

ADULT PROTECTIVE SERVICES



2015 Community Satisfaction Survey Results Report

November 2015



Texas Department of Family and Protective Services

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Adult Protective Services 2015 Community Satisfaction Survey Results Report

I. Introduction

The Texas Department of Family and Protective Services (DFPS) conducts community satisfaction surveys of the public's perceptions of its investigative and protective services for vulnerable adults in accordance with Human Resource Code, Section 48.006. Distributed to diverse stakeholders and resource groups associated with Adult Protective Services (APS) and APS community board members, the 2015 survey is the eighth community satisfaction survey conducted by APS. Originally an annual survey, the APS Community Satisfaction Survey has been biennial since 2009.

Results from the community satisfaction survey help APS gauge the public's overall satisfaction with its performance, evaluate its community engagement efforts, and gather feedback from stakeholders. The results offer insights into what areas the agency needs to improve, how it can enhance its community support and local community engagement initiatives, how to encourage resource development in the community, and how to strengthen volunteer programs that benefit APS clients.

II. Background

The Health and Human Services Commission (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) judiciary members, 2) law enforcement agencies, 3) community organizations, and 4) APS community board members. Surveys were available online or in paper copy format. The 2004 survey was sent to 2,023 stakeholders.

Since 2006 APS has administered a revised version of the original HHSC 2004 survey. Over the years some questions have been added, removed, and revised, but the overall survey has remained substantially the same. Overall, the number of stakeholders receiving the survey has grown from 2,319 stakeholders in 2006 to 2,768 stakeholders in 2015.

III. Methodology

In preparation for the 2015 survey, APS management and community engagement specialists reviewed the 2013 survey items. Minor revisions were made to the survey questions, primarily simplifying the question instructions and removing "Not Applicable (NA)" from the answer choices. These revisions did not significantly alter the survey questions so that comparisons with previous results could be made.

The 2015 questionnaire consisted of Likert-scale statements and open-ended questions measuring 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 Survey Monkey, an online survey tool. Potential respondents were sent an electronic message with instructions for accessing and completing the online survey. Individuals without Internet access were provided a paper copy via fax or mail.

The 2015 survey was sent to 2,768 stakeholders. The total number of surveys distributed to and received from each stakeholder group and corresponding response rates are shown in **Appendix 1**. The overall response rate for the 2015 survey was 21.2%, a 4.3% percentage point increase from the 2013 survey. Compared to 2013, when response rates increased for judiciary and community organizations yet declined for law enforcement and community board groups, *response rates for all groups increased* in 2015. Community boards had the highest response rate (42.1%) followed by community organizations (20.6%), law enforcement (17%), and the judiciary (17.7%). Survey responses were shared with regional management who determined if changes were needed/necessary to address community concerns.

