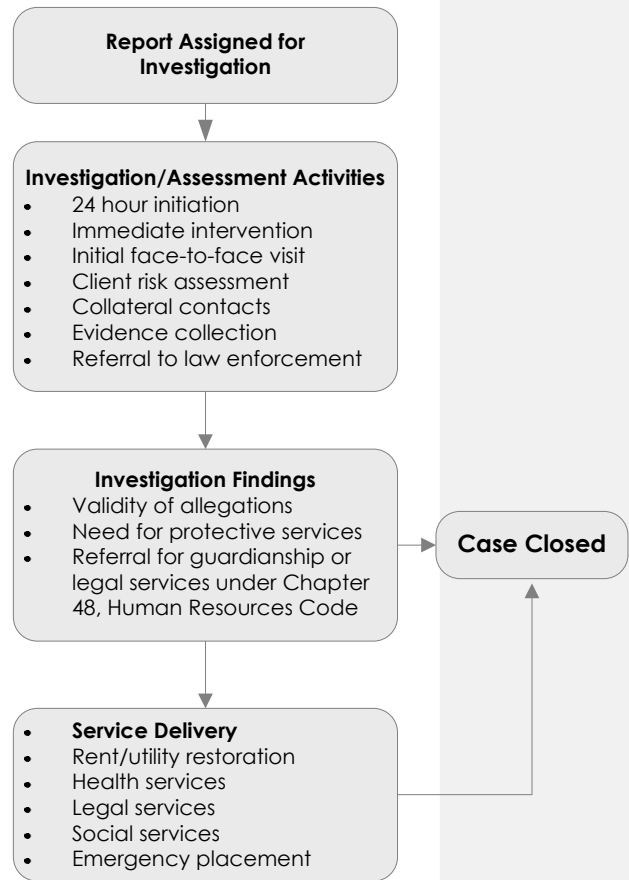
Turnover Rate	18.4%
Agency Tenure:	
Less Than 1 Year	15.3%
1 - 3 Years	24.0%
Greater than 3 Years	60.7%
Entry Salary	\$29,932.92
Average Age	41.2
Race/Ethnicity:	
African-American	33.0%
Anglo	37.3%
Hispanic	27.9%
Other	1.8%

Supervisor Demographics

Turnover Rate	9.1%
Agency Tenure:	
Less Than 1 Year	2.4%
1 - 3 Years	1.2%
Greater than 3 Years	96.4%
Entry Salary	\$38,145.96
Average Age	46.9
Race/Ethnicity:	
African-American	31.0%
Anglo	42.9%
Hispanic	25.0%
Other	1.2%

APS Expenditures

APS In-Home Staff	\$47,325,723
Purchased Client Services	\$8,852,279
Total APS Expenditures	\$56,178,002



Note: The chart is for reference only and does not necessarily represent the flow of a case.

Statistics FY 2012

Completed In-Home Investigations	87,487
Validated In-Home Investigations	59,595

Most Common...

- **Person reporting abuse/neglect/exploitation**
Medical Personnel (20.8%)
- **Allegation validated**
Physical Neglect (66.5%)
- **Validated perpetrator**
Relationship: Adult Children (40.8%)
Gender: Male (51.1%)
Age: Age Over 45 (50.7%)
- **Characteristic of client**
Gender: Female (60.5%)
Age: Over 65 (50.2%)

Legal Responsibility for Adult Protective Services

Statutory References:

Federal: Title XX, Social Security Act
State: Human Resources Code, Chapters 40 and 48
Texas Family Code, Title V
Health and Safety Code, Chapter 532 and Chapters 591-595

Major Provisions:

- Mandatory reporting of abuse, neglect, and exploitation of adults who are elderly (defined as age 65 and older) or adults with disabilities
- Receipt and investigation of all reports (unless patently false); initiation of investigations within 24 hours of receipt of report
- Responsibility for referring reports to other state agencies when DFPS is not the appropriate investigating agency
- Provision or arrangement of services needed to prevent or alleviate abuse, neglect, and/or exploitation
- Enhancing and developing community resources in an effort to increase awareness of abuse, neglect, and exploitation and to address increasing needs of APS clients
- Responsibility for referring adult victims of abuse, neglect and/or exploitation to the Department of Aging and Disability Services (DADS) for guardianship services when these persons appear to lack the capacity to consent to services, there is no other potential guardian available, and guardianship is the least restrictive alternative that will ensure the person's safety and well-being
- Assessment of factors that may indicate an adult's possible lack of capacity to consent to services and pursuit of a medical or mental health evaluation, if indicated
- Using the least restrictive alternative in the provision of protective services
- Authority to seek court orders when necessary to gain access to the individual, to prevent interference with the provision of voluntary protective services, to access records or documents, and to initiate and provide emergency protective services (e.g., a removal), including after-hours and on holidays without a court order
- Requirement to notify law enforcement if APS removes a person from their home under a court order and their home will be left unattended.
- Requirement to notify law enforcement if APS suspects that a person who has been abused, neglected, or exploited in a manner that constitutes a criminal offense
- Confidentiality of case records
- Requirement to make referrals to the Employee Misconduct Registry for certain validated perpetrators

Other Programmatic Information: Factors Contributing to Abuse, Neglect, and Exploitation:

- Rapidly growing population of older adults
- Growing number of younger adults with disabilities
- Alcohol and drug dependency
- Poverty
- Lack of affordable housing and high costs of utility bills
- Inadequate access to health care and costly medications
- Toxic family relationships
- Dependence of family or others on the income of older adults and adults with disabilities
- Violence as a coping mechanism in society
- Physical and mental stress of caregiving in traditionally non-violent, caring households
- Denial of benefits, such as SSI and Medicaid, to some immigrants

Challenges:

- Affordable and safe housing
- Waiting lists and other limitations in the availability of in-home care and home health care
- Shortage of resources to serve persons denied long-term care and other benefits
- Gaps in surrogate decision-making processes for incapacitated persons in hospitals, nursing homes, and community-based settings
- Inadequate community services for persons with a mental illness, including those discharged from state hospitals
- Lack of statewide access to preventative or early intervention services such as long-term case management for older adults and adults with disabilities who are at risk, but not yet experiencing abuse, neglect, or exploitation
- Hiring and maintaining skilled frontline caseworkers and supervisors
- Specialized geriatric social work training is not keeping pace with the ever-increasing number of older Americans

Fiscal Year 2004 and 2012 Pre- and Post-Reform Statistics by Region (APS In-Home)

2004	Region 1 - Lubbock	2012
21.4	Caseworkers	33.9
7.3%	Turnover	14.0%
\$34,600	Average Base Salary	\$37,420
3,579	Completed Investigations	5,344

2004	Region 2 - Abilene	2012
24.8	Caseworkers	32.1
13.1%	Turnover	27.3%
\$33,022	Average Base Salary	\$37,704
4,590	Completed Investigations	5,446

2004	Region 3 - Arlington	2012
45.8	Caseworkers	91.0
16.2%	Turnover	21.7%
\$33,708	Average Base Salary	\$35,204
9,208	Completed Investigations	16,358

