

APS

Adult Protective Services In-Home Overview

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

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

Total Average Filled Full Time Equivalent (FTE) Staff

Caseworkers	564.6
Supervisors	86.1
Other Staff	130.7
APS Program Support	78.0
Total APS In-Home Staff	859.4

Worker Demographics

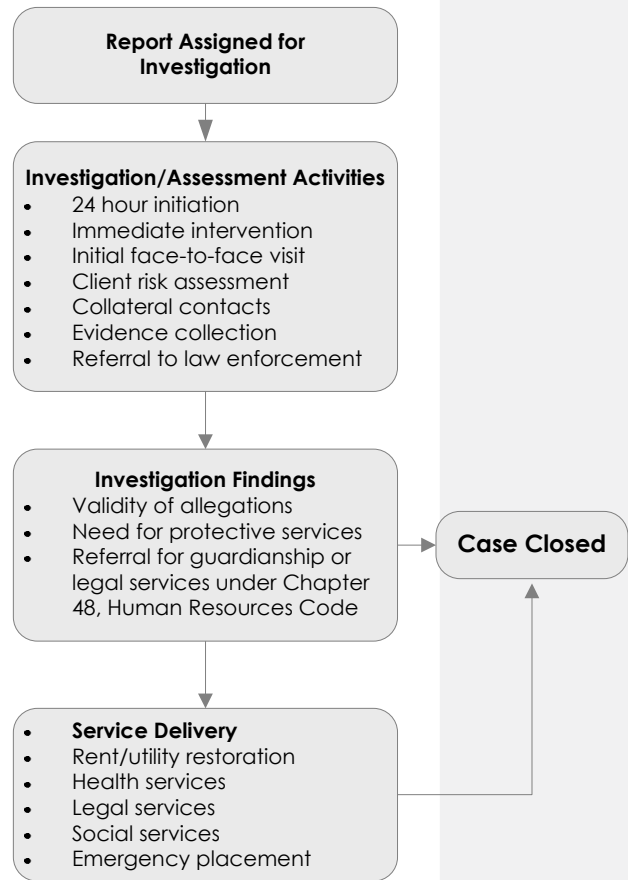
Turnover Rate	16.7%
Agency Tenure:	
Less Than 1 Year	15.0%
1 - 3 Years	21.7%
Greater than 3 Years	63.3%
Entry Salary	\$30,481.44
Average Age	41.4
Race/Ethnicity:	
African-American	31.2%
Anglo	38.7%
Hispanic	28.0%
Other	2.1%

Supervisor Demographics

Turnover Rate	7.9%
Agency Tenure:	
Less Than 1 Year	0.0%
1 - 3 Years	3.5%
Greater than 3 Years	96.5%
Entry Salary	\$39,117.96
Average Age	47.5
Race/Ethnicity:	
African-American	31.4%
Anglo	44.2%
Hispanic	24.4%
Other	0.0%

APS Expenditures

APS In-Home Staff	\$46,360,525
Purchased Client Services	\$8,143,249
Total APS Expenditures	\$54,503,774



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

Statistics FY 2011

Completed In-Home Investigations	87,741
Validated In-Home Investigations	58,068

Most Common...

- **Person reporting abuse/neglect/exploitation**
Medical Personnel (20.3%)
- **Allegation validated**
Physical Neglect (64.9%)
- **Validated perpetrator**
Relationship: Adult Children (39.6%)
Gender: Female (50.0%)
Age: Age Over 45 (51.0%)
- **Characteristic of client**
Gender: Female (60.3%)
Disabled (50.4%)

Legal Responsibility for Adult Protective Services

Statutory References:

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

Major Provisions:

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

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

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

Challenges:

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

Fiscal Year 2004 and 2011 Pre- and Post-Reform Statistics by Region (APS In-Home)

2004	Region 1 - Lubbock	2011
21.4	Caseworkers	36.0
7.3%	Turnover	23.7%
\$34,600	Average Base Salary	\$36,711
3,579	Completed Investigations	5,492

2004	Region 2 - Abilene	2011
24.8	Caseworkers	34.3
13.1%	Turnover	16.8%
\$33,022	Average Base Salary	\$36,887
4,590	Completed Investigations	5,141

2004	Region 3 - Arlington	2011
45.8	Caseworkers	88.7
16.2%	Turnover	17.9%
\$33,708	Average Base Salary	\$34,926
9,208	Completed Investigations	15,688

2004	Region 9 - Midland	2011
20.4	Caseworkers	23.4
9.8%	Turnover	16.3%
\$34,153	Average Base Salary	\$38,074
3,140	Completed Investigations	3,476

2004	Region 7 - Austin	2011
34.1	Caseworkers	51.2
15.5%	Turnover	25.2%
\$34,500	Average Base Salary	\$35,926
5,981	Completed Investigations	8,954

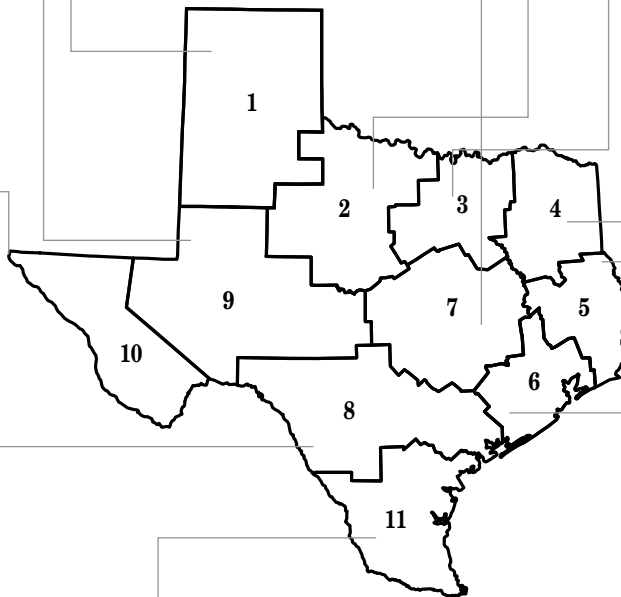
2004	Region 4 - Tyler	2011
27.0	Caseworkers	42.2
7.7%	Turnover	4.7%
\$33,472	Average Base Salary	\$36,031
4,497	Completed Investigations	6,291