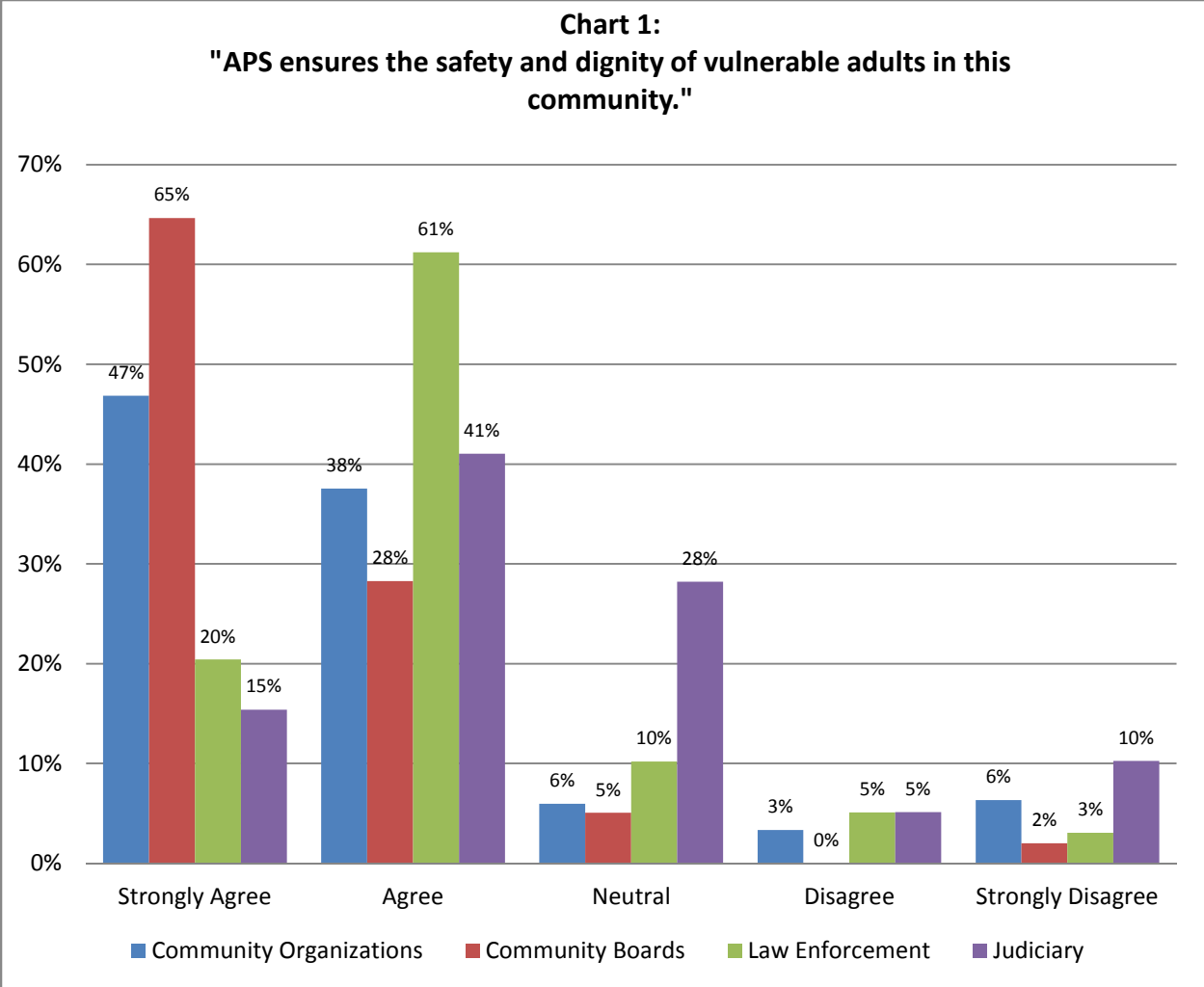
IV. Analysis of Survey Results

Overall, the 2015 Community Satisfaction Survey results were positive. Not only did the survey attract a 45% increase in the number of respondents (588 in 2015 compared to 403 in 2013), but the majority (80%) of all respondents indicated again that they "Strongly Agreed" or "Agreed" that APS had demonstrated a positive performance and had good working relationships in the community. Compared with 2013 results, however, there was a slight drop in satisfaction levels and a decline in percentage points across most categories among judiciary and law enforcement.

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, which ranged from "Strongly Agree" to "Strongly Disagree" and included a "Neutral." In 2015 the "Not Applicable" response category was removed altogether from the survey because the response is considered non-responsive, meaning it is the same as if the respondent 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**.