2004	Region 9 - Midland	2012
20.4	Caseworkers	21.5
9.8%	Turnover	22.0%
\$34,153	Average Base Salary	\$38,909
3,140	Completed Investigations	3,308

2004	Region 7 - Austin	2012
34.1	Caseworkers	51.0
15.5%	Turnover	20.3%
\$34,500	Average Base Salary	\$36,300
5,981	Completed Investigations	8,963

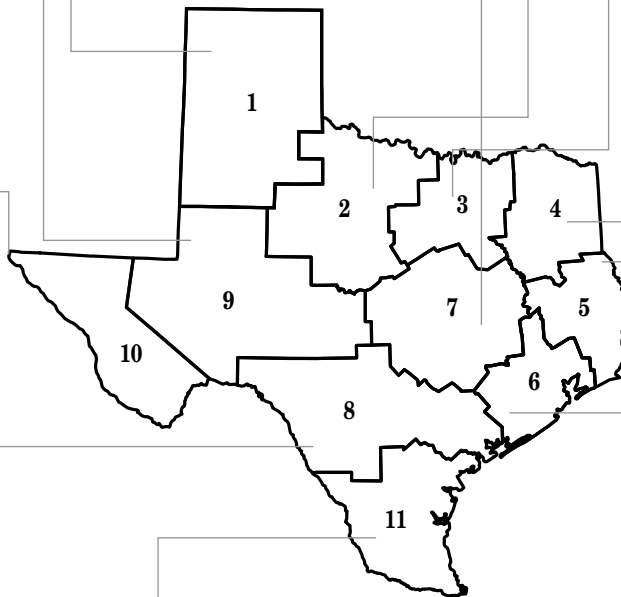
2004	Region 4 - Tyler	2012
27.0	Caseworkers	39.3
7.7%	Turnover	12.4%
\$33,472	Average Base Salary	\$36,628
4,497	Completed Investigations	5,841

2004	Region 10 - El Paso	2012
12.1	Caseworkers	20.6
48.3%	Turnover	4.8%
\$31,694	Average Base Salary	\$36,108
2,600	Completed Investigations	3,054

2004	Region 5 - Beaumont	2012
25.5	Caseworkers	31.9
13.0%	Turnover	18.2%
\$33,927	Average Base Salary	\$34,695
4,387	Completed Investigations	5,079

2004	Region 8 - San Antonio	2012
32.8	Caseworkers	68.0
20.8%	Turnover	23.4%
\$32,904	Average Base Salary	\$35,041
6,673	Completed Investigations	10,515

2004	Region 6 - Houston	2012
46.2	Caseworkers	102.6
10.7%	Turnover	14.2%
\$34,937	Average Base Salary	\$37,195
10,332	Completed Investigations	15,850



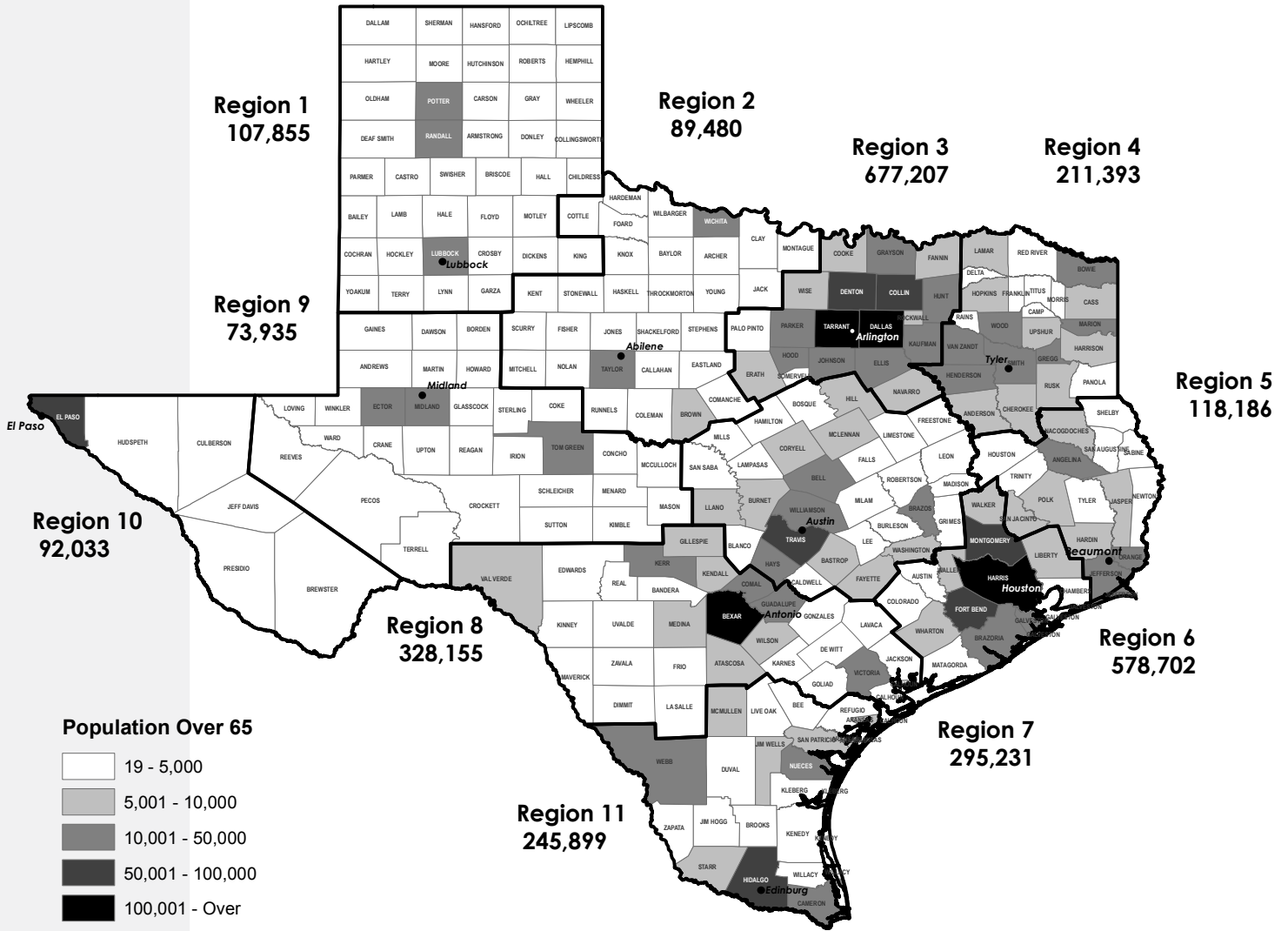
2004	Region 11 - Edinburg	2012
28.1	Caseworkers	49.0
13.6%	Turnover	17.9%
\$34,759	Average Base Salary	\$38,548
5,990	Completed Investigations	7,698

2004	Statewide Totals	2012
318.3	Caseworkers	540.8
14.4%	Turnover	18.4%
\$33,971	Average Base Salary	\$36,509
60,998	Completed Investigations	87,487

