



TEXAS

Department of Family
and Protective Services

Adult Protective Services

Adult Protective Services Community Satisfaction Survey

2019 Survey Results

June 1, 2020

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I. Introduction

In accordance with the Texas Human Resource Code, Section 48.006, the Texas Department of Family and Protective Services (DFPS) surveys community stakeholders of Adult Protective Services (APS) every other year. The purpose of this “Community Satisfaction Survey” is to gather information on the performance of adult protective investigations and services, for use in evaluation and improvement to address community concerns.

Originally an annual survey, the APS Community Satisfaction Survey has been biennial since 2009. The survey conducted in 2019 was the tenth Community Satisfaction Survey.

This report provides a summary of results from the survey, including findings from each of four surveys conducted with four distinct stakeholder groups. The results are supplemented by information about community engagement activities.

II. Background

The Health and Human Services Commission (HHSC) conducted the initial Community Satisfaction Survey in 2004. HHSC worked with APS and a community relations work group to design four separate surveys, administered to members of the judiciary, law enforcement agencies, community agencies that provide referrals to APS or serve consumers referred by APS, and the Adult Protective Services Community Boards.

Today, APS conducts the surveys with care to be inclusive of the full range of services, organizations, service professionals, and others dedicated to the well-being of vulnerable adults in Texas. The survey is composed of four sub-surveys tailored to:

1. the law enforcement sector, including chiefs of police, law enforcement officers and others in the law enforcement system;
2. the judicial sector, including but not limited to judges and prosecutors in courts with probate jurisdiction;
3. partner agencies and community organizations which serve or advocate for the well-being of vulnerable adults; and
4. Adult Protective Services Community Boards.

DFPS shares findings of the Community Satisfaction Survey in reports on the DFPS website, at <http://www.dfps.state.tx.us/>. Survey results are also shared with regional APS management for evaluation and improvement of services, to judges of courts with probate jurisdiction, and other stakeholders.

III. Methodology

A periodic, broad-based stakeholder survey such as APS's Community Satisfaction Survey provides information that can be useful to gain insight on an organization's performance over time and from different stakeholder perspectives. In surveys of this nature, often certain survey questions are designed to facilitate comparisons over time and among groups.

At the core of the Community Satisfaction Survey is a series of standardized satisfaction-related statements to which respondents reply on an agreement scale from "strongly disagree" to "strongly agree". Responses to these questions are analyzed to understand stakeholder perceptions at the point in time of the survey, as they differ among different groups of respondents, and as they compare to responses from previous survey.

The survey is conducted as a coordinated set of four surveys designed to compose an overall picture of stakeholder satisfaction. Each stakeholder survey contains eight to ten satisfaction indicator statements, totaling 36 statements across all surveys. A few statements are identical in all surveys; others are virtually identical but for a change in term to improve understandability for a stakeholder group. Some statements address a key issue relevant to multiple stakeholders but differ to match the roles of each stakeholder in the protection of vulnerable adults in Texas.

Over the years the Community Satisfaction Survey has been conducted, questions have been revised, added, or removed. An initial set of questions established in 2004 were refined for the 2006 survey. Further revisions were made for the 2007 survey, resulting in a set of 31 satisfaction indicator statements in total across all four surveys. These 31 statements have remained in use since that time, with minor word changes in 2015 and 2017 to modernize language. In 2017, an effort to standardize questions asked across stakeholder groups resulted in a total of 36 satisfaction indicator statements, which were used again in the 2019 survey without changes.

As survey practice and consumer use of technology has changed, the survey has evolved from paper-based to internet-based format. For a time, both formats were used. The 2017 survey provided an option to complete the survey by mail, but this method had no respondents. In 2019, the survey was exclusively offered in an internet-based format.

The survey was available for completion for a 30-day period, from June 12 to July 12, 2019. Invitations were sent to about 3,000 email addresses from contact lists developed and maintained by APS Community Engagement staff. A hyperlink within each email provided access to the stakeholder survey most relevant to the contact receiving the email. These hyperlinks could be used by anyone with the link. Survey invitations encouraged recipients to forward the invitation to others who may have feedback for APS. Because of this, it cannot be determined how many individuals may have ultimately received a survey invitation. The objective of the survey dissemination strategy is to obtain as many responses as possible.

IV. Survey Results

Survey Responses

The 2019 Community Satisfaction Survey received 602 survey responses. This number is higher than the number of responses to other Community Satisfaction Surveys of the past decade and represents a substantial increase from the 522 responses received for the 2017 survey. That increase comes largely from the Community Partners Survey, for which the number of responses increased from 315 in 2017 to 391 in 2019.

As in past years, most (65%) responses in 2019 were to the Community Partners survey, while the APS Community Boards and Law Enforcement Partners surveys each comprised about 15% of the response total. The Judicial Partners Survey provided about six percent of all survey responses, a count lower than in previous years. Data on the number of contacts and responses to the 2019 Community Satisfaction Survey for each stakeholder survey are given in Table 1.

Table 1:
2019 Community Satisfaction Survey
Survey Contacts and Responses

Survey	Survey Contacts	% of Total	Survey Responses	% of Total	Responses as a % of Contacts
Community Partners	1709	54%	391	65%	23%
APS Community Boards	239	8%	89	15%	37%
Law Enforcement Partners	758	24%	88	15%	12%
Judicial Partners	451	14%	34	6%	8%
All Surveys	3157	100%	602	100%*	19%

The sum of percentage of total responses not appear to equal 100%, due to rounding.

For historical data, see the Appendix.

Response Profiles

Community Partners Survey

Responses to this survey came from a wide variety of types of organizations and services, including health care, personal services, mental and behavioral health, family violence, nutrition, dementia, guardianship, housing, and financial services, among others. Most responses (67%) reported five or more years of experience with their organization. The great majority (83%) reported having been involved with an APS case within in the past two years, with 22% reporting working with APS cases at least once a month.

Community Boards Survey

Of 89 responses, 87 were from current board members and three were from former members. A little over half of responses (55%) reported two years or less of experience on an APS board; others reported three to four (16%) or five or more years (29%) of experience. The great majority (90%) reported that their board usually met once a month.

