



**TEXAS**

Department of Family  
and Protective Services

*Adult Protective Services*

# **Adult Protective Services Community Satisfaction Report**

## **2021 Survey Results**

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December 17, 2021



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## I. Introduction

Every day, the staff of Adult Protective Services (APS) responds to allegations of abuse, neglect or exploitation of vulnerable members of the community: the elderly and adults with disabilities. They investigate these allegations and coordinating services to our clients. While our staff continue to provide services around the clock, APS is also striving to work with partners in a collaborate and productive way. APS cannot work alone and often must work with partners in the community to address the needs of clients.

Because of this and 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 provision of 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 2021 was the 11th Community Satisfaction Survey.

This report provides a summary of results from the survey, including findings from each of four versions of the survey 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 the survey, 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 survey 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 versions 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, which are independent organizations that help APS staff to support clients.

DFPS shares findings of the Community Satisfaction Survey in reports on the [DFPS website](#). 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 the APS 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, survey questions are often 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 in order 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 surveys.

The survey is conducted as a coordinated set of four surveys, each tailored to a large stakeholder sector for which certain topics warrant unique survey questions. In addition to sector-specific questions, the surveys contain questions asked of all stakeholders. Each stakeholder survey contains eight to ten satisfaction indicator statements, totaling 36 statements across all surveys. A few of these statements are identical in all surveys while others are similar but use different terms or phrases appropriate to the stakeholder group.

Over the years that 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 surveys. These 31 statements have remained in use since that time, with minor word changes in 2015 and 2017 to modernize language. In 2017, five satisfaction indicators were added in order to include certain key indicators in all surveys. The resulting 36 satisfaction indicator statements have continued to be used in subsequent surveys.

As survey practice and consumer use of technology has changed, the survey has evolved from a paper-based to an internet-based survey. 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. Since 2019, the survey has been internet-based only.

The survey was available for completion from June 17 to August 9, 2021. Responses were solicited in a variety of ways. Invitations were sent to approximately 2,600 individuals from contact lists provided by APS field, DFPS faith-based and community engagement, and legal staff; personalized reminders were used to encourage non-respondents to respond. Links to the

survey were posted on the DFPS website and social media pages. Subsequent invitations and reminders were by email, which contained survey hyperlinks anyone could use. Invitations encouraged recipients to forward invitations to others who may be able to provide feedback to APS.

## IV. Survey Results

### Survey Responses

The 2021 Community Satisfaction Survey received 570 survey responses. This number is lower than the number of responses in 2019 (602) but higher than in 2017 (522).

As in past years, most responses in 2021 were to the Community Partners survey (56% of the total), about a third came from the APS Community Boards (17%) and Law Enforcement Partners (15%) surveys, and the remainder came from the Judicial Partners Survey (11%). Data on the number of contacts and responses to the 2021 Community Satisfaction Survey for each stakeholder survey are given in Table 1.

Table 1  
2021 Community Satisfaction Survey  
Survey Contacts and Responses

Survey	Survey Responses	% of Total	Survey Contacts	% of Total
Community Partners	318	56%	1442	55%
APS Community Boards	97	17%	195	7%
Law Enforcement Partners	87	15%	478	18%
Judicial Partners	68	12%	497	19%
All Surveys	570	100%	2612	100%

The sum of percentages may not appear to equal 100%, due to rounding. For historical data, see the Appendix.

## **Respondent Profiles**

### **Community Partners**

Among the 318 responses to the survey targeted to community partners, a wide variety of organizations and services were represented, including but not limited to information and referral, physical and mental health care, residential and home care, assistance with basic needs (housing, food, nutrition, financial assistance), banking, guardianship assistance, and abuse awareness and prevention programming. Populations served included not only older adults and adults with disabilities, caregivers and families, but also veterans, homeless persons, survivors of domestic and sexual abuse, people with dementia or Alzheimer's disease, and other populations.

Respondents were most often program managers, caseworkers and service coordinators, social workers, physical or mental health care providers, personal care providers, or educators. Most respondents reported five or more years of experience in their role (68%); a large majority had at least three years of experience (84%). Most respondents reported APS case experience within the past two years (70%); many indicated that they work on a case involving an APS client at least once a month (23%).

### **Judicial Partners**

Of 68 judicial sector survey responses, about half were from judges (53%). Most of the remaining respondents were county or district attorneys (22%) or court investigators (10%). Most respondents reported that they have been in their role for five years or more (65%). The great majority (97%) reported that they work in county courts (84%) and/or other local courts with probate jurisdiction (18%). Some reported work in district (10%) or appellate (1%) courts.