- *The State Total for Completed Investigations includes those where the Region was Unknown and/or Out of State.*

Texas Adult Population Ages 65 and Over Fiscal Year 2012

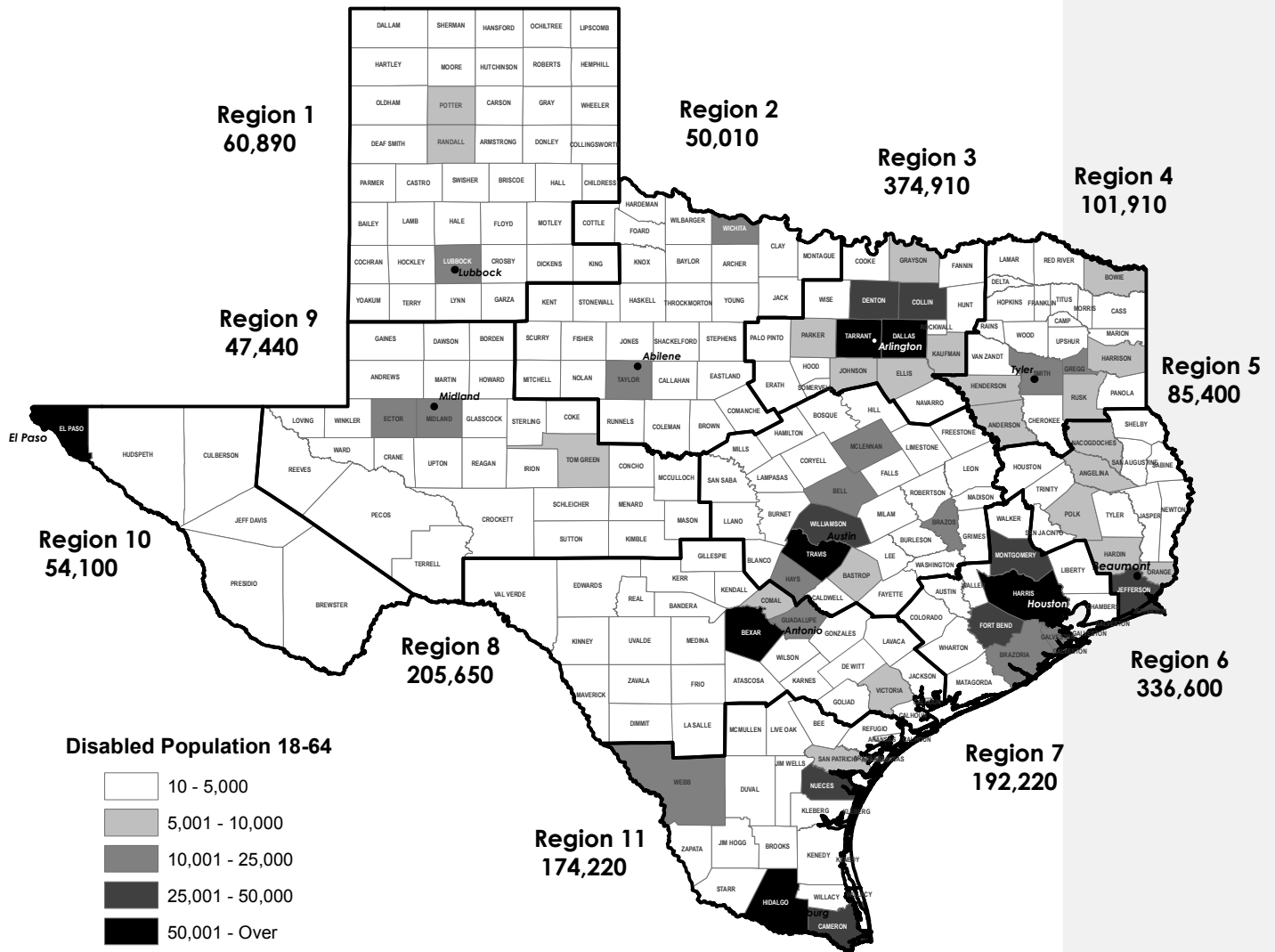
State Total: 2,818,076



Population Data Source: Texas State Data Center, University of Texas (San Antonio). Based on Census 2010 data.

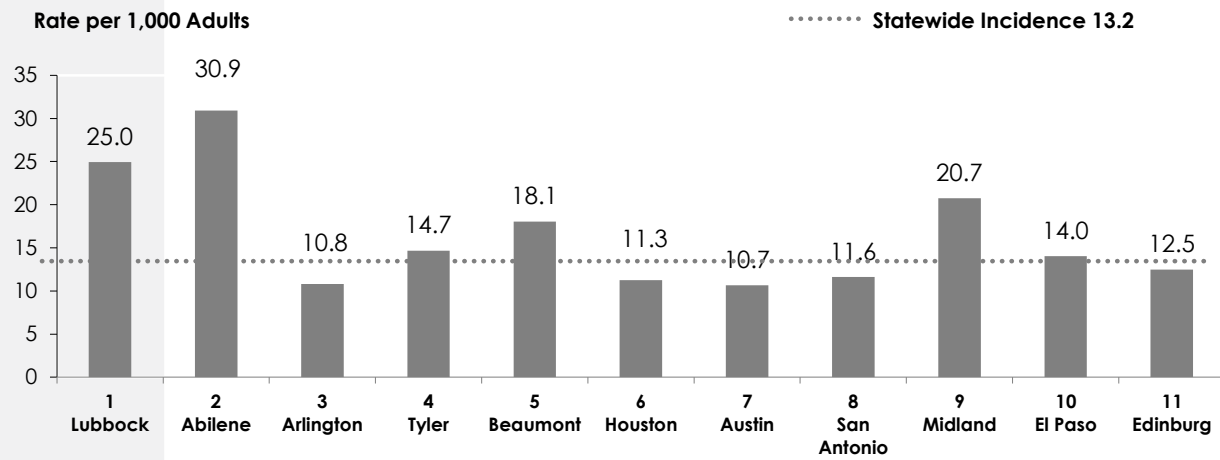
**Texas Disabled Adult Population
Ages 18 to 64 Years
Fiscal Year 2012**