Judicial Partners Survey

Of 34 survey responses, about half (15) were from judges and most of the remainder were attorneys and court investigators. Most (74%) reported having been in their role for five years or more. Most responses (68%), including both judges (67%) and others (68%) reported that an APS case had appeared before the court they work with within the past two years.

Law Enforcement Survey

Of 88 survey responses, 70% were law enforcement officers; one was a police chief. Most other responses came from victim or social services in law enforcement (10%) and emergency medical or fire response services (nine percent). Most (77%) reported having been involved with an APS case within the past two years; 14% reported working with APS cases at least once a month.

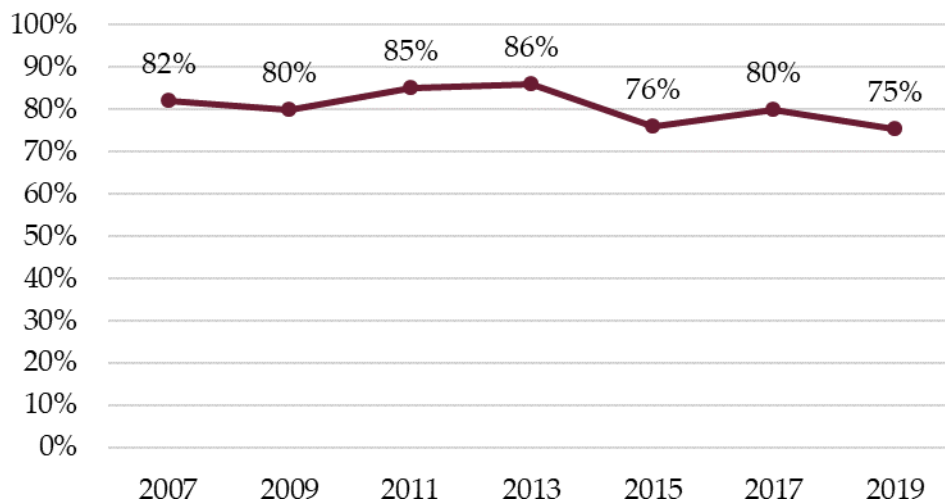
Average Agreement on Satisfaction Indicators

As of 2019, the Community Satisfaction Survey has collected data on certain standardized satisfaction indicators from the same four categories of stakeholders since 2007. As a result, over a decade's worth of satisfaction indicator data from numerous iterations of the survey are now available for comparisons over time.

Based on satisfaction indicator results from the 2019 Community Satisfaction Survey, feedback from APS stakeholders was positive, on average. From pooled results of all four surveys, 75% of responses agreed (answered either "agree" or "strongly agree") with statements reflecting positive perceptions about APS. This average rate of agreement in 2019 is slightly lower than in previous years. As seen in Chart 1, the rate varied from 76% to 86% in past surveys.

Chart 1:
APS Community Satisfaction Survey
Average Agreement with Satisfaction Indicators

Percent who agree:



Key Satisfaction Indicators

Among the standardized satisfaction statements in the Community Satisfaction Survey, a group of five statements have identical or very similar language across all four stakeholder surveys. These are evaluated as key satisfaction indicators reflecting APS success in five key areas:

1. Communicating the APS mission, scope and purpose
2. Enhancing community resources and services
3. Ensuring the safety and dignity of vulnerable adults
4. Coordinating with community partners through appropriate referrals
5. Achieving a good working relationship with community partners

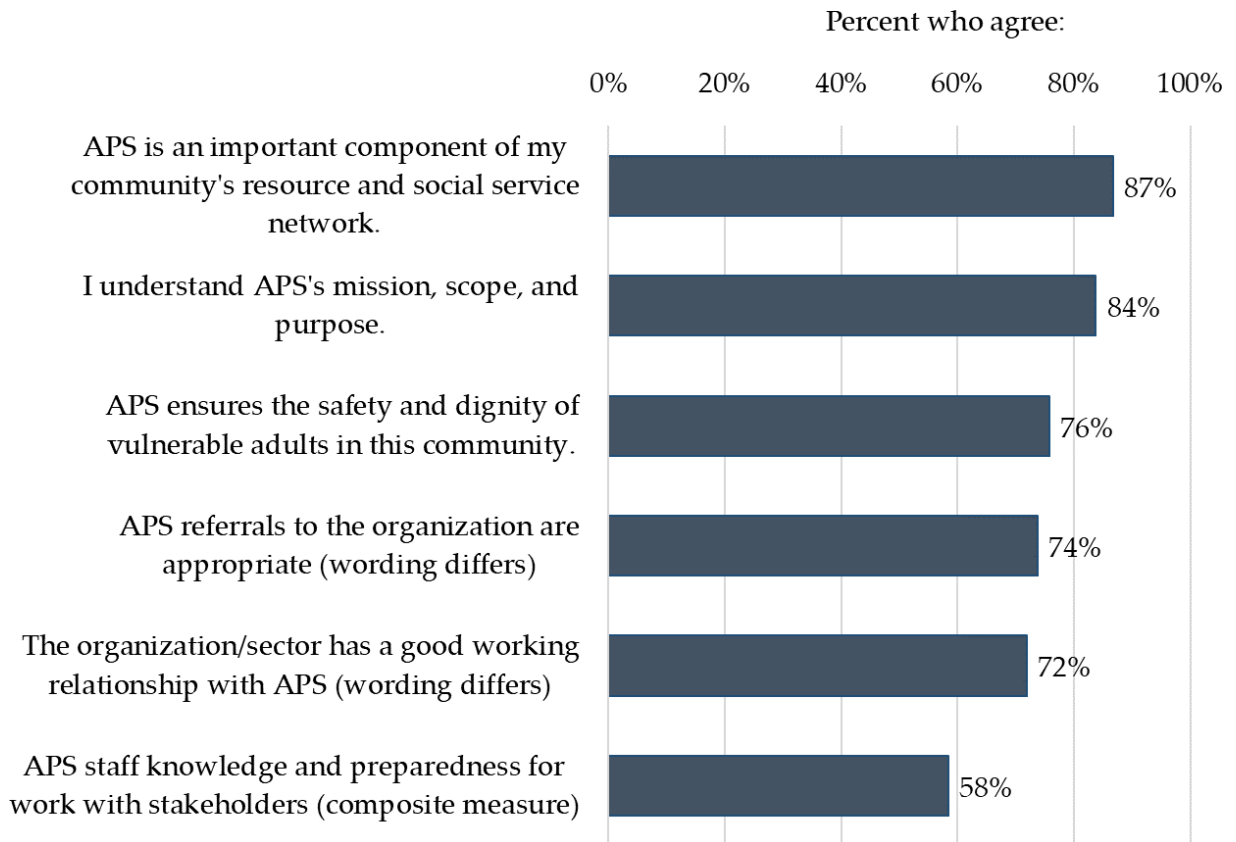
Results on these five key satisfaction indicators in the 2019 survey are summarized in Chart 2. Results suggest wide recognition of the value and mission of APS. For example, 87% of responses agreed that “APS is an important component of (the respondent’s) community’s resource and social services network.” Further, 84% of responses agreed that they “understand the APS mission, scope and purpose.” Perception that APS is effective in its mission seemed somewhat less prevalent; with 76% agreeing that “APS ensures the safety and dignity of vulnerable results in this community.”