2004	Region 10 - El Paso	2011
12.1	Caseworkers	20.5
48.3%	Turnover	14.3%
\$31,694	Average Base Salary	\$35,806
2,600	Completed Investigations	3,516

2004	Region 5 - Beaumont	2011
25.5	Caseworkers	35.9
13.0%	Turnover	10.5%
\$33,927	Average Base Salary	\$34,128
4,387	Completed Investigations	5,064

2004	Region 8 - San Antonio	2011
32.8	Caseworkers	74.1
20.8%	Turnover	27.7%
\$32,904	Average Base Salary	\$34,262
6,673	Completed Investigations	10,925

2004	Region 6 - Houston	2011
46.2	Caseworkers	105.5
10.7%	Turnover	10.9%
\$34,937	Average Base Salary	\$36,650
10,332	Completed Investigations	15,230



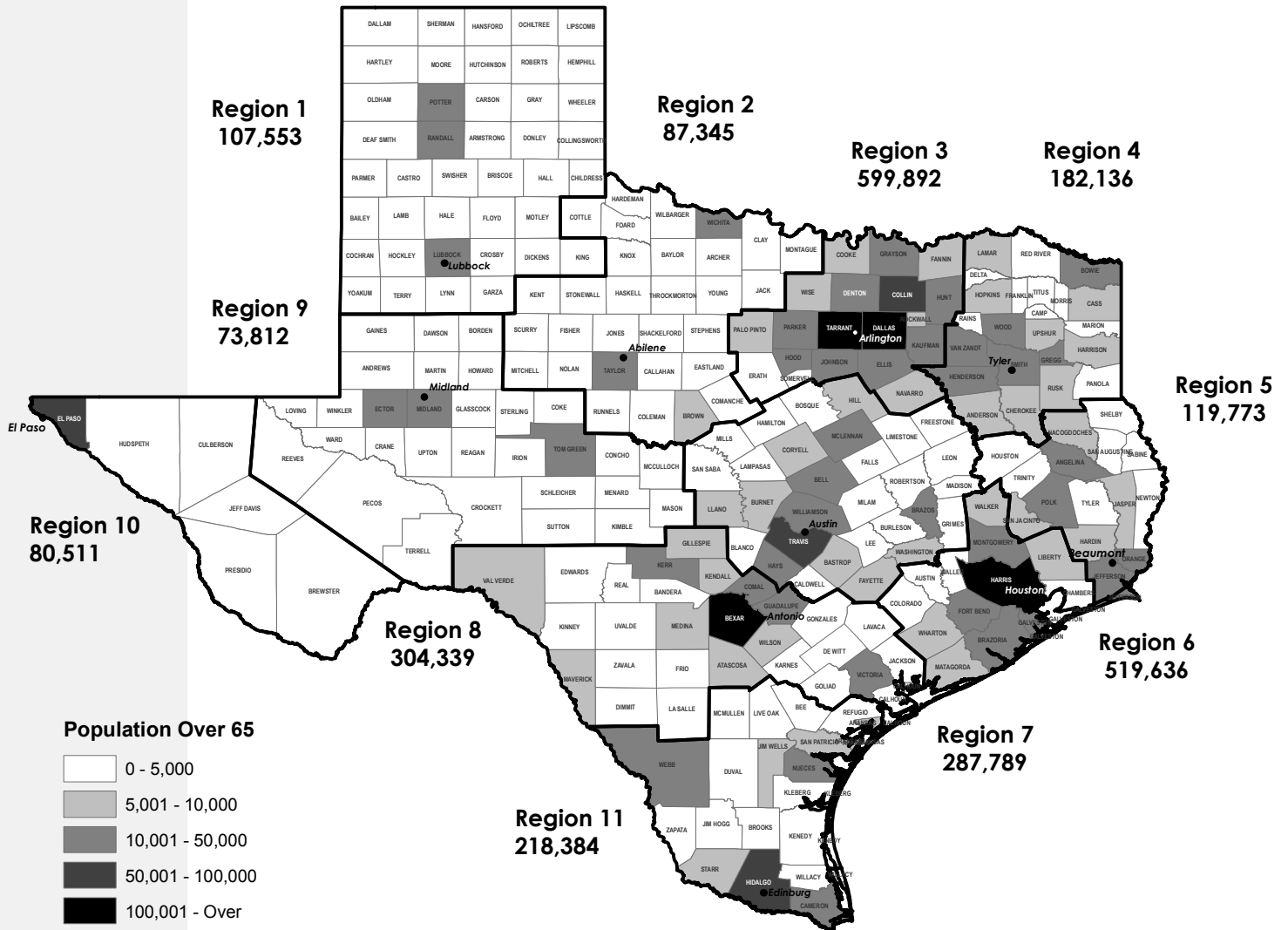
2004	Region 11 - Edinburg	2011
28.1	Caseworkers	52.8
13.6%	Turnover	11.1%
\$34,759	Average Base Salary	\$37,425
5,990	Completed Investigations	7,933

2004	Statewide Totals	2011
318.3	Caseworkers	564.6
14.4%	Turnover	16.7%
\$33,971	Average Base Salary	\$35,910
60,998	Completed Investigations	87,741

