

APS

Adult Protective Services In-Home Overview

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

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

Paid Expenditures and Total Average Filled Full Time Equivalent (FTE) Staff

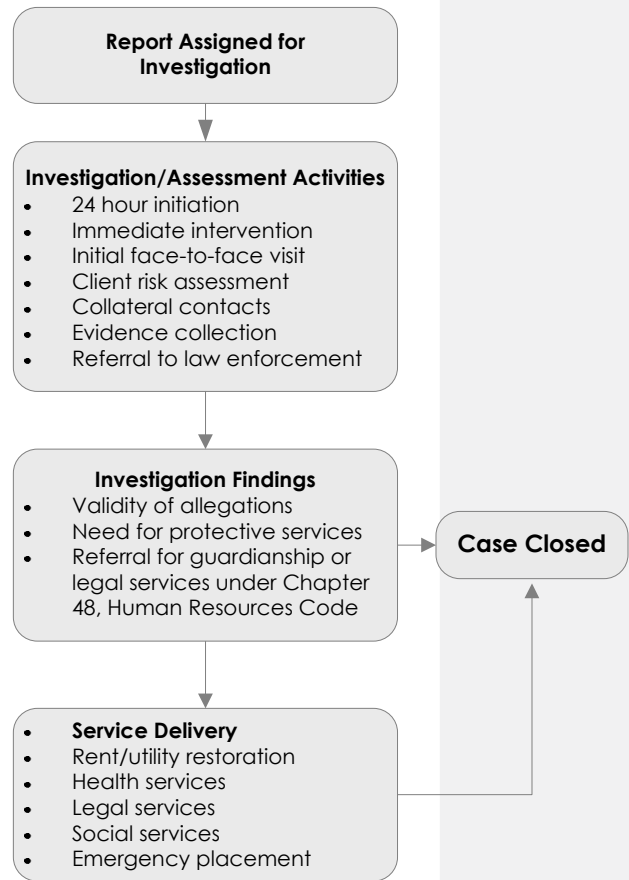
Total Staff	854.4
Direct Delivery Total	823.1
Direct Delivery Workers	568.1
Direct Delivery Supervisors	84.9
Direct Delivery Other	170.1
Staff Cost	\$44,778,615.54

Worker Demographics

Turnover Rate	18.1%
Tenure:	
Less Than 1 Year	17.4%
1 - 3 Years	27.5%
Greater than 3 Years	55.1%
Entry Salary	\$30,481.44
Average Age	41.2
Race/Ethnicity:	
African-American	30.7%
Anglo	39.7%
Hispanic	27.3%
Other	2.3%

Supervisor Demographics

Turnover Rate	7.0%
Tenure:	
Less Than 1 Year	0.0%
1 - 3 Years	4.6%
Greater than 3 Years	95.4%
Entry Salary	\$39,117.96
Average Age	47.8
Race/Ethnicity:	
African-American	29.9%
Anglo	41.4%
Hispanic	28.7%
Other	0.0%



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

Statistics FY 2010

Completed In-Home Investigations	82,802
Validated In-Home Investigations	56,053

Most Common...

- **Person reporting abuse/neglect/exploitation**
Family Member (18.6%)
- **Allegation validated**
Physical Neglect (64.0%)
- **Validated perpetrator**
Relationship: Adult Children (38.6%)
Gender: Male (51.4%)
Age: Age Over 45 (49.1%)
- **Characteristic of client**
Gender: Female (60.9%)
Age: Over 65 (50.2%)

Legal Responsibility for Adult Protective Services

Statutory References:

Federal: Title XX, Social Security Act

State: Human Resources Code, Chapters 40 and 48

Texas Family Code, Title V

Health and Safety Code, Chapter 532 and Chapters 591-595

Major Provisions:

- Mandatory reporting of abuse, neglect, and exploitation of adults who are elderly (defined as age 65 and older) or adults with disabilities
- Receipt and investigation of all reports (unless patently false); initiation of investigations within 24 hours of receipt of report
- Responsibility for investigations of abuse, neglect, and exploitation of persons receiving services in state operated mental health and mental retardation facilities (State Hospitals, State Supported Living Centers, and Rio Grande State Center) and/or state contracted settings (Community MH and MR Centers, Home and Community-based Services programs, Texas Home Living Waiver Program, and (beginning in June 2010) privately operated Intermediate Care Facilities for Persons with Mental Retardation (ICFs/MR)) that serve adults and children with mental illness or mental retardation
- Responsibility for referring reports to other state agencies when DFPS is not the appropriate investigating agency
- Provision or arrangement of services needed to prevent or alleviate abuse, neglect and/or exploitation
- Enhancing and developing community resources in an effort to increase awareness of abuse, neglect and exploitation and to address increasing needs of APS consumers
- Responsibility for referring adult victims of abuse, neglect and/or exploitation to the Department of Aging and Disability Services (DADS) for guardianship services when these persons appear to lack the capacity to consent to services. Guardianship is the least restrictive alternative that will ensure the person's safety and well-being when no other guardian is available
- Assessment of factors that may indicate an adult's possible lack of capacity to consent to services and pursuit of a medical evaluation if indicated
- Using the least restrictive alternative in the provision of protective services
- Authority to seek court orders when necessary to gain access to the individual, to prevent interference with the provision of voluntary protective services, to provide emergency protective services, to access records or documents, and to initiate emergency protective services (e.g., a removal) after hours and on holidays without a court order

- Requirement to notify law enforcement if APS suspects that an elderly person or adult with a disability has been abused, neglected, or exploited in a manner that constitutes a criminal offense
- Confidentiality of case records

Other Programmatic Information:

Factors Contributing to Abuse, Neglect, and Exploitation:

- Aging population
- Growing number of younger persons with disabilities
- Alcohol and drug dependency
- Poverty
- Lack of affordable housing and high costs of utility bills
- De-institutionalization of persons who are mentally ill and/or mentally retarded when community support is not adequate
- Inadequate access to health care and costly medications
- Pathological family relationships/violence as a coping mechanism in society
- Physical and mental stress of caregiving in traditionally non-violent, caring households
- Denial of benefits, such as SSI and Medicaid, to some elderly and disabled immigrants

Challenges:

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

Fiscal Year 2004 and 2010 Pre- and Post-Reform Statistics by Region (APS In-Home)