A large majority of respondents reported having dealt with one or more types of APS court proceedings or cases in some other legal capacity (79%). Most common were emergency removals (57%) and orders under the Mental Health Code (49%), which include orders for emergency detention (46%), protective custody (32%), or temporary mental health services (31%). Most respondents (72%) reported that an APS case had appeared before a court that they work with within the past two years.

### **Law Enforcement**

Of 87 law enforcement survey responses, a large majority (78%) came from municipal police (56%) or county sheriffs' offices (22%). Another 11% were with state or federal law enforcement. Other responses came from prosecution, probation, and emergency response agencies.

Most respondents (70%) were in active police ranks, including front-line officers, deputies, or investigative officers (33%); supervisory and command ranks (29%); and executive roles of police chief, sheriff, or assistant chief or sheriff (9%). Another 10% of respondents were in victim



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services. Law enforcement staff in administrative records, community outreach, and mental health specializations also responded, along with a few prosecution, probation and EMS staff.

Most respondents reported having worked in their current role for at least five years (69%). A large majority reported APS case experience within the past two years (78%). Nearly half reported that they work on a case involving an APS client at least several times a year (47%); many indicated that they work on a case involving an APS client at least once a month (28%).

### **APS Community Boards**

Of 79 responses to the APS board members' survey, one-third were current board officers, 62% were other current board members and four were former board members. Most reported at least three years of experience on their APS Board (69%), with many reporting five or more years (42%). A large majority reported that their board usually met once a month (82%); most of the remainder reported quarterly meetings (9%).

### **Response to Feedback Questions**

Less than three percent of survey respondents did not complete the survey. These respondents provided useful information about APS stakeholders and therefore were included in the results described above. Of the 570 total survey responses, 544 continued on to the satisfaction indicators portion of the survey.

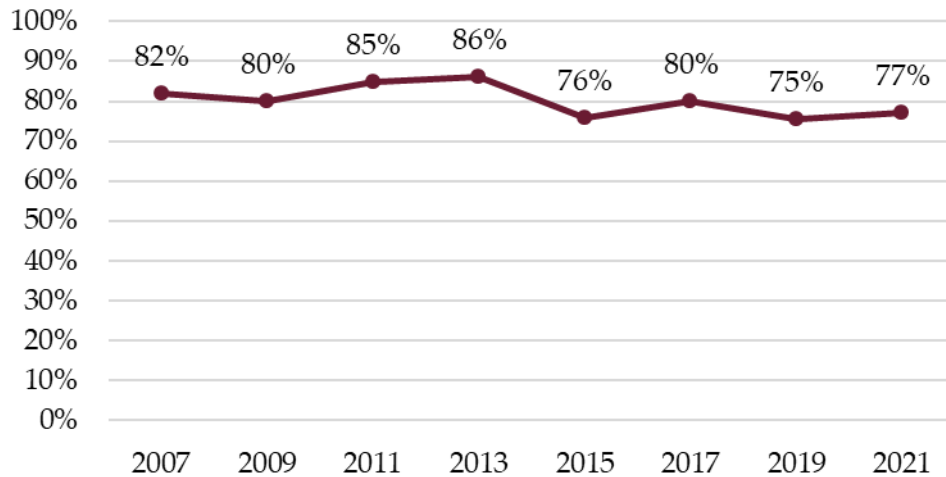
## Average Agreement on Satisfaction Indicators

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 available for comparisons over time.

Based on satisfaction indicator results from the 2021 survey, feedback from APS stakeholders was positive. From pooled results of on satisfaction indicators from all survey versions, 77% of responses agreed (answered either "agree" or "strongly agree") with statements reflecting positive perceptions about APS. As seen in Chart 1, this average rate of agreement is consistent with the 75% to 80% range of the three previous surveys.

**Chart 1**  
**2021 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 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 key satisfaction indicators in the 2021 survey are summarized in Chart 2.

Results suggest widespread recognition among APS stakeholders of the value and mission of APS. Approximately nine out of ten responses agreed that they understand the mission, scope and purpose of APS (88%) and that APS is an important part of their community's resource and social services network (89%). Most respondents also agreed that APS ensures the safety and dignity of vulnerable results in the community (81%).