A majority (72%) of responses agreed that their organization or sector has a good working relationship with APS. Similarly, 74% agreed that referrals to their organization or sector are appropriate; the nature of referral varies by stakeholder survey and does not apply to the APS Community Boards survey:

- “APS seeks appropriate court action” (Judicial Partners Survey)
- “APS referrals to law enforcement are appropriate.” (Law Enforcement Partners Survey)
- “Referrals to my organization from APS are appropriate.” (Community Partners Survey)

Respondent views of APS staff’s knowledge and preparedness for work with stakeholders were generally less positive than views of relationships with APS in general. Several satisfaction indicators in the surveys address whether APS staff understand stakeholder purposes and processes and are prepared to work with those processes in specific ways. The last (sixth) item on Chart 2 provides a composite of these indicators of APS staff readiness. Average agreement on these indicators was 58%. A breakdown of the indicators within this composite measure is provided in Table 2, to be discussed shortly.

Chart 2
2019 APS Community Satisfaction Survey
Agreement with Key Satisfaction Indicators



Stakeholder Survey Comparison

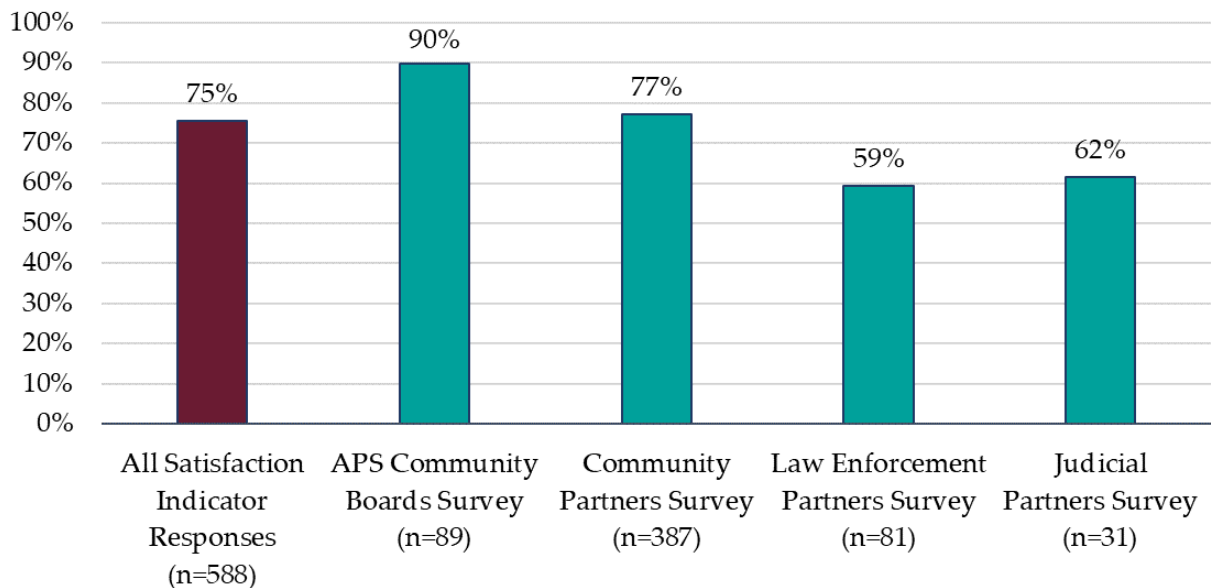
Results from the four stakeholder surveys suggest that satisfaction with APS can differ substantially by stakeholder group. The results do not reflect whether some issues may be more relevant or important to some stakeholders versus others. Nevertheless, commonalities and differences among stakeholder groups are important to interpretation of survey results.

In the 2019 Community Satisfaction Survey, average agreement with satisfaction statements ranged from a high of 90% for the APS Community Board Survey to a low of 59% for the Law Enforcement Partners Survey. Between these two levels of agreement are the Community Partners Survey (77%), and the Judicial Partners Survey results (62%).

Chart 3 illustrates these differences, and the overall average value for all surveys of 75%. In 2019, as in the past, APS Community Board Survey results indicate the highest satisfaction overall, followed by Community Partners Survey results, followed by Judicial Partners Survey results, and finally Law Enforcement Survey results.

Chart 3
2019 Community Satisfaction Survey
Average Agreement with Satisfaction Indicators
By Stakeholder Survey

Percent who agree:



At the level of individual satisfaction indicators, relative differences between stakeholder survey results are larger on some indicators than others. Chart 4 illustrates views of the three indicators related to APS’s mission, importance and impact. As seen in the chart, agreement that APS is an important part of community resource and service networks is the most similar across