State Total: 1,683,350



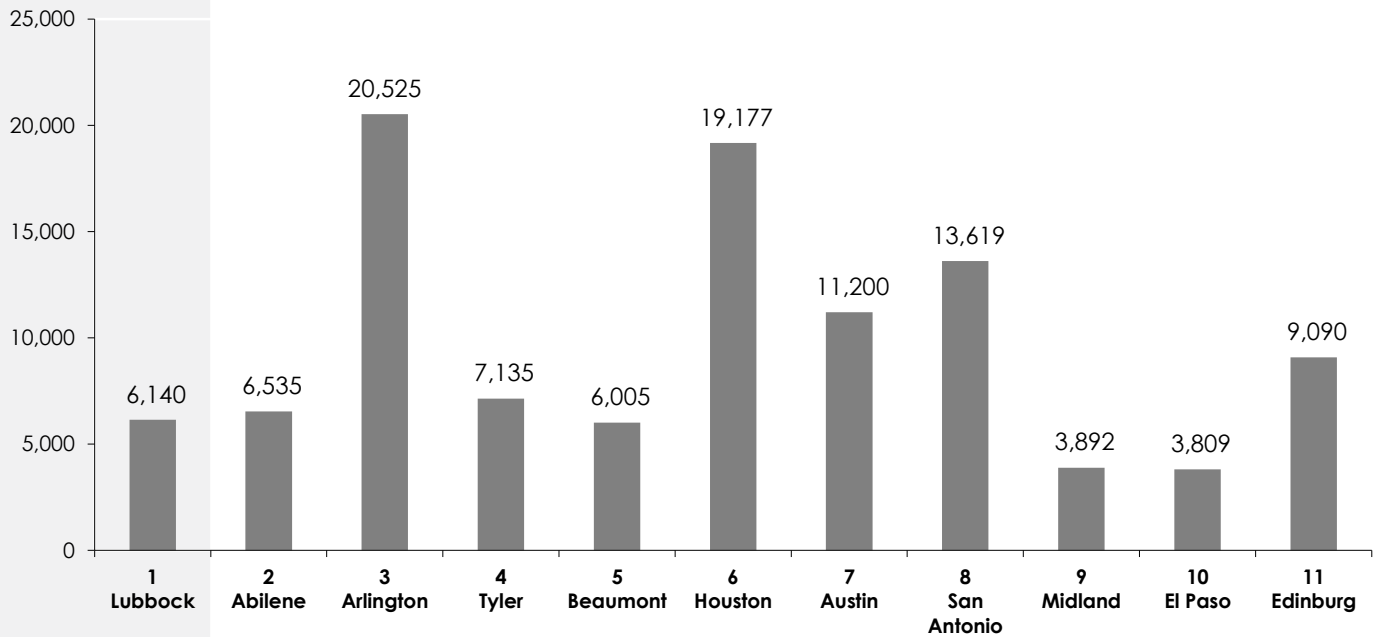
Population Data Source: Texas State Data Center, University of Texas (San Antonio). Based on Census 2010 data.

Incidence of Maltreatment per 1,000 Adult Population by Region Fiscal Year 2012



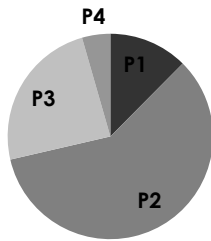
Note: Calculations are based on the percent of validated APS in-home investigations. Unreported incidences are not reflected.

APS In-home Intake Reports by Region Fiscal Year 2012 State Total 107,203



Note: 76 Reports did not have a region identified.

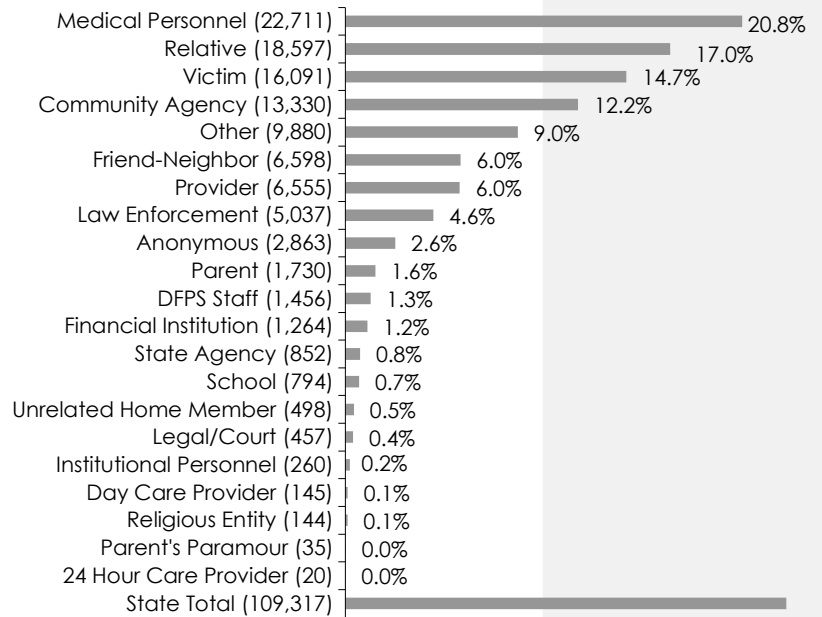
**APS Intake Reports* by Priority
Fiscal Year 2012**



Priority	Intakes	%
P1	13,339	12.4%
P2	63,184	58.9%
P3	25,907	24.2%
P4	4,773	4.5%
Total	107,203	100%

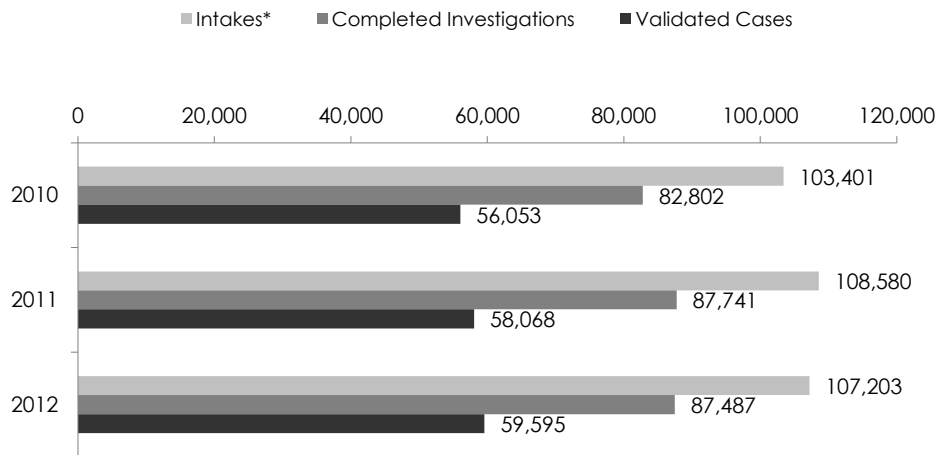
* Intakes included by the date intake closed.
Refer to the definitions section for priority definitions.

**APS In-Home Intake* Reports by Source
Fiscal Year 2012**



Note: A report of abuse/neglect/exploitation may come from multiple sources.
* Intakes included by the date intake closed.