- *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 2011

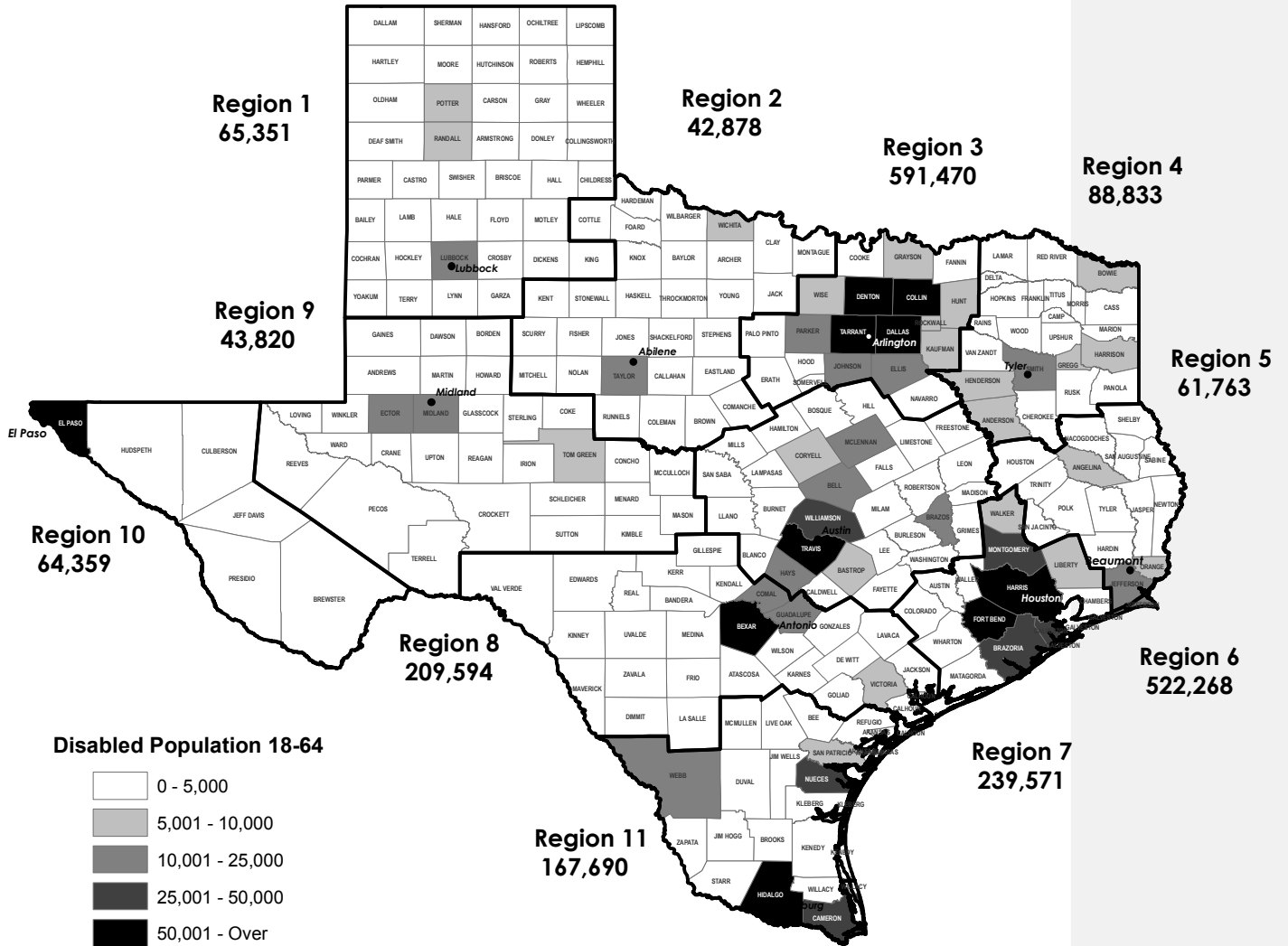
State Total: 2,581,170



Population Data Source: Texas State Data Center, University of Texas (San Antonio). Based on Census 2000 data.

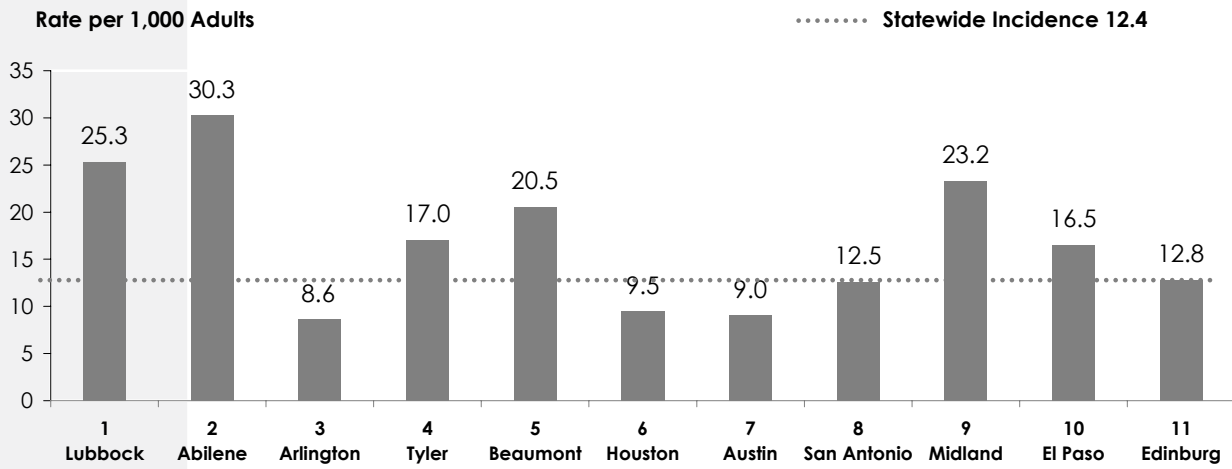
**Texas Disabled Adult Population
Ages 18 to 64 Years
Fiscal Year 2011**