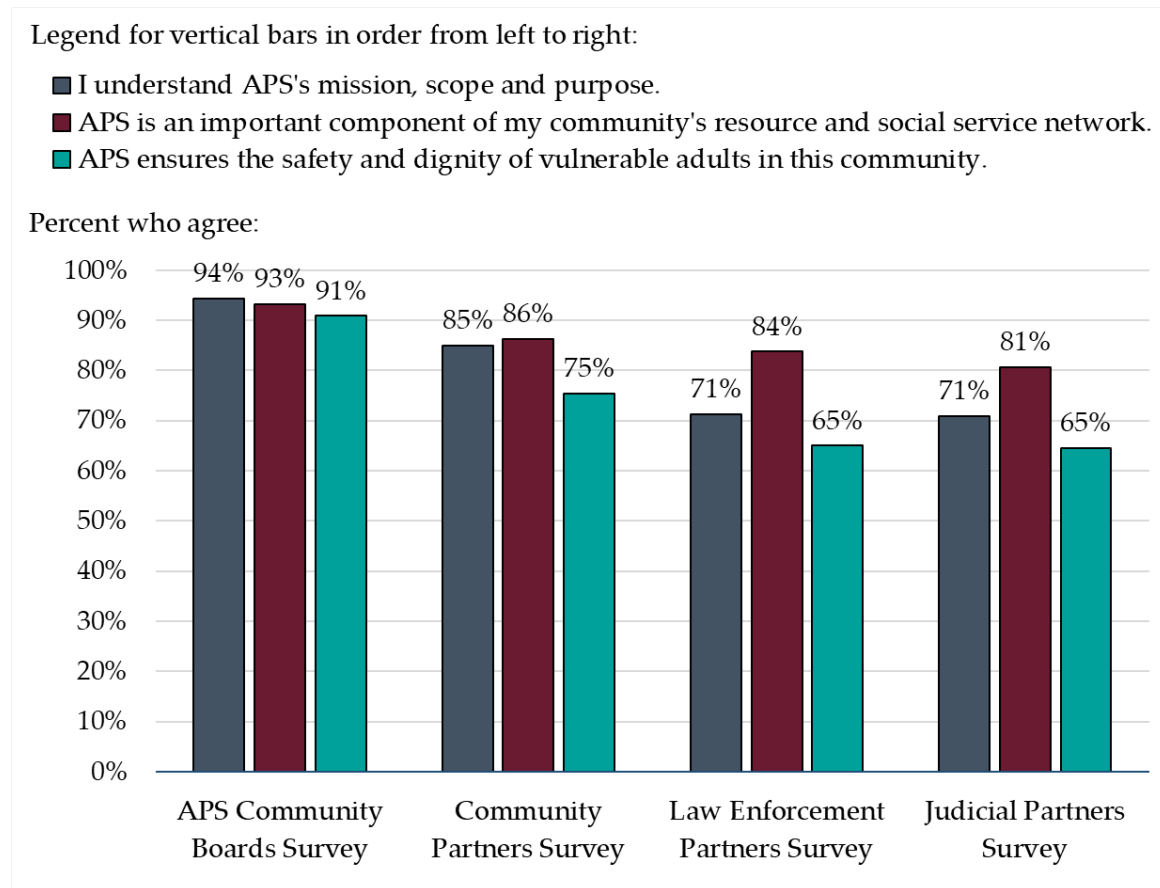
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stakeholder surveys, with a range from 81% agreement (Judicial Partners Survey) to 93% agreement (APS Community Boards Survey). Agreement that APS ensures the safety and dignity of vulnerable adults, ranging 26 percentage points, from 65% (Judicial Partners Survey) to 91% (APS Community Boards Survey).

Satisfaction levels also vary in consistency between indicators within a stakeholder survey. For example, views of the three indicators related to APS's mission, importance and impact are most consistent for APS Community Board respondents, with just a three-percentage point difference across a range of 91% to 94% agreement on the three indicators. The difference between indicators is greatest in the Law Enforcement Partner Survey, with a 19 percentage point difference across the range, from 65% to 84% agreement.

Complete accessible data for this chart are available in the Appendix, Tables 10, 12, 14 ad 16.

Chart 4
2019 Community Satisfaction Survey
Agreement with Key Satisfaction Indicators
APS Mission, Importance and Impact



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Chart 5 displays satisfaction results for several indicators related to stakeholders' working relationships with APS. The third item in the chart, APS staff knowledge and preparedness to work with stakeholders, is a composite of several statements which are broken down in Table 2.

As shown in Chart 5, Community Partner Survey responses expressed higher satisfaction overall (considering all indicators as a group) than Law Enforcement or Judicial partner survey respondents. Also, differences within stakeholder surveys were greatest for the Community Partners Survey, with an 80% agreement that the organization has a good working relationship with APS and 67% agreement that APS staff understand their organization's purpose and guidelines (see also Table 2). Differences were smallest within the Judicial Partners Survey responses, with 52% agreement that APS case referrals are appropriate ("seeks appropriate court action") and 58% agreement that the court has a good working relationship with APS.

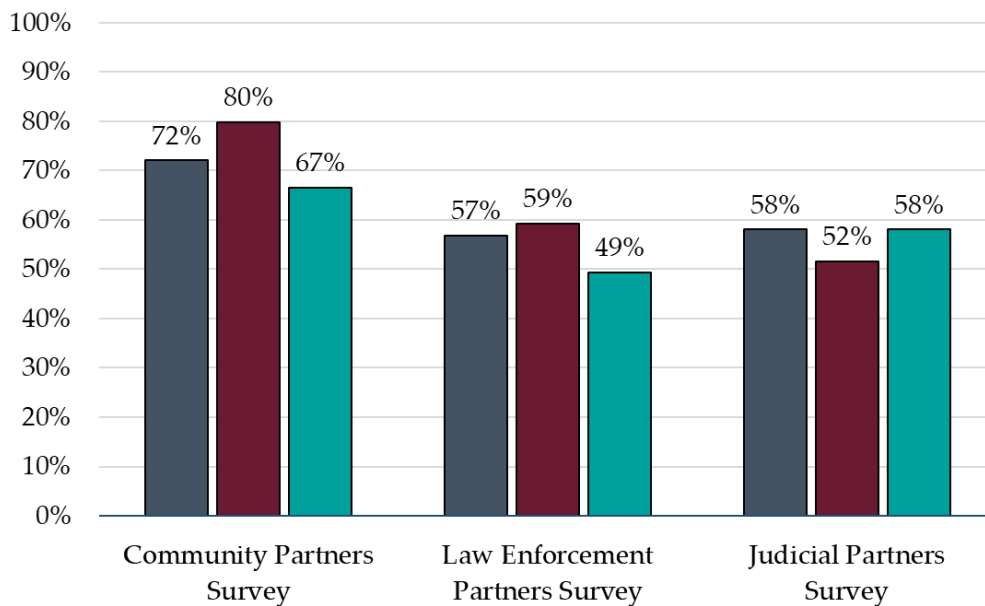
Complete accessible data for this chart is available in the Appendix, Tables 12, 14 and 16.