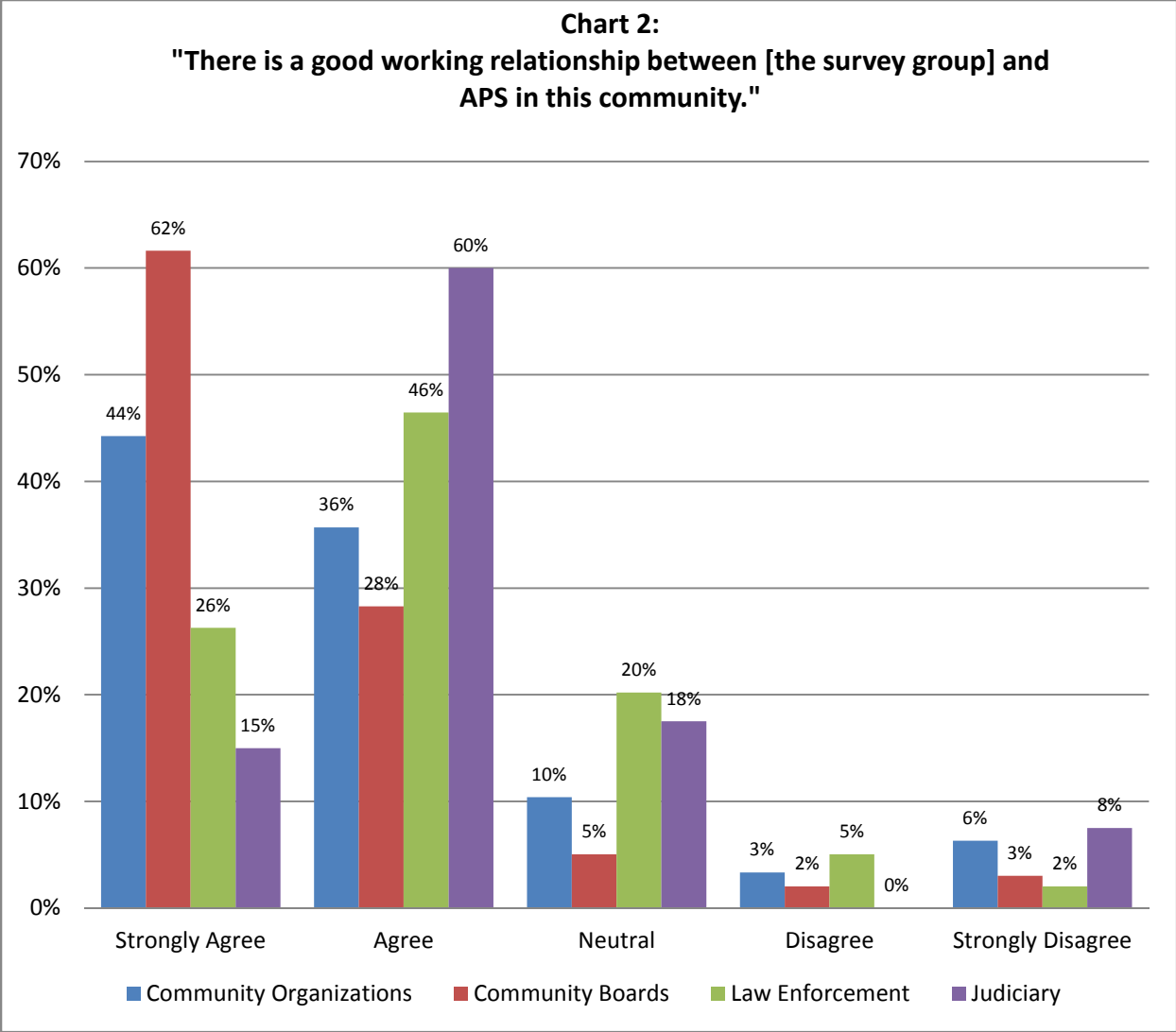
Stakeholder Group Comparisons

All stakeholder groups indicated their level of agreement with the statement, *"APS ensures the safety and dignity of vulnerable adults in this community."* As in 2013, community board respondents had the highest level of agreement - 93% either "Strongly Agreed" or "Agreed" with the statement. Community organizations and law enforcement had the next highest level of agreement with 84% (community organizations) and 82% (law enforcement). Judicial respondents had the lowest level of agreement at 56%. Overall, 83% of all question respondents agreed that APS ensures the safety and dignity of vulnerable adults (see Chart 1 on page 6 and Table 2 in Appendix 2).



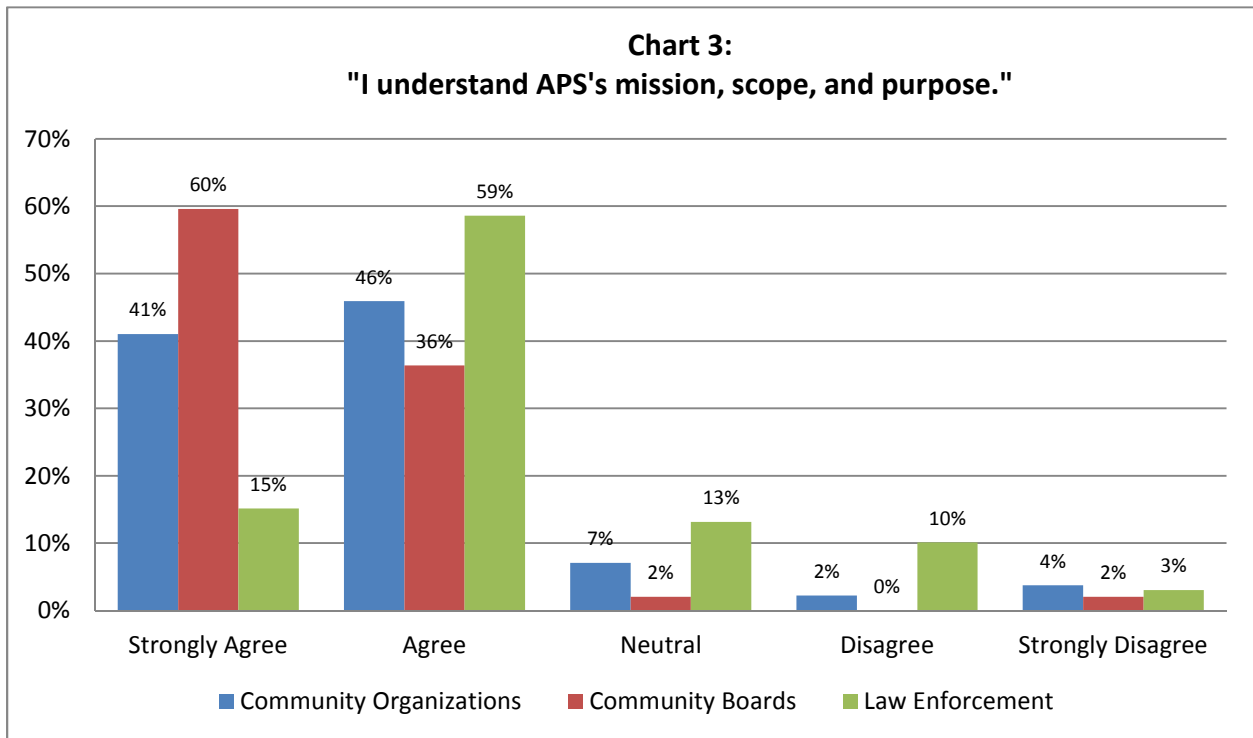
Note: The total number of responses in Chart 1 is 505: 269 responses for community organizations, 99 responses for community boards, 98 responses for law enforcement, and 39 responses for judiciary. Percentages may not equal 100% due to rounding.

Respondents from the 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 board members had the highest levels of agreement as 90% either "Agreed" or "Strongly Agreed" with the statement. The next highest levels of agreement were among community organizations (80%) and the judiciary (75%). Close behind, the level of agreement from law enforcement was 73%.



Note: The total number of responses in Chart 2 is 507: 269 responses for community organizations, 99 responses for community boards, 99 responses for law enforcement, and 40 responses for judiciary. Percentages may not equal 100% due to rounding.

Community organizations, community boards, and law enforcement were asked to indicate their levels of agreement with the following statement, *"I understand APS's mission, scope, and purpose."* Community organizations and community board members reported high levels of agreement (87% and 96%, respectively). Law enforcement respondents reported less (74%) but still represented a sizeable majority (see Chart 3 on page 7 and Table 4 in Appendix 2).



Note: The total number of responses on Chart 3 is 466: 268 responses for community organizations, 99 responses for community boards, and 99 responses for law enforcement. Percentages may not equal 100% due to rounding. This question was not asked in the Judiciary community satisfaction survey.