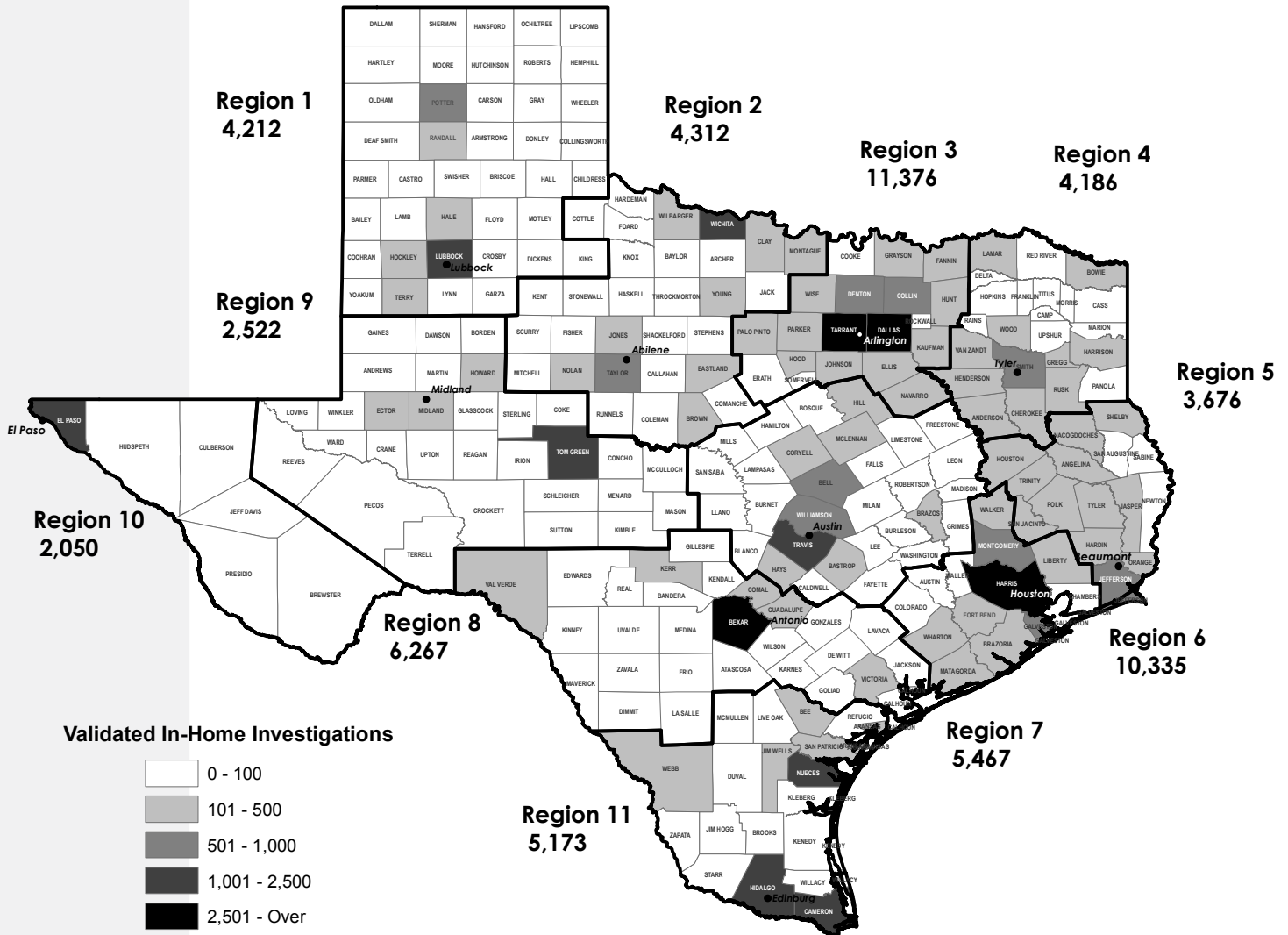
**APS In-home Intakes, Completed Investigations and Validated Cases
Fiscal Years 2010 - 2012**



* Intakes included by date intake closed

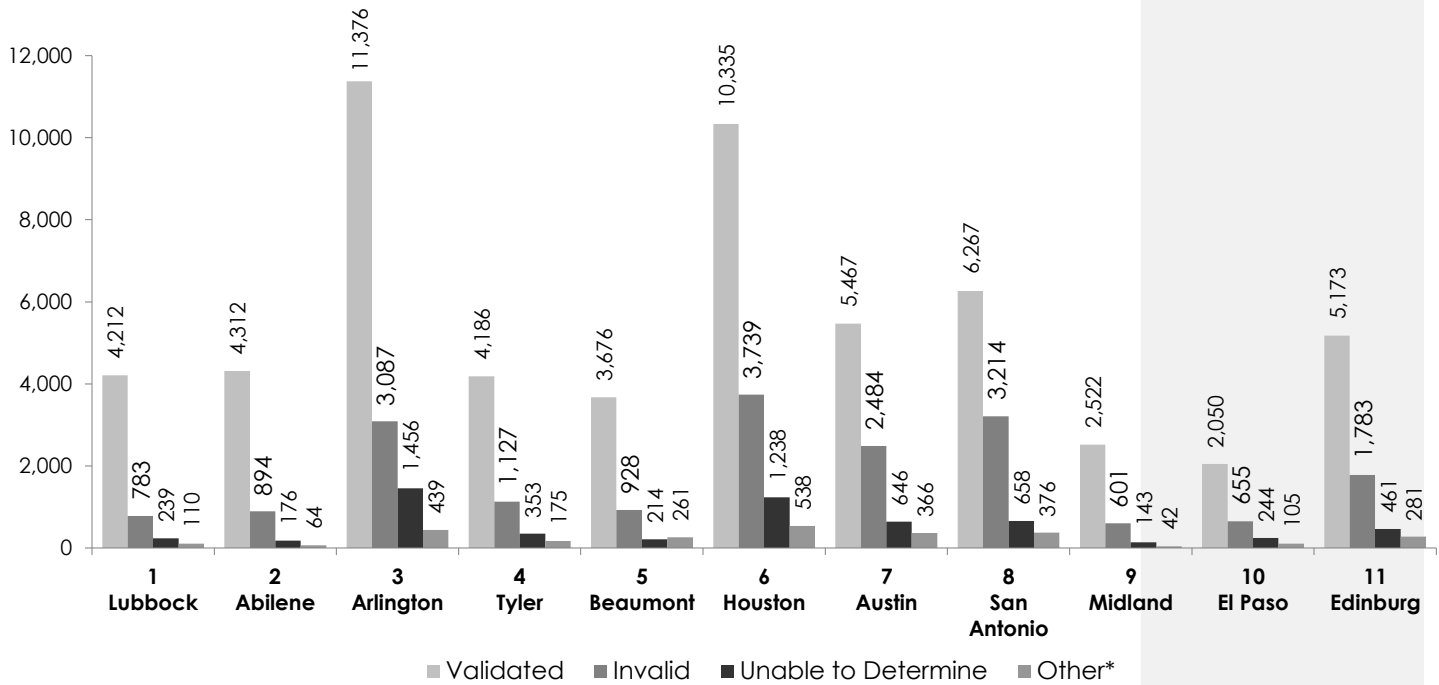
Adult Protective Services Validated In-Home Investigations Fiscal Year 2012

State Total: 59,595



Note: 19 validated investigations did not have a county designated.