State Total: 2,097,597



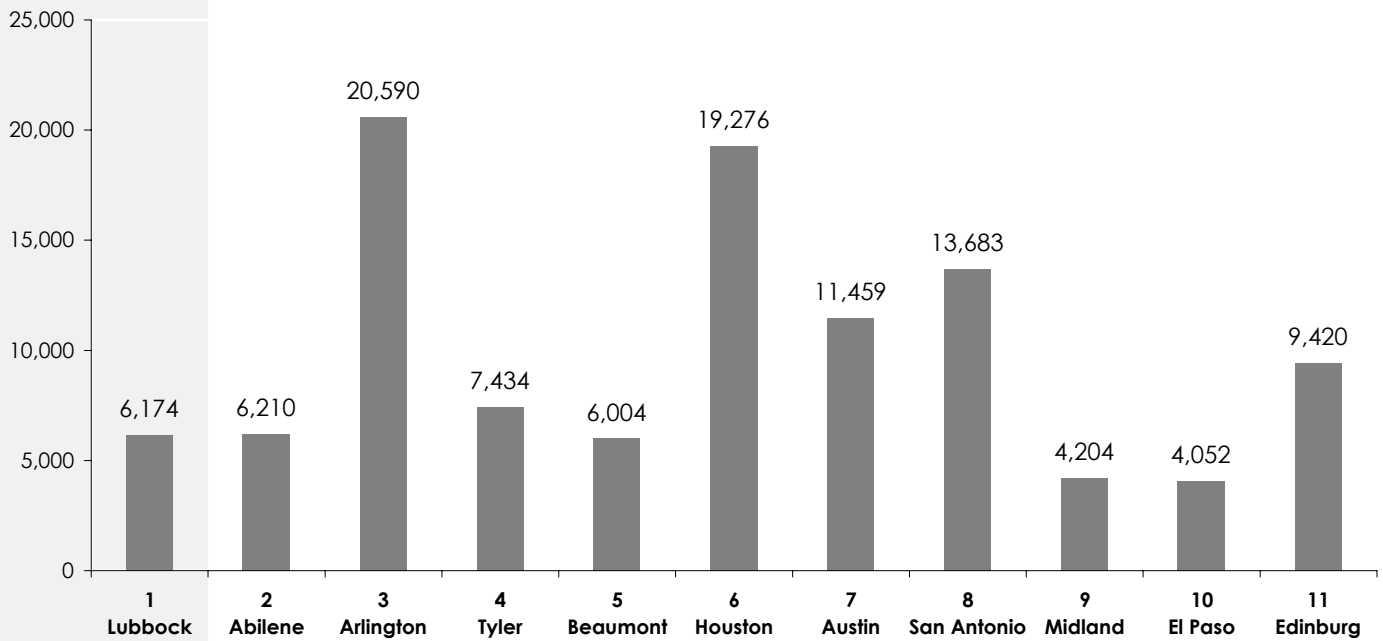
Population Data Source: Texas State Data Center, University of Texas (San Antonio). Based on Census 2000 data.

**Incidence of Maltreatment per 1,000 Adult Population by Region
Fiscal Year 2011**



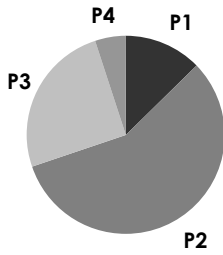
Note: Calculations are based on the percent of validated APS in-home investigations. Unreported incidences are not reflected.

**APS In-home Intake Reports by Region
Fiscal Year 2011
State Total 108,580**



Note: 74 Reports did not have a region identified.

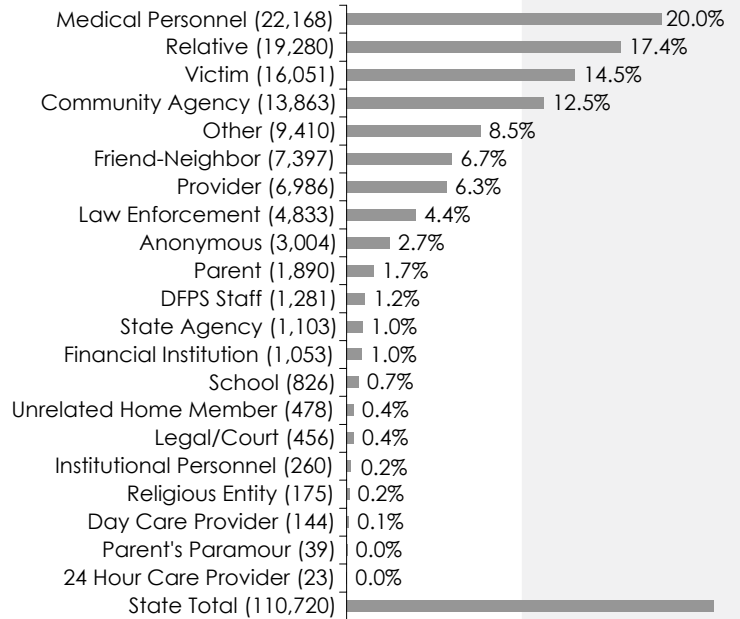
**APS Intake Reports* by Priority
Fiscal Year 2011**



Priority	Intakes	%
P1	13,814	12.7%
P2	61,977	57.1%
P3	27,272	25.1%
P4	5,517	5.1%
Total	108,580	100%

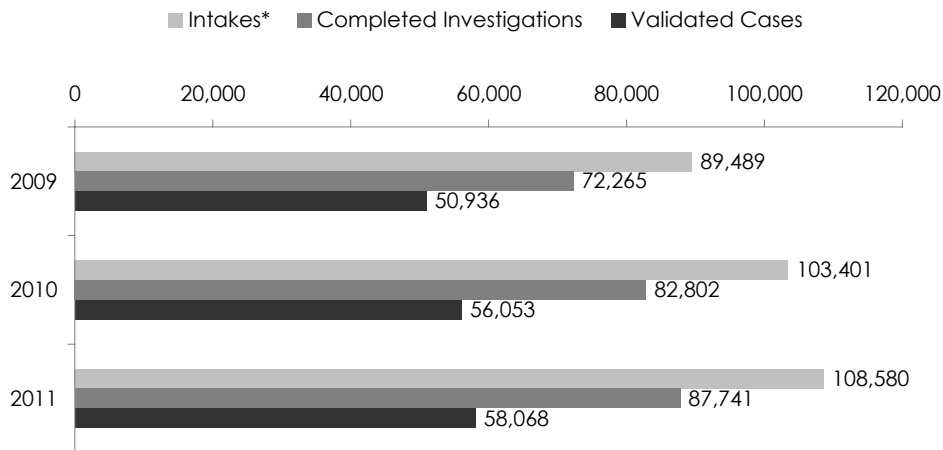
* Intakes included by the date intake closed.
Refer to the definitions section for priority definitions.