A substantial majority of responses agreed that their organization or sector has a good working relationship with APS (75%), and more specifically, that APS referrals to their organization or sector are appropriate (73%). The nature of referral varies slightly by stakeholder sector and does not apply to APS Community Boards; wording is as follows:

- "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)

All stakeholder surveys contain satisfaction indicators that deal with perceptions of APS staff's knowledge and readiness for working with stakeholders. A composite measure of these survey items is provided in Chart 2, indicating that average agreement on these indicators was 63%. A breakdown of the indicators within this composite measure is provided in Table 2.

**Chart 2**  
**2021 APS Community Satisfaction Survey**  
**Agreement with Key Satisfaction Indicators**



**Table 2**  
**2021 Community Satisfaction Survey**  
**APS Staff Knowledge and Readiness for Work with Stakeholders**

<b>Community Partners Survey:</b>	Percent who agree:
APS staff members understand my organization’s purpose and guidelines.	71%
<b>Law Enforcement Partners Survey:</b>	Percent who agree:
APS staff members are prepared with information and facts when working with law enforcement on APS cases.	68%
APS workers know how to engage law enforcement in APS cases.	55%
APS workers know when to engage law enforcement in APS cases.	49%
APS caseworkers understand law enforcement protocols and guidelines.	41%
Cumulative Average	53%
<b>Judicial Partners Survey:</b>	Percent who agree:
DFPS? Attorneys representing APS are prepared in dealings with the court.	65%
APS provides appropriate documentation/information to support legal actions requested.	58%
APS staff understand the court’s procedures and guidelines.	57%
APS staff members are prepared in dealings with the court.	57%
APS caseworkers are prepared when testifying in court.	54%
Cumulative Average	58%
<b>APS Community Boards Survey:</b>	Percent who agree:
APS staff members understand my board’s mission and purpose.	89%
<b>All Surveys:</b>	Percent who agree:
Cumulative average among all partners	63%

## Stakeholder Survey Comparison

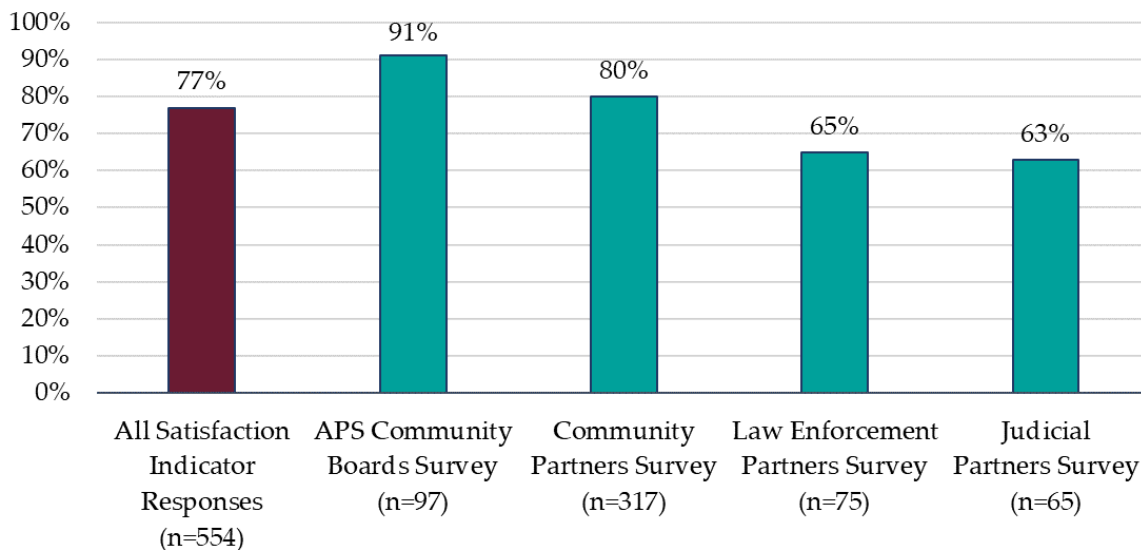
Comparison of results from the four stakeholder surveys suggest that satisfaction with APS can differ substantially by stakeholder group. The results do not reveal whether some issues may be more relevant or important to some stakeholders than others. Nevertheless, observing commonalities and differences among stakeholder groups is useful in the interpretation of survey results.