2004	Region 1 - Lubbock	2010
21.4	Caseworkers	35.5
7.3%	Turnover	21.2%
\$34,600	Average Base Salary	\$36,868
3,579	Completed Investigations	5,001

2004	Region 2 - Abilene	2010
24.8	Caseworkers	36.7
13.1%	Turnover	13.4%
\$33,022	Average Base Salary	\$36,715
4,590	Completed Investigations	5,249

2004	Region 3 - Arlington	2010
45.8	Caseworkers	86.5
16.2%	Turnover	19.9%
\$33,708	Average Base Salary	\$34,782
9,208	Completed Investigations	14,398

2004	Region 9 - Midland	2010
20.4	Caseworkers	23.7
9.8%	Turnover	8.2%
\$34,153	Average Base Salary	\$37,944
3,140	Completed Investigations	3,416

2004	Region 7 - Austin	2010
34.1	Caseworkers	53.2
15.5%	Turnover	38.6%
\$34,500	Average Base Salary	\$36,404
5,981	Completed Investigations	7,785

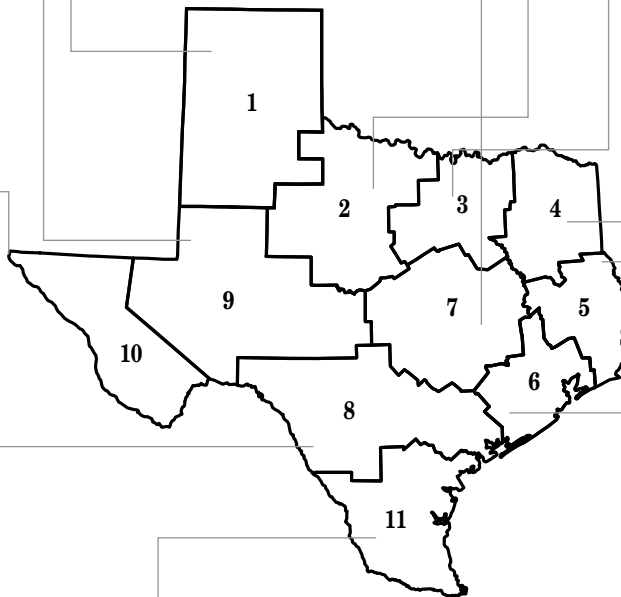
2004	Region 4 - Tyler	2010
27.0	Caseworkers	41.4
7.7%	Turnover	9.4%
\$33,472	Average Base Salary	\$35,525
4,497	Completed Investigations	5,815

2004	Region 10 - El Paso	2010
12.1	Caseworkers	20.9
48.3%	Turnover	23.0%
\$31,694	Average Base Salary	\$35,407
2,600	Completed Investigations	3,067

2004	Region 5 - Beaumont	2010
25.5	Caseworkers	33.1
13.0%	Turnover	27.6%
\$33,927	Average Base Salary	\$34,291
4,387	Completed Investigations	4,728

2004	Region 8 - San Antonio	2010
32.8	Caseworkers	77.1
20.8%	Turnover	12.9%
\$32,904	Average Base Salary	\$34,061
6,673	Completed Investigations	10,116

2004	Region 6 - Houston	2010
46.2	Caseworkers	103.3
10.7%	Turnover	15.4%
\$34,937	Average Base Salary	\$36,829
10,332	Completed Investigations	15,502



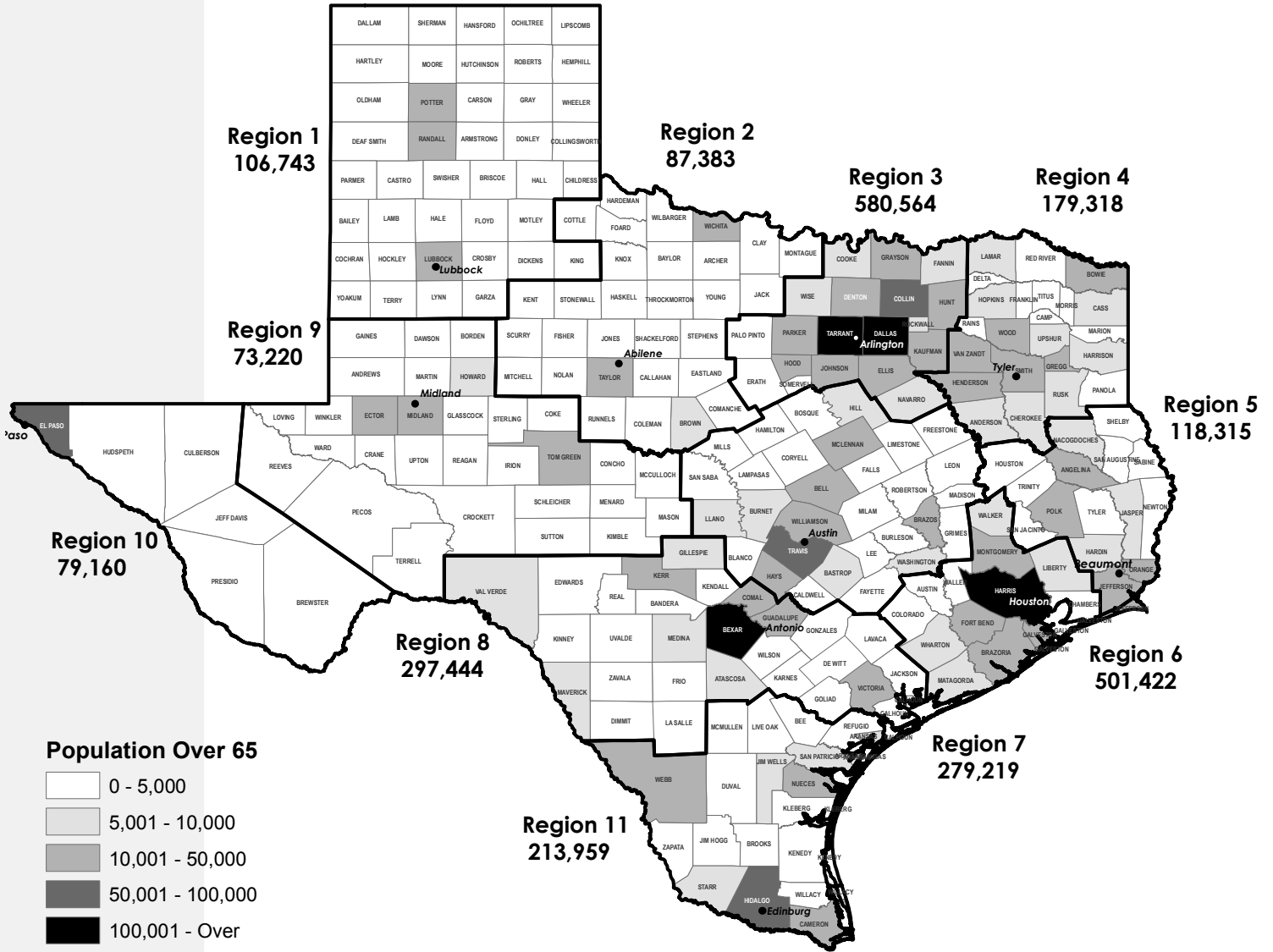
2004	Region 11 - Edinburg	2010
28.1	Caseworkers	56.5
13.6%	Turnover	10.6%
\$34,759	Average Base Salary	\$36,936
5,990	Completed Investigations	7,681