**APS In-Home Intake* Reports by Source
Fiscal Year 2011**



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

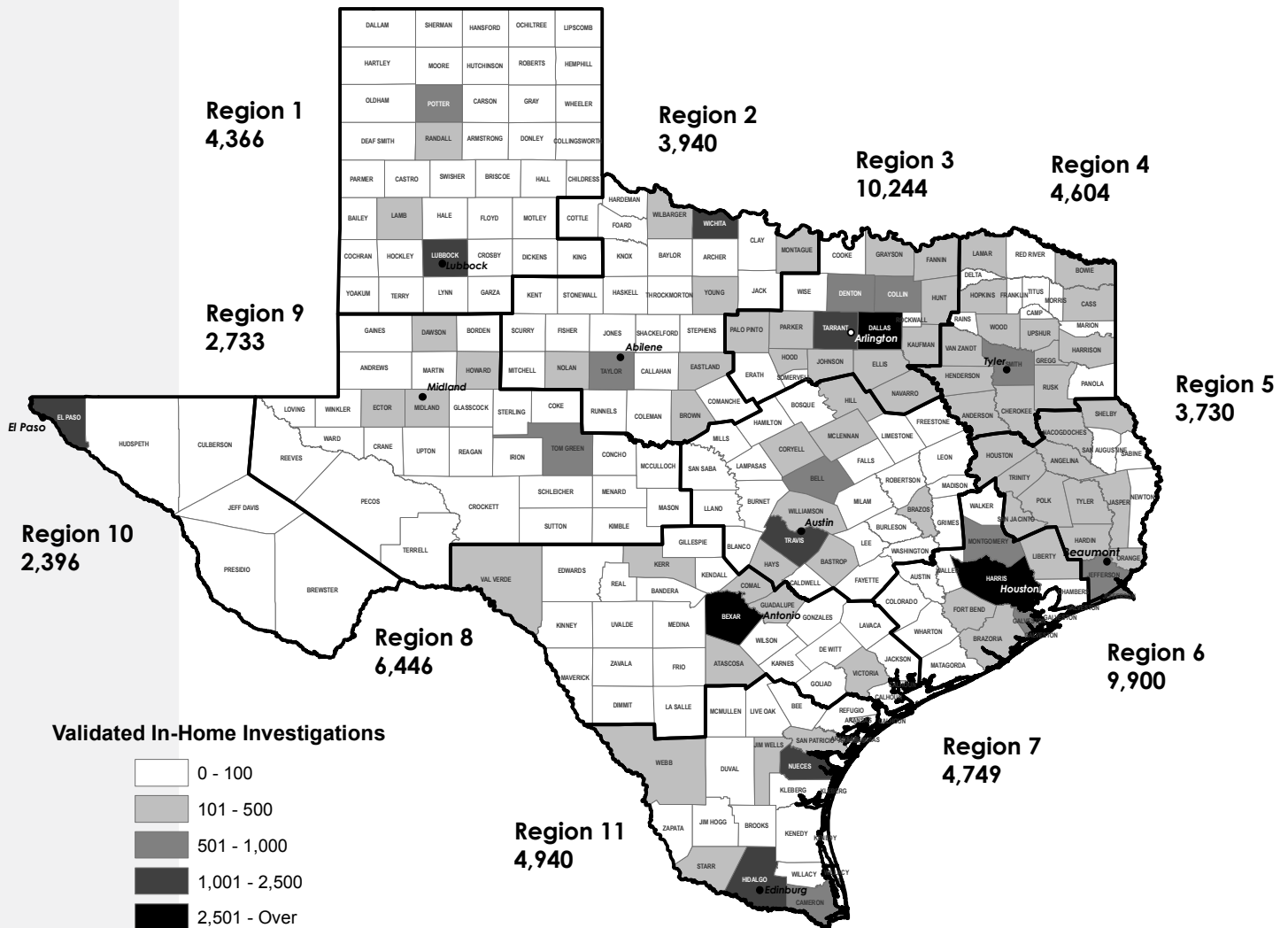
**APS In-home Intakes, Completed Investigations and Validated Cases
Fiscal Years 2009 - 2011**



* Intakes included by date intake closed

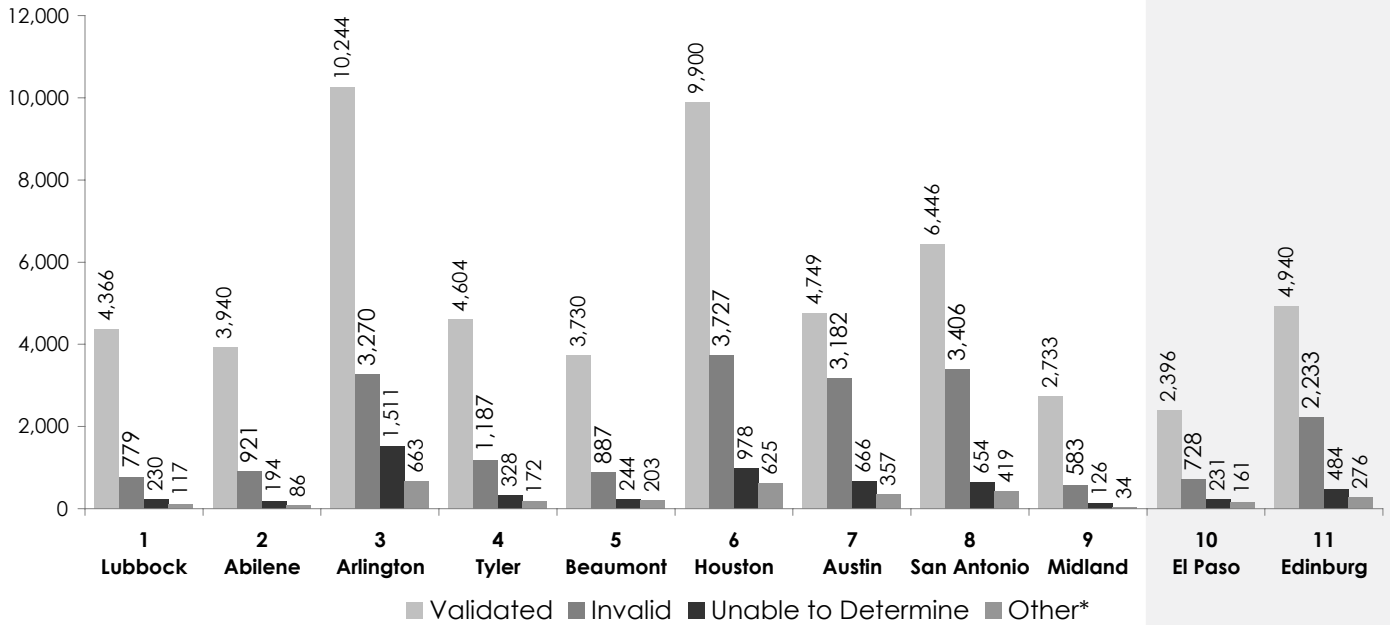
Adult Protective Services Validated In-Home Investigations Fiscal Year 2011