In the 2021 Community Satisfaction Survey, average agreement with satisfaction statements was 77% overall, but ranged from 63% to 91% across the four stakeholder surveys. Chart 3 illustrates this range. In 2021, as in the past, APS Community Board Survey responses expressed the highest satisfaction overall (91%), followed by Community Partners Survey responses (80%).

In recent years, the Judicial Partners and Law Enforcement Partners survey results have had similar overall average satisfaction rates. In the 2021 survey, results for the Law Enforcement Partners Survey indicated slightly higher overall satisfaction (65%) than results for the Judicial Partners Survey (63%).

**Chart 3**  
**2021 Community Satisfaction Survey**  
**Average Agreement with Satisfaction Indicators**  
**By Stakeholder Survey**

Percent who agree:



Stakeholder survey results can also vary a great deal on individual satisfaction indicators. Chart 4 contrasts stakeholder surveys on the three key indicators related to APS's mission, importance and impact. The most similar key indicator across the surveys was the, agreement that APS is an important part of community resource and service, but still ranged from 80% in the Judicial

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Partners Survey to 98% in the APS Community Boards Survey. Agreement that APS ensures the safety and dignity of vulnerable adults differed the most across stakeholder surveys, ranging from 65% in the Judicial Partners Survey to 94% in the APS Community Boards Survey. Respondent agreement that they understand the mission, scope and purpose of APS ranged from 72% in the Law Enforcement Survey to 99% in the APS Community Boards survey.

**Chart 4**  
**2021 Community Satisfaction Survey**  
**Agreement with Key Satisfaction Indicators**  
**APS Mission, Importance and Impact**

Legend for vertical bars in order from left to right:

- I understand APS's mission, scope and purpose.
- APS is an important component of my community's resource and social service network.
- APS ensures the safety and dignity of vulnerable adults in this community.

Percent who agree:

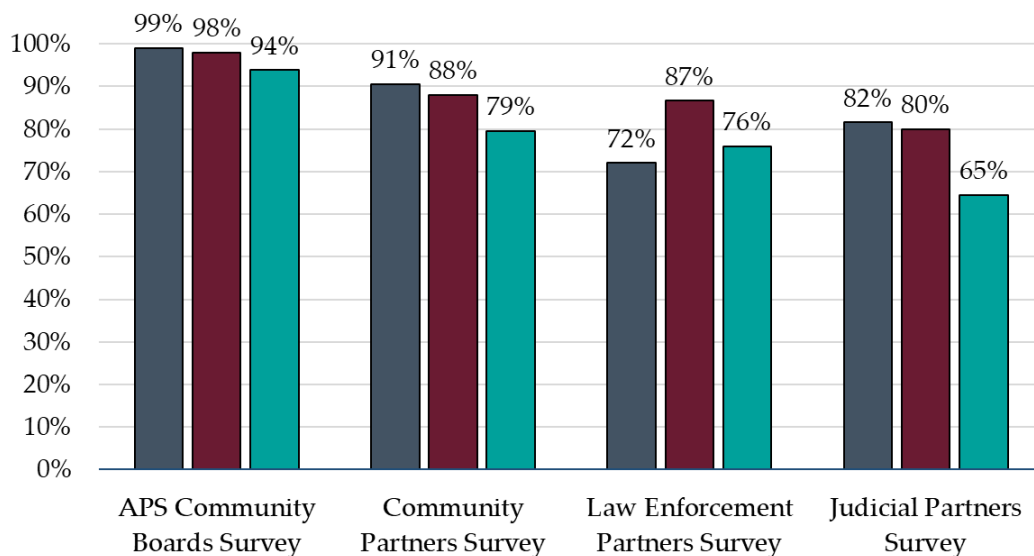


Chart 5 displays results for key indicators of satisfaction with working relationships with APS, including the relationship in general, appropriateness of APS referrals, and APS staff's knowledge of and preparedness for work with stakeholders, the composite measure broken down in Table 2. As seen in Chart 5, Community Board Survey responses expressed highest satisfaction of the surveys on these indicators, with 88% and 89% agreement on two indicators applicable to APS boards. Satisfaction levels were next highest in the Community Partners survey, ranging from 71% to 78% agreement. Agreement ranged from 52% to 73% in the Law Enforcement survey, and from 53% to 59% in the Judicial Partners Survey.