2004	Statewide Totals	2010
318.3	Caseworkers	568.1
14.4%	Turnover	18.1%
\$33,971	Average Base Salary	\$35,858
60,998	Completed Investigations	82,802

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

Texas Adult Population Ages 65 and Over Fiscal Year 2010

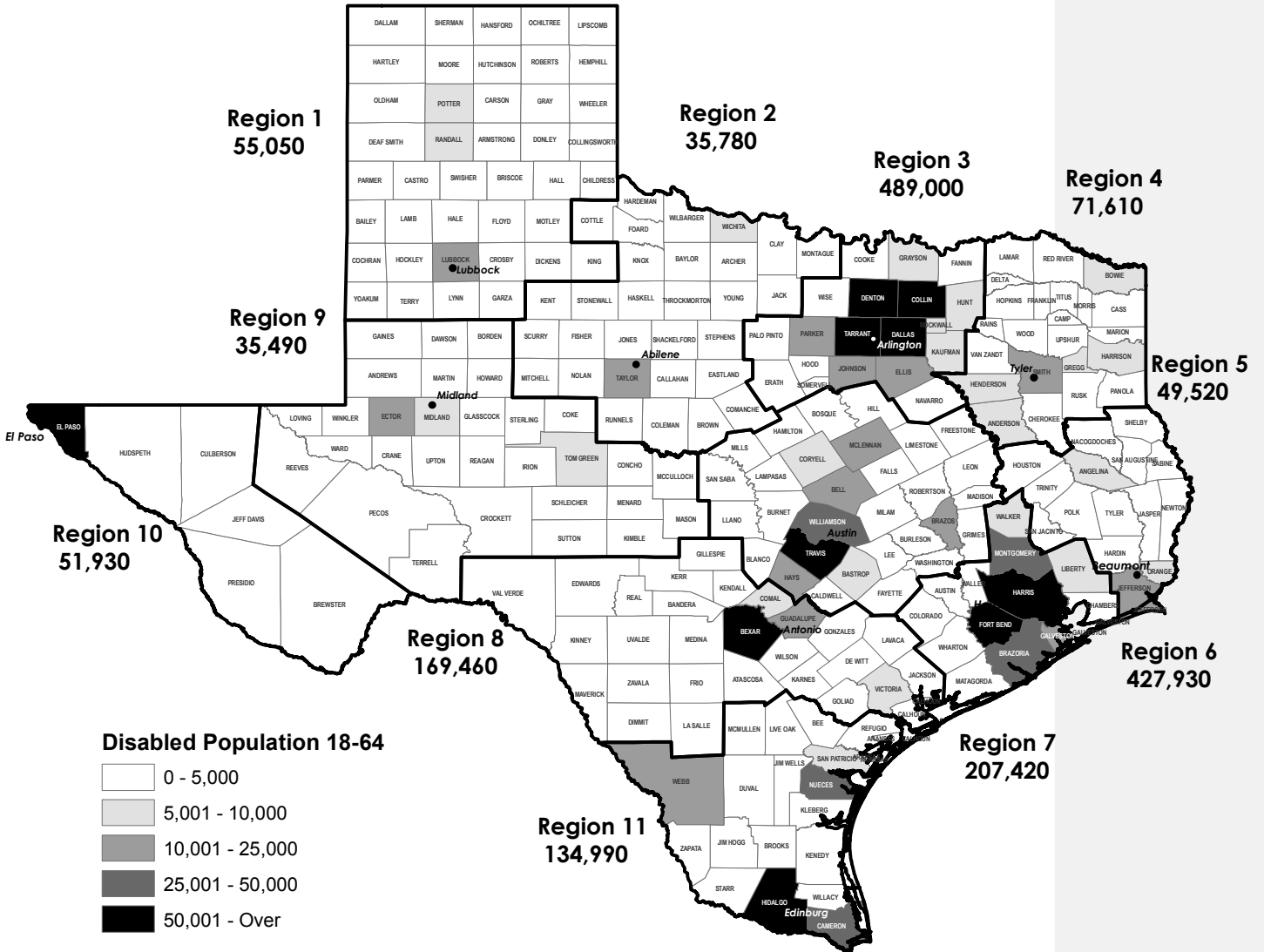
State Total: 2,516,747



Population Data Source: Texas State Data Center, University of Texas (San Antonio)