State Total: 58,068



Note: 20 validated investigations did not have a county designated.

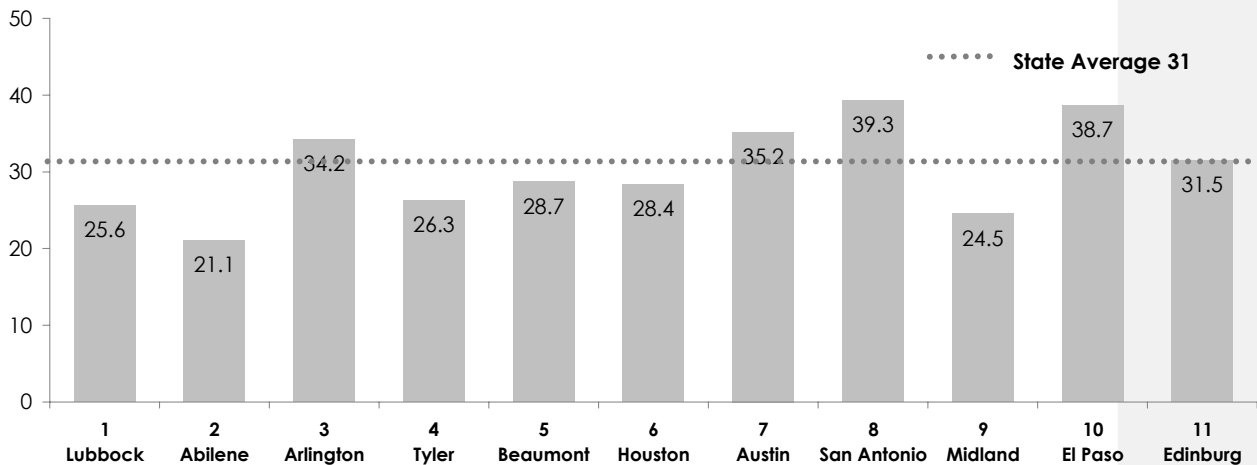
**Completed APS In-Home Investigations by Region
Fiscal Year 2011
State Total 87,741**



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

Note: 31 investigations had an "unknown" region. Of those, 20 were Validated, 4 were Invalid, 5 were Unable to Determine and 2 were Other.

**APS Daily Caseload
Fiscal Year 2011**



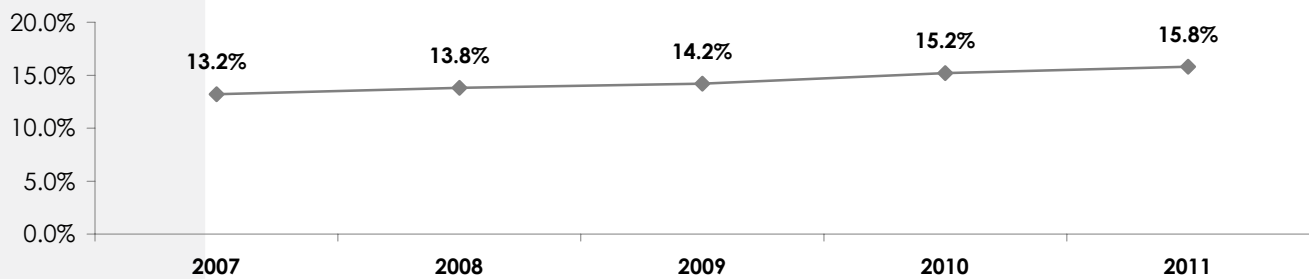
Completed APS In-Home Investigations by Region and Disposition Fiscal Year 2011

Region	Average Length (Days)	Invalid	Valid Progressed*	Valid Not Progressed	Unable to Determine	Other**	Region Subtotal	Thousands				
								0	5	10	15	20
1 Lubbock	28.3	779	4,065	301	230	117	5,492					
2 Abilene	28.7	921	3,112	828	194	86	5,141					
3 Arlington	44.9	3,270	6,565	3,679	1,511	663	15,688					
4 Tyler	37.6	1,187	4,000	604	328	172	6,291					
5 Beaumont	39.8	887	3,307	423	244	203	5,064					
6 Houston	41.1	3,727	7,513	2,387	978	625	15,230					
7 Austin	46.8	3,182	3,430	1,319	666	357	8,954					
8 San Antonio	61.2	3,406	5,019	1,427	654	419	10,925					
9 Midland	32.6	583	2,235	498	126	34	3,476					
10 El Paso	54.6	728	1,589	807	231	161	3,516					
11 Edinburg	49.1	2,233	4,184	756	484	276	7,933					
Unknown	47.8	4	12	8	5	2	31					
State	43.9	20,907	45,031	13,037	5,651	3,115	87,741					