In the Community Partners and Law Enforcement Partners surveys, expressed satisfaction was highest for APS referrals and lowest for APS staff knowledge and preparedness for work with

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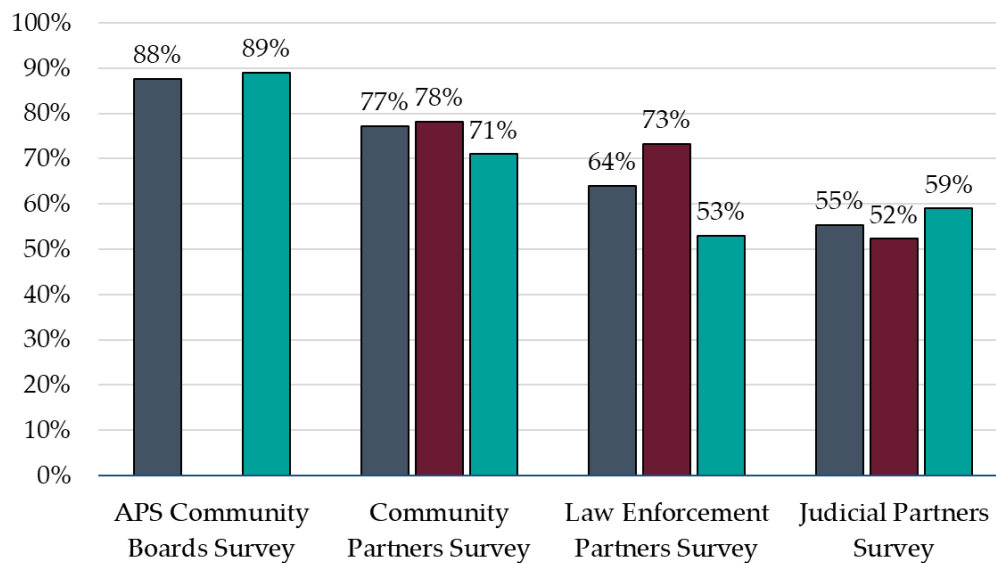
stakeholders. The opposite was true for the Judicial Partners Survey, with satisfaction highest for APS staff knowledge and preparedness (59% agreement) and lowest for APS referrals (52% agreement). In all surveys, satisfaction with the working relationship with APS lay midway between the other two indicators, with 88% of APS Community Board Survey respondents, 77% of Community Partners Survey respondents, 64% of Law Enforcement Partners Survey respondents, and 55% of Judicial Partners Survey respondents agreeing that their organization or sector has a good working relationship with APS.

**Chart 5**  
**2021 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:





## **VI. Conclusion**

Results from the 2021 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.

In the coming year, APS will work to strengthen relationships with partner organizations through intensive research and a community engagement campaign to raise awareness about the APS mission, scope, and purpose. APS is working with an advertising agency to conduct individual interviews and focus groups with partners to learn more about how APS can work better with partners and to help educate partners about what services APS can provide.

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**

Appendix - 2021 Adult Protective Services Community Satisfaction Survey

Table 1  
2004 – 2021 Community Satisfaction Surveys  
Survey Contacts

Year	Judicial Partners	Law Enforcement Partners	Community Partners	APS Community Boards	Total Contacts
2004	331	589	1,087	16	2,023
2006	349	601	1,124	245	2,319
2007	381	521	1,196	275	2,373
2008	290	411	1,078	256	2,035
2009	370	479	1,097	281	2,227
2011	400	552	1,282	243	2,477
2013	380	589	1,180	239	2,388
2015	396	664	1,461	247	2,768
2017	238	444	1,079	106	1,867
2019	451	758	1,709	239	3,157
2021	497	478	1,442	195	2,612
All Years	4,083	6,086	13,735	2,342	26,246

Table 2  
2004 – 2021 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
2021	68	87	318	97	570
All Years	634	1073	3515	743	5965

Appendix - 2021 Adult Protective Services Community Satisfaction Survey

Table 3  
2007 – 2021 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%
2021	63%	65%	80%	91%	77%

Table 4  
2021 Community Satisfaction Survey  
“I understand APS's mission, scope, and purpose.”