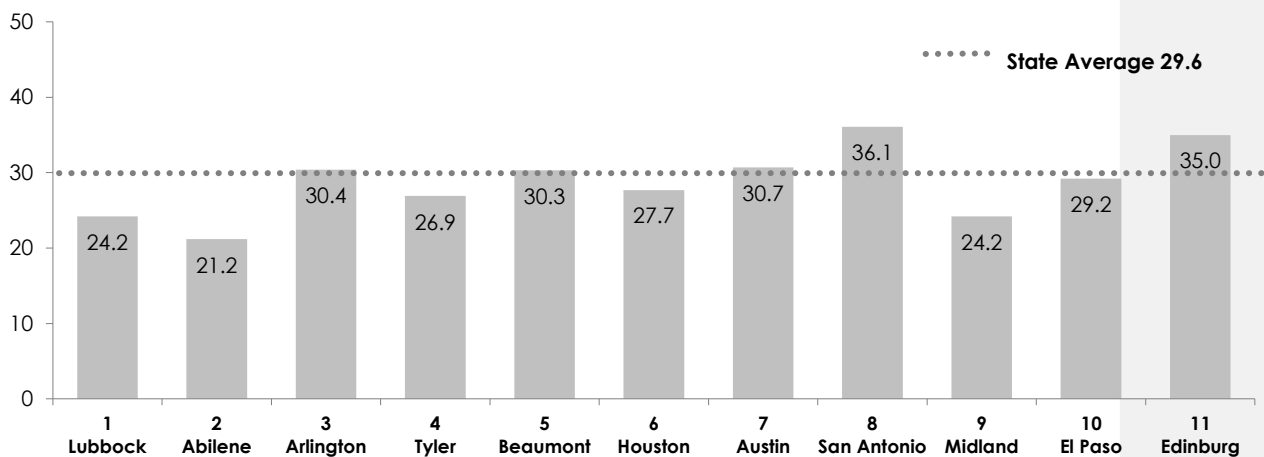
**Completed APS In-Home Investigations by Region
Fiscal Year 2012
State Total 87,487**



* "Other" category refers to those investigations that workers could not complete for some reason, e.g. clients died or cases were misclassified.

Note: 31 investigations had an "unknown" region. Of those, 19 were Validated, 6 were Invalid, 5 were Unable to Determine and 1 was Other.

**APS Daily Caseload
Fiscal Year 2012**

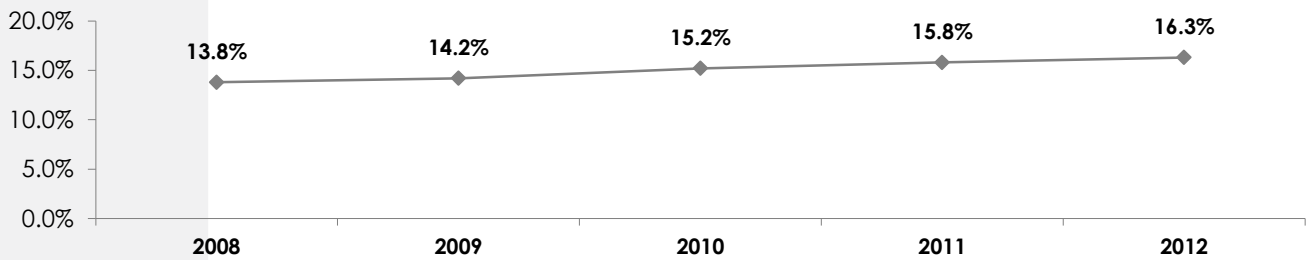


Completed APS In-Home Investigations by Region and Disposition Fiscal Year 2012

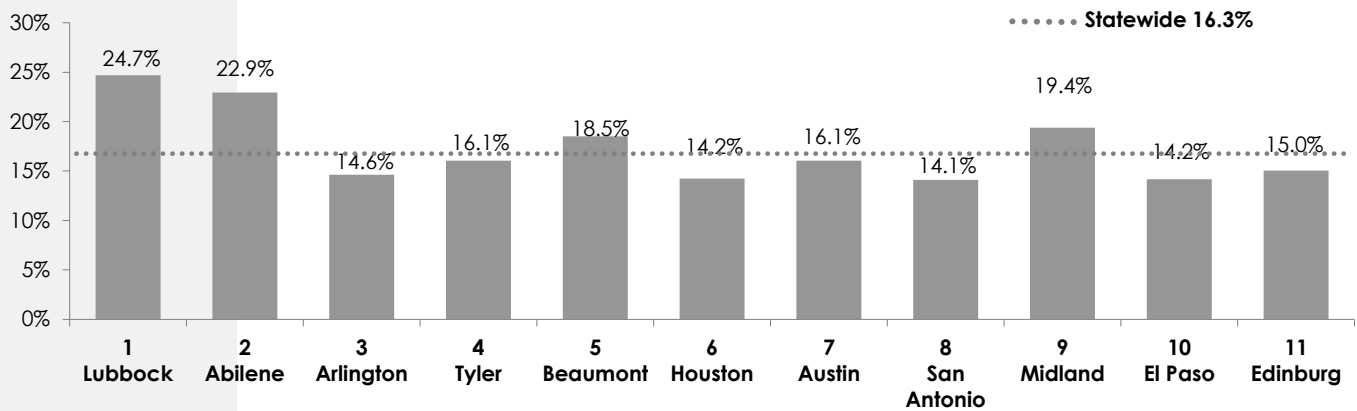
Region	Average Length (Days)	Invalid	Valid Progressed*	Valid Not Progressed	Unable to Determine	Other**	Region Subtotal	Thousands				
								0	5	10	15	20
1 Lubbock	25.9	783	3,900	312	239	110	5,344					
2 Abilene	24.3	894	3,450	862	176	64	5,446					
3 Arlington	40.3	3,087	8,028	3,348	1,456	439	16,358					
4 Tyler	37.7	1,127	3,547	639	353	175	5,841					
5 Beaumont	40.0	928	3,166	510	214	261	5,079					
6 Houston	42.1	3,739	8,088	2,247	1,238	538	15,850					
7 Austin	39.7	2,484	4,244	1,223	646	366	8,963					
8 San Antonio	52.4	3,214	4,895	1,372	658	376	10,515					
9 Midland	29.7	601	2,093	429	143	42	3,308					
10 El Paso	43.5	655	1,267	783	244	105	3,054					
11 Edinburg	45.7	1,783	4,610	563	461	281	7,698					
Unknown	49.7	6	8	11	5	1	31					
State	40.1	19,301	47,296	12,299	5,833	2,758	87,487					

* Valid investigations in which the client requires services are "progressed" into the service delivery stage.
 ** "Other" category refers to those investigations that workers could not complete for some reason, e.g. clients died or cases were misclassified.