Open-Ended Statements

Survey responses to the above referenced Likert-scale statements indicate that the stakeholders who participated in the survey share an overall satisfaction with APS's processes. To clarify what improvements were needed, respondents were also asked to explain how APS could further ensure the safety and dignity of vulnerable adults in their communities. The majority of open-ended statements stressed the importance of **raising awareness** and **reaching out to the public** as well as using innovative approaches to access the elderly. Examples of comments received include:

"More public awareness!"

"Continue to be a visible presence through networking and community outreach."

"Continue to spread the word! Raise additional awareness of the problems facing seniors and the role of APS. "

"I believe they are achieving their goal in our community - they respond when called and handle each case with professionalism."

"Continue exploring innovative approaches to access vulnerable adults."

"Make our community more aware of its needs."

Stakeholder Analysis

For each stakeholder group, this report provides an analysis of responses to each question, followed by an analysis of percent agreement over time (2007, 2008, 2009, 2011, 2013, and 2015 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. Whereas “Not Applicable” responses were included but not counted in the percent agreement calculations in 2013, this response category was eliminated altogether from the 2015 survey. The “Not Applicable” response was removed because it is considered not answering the question, or non-responsive, meaning it is the same as if the respondent had left the question blank.

Judiciary Results

The number of judiciary survey responses grew 84% (from 38 respondents in 2013 to 70 respondents in 2015), and the response rate increased from 10% in 2013 to 17.7% in 2015.

The courts most often hear *APS emergency removal cases and protective services orders* (71% of the judiciary community respondents) or those involving *emergency detention under the Mental Health Code related to APS cases* (66% of judiciary community respondents). However, the majority of the judiciary respondents reported that APS cases "Rarely" or "Sometimes" appear before their court (40% and 27%, respectively).

Appendix 3 displays the number and percentage of judiciary community responses to Likert-scale statements in the 2015 survey. As shown in Table 5, the data show that 75% of judiciary respondents agreed that *"There is a good working relationship between the courts and APS in this community."* At the same time 65% of respondents agreed that *"APS caseworkers are prepared in dealings with the court."* Overall, the respondents' levels of agreement ("Agreed" or "Strongly Agreed") with all of the statements ranged from 56% to 75%.

Table 6 in **Appendix 4** compares the percent agreement of the judiciary responses on the 2007, 2008, 2009, 2011, 2013, and 2015 surveys. In 2015 the levels of agreement with the statement *"There is a good working relationship between the courts and APS in this community"* fell by 7 percentage points from 82% to 75% compared to 2013. At the same time, the levels of agreement with the statement *"APS caseworkers are prepared in dealings with the court"* fell by 13 percent from 78% to 65% compared to 2013. The average decline in the level of agreement was 22 percentage points.

Law Enforcement Results

The number of law enforcement survey responses grew 64% (from 69 respondents in 2013 to 113 respondents in 2015), and the response rate increased from 12% in 2013 to 17% in 2015. The majority (72%) of law enforcement respondents reported that they "Sometimes," "Often," or "Always" work with their local APS office (47%, 21%, and 4%, respectively).

Appendix 5 (Table 7) provides the number and percentage of law enforcement responses to Likert-scale statements in the 2015 survey. Overall, the 2015 data indicates a slight decline in community satisfaction compared to 2013. Approximately, 75% of the survey respondents indicated that *"Referrals to law enforcement from APS are appropriate,"* representing a slight decline of 6 percentage points from 2013. In addition, approximately 72% 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,"* compared to 84% in 2013.

Table 8 in **Appendix 6** compares the percent agreement of law enforcement responses for the 2007, 2008, 2009, 2011, 2013, and 2015 surveys. In 2015 the majority of responders agreed with all of the statements although the rate of agreement declined compared to 2013 by 6 to 12 percentage points. The number of respondents who agreed with the statement “*APS ensures the safety and dignity of vulnerable adults in this community*” had the highest percentage of agreement (82%) but declined by 6.4 percentage points compared to 2013. Most of the respondents (75%) “Agreed” or “Strongly Agreed” with the statement “*APS referrals to law enforcement are appropriate,*” yet dropped by 6.5 percentage points compared to 2013. Three out of four respondents (72%) agreed with the statement, “*APS staff members are prepared with information and facts when working with law enforcement on APS cases,*” compared to 84% in 2013.

Community Organization Results

The number of community organization survey responses grew 25% (from 241 respondents in 2013 to 301 respondents in 2015), and the response rate remained unchanged from 20.4% in 2013 to 20.6% in 2015. The majority of community organization respondents, 85%, reported that their agency “Sometimes,” “Often,” or “Always” interacts with APS (39%, 38%, and 7%, respectively).