Stakeholder Group	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total Responses
Community Partners	113 (36%)	174 (55%)	25 (8%)	2 (1%)	3 (1%)	317
APS Community Boards	60 (62%)	36 (37%)	1 (1%)	0 (0%)	0 (0%)	97
Law Enforcement Partners	10 (13%)	44 (59%)	16 (21%)	4 (5%)	1 (1%)	75
Judicial Partners	16 (25%)	37 (57%)	6 (9%)	5 (8%)	1 (2%)	65
All Groups	199 (36%)	291 (53%)	48 (9%)	11 (2%)	5 (1%)	554

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

Table 5  
2021 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	156 (49%)	123 (39%)	24 (8%)	9 (3%)	5 (2%)	317
APS Community Boards	64 (66%)	31 (32%)	2 (2%)	0 (0%)	0 (0%)	97
Law Enforcement Partners	30 (40%)	35 (47%)	8 (11%)	0 (0%)	2 (3%)	75
Judicial Partners	22 (34%)	30 (46%)	5 (8%)	5 (8%)	3 (5%)	65
All Groups	272 (49%)	219 (40%)	39 (7%)	14 (3%)	10 (2%)	554

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

Appendix - 2021 Adult Protective Services Community Satisfaction Survey

Table 6  
2021 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	128 (40%)	124 (39%)	42 (13%)	18 (6%)	5 (2%)	317
APS Community Boards	60 (62%)	31 (32%)	6 (6%)	0 (0%)	0 (0%)	97
Law Enforcement Partners	23 (31%)	34 (45%)	14 (19%)	2 (3%)	2 (3%)	75
Judicial Partners	17 (26%)	30 (46%)	6 (9%)	9 (14%)	3 (5%)	65
All Groups	228 (41%)	219 (40%)	68 (12%)	29 (5%)	10 (2%)	554

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

Table 7  
2021 Community Satisfaction Survey  
Appropriate APS Referrals\*

Stakeholder Group	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total Responses
Community Partners	118 (37%)	94 (30%)	42 (13%)	8 (3%)	9 (3%)	271**
Law Enforcement Partners	20 (27%)	35 (47%)	16 (21%)	3 (4%)	1 (1%)	75
Judicial Partners	12 (18%)	22 (34%)	22 (34%)	5 (8%)	4 (6%)	65
All Groups	150 (27%)	151 (27%)	80 (14%)	16 (3%)	14 (3%)	411

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  
2021 Community Satisfaction Survey  
Good working relationship with APS\*

Stakeholder Group	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total Responses
Community Partners	131 (41%)	103 (32%)	50 (16%)	10 (3%)	9 (3%)	303**
APS Community Boards	61 (63%)	24 (25%)	10 (10%)	1 (1%)	1 (1%)	97
Law Enforcement Partners	15 (20%)	33 (44%)	16 (21%)	7 (9%)	4 (5%)	75
Judicial Partners	18 (28%)	18 (28%)	20 (31%)	6 (9%)	3 (5%)	65
All Groups	225 (41%)	178 (32%)	96 (17%)	24 (4%)	17 (3%)	540

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 - 2021 Adult Protective Services Community Satisfaction Survey

Table 9  
 2021 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.	53% (51)	34% (33)	9% (9)	1% (1)	3% (3)	97
2	APS staff members interact positively with the board.	64% (62)	28% (27)	7% (7)	0% (0)	1% (1)	97
3	APS staff members understand my board's mission and purpose.	57% (55)	32% (31)	9% (9)	1% (1)	1% (1)	97
4	The board is aware of the needs and priorities of the APS population in the community.	54% (52)	37% (36)	5% (5)	2% (2)	2% (2)	97
5	As a board member, I feel valued by APS for my contributions to the community.	55% (53)	32% (31)	10% (10)	2% (2)	1% (1)	97
6	The board has a good working relationship with APS.	63% (61)	25% (24)	10% (10)	1% (1)	1% (1)	97
7	APS is an important component of my community's resource and social service network.	66% (64)	32% (31)	2% (2)	0% (0)	00% (0)	97
8	I understand APS's mission, scope, and purpose.	62% (60)	37% (36)	1% (1)	0% (0)	0% (0)	97
9	APS ensures the safety and dignity of vulnerable adults in this community.	62% (60)	32% (31)	6% (6)	0% (0)	0% (0)	97

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

Appendix - 2021 Adult Protective Services Community Satisfaction Survey

Table 10  
 2007 - 2021 Community Satisfaction Surveys  
 APS Community Boards Survey  
 Agreement with Satisfaction Indicators  
 Percentage Agreement