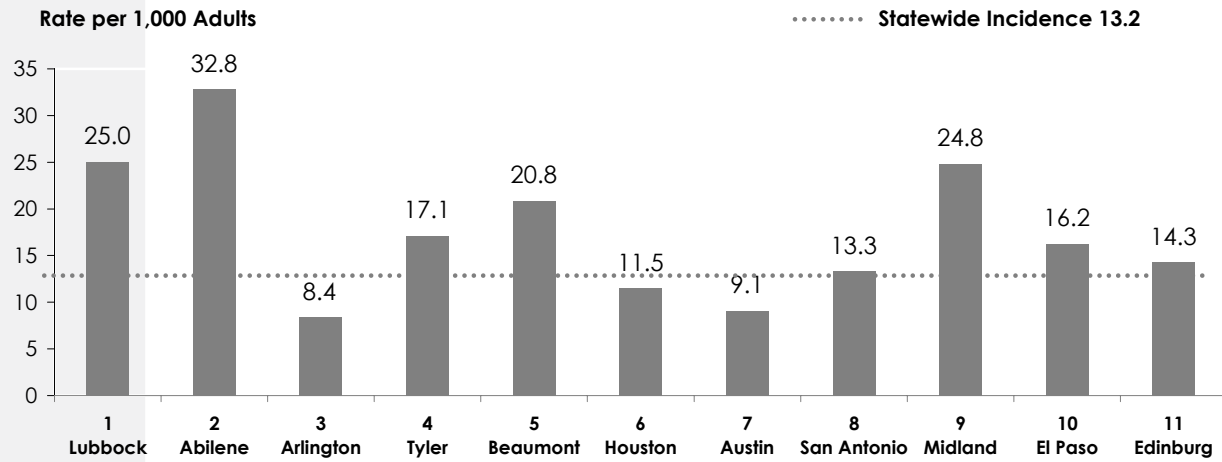
**Texas Disabled Adult Population
Ages 18 to 64 Years
Fiscal Year 2010**

State Total: 1,728,180



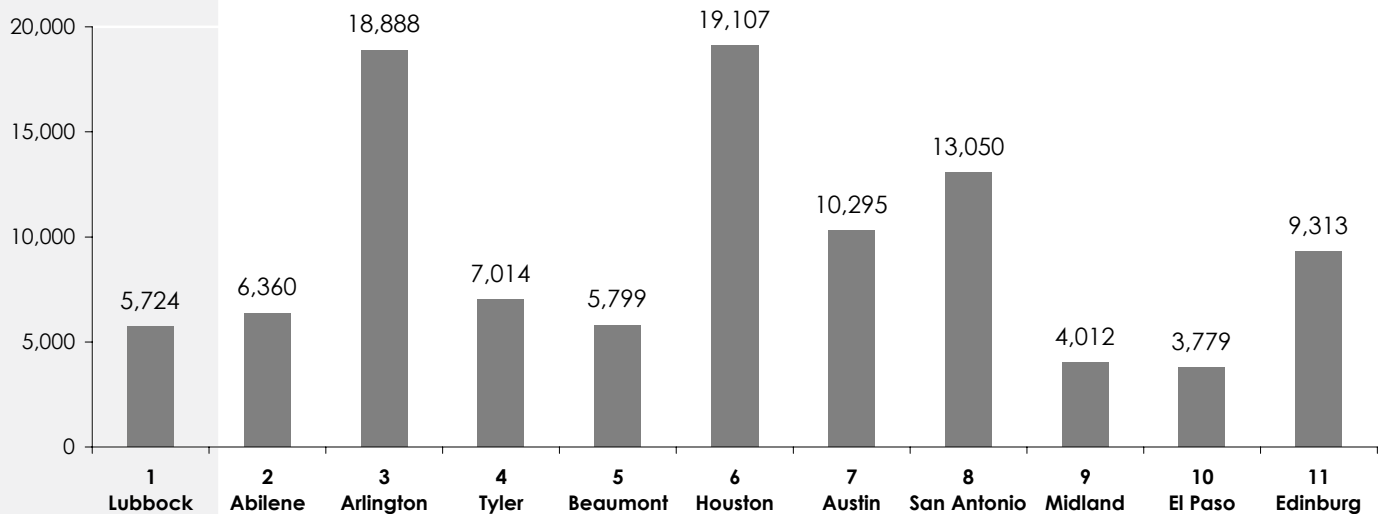
*Population Data Source: Texas State Data Center, University of Texas (San Antonio)
Note: The decline in the disabled adult population from the previous year is due to more recent Census Bureau data.*

Reported Incidence of Maltreatment per 1,000 Adult Population by Region Fiscal Year 2010



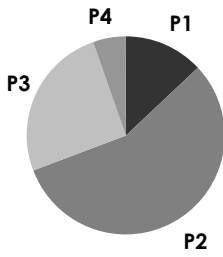
Note: Calculations are based on the percent of validated APS in-home investigations. Unreported incidences are not reflected.

APS In-home Intake Reports by Region Fiscal Year 2010 State Total 103,401



Note: 60 Reports did not have a region identified.

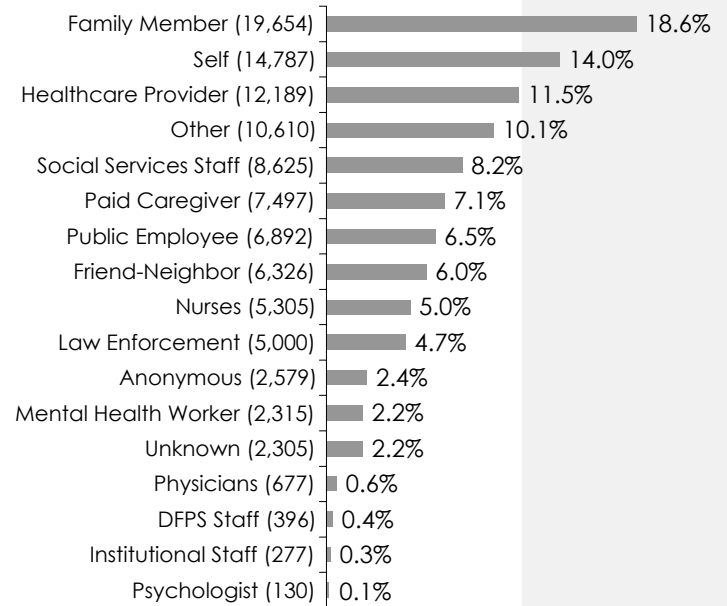
**APS Intake* Reports by Priority
Fiscal Year 2010**



Priority	Intakes	%
P1	13,524	13.1%
P2	58,023	56.1%
P3	26,286	25.4%
P4	5,568	5.4%
Total	103,401	100%