Appendix 7 (Table 9) displays the number and percentage of community organization responses to Likert-scale statements in the 2015 survey. Overall, the data indicates that the majority of respondents (approximately 74.6% to 89.3%) either “Agreed” or “Strongly Agreed” with all of the statements. A solid majority (approximately 89.3%) of survey respondents either “Agreed” or “Strongly Agreed” with the statement, “*APS is an important component of my community’s resource and social service network.*” Approximately 87% of respondents either “Agreed” or “Strongly Agreed” with the statement, “*I understand APS’s mission, scope, and purpose.*”

Table 10 in **Appendix 8** compares the percent agreement of community organization responses for the 2007, 2008, 2009, 2011, 2013, and 2015 surveys. Comparing 2013 and 2015, percentages in 2015 declined only slightly for all survey questions between 1% and 8.6%. The percentage of respondents who agreed with the statement, “*I understand APS’s mission, scope, and purpose*”

did not change significantly from 88% in 2013 to 87% in 2015. The percentage of respondents who agreed with the statement, *"APS ensures the safety and dignity of vulnerable adults in this community"* fell by 2 percentage points from 86% in 2013 to 84% in 2015. Overall, the greatest decline occurred with *"Referrals to my organization from APS are appropriate,"* which declined by 9 percentage points from 87% in 2013 to 78% in 2015. In addition the percentage of respondents who agreed with the statement *"APS is responsive to referrals from my agency"* declined by 8.4 percentage points, from 83% in 2013 to 75% in 2015.

Community Board Member Results

The number of community board survey responses grew 89% (from 55 respondents in 2013 to 104 respondents in 2015), and the response rate increased by approximately 20% - from 23% in 2013 to 42% in 2015. The tenure of community board member respondents was equally distributed among those who had been with the board less than a year (25%), one to two years (27%), three to four years (21%), and five years or more (27%).

Appendix 9 (Table 11) provides the number and percentage of community board member responses to Likert scale statements in the 2015 survey. Overall, the data indicate that the majority of respondents (81% to 96%) either “Agreed” or “Strongly Agreed” with all of the statements. Approximately 96% of respondents reported that they “Agreed” or “Strongly Agreed” with the statements, *"I understand APS's mission, scope, and purpose"* and *"APS is an important component of my community's resource network."* Additionally, 90% of respondents reported that they “Agreed” or “Strongly Agreed” with the statement, *"The board has a good working relationship with APS."*

Table 12 in **Appendix 10** compares the percentage agreement of community board member responses for the 2007, 2008, 2009, 2011, 2013, and 2015 surveys. Below is a highlight of the most discernible changes regarding the community board members and survey results. Percentages decreased for 7 out of 9 survey questions but remained unchanged for 2 questions. Between 2013 and 2015, responses to the statements *"I understand APS's mission, scope, and purpose"* and *"APS is an important component of my community's resource network"* remained unchanged (96% in agreement). The sharpest decline in the percentage of agreement in 2015

compared to 2013 was found in the statement, *“As a board member, I feel valued by APS for my contributions to the community”* (82% compared to 91%). In addition the percentage agreement in 2015 compared to 2013 to the statement *“APS staff members regularly attend board meetings/events”* dropped from 91% in 2013 to 82% in 2015. The percentage of respondents who agreed with the statement, *“APS staff members understand my board's mission and purpose”* declined by only 2 points from 83% in 2013 to 81% in 2015.

V. Accomplishments in 2014-15

APS continued its public awareness campaign called "It's Everyone's Business," which addresses important issues related to protecting older adults and individuals with disabilities. The main goals of the campaign are to enhance awareness about the problems of adult abuse, neglect and financial exploitation; enlist the aid of all sectors of the community; and increase awareness of APS programs. Some of the main audiences of the campaign are the judiciary, law enforcement members, and community organizations that provide services to vulnerable adults. The month of May is designated as "Older American's Month" and "Elder Abuse Prevention Month," and APS highlights the issues of adult abuse and neglect during May with regional training conferences, mayoral and county court proclamations, and media events around the state.

APS also supports a second public awareness campaign during the month of October focusing on financial exploitation called "If It's Not Your Money, It's A Crime." The campaign identifies signs of 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 works with local service providers to coordinate conferences and training on financial exploitation around the state. The conferences bring together banking institutions, law enforcement agencies, and judicial partners to learn more about reducing financial exploitation in their communities.

APS continues to be supported by local volunteer boards and coalitions around the state that provide necessary resources to APS clients and staff. Texas APS volunteer boards and coalitions sponsor community events to raise funds to purchase items for APS clients, help APS staff plan

local conferences to educate the public about elder abuse issues, and provide support in the way of recognition and appreciation events for APS staff. Texas Partners for Adult Protective Services is the statewide, non-profit organization serving as an additional resource to APS clients and staff. 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. Any local board with a current 501(c) (3) status may be affiliated with Texas Partners for APS. Members of Texas Partners for APS are nominated by their local board and serve on Texas Partners for a three-year term.

VI. Business Plan for FY2016

APS regional community engagement for Fiscal Year 2016 focuses on enhancing stakeholder outreach and development, including more community service options for APS clients; identifying potential funding sources through grants and foundations; exploring additional partnerships for external research; and updating public awareness materials for community engagement. To accomplish this, APS has redesigned its field operations, including consolidating its community engagement positions in an effort to refine our approach and ensure more staff participation in community engagement.

APS will continue to address the issues that are important to protecting older adults and individuals with disabilities in Texas through targeted public awareness campaigns during the months of May and October. Local volunteer boards and coalitions are invaluable in helping APS protect older adults and individuals with disabilities from abuse, neglect, and financial exploitation. Texas Partners for APS continues to support board development at the local levels by offering assistance to new boards on becoming a non-profit organization, fundraising, and community awareness. APS community engagement specialists will continue to support and strengthen these boards and coalitions around the state.