Item	Statement	2007	2008	2009	2011	2013	2015	2017	2019	2021
1	APS staff members regularly attend board meetings/events.	93%	92%	90%	88%	91%	83%	85%	84%	87%
2	APS staff members interact positively with the board.	96%	94%	86%	95%	92%	88%	96%	90%	92%
3	APS staff members understand my board's mission and purpose.	78%	89%	71%	88%	83%	81%	89%	92%	89%
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%	91%
5	As a board member, I feel valued by APS for my contributions to the community.	89%	90%	80%	92%	92%	82%	88%	83%	87%
6	The board has a good working relationship with APS.	94%	93%	81%	93%	96%	90%	96%	90%	88%
7	APS is an important component of my community's resource and social service network.	97%	98%	91%	97%	96%	96%	92%	93%	98%
8	I understand APS's mission, scope, and purpose.	98%	98%	98%	100%	96%	96%	97%	94%	99%
9	APS ensures the safety and dignity of vulnerable adults in this community.	91%	98%	95%	99%	94%	93%	95%	91%	94%

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

Appendix - 2021 Adult Protective Services Community Satisfaction Survey

Table 11  
 2021 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.	18% (12)	34% (22)	34% (22)	8% (5)	6% (4)	65
2	APS provides appropriate documentation/information to support legal actions requested.	28% (18)	31% (20)	32% (21)	6% (4)	3% (2)	65
3	APS caseworkers are prepared in dealings with the court.	28% (18)	29% (19)	37% (24)	3% (2)	3% (2)	65
4	APS staff members are prepared when testifying in court.	22% (14)	32% (21)	40% (26)	5% (3)	2% (1)	65
5	Attorneys representing APS are prepared in dealings with the court.	23% (15)	42% (27)	29% (19)	5% (3)	2% (1)	65
6	APS staff understand the court's procedures and guidelines.	22% (14)	35% (23)	34% (22)	8% (5)	2% (1)	65
7	There is a good working relationship between the courts and APS in this community.	28% (18)	28% (18)	31% (20)	9% (6)	5% (3)	65
8	I understand APS's scope, mission, and purpose.	25% (16)	57% (37)	9% (6)	8% (5)	2% (1)	65
9	APS is an important component of my community's resources and social service network.	34% (22)	46% (30)	8% (5)	8% (5)	5% (3)	65
10	APS ensures the safety and dignity of vulnerable adults in this community.	26% (17)	46% (30)	9% (6)	14% (9)	5% (3)	65

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



Appendix - 2021 Adult Protective Services Community Satisfaction Survey

Table 12  
 2007 - 2021 Community Satisfaction Surveys  
 Judicial Partners Survey  
 Agreement with Satisfaction Indicators  
 Percentage Agreement

Item	Statement	2007	2008	2009	2011	2013	2015	2017	2019	2021
1	APS seeks appropriate court action.	70%	69%	69%	93%	85%	62%	85%	52%	52%
2	APS provides appropriate documentation / information to support legal actions requested.	76%	74%	70%	97%	86%	60%	92%	55%	58%
3	APS caseworkers are prepared in dealings with the court.	73%	75%	75%	93%	78%	65%	77%	55%	57%
4	APS staff members are prepared when testifying in court.	78%	74%	77%	93%	85%	58%	69%	55%	54%
5	Attorneys representing APS are prepared in dealings with the court.	71%	75%	61%	93%	91%	56%	85%	55%	65%
6	APS staff understand the court's procedures and guidelines.	*	*	*	*	*	*	85%	71%	57%
7	There is a good working relationship between the courts and APS in this community.	71%	77%	75%	94%	82%	75%	69%	58%	55%
8	I understand APS's scope, mission and purpose.	*	*	*	*	*	*	85%	71%	82%
9	APS is an important component of my community's resource and social service network.	*	*	*	*	*	*	77%	81%	80%
10	APS ensures the safety and dignity of vulnerable adults in this community.	66%	77%	64%	93%	78%	56%	77%	65%	72%

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

\*New question in 2017

Appendix - 2021 Adult Protective Services Community Satisfaction Survey

Table 13  
 2021 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.	27% (20)	47% (35)	21% (16)	4% (3)	1% (1)	75
2	APS staff members are prepared with information and facts when working with law enforcement on APS cases.	19% (14)	49% (37)	21% (16)	8% (6)	3% (2)	75
3	APS caseworkers understand law enforcement protocols and guidelines.	11% (8)	31% (23)	33% (25)	20% (15)	5% (4)	75
4	APS workers know how to engage law enforcement in APS cases.	15% (11)	40% (30)	25% (19)	15% (11)	5% (4)	75
5	APS workers know when to engage law enforcement in APS cases.	16% (12)	33% (25)	31% (23)	11% (8)	9% (7)	75
6	There is a good working relationship between law enforcement and APS in this community.	20% (15)	44% (33)	21% (16)	9% (7)	5% (4)	75
7	I understand APS's mission, scope, and purpose.	13% (10)	59% (44)	21% (16)	5% (4)	1% (1)	75
8	APS is an important component of my community's resource and social service network.	40% (30)	47% (35)	11% (8)	0% (0)	3% (2)	75
9	APS ensures the safety and dignity of vulnerable adults in this community.	31% (23)	45% (34)	19% (14)	3% (2)	3% (2)	75