Recidivism* of APS In-Home Cases Fiscal Years 2008-2012



Recidivism* of APS In-Home Cases by Region Fiscal Year 2012



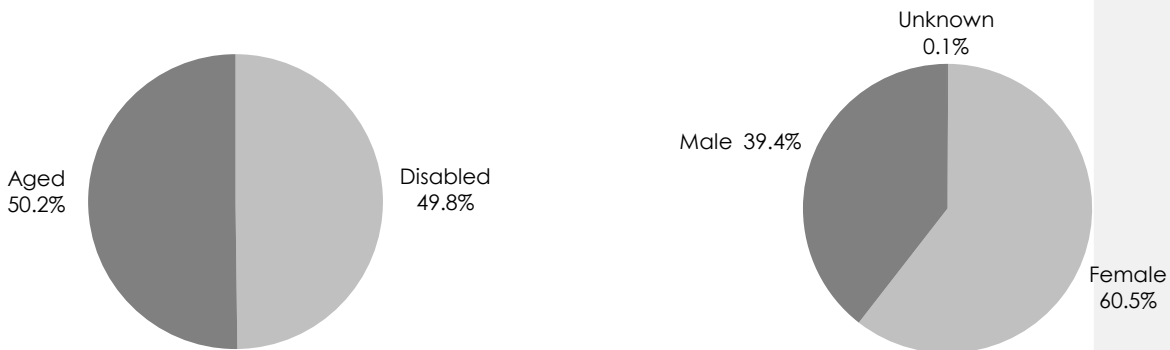
*Recidivism is a measure of the percentage of APS clients referred to the APS system more than once during the fiscal year, including clients who refused services and were re-referred.

**Characteristics of Validated APS Victims in Completed In-Home Investigations
Fiscal Year 2012**

Characteristic	Female		Male		Unknown		Subtotal	
	N	% of Total	N	% of Total	N	% of Total	N	% of Total
Race/Ethnicity *								
Anglo	18,374	30.8%	12,005	20.1%	22	0.0%	30,401	51.0%
African American	8,749	14.7%	4,917	8.2%	12	0.0%	13,678	22.9%
Hispanic	7,755	13.0%	5,745	9.6%	18	0.0%	13,518	22.7%
Native American	92	0.2%	55	0.1%	0	0.0%	147	0.2%
Asian	206	0.3%	125	0.2%	0	0.0%	331	0.6%
Other	892	1.5%	631	1.1%	3	0.0%	1,526	2.6%
Total Victims	36,068	60.5%	23,478	39.4%	55	0.1%	59,601	100.0%

* As recommended by the Health and Human Services Commission (HHSC) to ensure consistency across all HHSC agencies, in 2012, the Department of Family and Protective Services (DFPS) adopted the HHSC methodology on how to categorize race and ethnicity. As a result, data broken down by race/ethnicity in 2012 and after is not directly comparable to race/ethnicity data in 2011 and before.

**In-Home Validated Victims in Completed Investigations
Fiscal Year 2012**



Characteristic	Total	Percentage
Disabled	29,683	49.8%
Aged	29,918	50.2%
Total	59,601	100.0%

Characteristic	Total	Percentage
Female	36,068	60.5%
Male	23,478	39.4%
Unknown	55	0.1%
Total	59,601	100.0%

**Perpetrator Characteristics In Validated APS In-Home Investigations
(Characteristic as % of Total Validated Perpetrators*)
Fiscal Year 2012**

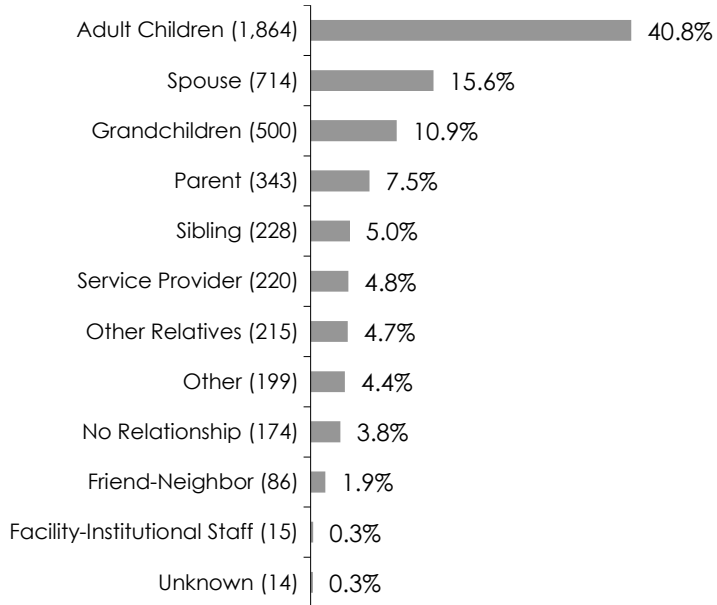
Characteristic	Female		Male		Unknown		Subtotal	
	N	% of Total	N	% of Total	N	% of Total	N	% of Total
Age								
Under 18	129	2.8%	180	3.9%	1	0.0%	310	6.8%
18-25	177	3.9%	218	4.8%	4	0.1%	399	8.7%
26-35	310	6.8%	334	7.3%	3	0.1%	647	14.2%
36-45	445	9.7%	447	9.8%	0	0.0%	892	19.5%
Over 45	1,156	25.3%	1,157	25.3%	4	0.1%	2,317	50.7%
Unknown	1	0.0%	1	0.0%	5	0.1%	7	0.2%
Race/Ethnicity **								
Anglo	979	21.4%	1,176	25.7%	4	0.1%	2,159	47.2%
African American	471	10.3%	329	7.2%	2	0.0%	802	17.5%
Hispanic	612	13.4%	683	14.9%	2	0.0%	1,297	28.4%
Native American	2	0.0%	9	0.2%	0	0.0%	11	0.2%
Asian	9	0.2%	5	0.1%	1	0.0%	15	0.3%
Other	145	3.2%	135	3.0%	8	0.2%	288	6.3%
Marital Status								
Child, Not Applicable	123	2.7%	179	3.9%	0	0.0%	302	6.6%
Divorced	193	4.2%	168	3.7%	0	0.0%	361	7.9%
Married	524	11.5%	549	12.0%	0	0.0%	1,073	23.5%
Separated	62	1.4%	53	1.2%	0	0.0%	115	2.5%
Single, Never Married	297	6.5%	409	8.9%	0	0.0%	706	15.4%
Widowed	64	1.4%	23	0.5%	0	0.0%	87	1.9%
Unknown	955	20.9%	956	20.9%	17	0.4%	1,928	42.2%
Total	2,218	48.5%	2,337	51.1%	17	0.4%	4,572	100.0%

*Does not include self as perpetrator investigations (i.e. a finding of self-neglect).

** As recommended by the Health and Human Services Commission (HHSC) to ensure consistency across all HHSC agencies, in 2012, the Department of Family and Protective Services (DFPS) adopted the HHSC methodology on how to categorize race and ethnicity. As a result, data broken down by race/ethnicity in 2012 and after is not directly comparable to race/ethnicity data in 2011 and before.