Chart 5
2019 Community Satisfaction Survey
Agreement with Key Satisfaction Indicators
Working Relationship with APS

Legend for vertical bars in order from left to right:

- The organization/sector has a good working relationship with APS (wording varies)
- APS referrals to the organization are appropriate (wording varies)
- APS staff knowledge and preparedness to work with stakeholders (composite measure)

Percent who agree:



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Table 2:
2019 Community Satisfaction Survey
APS Staff Knowledge and Preparation for Work with Stakeholders

	Percent who agree
Law Enforcement Partners Survey:	
APS staff members are prepared with information and facts when working with law enforcement on APS cases.	64%
APS workers know how to engage law enforcement in APS cases.	53%
APS workers know when to engage law enforcement in APS cases.	46%
APS caseworkers understand law enforcement protocols and guidelines.	35%
Judicial Partners Survey:	Percent who agree:
APS staff understand the court's procedures and guidelines.	64%
APS staff members are prepared when testifying in court.	55%
Attorneys representing APS are prepared in dealings with the court.	55%
APS caseworkers are prepared in dealings with the court.	55%
APS provides appropriate documentation/information to support legal actions requested.	55%
Community Partners Survey:	Percent who agree:
APS staff members understand my organization's purpose and guidelines.	64%
Combined:	Percent who agree:
All 10 indicators, pooled	64%

V. Community Engagement

Public Awareness and Stakeholder Development

Throughout the year, APS raises awareness of abuse, neglect and exploitation of elderly and adults with disabilities. For many years, APS has conducted an awareness campaign called "It's Everyone's Business" (https://www.dfps.state.tx.us/Everyones_Business/), which enhances awareness of adult abuse, neglect and financial exploitation; enlists the aid of all sectors of the community; and increases awareness of APS services. The campaign joins together the judiciary, law enforcement members, and community organizations that provide services to vulnerable adults. The month of May is designated "Elder Abuse Prevention Month," when APS raises awareness of adult abuse and neglect with district training conferences, mayoral and county court proclamations, and media events around the state.

First designated by the United Nations General Assembly, June 15th is now widely observed as "World Elder Abuse Awareness Day." An increasing number of events and activities are held across the globe and locally on this day to raise awareness of elder abuse and highlight ways to challenge such abuse. APS staff all around the state work closely with local service providers to coordinate events and activities for June 15th.

APS also supports a 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. As part of this campaign, APS Community Engagement staff work 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.

Throughout the year, APS Community Engagement staff inform and educate the public about elder abuse by collaborating with partners on local workshops and conferences. Community Engagement staff also provide learning opportunities for domestic violence facilities, Child Advocacy Centers, and many other state, county and local agencies who coordinate services with APS staff and clients. Staff also locate other resources to help APS staff and clients.

Local volunteer boards and coalitions around the state provide necessary resources to APS clients and staff. Texas APS volunteer boards and coalitions help purchase items for APS clients, coordinate with APS staff to plan local workshops and conferences to educate the public about elder abuse, and host 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. 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.

Partnership Initiatives

APS staff and leadership also devote attention to facilitating access to more services for APS clients through grants, foundations, and partnerships for research that can contribute to the capacity of the APS system to help vulnerable adults.

For the past four years, APS teamed up with the Banfield Foundation to provide health and veterinary care for the animals of APS clients while they received services from APS. The funds were used to purchase items such as pet food, veterinary care and services, grooming, medications, and, when needed, short term shelter until the pet and owner can be reunited in a safe environment. APS caseworkers secured pet care services for 61 pets using grant funds from the Banfield Foundation in fiscal year 2019.

Since 2012, APS has been collaborating with the Benjamin Rose Institute on Aging and WellMed Medical Management on innovative projects to enhance adult abuse and neglect protection and preventive services. Since 2017, the partners have conducted a study with funding from the Elder Justice Innovation Grants program to deliver and evaluate interventions to identify self-neglect and risk of self-neglect, then provide prevention or protective services to WellMed clients in the San Antonio and Corpus Christi areas. The effort builds on a previous initiative of APS, WellMed and Benjamin Rose to provide abuse and neglect training and ongoing consultation to WellMed healthcare clinicians who screen for abuse, neglect and exploitation, provide services to at-risk patients and caregivers, and report victims to APS.

APS has collaborated for many years on research, education and geriatric assessment initiatives with the Texas Elder Abuse and Mistreatment Institute. Funding from the National Institute of Justice supports a project that began in 2018 to study elder abuse polyvictimization. The project will take a statistical modelling approach using Texas APS data to develop definitions and measures of polyvictimization.

Since 2014, APS has been assisting research by the University of North Texas Health Science Center and University of Texas Health Science Center at Houston School of Public Health to develop and study strategies to support elder abuse screening and reporting by emergency medical responders in Tarrant County. This project has increased knowledge about abuse reporting by health care professionals and increased community capacity to report abuse and neglect. During the project, about 40,000 older Texans have been screened for abuse and reports to APS increased about three-fold, with abuse validated in 82% of reports resulting from the new strategies.

In 2018 and 2019, APS has also assisted Virginia Tech University with a study on surrogate decision maker abuse. A key objective of the study is to discover the extent of abuse of older adults by those with different forms of surrogate decision making authority. The study is expected to develop both statistical and qualitative information what will inform the development of abuse response and prevention initiatives.

In 2019, APS was awarded a 3-year grant from the Administration on Community Living to improve investigations and client services by incorporating high quality forensic accounting into standard investigative systems and practices. The objectives are to: 1) use forensic accounting services to identify and address important gaps in statewide financial exploitation training curriculum, 2) utilize established law enforcement partnerships and forensic accounting services to develop an financial exploitation investigation checklist and law enforcement reporting protocol, 3) use forensic accounting services to work collaboratively with APS specialists on high complexity financial exploitation cases and evaluate the impact on specialists and case investigation quality, and 4) streamline access to forensic accounting services by incorporating them into the current APS statewide forensic assessment center network as an emergency client service.

VI. Conclusion

Results from the 2019 APS Community Satisfaction Survey reinforce the need for outreach efforts to partner agencies, community organizations, and the public at large. The survey helps APS develop new insights on its services and relationships with the community, which APS will use to identify and make improvements, enhance community satisfaction, and strengthening partnerships with civic and professional organizations at the local and state level.