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

Appendix - 2021 Adult Protective Services Community Satisfaction Survey

**Table 14**  
 2007 - 2021 Community Satisfaction Surveys  
 Law Enforcement Partners Survey  
 Agreement with Satisfaction Indicators  
 Percentage Agreement

Item	Statement	2007	2008	2009	2011	2013	2015	2017	2019	2021
1	APS referrals to law enforcement are appropriate.	74%	77%	80%	72%	81%	74%	85%	59%	73%
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%	68%
3	APS caseworkers understand law enforcement protocols and guidelines.	60%	60%	63%	58%	69%	59%	38%	35%	41%
4	APS workers know how to engage law enforcement in APS cases.	66%	68%	74%	66%	76%	69%	56%	53%	55%
5	APS workers know when to engage law enforcement in APS cases.	68%	68%	73%	64%	78%	67%	53%	46%	49%
6	There is a good working relationship between law enforcement and APS in this community.	80%	81%	75%	73%	84%	73%	79%	57%	64%
7	I understand APS's mission, scope and purpose.	75%	77%	70%	75%	83%	74%	73%	71%	72%
8	APS is an important component of my community's resource and social service network.	*	*	*	*	*	*	82%	84%	87%
9	APS ensures the safety and dignity of vulnerable adults in this community.	77%	84%	78%	74%	88%	82%	73%	65%	76%

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

\*New question in 2017

Appendix - 2021 Adult Protective Services Community Satisfaction Survey

Table 15  
 2021 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.	37% (118)	30% (94)	13% (42)	3% (8)	3% (9)	271*
2	APS is responsive to referrals from my organization.	36% (113)	30% (96)	14% (45)	5% (16)	4% (13)	283*
3	APS staff members interact positively with my organization.	45% (143)	31% (97)	13% (42)	4% (12)	4% (12)	306*
4	APS staff members understand my organization's purpose and guidelines.	37% (117)	31% (97)	16% (51)	8% (24)	4% (12)	301*
5	There is a good relationship between my organization and APS in the community.	41% (131)	32% (103)	16% (50)	3% (10)	3% (9)	303*
6	I understand APS's mission, scope, and purpose.	36% (113)	55% (174)	8% (25)	1% (2)	1% (3)	317
7	APS is an important component of my community's resource and social service network.	49% (156)	39% (123)	8% (24)	3% (9)	2% (5)	317
8	APS ensures the safety and dignity of vulnerable adults in this community.	40% (128)	39% (124)	13% (42)	6% (18)	2% (5)	317

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 - 2021 Adult Protective Services Community Satisfaction Survey

Table 16  
 2007 - 2021 Community Satisfaction Surveys  
 Community Partners Survey  
 Agreement with Satisfaction Indicators  
 Percentage Agreement

Item	Statement	2007	2008	2009	2011	2013	2015	2017	2019	2021
1	Referrals to my organization from APS are appropriate.	90%	91%	90%	87%	87%	78%	81%	80%	78%
2	APS is responsive to referrals from my organization.	85%	87%	80%	81%	83%	75%	74%	74%	74%
3	APS staff members interact positively with my organization.	*	*	*	*	*	*	80%	77%	78%
4	APS staff members understand my organization's purpose and guidelines.	78%	75%	76%	74%	78%	75%	71%	67%	71%
5	There is a good relationship between my organization and APS in the community.	85%	86%	83%	81%	85%	80%	79%	72%	77%
6	I understand APS's mission, scope, and purpose.	92%	92%	95%	91%	88%	87%	88%	85%	91%
7	APS is an important component of my community's resource and social service network.	95%	97%	91%	93%	94%	89%	89%	86%	88%
8	APS ensures the safety and dignity of vulnerable adults in this community.	88%	87%	87%	81%	86%	84%	83%	75%	79%

\*New question in 2017