An annual review of the community engagement business plan by state office and the regions will ensure regions are progressing on the goals set forth by DFPS and APS management. The evaluations will provide the community engagement staff an opportunity to identify initiatives

that are thriving and those that need further development. Business plans will be reviewed at the end of each fiscal year and new plans will be developed and implemented based on the successes and challenges identified in the previous year.

VII. Conclusion

APS shares community satisfaction survey results with each APS region, and when requested, regional management follows up on an individual basis. Regional business plans address community concerns by implementing necessary changes. In addition, the community satisfaction survey report is shared with the presiding judge of the statutory probate courts and with courts with jurisdiction over probate matters in the region, community board members, and other survey respondents who indicated an interest in receiving the final survey report.

The APS 2015 Community Satisfaction Survey results show that APS community engagement efforts are effective. The results reinforce the continued need for outreach efforts and continued collaborations with the local communities and other service agencies. These survey results also provide valuable insight for making improvements, enhancing community satisfaction, and strengthening partnerships with civic and professional organizations at the local and state level. APS will continue to use activities identified in the regional business plans to continue to assess, strengthen, and improve relationships with its community partners.

VIII. Appendices

Appendix 1: 2015 Survey Response Rates

Appendix 2: Comparing Group Responses to Individual Survey Items

Appendix 3: 2015 Judicial Survey Results

Appendix 4: Comparison of 2007, 2008, 2009, 2011, 2013, and 2015 Judicial Survey Results

Appendix 5: 2015 Law Enforcement Survey Results

Appendix 6: Comparison of 2007, 2008, 2009, 2011, 2013, and 2015 Law Enforcement Survey Results

Appendix 7: 2015 Community Organization Survey Results

Appendix 8: Comparison of 2007, 2008, 2009, 2011, 2013, and 2015 Community Organization Survey Results

Appendix 9: 2015 Community Board Survey Results

Appendix 10: Comparison of 2007, 2008, 2009, 2011, 2013, and 2015 Community Board Survey Results

APPENDIX 1: 2015 SURVEY RESPONSE RATES

Table 1

2015 Response Rate by Group

Group	Total # of Surveys Distributed	Total # of Surveys Returned	Response Rate (%)	% of All Surveys Received by Group
Community Organizations	1,461	301	20.6%	51.2%
Community Boards	247	104	42.1%	17.7%
Law Enforcement	664	113	17.0%	19.2%
Judiciary	396	70	17.7%	11.9%
Total	2,768	588	21.2%	100.0%

APPENDIX 2:
COMPARING GROUP RESPONSES TO INDIVIDUAL SURVEY ITEMS

Table 2						
2015 Item Analysis by Group*						
<i>Survey Question:</i>						
<i>APS ensures the safety and dignity of vulnerable adults in this community.</i>						
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Judiciary	6 (15%)	16 (41%)	11 (28%)	2 (5%)	4 (10%)	39
Law Enforcement	20 (20%)	60 (61%)	10 (10%)	5 (5%)	3 (3%)	98
Community Organizations	126 (47%)	101 (38%)	16 (6%)	9 (3%)	17 (6%)	269
Community Boards	64 (65%)	28 (28%)	5 (5%)	0 (0%)	2 (2%)	99

Table 3						
2015 Item Analysis by Group*						
<i>Survey Question:</i>						
<i>There is a good working relationship between the survey group and APS in this community.</i>						
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Judiciary	6 (15%)	24 (60%)	7 (18%)	0 (0%)	3 (8%)	40
Law Enforcement	26 (26%)	46 (46%)	20 (20%)	5 (5%)	2 (2%)	99
Community Organizations	119 (44%)	96 (36%)	28 (10%)	9 (3%)	17 (6%)	269
Community Boards	61 (62%)	28 (28%)	5 (5%)	2 (2%)	3 (3%)	99

Table 4						
2015 Item Analysis by Group*						
<i>Survey Question:</i>						
<i>I understand APS's mission, scope, and purpose.**</i>						
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Law Enforcement	15 (15%)	58 (59%)	13 (13%)	10 (10%)	3 (3%)	99
Community Organizations	110 (41%)	123 (46%)	19 (7%)	6 (2%)	10 (4%)	268
Community Boards	59 (60%)	36 (35%)	2 (2%)	0 (0%)	2 (2%)	99

*Percentages may not equal 100% due to rounding.

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

**APPENDIX 3:
2015 JUDICIARY SURVEY RESULTS**

Table 5

2015 Judiciary Survey Responses*

Questions		Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree		Total
		%	Total	%	Total	%	Total	%	Total	%	Total	
1	APS seeks appropriate court action.	10%	4	51%	20	28%	11	3%	1	8%	3	39
2	APS provides appropriate documentation/information to support legal actions requested.	10%	4	50%	20	30%	12	5%	2	5%	2	40
3	APS caseworkers are prepared in dealings with the court.	15%	6	50%	20	23%	9	5%	2	8%	3	40
4	APS staff members are prepared when testifying in court.	18%	7	40%	16	33%	13	5%	2	5%	2	40
5	DFPS attorneys are prepared in dealings with the court.	13%	5	44%	17	36%	14	3%	1	5%	2	39
6	There is a good working relationship between the courts and APS in this community.	15%	6	60%	24	18%	7	0%	0	8%	3	40
7	APS ensures the safety and dignity of vulnerable adults in this community.	15%	6	41%	16	28%	11	5%	2	10%	4	39

**Percentages may not equal 100% due to rounding. Not all respondents answered all questions.*

APPENDIX 4:

COMPARISON OF 2007, 2008, 2009, 2011, 2013, AND 2015 JUDICIARY SURVEY RESULTS

Table 6													
Comparison of 2007, 2008, 2009, 2011, 2013, and 2015 Judiciary Survey Results*													
Questions		2007		2008		2009		2011		2013		2015	
		% Agreement	<i>n</i>	% Agreement	<i>n</i>	% Agreement	<i>n</i>	% Agreement	<i>n</i>	% Agreement	<i>n</i>	% Agreement	<i>n</i>
1	APS seeks appropriate court action.	70%	45	69%	50	69%	27	93%	28	85%	23	61%	24
2	APS provides appropriate documentation/information to support legal actions requested.	76%	48	74%	55	70%	28	97%	29	86%	24	60%	24
3	APS caseworkers are prepared in dealings with the court.	73%	46	75%	55	75%	30	93%	27	78%	22	65%	26
4	APS staff members are prepared when testifying in court.	78%	45	74%	51	77%	30	93%	28	85%	22	57%	23
5	DFPS attorneys are prepared in dealings with the court.	71%	37	75%	44	61%	20	93%	26	91%	20	56%	22
6	There is a good working relationship between the courts and APS in this community.	71%	46	77%	57	75%	30	94%	29	82%	23	75%	30
7	APS ensures the safety and dignity of vulnerable adults in this community.	66%	43	77%	56	64%	25	93%	27	78%	22	56%	22

*Percentages may not equal 100% due to rounding, and respondents may have left some items blank. "n" equals count of "Agree" and "Strongly Agree" responses.

**APPENDIX 5:
2015 LAW ENFORCEMENT SURVEY RESULTS**

Table 7

2015 Law Enforcement Survey Responses*

Questions	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree		Total	
	%	N	%	N	%	N	%	N	%	N		
1	APS staff members are prepared with information and facts when working with law enforcement on APS cases.	13%	13	59%	59	17%	17	7%	7	4%	4	100
2	APS caseworkers understand law enforcement protocols and guidelines.	11%	11	48%	48	26%	26	10%	10	5%	5	100
3	APS referrals to law enforcement are appropriate.	13%	13	61%	60	17%	17	6%	6	2%	2	98
4	APS workers know how to engage law enforcement in APS cases.	14%	14	55%	53	19%	18	9%	9	3%	3	97
5	APS workers know when to engage law enforcement in APS cases.	11%	11	56%	55	16%	16	14%	14	3%	3	99
6	There is a good working relationship between law enforcement and APS in this community.	26%	26	46%	46	20%	20	5%	5	2%	2	99
7	I understand APS's mission, scope and purpose.	15%	15	59%	58	13%	13	10%	10	3%	3	99
8	APS ensures the safety and dignity of vulnerable adults in this community.	20%	20	61%	60	10%	10	5%	5	3%	3	98

**Percentages may not equal 100% due to rounding. Percentages may not equal other table data due to rounding. Respondents may have left some items blank.*

**APPENDIX 6:
COMPARISON OF 2007, 2008, 2009, 2011, 2013, AND 2015 LAW ENFORCEMENT SURVEY RESULTS**

Table 8

Comparison of 2007, 2008, 2009, 2011, 2013, and 2015 Law Enforcement Responses*

		2007		2008		2009		2011		2013		2015	
		% Agreement	<i>n</i>	% Agreement	<i>n</i>	% Agreement	<i>n</i>	% Agreement	<i>n</i>	% Agreement	<i>n</i>	% Agreement	<i>n</i>
1	APS staff members are prepared with information and facts when working with law enforcement on APS cases.	84%	80	86%	71	78%	40	74%	73	84%	54	72%	72
2	APS caseworkers understand law enforcement protocols and guidelines.	60%	56	60%	50	63%	32	58%	57	69%	44	59%	59
3	APS referrals to law enforcement are appropriate.	74%	68	77%	63	80%	40	72%	69	81%	50	75%	73
4	APS workers know how to engage law enforcement in APS cases.	66%	62	68%	56	74%	37	66%	65	76%	48	69%	67
5	APS workers know when to engage law enforcement in APS cases.	68%	63	68%	56	73%	37	64%	63	78%	49	67%	66
6	There is a good working relationship between law enforcement and APS in this community.	80%	75	81%	69	75%	38	73%	72	84%	54	73%	72
7	I understand APS's mission, scope and purpose.	75%	71	77%	64	70%	35	74%	78	83%	53	74%	73
8	APS ensures the safety and dignity of vulnerable adults in this community.	77%	72	84%	70	78%	40	74%	77	88%	56	82%	80

**Percentages may not equal 100% due to rounding, and respondents may have left some items blank. "n" equals count of "Agree" and "Strongly Agree" responses.*

**APPENDIX 7:
2015 COMMUNITY ORGANIZATION SURVEY RESULTS**

**Table 9
2015 Community Organization Survey Responses***

Questions		Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree		Total
		%	N	%	N	%	N	%	N	%	N	
1	APS is an important component of my community's resource and social service network.	63%	169	27%	72	4%	12	2%	5	4%	12	270
2	Referrals to my organization from APS are appropriate.	40%	108	38%	102	15%	39	2%	5	5%	14	268
3	APS is responsive to referrals from my agency.	38%	103	36%	97	13%	34	6%	16	7%	18	268
4	APS workers understand my agency's purpose and guidelines.	31%	84	44%	118	12%	31	6%	16	7%	20	269
5	I understand APS's mission, scope, and purpose.	41%	110	46%	123	7%	19	2%	6	4%	10	268
6	There is a good working relationship between my agency and APS in this community.	44%	119	36%	96	10%	28	3%	9	6%	17	269
7	APS ensures the safety and dignity of vulnerable adults in this community.	47%	126	38%	101	6%	16	3%	9	6%	17	269