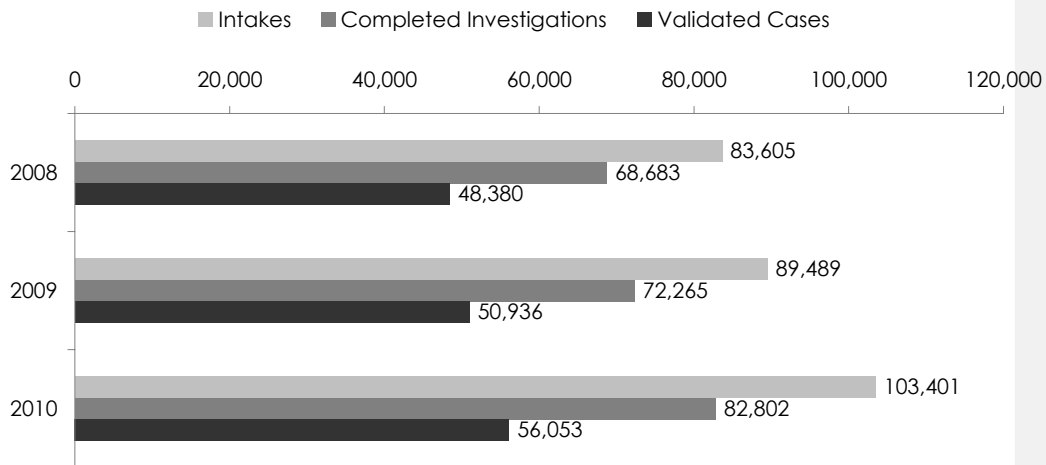
* Intakes included by the date intake closed.
Refer to the definitions section for priority definitions.

**APS In-Home Intake* Reports by Source
Fiscal Year 2010**



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

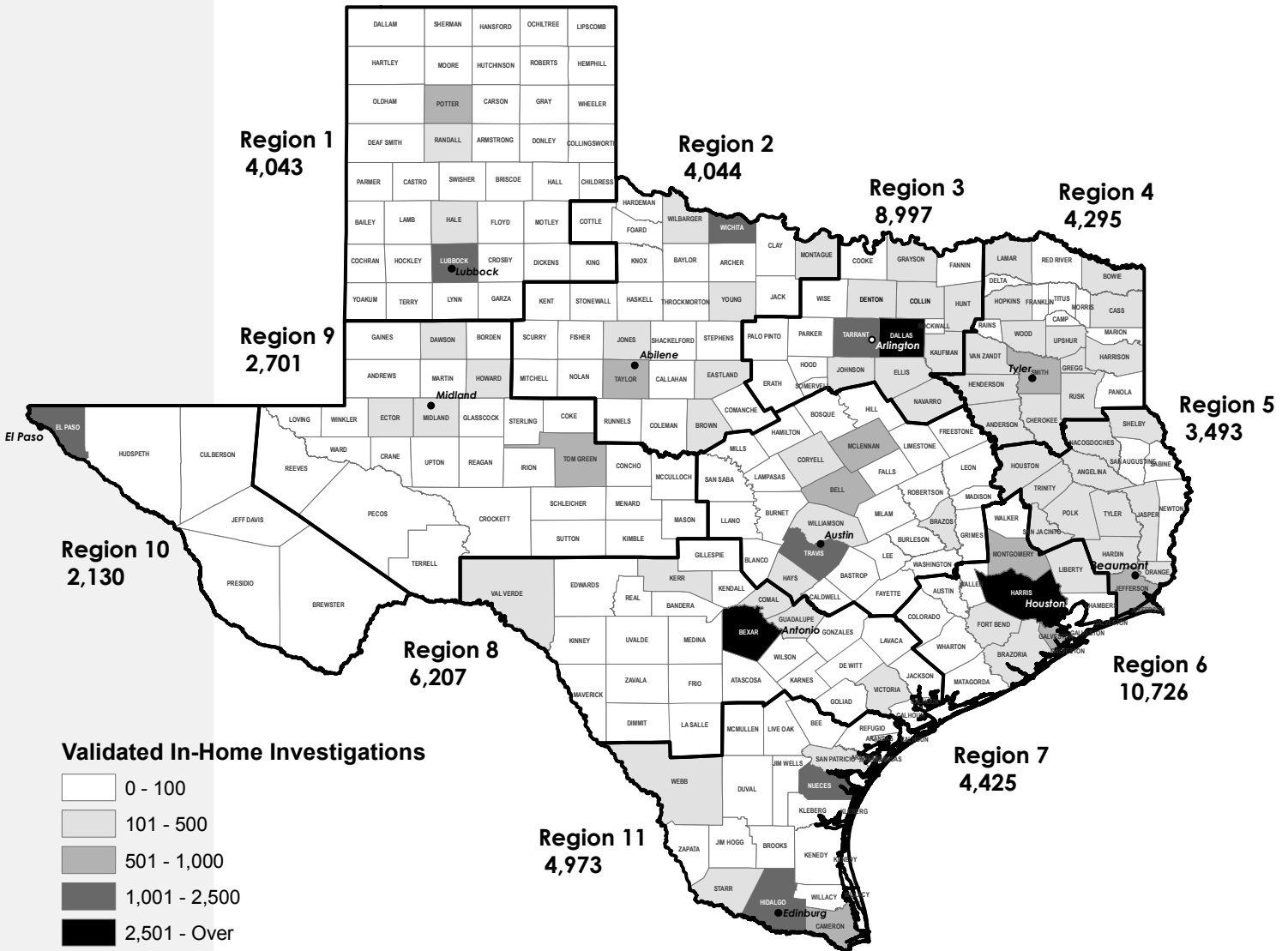
**APS In-home Intakes*, Completed Investigations and Validated Cases
Fiscal Years 2008 - 2010**