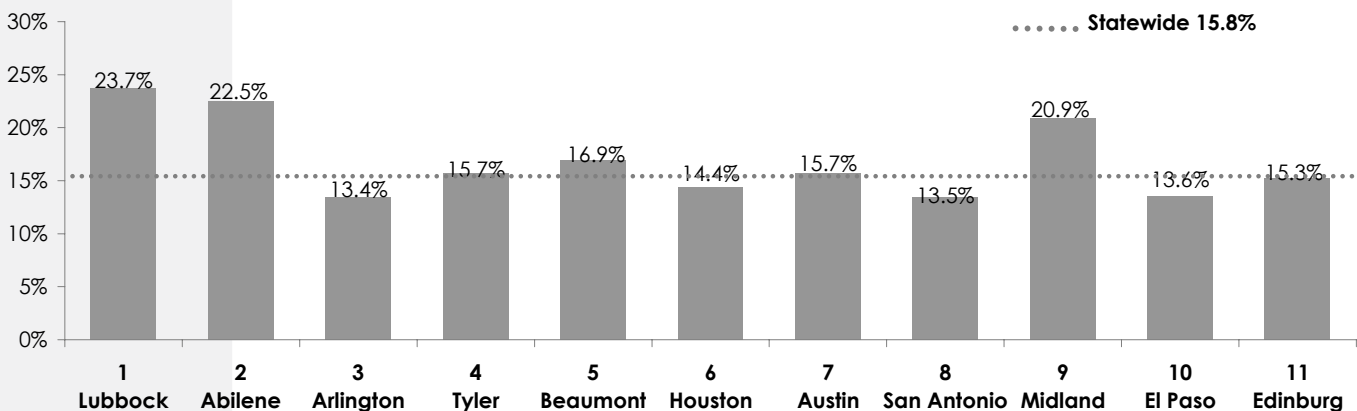
* Valid investigations in which the client requires services are "progressed" into the service delivery stage.

** "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 2007-2011



Recidivism* of APS In-Home Cases by Region Fiscal Year 2011

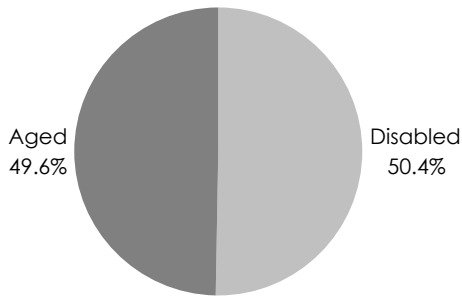


*Recidivism is a measure of the percentage of APS clients referred to the APS system more than once during the fiscal year, including clients who refused services and were re-referred.

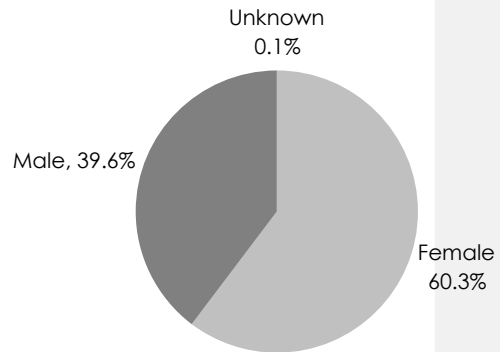
Characteristics of Validated APS Victims in Completed In-Home Investigations Fiscal Year 2011

Characteristic	Female		Male		Unknown		Subtotal	
	N	% of Total	N	% of Total	N	% of Total	N	% of Total
Race/Ethnicity								
Anglo	17,719	30.5%	11,653	20.1%	34	0.1%	29,406	50.6%
African American	8,548	14.7%	4,933	8.5%	15	0.0%	13,496	23.2%
Hispanic	7,603	13.1%	5,685	9.8%	12	0.0%	13,300	22.9%
Native American	89	0.2%	72	0.1%	0	0.0%	161	0.3%
Asian	183	0.3%	120	0.2%	0	0.0%	303	0.5%
Other	850	1.5%	545	0.9%	7	0.0%	1,402	2.4%
Total Victims	34,992	60.3%	23,008	39.6%	68	0.1%	58,068	100.0%

In-Home Validated Victims in Completed Investigations Fiscal Year 2011



Characteristic	Total	Percentage
Disabled	29,247	50.4%
Aged	28,821	49.6%
Total	58,068	100.0%



Characteristic	Total	Percentage
Female	34,992	60.3%
Male	23,008	39.6%
Unknown	68	0.1%
Total	58,068	100.0%

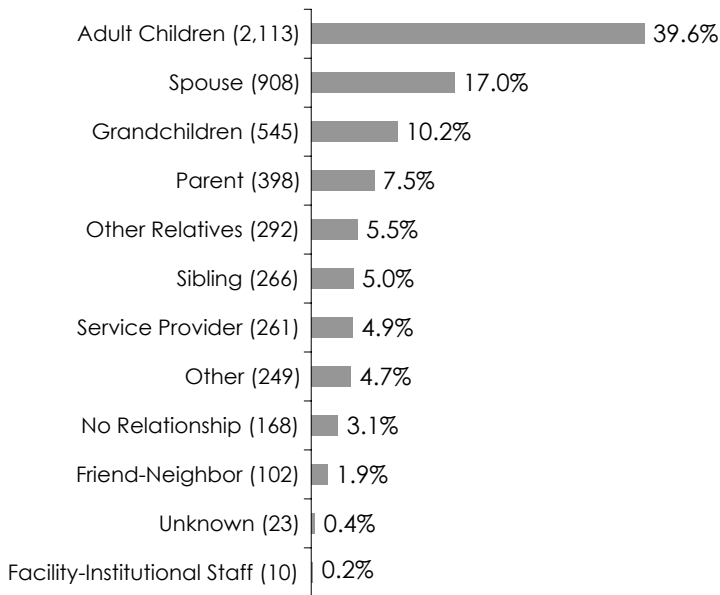
**Perpetrator Characteristics In Validated APS In-Home Investigations
(Characteristic as % of Total Validated Perpetrators*)
Fiscal Year 2011**