APS shares community satisfaction survey results with each APS district; management and staff follow up in various ways to address stakeholder concerns. District business plans guide efforts to assess, strengthen, and improve relationships with its community partners, including sharing the Community Satisfaction Report with stakeholders. An annual review of community engagement strategies by state office and the districts will ensure districts are progressing on the goals set forth by DFPS and APS management. The evaluation will provide Community Engagement staff an opportunity to identify initiatives that are thriving and those that need further development. Strategies 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.

VI. Appendix

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Table 1
2004 – 2019 Community Satisfaction Surveys
Survey Contacts

Year	Judicial Partners	Law Enforcement Partners	Community Partners	APS Community Boards	Total Contacts
2004	331	589	1087	16	2023
2006	349	601	1124	245	2319
2007	381	521	1196	275	2373
2008	290	411	1078	256	2035
2009	370	479	1097	281	2227
2011	400	552	1282	243	2477
2013	380	589	1180	239	2388
2015	396	664	1461	247	2768
2017	238	444	1079	106	1867
2019	451	758	1709	239	3157
All Years	3,586	5,608	12,293	2,147	23,634

Table 2
2004 – 2019 Community Satisfaction Surveys
Survey Responses

Year	Judicial Partners	Law Enforcement Partners	Community Partners	APS Community Boards	Total Contacts
2004	67	177	529	8	781
2006	58	106	242	46	452
2007	82	101	344	66	593
2008	90	89	304	60	543
2009	43	51	242	45	381
2011	44	120	288	78	530
2013	38	69	241	55	403
2015	70	113	301	104	588
2017	40	72	315	95	522
2019	34	88	391	89	602
All Years	566	986	3197	646	5,395

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Table 3
2007 – 2019 Community Satisfaction Surveys
Average Agreement with Satisfaction Indicators

Year	Judicial Partners	Law Enforcement Partners	Community Partners	APS Community Boards	All Responses
2007	72%	73%	88%	92%	82%
2008	74%	75%	88%	94%	83%
2009	70%	74%	86%	87%	80%
2011	94%	70%	84%	94%	85%
2013	84%	80%	86%	92%	86%
2015	62%	71%	81%	89%	76%
2017	80%	67%	81%	93%	80%
2019	62%	59%	77%	90%	75%

Table 4
2019 Community Satisfaction Survey
“I understand APS's mission, scope, and purpose.”

Stakeholder Group	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total Responses
Community Partners	106 (27%)	223 (58%)	41 (11%)	12 (3%)	5 (1%)	387
APS Community Boards	45 (51%)	38 (43%)	3 (3%)	0 (0%)	2 (2%)	88
Law Enforcement Partners	12 (15%)	45 (56%)	17 (21%)	4 (5%)	2 (3%)	80
Judicial Partners	11 (35%)	11 (35%)	8 (26%)	1 (3%)	0 (0%)	31
All Groups	174 (30%)	317 (54%)	69 (12%)	17 (3%)	9 (2%)	586

The sum of percentages within a stakeholder group may not equal 100%, due to rounding.

Table 5
2019 Community Satisfaction Survey
“APS is an important component of my community’s resource and social service network.”

Stakeholder Group	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total Responses
Community Partners	136 (35%)	198 (51%)	35 (9%)	10 (3%)	8 (2%)	387
APS Community Boards	46 (52%)	36 (41%)	4 (5%)	0 (0%)	2 (2%)	88
Law Enforcement Partners	27 (34%)	40 (50%)	11 (14%)	2 (3%)	0 (0%)	80
Judicial Partners	11 (35%)	14 (45%)	4 (13%)	2 (6%)	0 (0%)	31
All Groups	220 (38%)	288 (49%)	54 (9%)	14 (2%)	10 (2%)	586

86The sum of percentages within a stakeholder group may not equal 100%, due to rounding.

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Table 6
2019 Community Satisfaction Survey
“APS ensures the safety and dignity of vulnerable adults in this community.”

Stakeholder Group	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total Responses
Community Partners	105 (27%)	187 (48%)	57 (15%)	25 (6%)	13 (3%)	387
APS Community Boards	42 (48%)	38 (43%)	5 (6%)	1 (1%)	2 (2%)	88
Law Enforcement Partners	18 (23%)	34 (43%)	21 (26%)	7 (9%)	0 (0%)	80
Judicial Partners	7 (23%)	13 (42%)	8 (26%)	3 (10%)	0 (0%)	31
All Groups	172 (29%)	272 (46%)	91 (16%)	36 (6%)	15 (3%)	586

The sum of percentages within a stakeholder group may not equal 100%, due to rounding.

Table 7
2019 Community Satisfaction Survey
Appropriate APS Referrals*

Stakeholder Group	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total Responses
Community Partners	108 (35%)	137 (45%)	45 (15%)	9 (3%)	8 (3%)	307**
Law Enforcement Partners	17 (21%)	31 (38%)	26 (32%)	6 (7%)	1 (1%)	81
Judicial Partners	7 (23%)	9 (29%)	11 (35%)	3 (10%)	1 (3%)	31
All Groups	132 (32%)	177 (42%)	82 (20%)	18 (4%)	10 (2%)	419

The sum of percentages within a stakeholder group may not equal 100%, due to rounding.

*Wording varies by stakeholder group, as follows. There is no referral-related survey item for the APS Community Boards.

Community Partners: “APS referrals to my organization are appropriate”.

***“Not Applicable” was a possible response to this survey item for Community Partners. “Not Applicable” responses are excluded from the Respondents to Item count, which is used for percentages in the table.

Law Enforcement Partners: “APS referrals to law enforcement are appropriate.”

Judicial Partners: “APS seeks appropriate court action.”

Table 8
2019 Community Satisfaction Survey
Good working relationship with APS*

Stakeholder Group	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total Responses
Community Partners	120 (33%)	143 (39%)	75 (21%)	15 (4%)	12 (3%)	365**
APS Community Boards	49 (55%)	31 (35%)	5 (6%)	2 (2%)	2 (2%)	89
Law Enforcement Partners	13 (16%)	33 (41%)	23 (28%)	9 (11%)	3 (4%)	81
Judicial Partners	7 (23%)	11 (35%)	12 (39%)	1 (3%)	0 (0%)	31
All Groups	189 (33%)	218 (39%)	115 (20%)	27 (5%)	17 (3%)	566

The sum of percentages within a stakeholder group may not equal 100%, due to rounding.