**Percentages may not equal 100% due to rounding. Percentages may not equal other table data due to rounding. Respondents may have left some items blank.*

**APPENDIX 8:
COMPARISON OF 2007, 2008, 2009, 2011, 2013, AND 2015 COMMUNITY ORGANIZATION SURVEY RESULTS**

**Table 10
Comparison of 2007, 2008, 2009, 2011, 2013, and 2015 Community Organization Survey Responses***

Questions	2007		2008		2009		2011		2013		2015	
	% Agreement	<i>n</i>	% Agreement	<i>n</i>	% Agreement	<i>n</i>	% Agreement	<i>n</i>	% Agreement	<i>n</i>	% Agreement	<i>n</i>
1 APS is an important component of my community's resource and social service network.	95%	302	97%	270	91%	219	93%	248	94%	204	89%	241
2 Referrals to my organization from APS are appropriate.	90%	256	91%	235	90%	199	87%	210	87%	171	78%	210
3 APS is responsive to referrals from my agency.	85%	250	87%	230	80%	187	81%	206	83%	173	75%	200
4 APS workers understand my agency's purpose and guidelines.	78%	240	75%	203	76%	180	74%	192	78%	166	75%	202
5 I understand APS's mission, scope, and purpose.	92%	292	92%	257	95%	228	91%	240	88%	191	87%	233
6 There is a good working relationship between my agency and APS in this community.	85%	264	86%	233	83%	198	81%	209	85%	180	80%	215
7 APS ensures the safety and dignity of vulnerable adults in this community.	88%	277	87%	238	87%	208	81%	212	86%	185	84%	227

*Percentages may not equal 100% due to rounding, and respondents may have left some items blank. "n" equals count of "Agree" and "Strongly Agree" responses.

**APPENDIX 9:
2015 COMMUNITY BOARD SURVEY RESULTS**

**Table 11
2015 Community Board Survey Responses***

Questions	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree		Total	
	%	N	%	N	%	N	%	N	%	N		
1	APs is an important component of my community's resource network.	68%	67	28%	28	1%	1	1%	1	2%	2	99
2	APs staff members understand my board's mission and purpose.	47%	47	33%	33	11%	11	5%	5	3%	3	99
3	I understand APs's mission, scope, and purpose.	60%	59	36%	36	2%	2	0%	0	2%	2	99
4	The board has a good working relationship with APs.	62%	61	28%	28	5%	5	2%	2	3%	3	99
5	APs staff members interact positively with the board.	64%	63	23%	23	7%	7	2%	2	3%	3	98
6	APs staff members regularly attend board meetings/events.	57%	56	26%	26	6%	6	8%	8	3%	3	99
7	The board is aware of the needs and priorities of the APs population in the community.	47%	47	42%	42	6%	6	2%	2	2%	2	99
8	As a board member, I feel valued by APs for my contributions to the community.	53%	52	29%	29	8%	8	6%	6	4%	4	99
9	APs ensures the safety and dignity of vulnerable adults in this community.	65%	64	28%	28	5%	5	0%	0	2%	2	99

*Percentages may not equal 100% due to rounding, and respondents may have left some items blank. "n" equals count of "Agree" and "Strongly Agree" responses.

**APPENDIX 10:
COMMUNITY BOARD SURVEY RESULTS**

**Table 12
Comparison of 2007, 2008, 2009, 2011, 2013, and 2015 Community Board Survey Responses***

Questions		2007		2008		2009		2011		2013		2015	
		% Agreement	n	% Agreement	n	% Agreement	n	% Agreement	n	% Agreement	n	% Agreement	n
1	APS is an important component of my community's resource network.	97%	56	98%	54	91%	40	97%	74	96%	52	96%	95
2	APS staff members understand my board's mission and purpose.	78%	43	89%	46	71%	30	88%	65	83%	45	81%	80
3	I understand APS's mission, scope, and purpose.	98%	58	98%	54	98%	43	100%	77	96%	52	96%	95
4	The board has a good working relationship with APS.	94%	49	93%	49	81%	34	93%	68	96%	49	90%	89
5	APS staff members interact positively with the board.	96%	52	94%	50	86%	36	95%	69	92%	49	88%	86
6	APS staff members regularly attend board meetings/events.	93%	50	92%	48	90%	38	88%	65	91%	48	83%	82
7	The board is aware of the needs and priorities of the APS population in the community.	95%	52	94%	49	93%	39	97%	72	92%	49	90%	89
8	As a board member, I feel valued by APS for my contributions to the community.	89%	48	90%	47	80%	33	92%	67	92%	48	82%	81
9	APS ensures the safety and dignity of vulnerable adults in this community.	91%	52	98%	53	95%	40	99%	73	94%	50	93%	92

*Percentages may not equal 100% due to rounding, and respondents may have left some items blank. "n" equals count of "Agree" and "Strongly Agree" responses.