* Intakes included by date intake closed

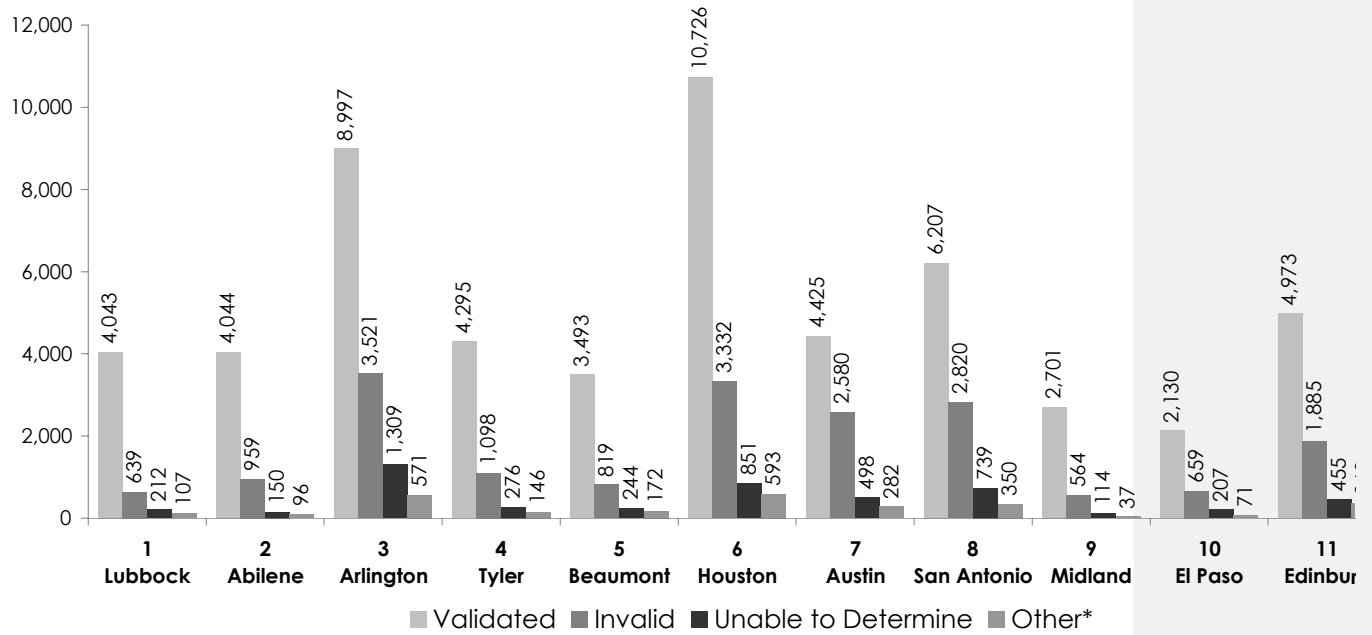
Adult Protective Services Validated In-Home Investigations Fiscal Year 2010

State Total: 56,053



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

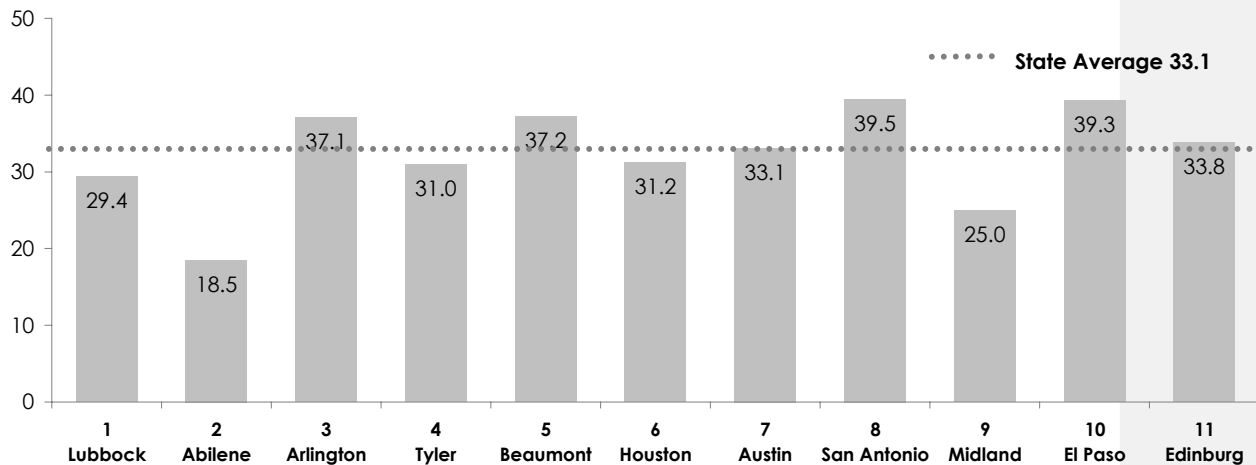
**Completed APS In-Home Investigations by Region
Fiscal Year 2010
State Total 82,802**



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

Note: 44 investigations had an "unknown" region. Of those, 19 were Validated, 7 were Invalid, 6 were Unable to Determine and 12 were Other.

**APS Daily Caseload
Fiscal Year 2010**



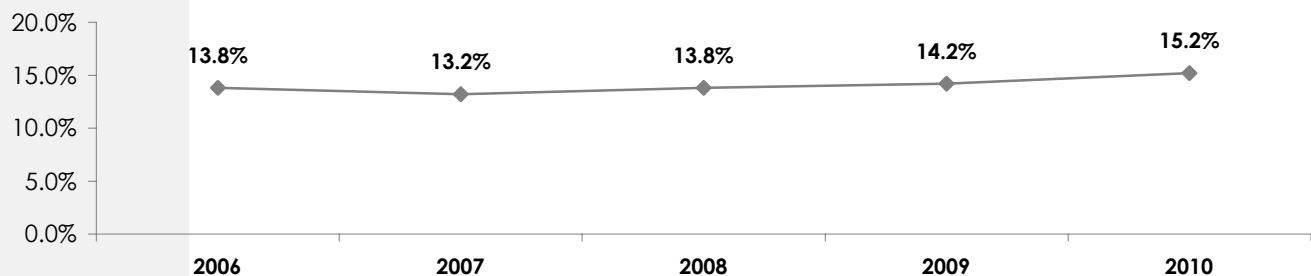
Completed APS In-Home Investigations by Region and Disposition Fiscal Year 2010

Region	Average Length (Days)	Invalid	Valid Progressed*	Valid Not Progressed	Unable to Determine	Other**	Region Subtotal	Thousands				
								0	5	10	15	20
1 Lubbock	35.5	639	3,795	248	212	107	5,001					
2 Abilene	23.8	959	3,217	827	150	96	5,249					
3 Arlington	54.8	3,521	5,500	3,497	1,309	571	14,398					
4 Tyler	43.5	1,098	3,784	511	276	146	5,815					
5 Beaumont	48.2	819	2,960	533	244	172	4,728					
6 Houston	43.0	3,332	8,432	2,294	851	593	15,502					
7 Austin	50.5	2,580	3,180	1,245	498	282	7,785					
8 San Antonio	59.5	2,820	5,169	1,038	739	350	10,116					
9 Midland	33.8	564	2,247	454	114	37	3,416					
10 El Paso	62.1	659	1,552	578	207	71	3,067					
11 Edinburg	52.5	1,885	4,377	596	455	368	7,681					
Unknown	40.4	7	6	13	6	12	44					
State	47.6	18,883	44,219	11,834	5,061	2,805	82,802					