Characteristic	Female		Male		Unknown		Subtotal	
	N	% of Total	N	% of Total	N	% of Total	N	% of Total
Age								
Under 18	181	3.4%	177	3.3%	1	0.0%	359	6.7%
18-25	236	4.4%	227	4.3%	0	0.0%	463	8.7%
26-35	370	6.9%	369	6.9%	0	0.0%	739	13.9%
36-45	545	10.2%	493	9.2%	5	0.1%	1,043	19.6%
Over 45	1,331	24.9%	1,386	26.0%	3	0.1%	2,720	51.0%
Unknown	4	0.1%	4	0.1%	3	0.1%	11	0.2%
Race/Ethnicity								
Anglo	1,251	23.4%	1,329	24.9%	2	0.0%	2,582	48.4%
African American	512	9.6%	410	7.7%	1	0.0%	923	17.3%
Hispanic	714	13.4%	758	14.2%	2	0.0%	1,474	27.6%
Native American	4	0.1%	2	0.0%	0	0.0%	6	0.1%
Asian	8	0.1%	8	0.1%	0	0.0%	16	0.3%
Other	178	3.3%	149	2.8%	7	0.1%	334	6.3%
Marital Status								
Child, Not Applicable	171	3.2%	166	3.1%	0	0.0%	337	6.3%
Divorced	223	4.2%	183	3.4%	0	0.0%	406	7.6%
Married	653	12.2%	701	13.1%	0	0.0%	1,354	25.4%
Separated	58	1.1%	70	1.3%	0	0.0%	128	2.4%
Single, Never Married	315	5.9%	439	8.2%	0	0.0%	754	14.1%
Widowed	71	1.3%	28	0.5%	1	0.0%	100	1.9%
Unknown	1,176	22.0%	1,069	20.0%	11	0.2%	2,256	42.3%
Total	2,667	50.0%	2,656	49.8%	12	0.2%	5,335	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 2011**



**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 2011**

Region	Referrals
1 Lubbock	267
2 Abilene	190
3 Arlington	1,348
4 Tyler	478
5 Beaumont	147
6 Houston	1,928
7 Austin	1,480
8 San Antonio	306
9 Midland	198
10 El Paso	273
11 Edinburg	244
Unknown	3
State Total	6,862

Note: Referral may have been made in previous fiscal year

**APS Victims of Family Violence in Validated
Investigations by Region
Fiscal Year 2011**

Region	Victims
1 Lubbock	308
2 Abilene	175
3 Arlington	848
4 Tyler	253
5 Beaumont	202
6 Houston	599
7 Austin	451
8 San Antonio	617
9 Midland	133
10 El Paso	301
11 Edinburg	369
Unknown	1
State Total	4,257

Validated Allegations in APS In-Home Investigations by Type of Abuse/Neglect Fiscal Year 2011

Region	Emotional/ Verbal Abuse	Exploitation	Medical Neglect	Mental Health Neglect	Physical Abuse	Physical Neglect
1 Lubbock	152	79	1,204	611	86	3,987
2 Abilene	91	72	998	346	67	3,545
3 Arlington	442	214	2,559	1,442	323	8,706
4 Tyler	126	84	805	360	79	4,138
5 Beaumont	80	67	811	264	61	3,330
6 Houston	242	150	2,690	1,369	218	8,690
7 Austin	207	112	1,244	722	193	3,874
8 San Antonio	330	173	1,324	781	185	5,401
9 Midland	54	36	922	486	49	2,516
10 El Paso	158	71	726	404	72	1,980
11 Edinburg	184	59	1,076	769	141	4,260
Unknown	0	1	2	2	0	20
State Total	2,066	1,118	14,361	7,556	1,474	50,447

Region	Suicidal Threat	Sexual Abuse	Total	% by Region	Unduplicated Validated Victims*	% Unduplicated by Region
1 Lubbock	47	6	6,172	7.9%	4,366	7.5%
2 Abilene	30	1	5,150	6.6%	3,939	6.8%
3 Arlington	136	4	13,826	17.8%	10,245	17.6%
4 Tyler	39	0	5,631	7.2%	4,604	7.9%
5 Beaumont	23	0	4,636	6.0%	3,730	6.4%
6 Houston	92	6	13,457	17.3%	9,900	17.0%
7 Austin	62	6	6,420	8.3%	4,749	8.2%
8 San Antonio	97	11	8,302	10.7%	6,446	11.1%
9 Midland	24	0	4,087	5.3%	2,733	4.7%
10 El Paso	40	0	3,451	4.4%	2,396	4.1%
11 Edinburg	72	4	6,565	8.4%	4,940	8.5%
Unknown	0	0	25	0.0%	20	0.0%
State Total	662	38	77,722	100.0%	58,068	100.0%

* Victims have been unduplicated by investigation stage.

Duration of Service Delivery Stages for APS In-Home Cases During Fiscal Year 2011

Days	Cases	%
Under 30	22,575	51.8%
31-60	11,467	26.3%
61-90	4,736	10.9%
91-120	2,159	5.0%
121-180	1,718	3.9%
181-365	883	2.0%
Over 1 Year	60	0.1%
Total	43,598	100.0%

Non-Purchased Client Services Delivered for APS In-Home Cases by Region Fiscal Year 2011

Region	Social Casework	Other Government Agency	Legal	Total
1 Lubbock	4,797	197	4	4,998
2 Abilene	2,920	150	10	3,080
3 Arlington	7,166	199	16	7,381
4 Tyler	4,624	177	3	4,804
5 Beaumont	3,298	187	5	3,490
6 Houston	9,210	204	1	9,415
7 Austin	3,739	146	16	3,901
8 San Antonio	6,311	209	13	6,533
9 Midland	2,308	29	9	2,346
10 El Paso	2,164	107	11	2,282
11 Edinburg	5,076	172	23	5,271
Unknown	15	0	0	15
State Total	51,628	1,777	111	53,516

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.