*Wording varies by stakeholder group, as follows:

Community Partners: “There is a good working relationship between my organization and APS in the community.”

***“Not Applicable” was a possible response to this survey item for Community Partners. Any “Not Applicable” responses are excluded from the Respondents to Item count, which is used for percentages in the table.

APS Community Boards: “The board has a good working relationship with APS.”

Law Enforcement Partners: “There is a good working relationship between law enforcement and APS in this community.”

Judicial Partners: “There is a good working relationship between the courts and APS in this community.”

Appendix - 2019 Adult Protective Services Community Satisfaction Survey

Table 9
 2019 Community Satisfaction Survey
 APS Community Boards Survey
 Satisfaction Indicator Responses
 Percentage (Number)

Item	Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total Responses
1	APS staff members regularly attend board meetings/events.	49% (44)	35% (31)	7% (6)	6% (5)	3% (3)	89
2	APS staff members interact positively with the board.	56% (50)	34% (30)	6% (5)	0	4% (4)	89
3	APS staff members understand my board's mission and purpose.	49% (44)	43% (38)	4% (4)	0	3% (3)	89
4	The board is aware of the needs and priorities of the APS population in the community.	47% (42)	42% (37)	6% (5)	2% (2)	3% (3)	89
5	As a board member, I feel valued by APS for my contributions to the community.	47% (42)	36% (32)	12% (11)	1% (1)	3% (3)	89
6	The board has a good working relationship with APS.	55% (49)	35% (31)	6% (5)	2% (2)	2% (2)	89
7	APS is an important component of my community's resource and social service network.	52% (46)	41% (36)	5% (4)	0	2% (2)	88
8	I understand APS's mission, scope, and purpose.	51% (45)	43% (38)	3% (3)	0	2% (2)	88
9	APS ensures the safety and dignity of vulnerable adults in this community.	48% (42)	43% (38)	6% (5)	1% (1)	2% (2)	88

The sum of percentages for all responses on a statement may not equal 100%, due to rounding.

Appendix - 2019 Adult Protective Services Community Satisfaction Survey

Table 10
 2007 - 2019 Community Satisfaction Surveys
 APS Community Boards Survey
 Agreement with Satisfaction Indicators
 Percentage Agreement

Item	Statement	2007	2008	2009	2011	2013	2015	2017	2019
1	APS staff members regularly attend board meetings/events.	93%	92%	90%	88%	91%	83%	85%	84%
2	APS staff members interact positively with the board.	96%	94%	86%	95%	92%	88%	96%	90%
3	APS staff members understand my board's mission and purpose.	78%	89%	71%	88%	83%	81%	89%	92%
4	The board is aware of the needs and priorities of the APS population in the community.	95%	94%	93%	97%	92%	90%	96%	89%
5	As a board member, I feel valued by APS for my contributions to the community.	89%	90%	80%	92%	92%	82%	88%	83%
6	The board has a good working relationship with APS.	94%	93%	81%	93%	96%	90%	96%	90%
7	APS is an important component of my community's resource and social service network.	97%	98%	91%	97%	96%	96%	92%	93%
8	I understand APS's mission, scope, and purpose.	98%	98%	98%	100%	96%	96%	97%	94%
9	APS ensures the safety and dignity of vulnerable adults in this community.	91%	98%	95%	99%	94%	93%	95%	91%

Percentages shown represent the combined percentage of all respondents to the survey item who chose "Agree" or "Strongly Agree".

Appendix - 2019 Adult Protective Services Community Satisfaction Survey

Table 11
 2019 Community Satisfaction Survey
 Judicial Partners Survey
 Satisfaction Indicator Responses
 Percentage (Number)

Item	Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total Responses
1	APS seeks appropriate court action.	23% (7)	29% (9)	35% (11)	10% (3)	0% (1)	31
2	APS provides appropriate documentation/information to support legal actions requested.	19% (6)	35% (11)	42% (13)	3% (1)	0	31
3	APS caseworkers are prepared in dealings with the court.	16% (5)	39% (12)	39% (12)	6% (2)	0	31
4	APS staff members are prepared when testifying in court.	16% (5)	39% (12)	45% (14)	0	0	31
5	Attorneys representing APS are prepared in dealings with the court.	16% (5)	39% (12)	42% (13)	3% (1)	0	31
6	APS staff understand the court's procedures and guidelines.	19% (6)	52% (16)	26% (8)	3% (1)	0	31
7	There is a good working relationship between the courts and APS in this community.	23% (7)	35% (11)	39% (12)	3% (1)	0	31
8	I understand APS's scope, mission, and purpose.	35% (11)	35% (11)	26% (8)	3% (1)	0	31
9	APS is an important component of my community's resources and social service network.	35% (11)	45% (14)	13% (4)	6% (2)	0	31
10	APS ensures the safety and dignity of vulnerable adults in this community.	23% (7)	42% (13)	26% (8)	10% (3)	0	31

The sum of percentages for all responses on a statement may not equal 100%, due to rounding.

Appendix - 2019 Adult Protective Services Community Satisfaction Survey

Table 12
 2007 - 2019 Community Satisfaction Surveys
 Judicial Partners Survey
 Agreement with Satisfaction Indicators
 Percentage Agreement

Item	Statement	2007	2008	2009	2011	2013	2015	2017	2019
1	APS seeks appropriate court action.	70%	69%	69%	93%	85%	62%	85%	52%
2	APS provides appropriate documentation/information to support legal actions requested.	76%	74%	70%	97%	86%	60%	92%	55%
3	APS caseworkers are prepared in dealings with the court.	73%	75%	75%	93%	78%	65%	77%	55%
4	APS staff members are prepared when testifying in court.	78%	74%	77%	93%	85%	58%	69%	55%
5	Attorneys representing APS are prepared in dealings with the court.	71%	75%	61%	93%	91%	56%	85%	55%
6	APS staff understand the court's procedures and guidelines.	*	*	*	*	*	*	85%	71%
7	There is a good working relationship between the courts and APS in this community.	71%	77%	75%	94%	82%	75%	69%	58%
8	I understand APS's scope, mission and purpose.	*	*	*	*	*	*	85%	71%
9	APS is an important component of my community's resource and social service network.	*	*	*	*	*	*	77%	81%
10	APS ensures the safety and dignity of vulnerable adults in this community.	66%	77%	64%	93%	78%	56%	77%	65%

Percentages shown represent the combined percentage of all respondents to the survey item who chose "Agree" or "Strongly Agree".