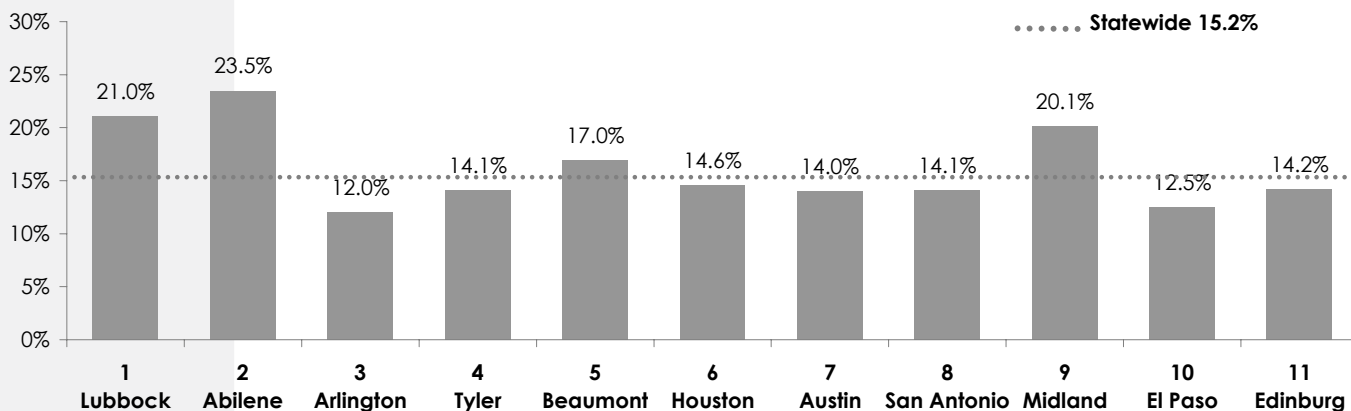
* Valid investigations in which the client requires services are "progressed" into the service delivery stage.

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

Recidivism* of APS In-Home Cases Fiscal Years 2006-2010



Recidivism* of APS In-Home Cases by Region Fiscal Year 2010

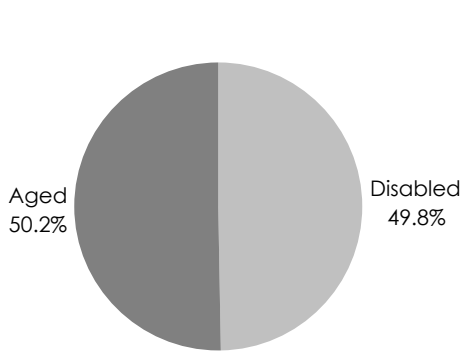


*Recidivism is a measure of the percentage of APS clients referred to the APS system more than once during the fiscal year, including clients who refused services and were re-referred.

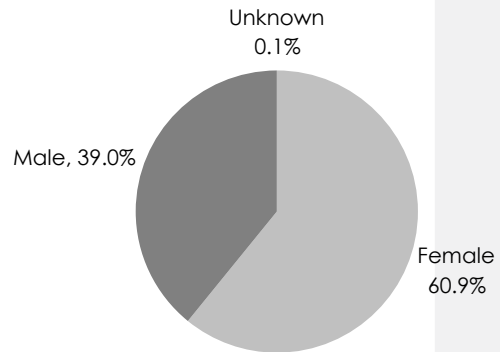
Characteristics of Validated APS Victims in Completed In-Home Investigations Fiscal Year 2010

Characteristic	Female		Male		Unknown		Subtotal	
	N	% of Total	N	% of Total	N	% of Total	N	% of Total
Race/Ethnicity								
Anglo	17,250	30.8%	11,172	19.9%	29	0.1%	28,451	50.8%
African American	8,406	15.0%	4,661	8.3%	13	0.0%	13,080	23.3%
Hispanic	7,485	13.4%	5,376	9.6%	9	0.0%	12,870	23.0%
Native American	75	0.1%	70	0.1%	0	0.0%	145	0.3%
Asian	195	0.3%	94	0.2%	2	0.0%	291	0.5%
Other	747	1.3%	471	0.8%	1	0.0%	1,219	2.2%
Total Victims	34,158	60.9%	21,844	39.0%	54	0.1%	56,056	100.0%

In-Home Validated Victims in Completed Investigations Fiscal Year 2010



Characteristic	Total	Percentage
Disabled	27,919	49.8%
Aged	28,137	50.2%
Total	56,056	100.0%



Characteristic	Total	Percentage
Female	34,158	60.9%
Male	21,844	39.0%
Unknown	54	0.1%
Total	56,056	100.0%

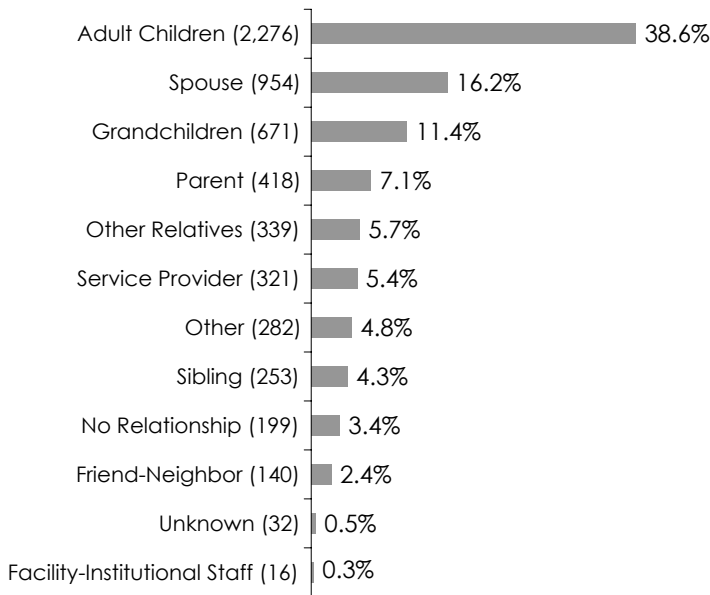
**Perpetrator Characteristics In Validated APS In-Home Investigations
(Characteristic as % of Total Validated Perpetrators*)
Fiscal Year 2010**