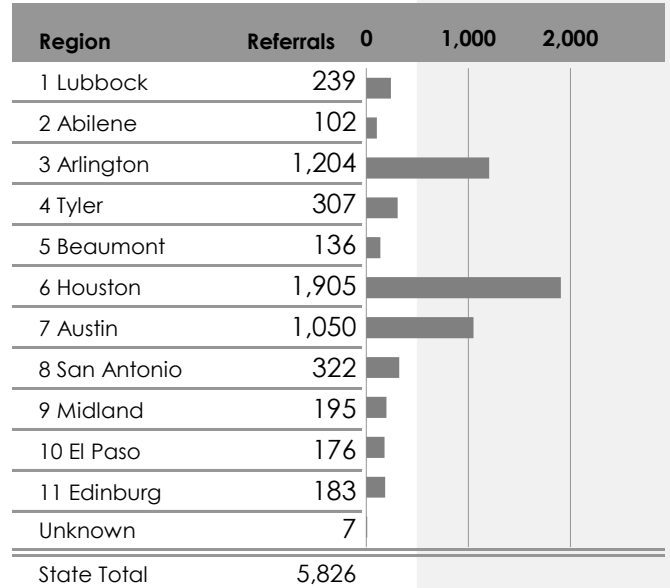
Note: Each victim may have more than one perpetrator at the end of an investigation.

**Perpetrators* in Validated In-Home Investigations
Fiscal Year 2012**



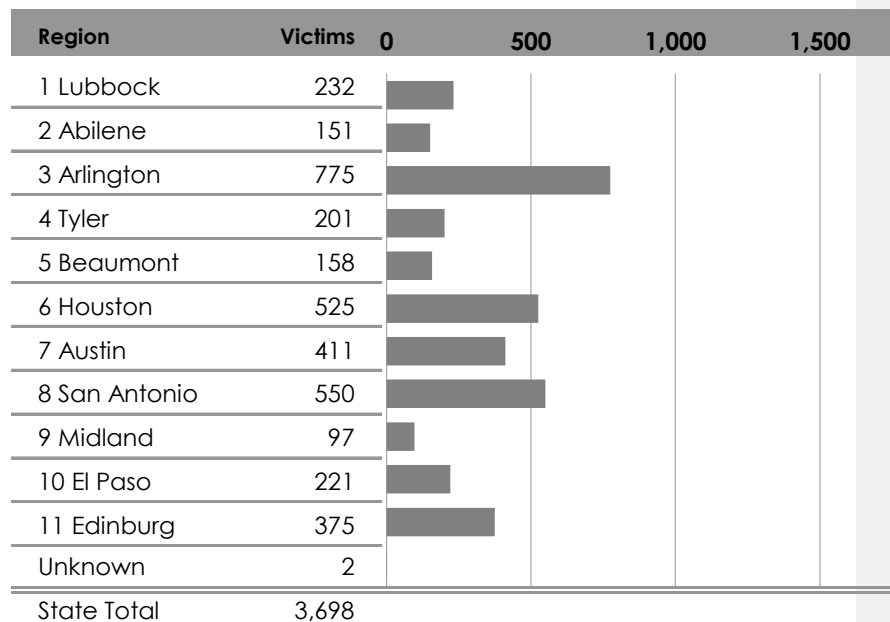
*Does not include self as perpetrator investigations (i.e. a finding of self-neglect).
Note: Each victim may have more than one perpetrator at the end of an investigation.

**Number of Referrals Made to Law Enforcement in Completed APS In-Home Cases by Region
Fiscal Year 2012**



Note: Referral may have been made in previous fiscal year

**APS Victims of Family Violence in Validated Investigations by Region
Fiscal Year 2012**



Validated Allegations in APS In-Home Investigations by Type of Abuse/Neglect Fiscal Year 2012

Region	Emotional/ Verbal Abuse	Exploitation	Medical Neglect	Mental Health Neglect	Physical Abuse	Physical Neglect
1 Lubbock	117	48	1,092	458	78	3,914
2 Abilene	76	39	1,100	407	58	3,943
3 Arlington	409	168	2,801	1,636	303	9,987
4 Tyler	102	48	736	338	67	3,822
5 Beaumont	51	56	717	219	44	3,343
6 Houston	199	142	2,610	1,521	203	9,154
7 Austin	183	96	1,425	869	176	4,541
8 San Antonio	284	130	1,195	688	199	5,405
9 Midland	50	36	796	455	36	2,306
10 El Paso	98	40	622	346	62	1,743
11 Edinburg	149	45	1,075	822	139	4,517
Unknown	1	0	7	4	1	15
State Total	1,719	848	14,176	7,763	1,366	52,690

Region	Suicidal Threat	Sexual Abuse	Total	% by Region	Unduplicated Validated Victims*	% Unduplicated by Region
1 Lubbock	23	3	5,733	7.2%	4,213	7.1%
2 Abilene	37	1	5,661	7.1%	4,312	7.2%
3 Arlington	119	6	15,429	19.5%	11,378	19.1%
4 Tyler	36	2	5,151	6.5%	4,186	7.0%
5 Beaumont	22	2	4,454	5.6%	3,676	6.2%
6 Houston	80	8	13,917	17.6%	10,335	17.3%
7 Austin	50	7	7,347	9.3%	5,468	9.2%
8 San Antonio	81	2	7,984	10.1%	6,267	10.5%
9 Midland	23	2	3,704	4.7%	2,522	4.2%
10 El Paso	26	4	2,941	3.7%	2,051	3.4%
11 Edinburg	78	9	6,834	8.6%	5,174	8.7%
Unknown	0	0	28	0.0%	19	0.0%
State Total	575	46	79,183	100.0%	59,601	100.0%

* Victims have been unduplicated by investigation stage.

Duration of Service Delivery Stages for APS In-Home Cases During Fiscal Year 2012

Days	Cases	%
Under 30	25,286	54.9%
31-60	11,781	25.6%
61-90	4,776	10.4%
91-120	2,077	4.5%
121-180	1,389	3.0%
181-365	698	1.5%
Over 1 Year	76	0.2%
Total	46,083	100.0%

Non-Purchased Client Services Delivered for APS In-Home Cases by Region Fiscal Year 2012

Region	Social Casework	Other Government Agency	Legal	Total
1 Lubbock	4,445	136	13	4,594
2 Abilene	3,515	108	19	3,642
3 Arlington	8,653	135	33	8,821
4 Tyler	4,433	161	0	4,594
5 Beaumont	3,418	186	1	3,605
6 Houston	9,883	192	5	10,080
7 Austin	4,380	252	20	4,652
8 San Antonio	6,324	219	6	6,549
9 Midland	2,039	33	8	2,080
10 El Paso	1,807	70	17	1,894
11 Edinburg	5,295	194	16	5,505
Unknown	11	2	0	13
State Total	54,203	1,688	138	56,029

Note: Clients in validated cases may receive more than one service.

Social Casework - Actions taken by the caseworker to provide assistance to a victim of abuse, neglect or exploitation, in such areas as counseling/ education, assistance with benefits, and mediation. These actions may include referrals to community organizations that provide direct services to the client.

Other Government Agency - This term is used to describe services that were provided by another government agency. For example, the client was referred to the Social Security Administration, or the Texas Department of Aging and Disability Services in order to resolve abuse, neglect or exploitation.

Legal - Legal actions that are taken as a result of Adult Protective Services involvement. An example would be Emergency Order for Protective Services.