*New question in 2017

Appendix - 2019 Adult Protective Services Community Satisfaction Survey

Table 13
 2019 Community Satisfaction Survey
 Law Enforcement Partners Survey
 Satisfaction Indicator Responses
 Percentage (Number)

Item	Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total Responses
1	APS referrals to law enforcement are appropriate.	21% (17)	38% (31)	32% (26)	7% (6)	1% (1)	81
2	APS staff members are prepared with information and facts when working with law enforcement on APS cases.	15% (12)	49% (40)	30% (24)	5% (4)	1% (1)	81
3	APS caseworkers understand law enforcement protocols and guidelines.	12% (10)	22% (18)	48% (39)	15% (12)	2% (2)	81
4	APS workers know how to engage law enforcement in APS cases.	15% (12)	38% (31)	38% (31)	7% (6)	1% (1)	81
5	APS workers know when to engage law enforcement in APS cases.	12% (10)	33% (27)	40% (32)	14% (11)	1% (1)	81
6	There is a good working relationship between law enforcement and APS in this community.	16% (13)	41% (33)	28% (23)	11% (9)	4% (3)	81
7	I understand APS's mission, scope, and purpose.	15% (12)	56% (45)	21% (17)	5% (4)	3% (2)	80
8	APS is an important component of my community's resource and social service network.	34% (27)	50% (40)	14% (11)	3% (2)	0	80
9	APS ensures the safety and dignity of vulnerable adults in this community.	23% (18)	43% (34)	26% (21)	9% (7)	0	80

The sum of percentages for all responses on a statement may not equal 100%, due to rounding.

Appendix - 2019 Adult Protective Services Community Satisfaction Survey

Table 14
 2007 - 2019 Community Satisfaction Surveys
 Law Enforcement Partners Survey
 Agreement with Satisfaction Indicators
 Percentage Agreement

Item	Statement	2007	2008	2009	2011	2013	2015	2017	2019
1	APS referrals to law enforcement are appropriate.	74%	77%	80%	72%	81%	74%	85%	59%
2	APS staff members are prepared with information and facts when working with law enforcement on APS cases.	84%	86%	78%	74%	84%	72%	68%	64%
3	APS caseworkers understand law enforcement protocols and guidelines.	60%	60%	63%	58%	69%	59%	38%	35%
4	APS workers know how to engage law enforcement in APS cases.	66%	68%	74%	66%	76%	69%	56%	53%
5	APS workers know when to engage law enforcement in APS cases.	68%	68%	73%	64%	78%	67%	53%	46%
6	There is a good working relationship between law enforcement and APS in this community.	80%	81%	75%	73%	84%	73%	79%	57%
7	I understand APS's mission, scope and purpose.	75%	77%	70%	75%	83%	74%	73%	71%
8	APS is an important component of my community's resource and social service network.	*	*	*	*	*	*	82%	84%
9	APS ensures the safety and dignity of vulnerable adults in this community.	77%	84%	78%	74%	88%	82%	73%	65%

Percentages shown represent the combined percentage of all respondents to the survey item who chose "Agree" or "Strongly Agree".

*New question in 2017

Appendix - 2019 Adult Protective Services Community Satisfaction Survey

Table 15
 2019 Community Satisfaction Survey
 Community Partners Survey
 Satisfaction Indicator Responses
 Percentage (Number)

Item	Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total Responses
1	Referrals to my organization from APS are appropriate.	35% (108)	45% (137)	15% (45)	3% (9)	3% (8)	307*
2	APS is responsive to referrals from my organization.	30% (101)	44% (151)	14% (48)	8% (27)	4% (14)	341*
3	APS staff members interact positively with my organization.	36% (132)	41% (149)	14% (50)	6% (23)	3% (11)	365*
4	APS staff members understand my organization's purpose and guidelines.	25% (92)	41% (151)	21% (78)	8% (30)	4% (14)	365*
5	There is a good relationship between my organization and APS in the community.	33% (120)	39% (143)	21% (75)	4% (15)	3% (12)	365*
6	I understand APS's mission, scope, and purpose.	27% (106)	58% (223)	11% (41)	3% (12)	1% (5)	387
7	APS is an important component of my community's resource and social service network.	35% (136)	51% (198)	9% (35)	3% (10)	2% (8)	387
8	APS ensures the safety and dignity of vulnerable adults in this community.	27% (105)	48% (187)	15% (57)	6% (25)	3% (13)	387

The sum of percentages for all responses on a statement may not equal 100%, due to rounding.

*"Not Applicable" was a response option for questions with total respondent counts marked. These counts exclude the "Not Applicable" responses and are used in calculating the percentages in the table.

Appendix - 2019 Adult Protective Services Community Satisfaction Survey

Table 16
 2007 - 2019 Community Satisfaction Surveys
 Community Partners Survey
 Agreement with Satisfaction Indicators
 Percentage Agreement

Item	Statement	2007	2008	2009	2011	2013	2015	2017	2019
1	Referrals to my organization from APS are appropriate.	90%	91%	90%	87%	87%	78%	81%	80%
2	APS is responsive to referrals from my organization.	85%	87%	80%	81%	83%	75%	74%	74%
3	APS staff members interact positively with my organization.	*	*	*	*	*	*	80%	77%
4	APS staff members understand my organization's purpose and guidelines.	78%	75%	76%	74%	78%	75%	71%	67%
5	There is a good relationship between my organization and APS in the community.	85%	86%	83%	81%	85%	80%	79%	72%
6	I understand APS's mission, scope, and purpose.	92%	92%	95%	91%	88%	87%	88%	85%
7	APS is an important component of my community's resource and social service network.	95%	97%	91%	93%	94%	89%	89%	86%
8	APS ensures the safety and dignity of vulnerable adults in this community.	88%	87%	87%	81%	86%	84%	83%	75%

*New question in 2017