Characteristic	Female		Male		Unknown		Subtotal	
	N	% of Total	N	% of Total	N	% of Total	N	% of Total
Age								
Under 18	150	2.5%	225	3.8%	2	0.0%	377	6.4%
18-25	287	4.9%	291	4.9%	2	0.0%	580	9.8%
26-35	417	7.1%	379	6.4%	3	0.1%	799	13.5%
36-45	622	10.5%	611	10.4%	5	0.1%	1,238	21.0%
Over 45	1,369	23.2%	1,524	25.8%	5	0.1%	2,898	49.1%
Unknown	1	0.0%	3	0.1%	5	0.1%	9	0.2%
Race/Ethnicity								
Anglo	1,338	22.7%	1,529	25.9%	2	0.0%	2,869	48.6%
African American	564	9.6%	532	9.0%	1	0.0%	1,097	18.6%
Hispanic	754	12.8%	800	13.6%	8	0.1%	1,562	26.5%
Native American	6	0.1%	11	0.2%	0	0.0%	17	0.3%
Asian	21	0.4%	10	0.2%	0	0.0%	31	0.5%
Other	163	2.8%	151	2.6%	11	0.2%	325	5.5%
Marital Status								
Child, Not Applicable	144	2.4%	213	3.6%	0	0.0%	357	6.0%
Divorced	239	4.1%	209	3.5%	0	0.0%	448	7.6%
Married	704	11.9%	758	12.8%	2	0.0%	1,464	24.8%
Separated	62	1.1%	80	1.4%	0	0.0%	142	2.4%
Single, Never Married	354	6.0%	469	7.9%	3	0.1%	826	14.0%
Widowed	83	1.4%	28	0.5%	0	0.0%	111	1.9%
Unknown	1,260	21.4%	1,276	21.6%	17	0.3%	2,553	43.3%
Total	2,846	48.2%	3,033	51.4%	22	0.4%	5,901	100.0%

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

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

**Perpetrators* in Validated In-Home Investigations
Fiscal Year 2010**



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

**Number of Referrals Made to Law Enforcement in
Completed APS In-Home Cases by Region
Fiscal Year 2010**

Region	Referrals
1 Lubbock	298
2 Abilene	184
3 Arlington	1,088
4 Tyler	427
5 Beaumont	153
6 Houston	1,999
7 Austin	1,383
8 San Antonio	290
9 Midland	243
10 El Paso	333
11 Edinburg	330
Unknown	3
State Total	6,731

Note: Referral may have been made in previous fiscal year

**APS Victims of Family Violence in Validated
Investigations by Region
Fiscal Year 2010**

Region	Victims
1 Lubbock	330
2 Abilene	209
3 Arlington	746
4 Tyler	295
5 Beaumont	270
6 Houston	824
7 Austin	449
8 San Antonio	600
9 Midland	132
10 El Paso	312
11 Edinburg	412
State Total	4,579

Validated Allegations in APS In-Home Investigations by Type of Abuse/Neglect Fiscal Year 2010

Region	Emotional/ Verbal Abuse	Exploitation	Medical Neglect	Mental Health Neglect	Physical Abuse	Physical Neglect
1 Lubbock	184	99	1,132	623	91	3,635
2 Abilene	100	68	942	341	51	3,625
3 Arlington	389	230	2,267	1,380	330	7,563
4 Tyler	134	101	786	376	76	3,829
5 Beaumont	114	101	765	342	89	2,999
6 Houston	305	239	2,734	1,387	307	9,407
7 Austin	221	180	1,223	763	164	3,549
8 San Antonio	320	193	1,249	757	179	5,175
9 Midland	72	43	882	483	47	2,502
10 El Paso	165	84	743	425	62	1,700
11 Edinburg	162	107	1,004	683	158	4,319
Unknown	0	0	3	5	0	17
State Total	2,166	1,445	13,730	7,565	1,554	48,320

Region	Suicidal Threat	Sexual Abuse	Total	% by Region	Unduplicated Validated Victims*	% Unduplicated by Region
1 Lubbock	48	1	5,813	7.4%	4,043	6.8%
2 Abilene	31	1	5,159	7.4%	4,044	7.6%
3 Arlington	122	5	12,286	14.0%	8,998	14.4%
4 Tyler	29	3	5,334	7.1%	4,295	7.7%
5 Beaumont	37	4	4,451	6.0%	3,493	6.2%
6 Houston	131	10	14,520	18.3%	10,727	17.9%
7 Austin	65	3	6,168	9.8%	4,425	9.4%
8 San Antonio	108	3	7,984	11.8%	6,207	12.2%
9 Midland	15	1	4,045	5.1%	2,701	4.7%
10 El Paso	49	5	3,233	3.9%	2,130	3.7%
11 Edinburg	79	2	6,514	9.1%	4,974	9.3%
Unknown	0	0	25	0.1%	19	0.1%
State Total	714	38	75,532	100.0%	56,056	100.0%

* Victims have been unduplicated by investigation stage.

Duration of Service Delivery Stages for APS In-Home Cases During Fiscal Year 2010

Days	Cases	%
Under 30	19,470	45.4%
31-60	11,445	26.7%
61-90	5,347	12.5%
91-120	2,777	6.5%
121-180	2,399	5.6%
181-365	1,359	3.2%
Over 1 Year	129	0.3%
Total	42,926	100.0%

Non-Purchased Client Services Delivered for APS In-Home Cases by Region Fiscal Year 2010

Region	Social Casework	Other Government Agency	Legal	Total
1 Lubbock	5,007	272	5	5,284
2 Abilene	3,232	212	8	3,452
3 Arlington	7,067	250	40	7,357
4 Tyler	5,080	240	8	5,328
5 Beaumont	3,346	199	4	3,549
6 Houston	11,503	281	2	11,786
7 Austin	4,175	252	23	4,450
8 San Antonio	7,097	257	15	7,369
9 Midland	2,492	83	13	2,588
10 El Paso	2,158	126	15	2,299
11 Edinburg	5,870	185	16	6,071
Unknown	14	2	0	8
State Total	57,041	2,359	149	59,549

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

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

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

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

