

APS

Adult Protective Services In-Home Overview

The mission of Adult Protective Services is to protect people age 65 and older and adults with disabilities from abuse, neglect, and financial 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 financially exploited, and are age 65 or older or age 18-64 with a disability.

Total Average Filled Full Time Equivalent (FTE) Staff*

Caseworkers	538.7
Supervisors	85.5
Other Staff	135.6
APS Program Support	75.0
Total APS In-Home Staff	834.8

Worker Demographics

Turnover Rate	25.2%
Agency Tenure:	
Less Than 1 Year	21.6%
1 - 3 Years	19.0%
Greater than 3 Years	59.5%
Entry Salary*	\$30,532.92
Average Age	41.0
Race/Ethnicity:	
African American	34.0%
Anglo	36.1%
Hispanic	28.3%
Other	1.7%

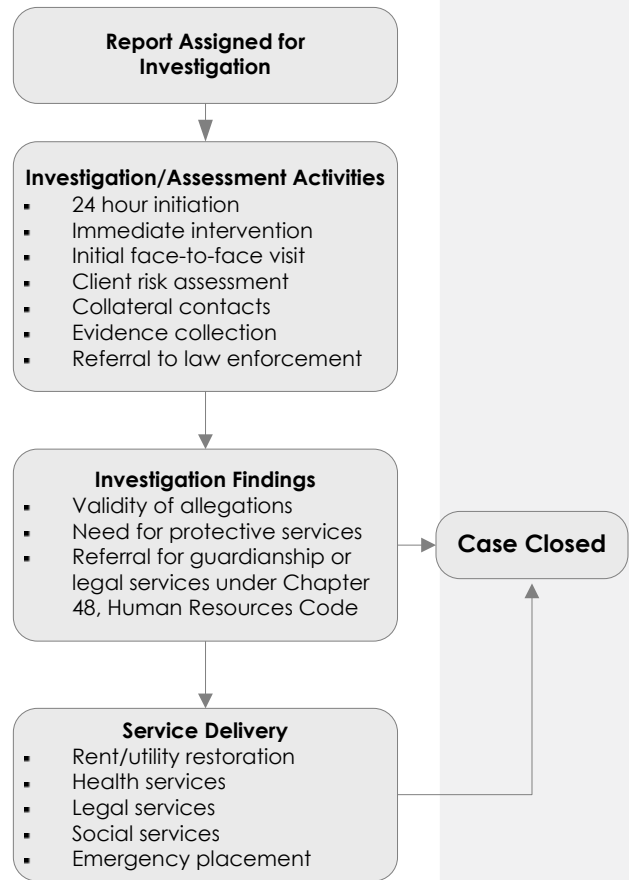
Supervisor Demographics

Turnover Rate	8.0%
Tenure as Supervisor:	
Less Than 1 Year	21.2%
1 - 3 Years	23.5%
Greater than 3 Years	55.3%
Entry Salary*	\$41,416.08
Average Age	46.6
Race/Ethnicity:	
African American	34.1%
Anglo	38.8%
Hispanic	25.9%
Other	1.2%

APS Expenditures*

APS In-Home Staff	\$44,338,990
Purchased Client Services	\$7,688,766
Total APS Expenditures	\$52,027,756

* Source: DFPS Office of Finance and FY 2016-17 LAR (plus benefit replacement pay)



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

Statistics FY 2014

Completed In-Home Investigations	81,681
Validated In-Home Investigations	54,731
Completed In-Home Service Delivery Stages	41,496

Most Common...

Person reporting abuse/neglect/financial exploitation

Medical Personnel (21.7%)

Allegation validated

Physical Neglect (69.0%)

Validated perpetrator

Relationship: Adult Children (36.8%)

Gender: Female (52.8%)

Age: Over 45 (58.0%)

Characteristic of client

Gender: Female (59.8%)

Age: 65 and Older (60.4%)

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 financial exploitation of adults who are age 65 or 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 financial exploitation
- Enhancing and developing community resources in an effort to increase awareness of abuse, neglect and financial exploitation, and address increasing needs of APS clients
- Responsibility for referring adult victims of abuse, neglect and/or financial 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 has been abused, neglected, or financially 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 Financial Exploitation:

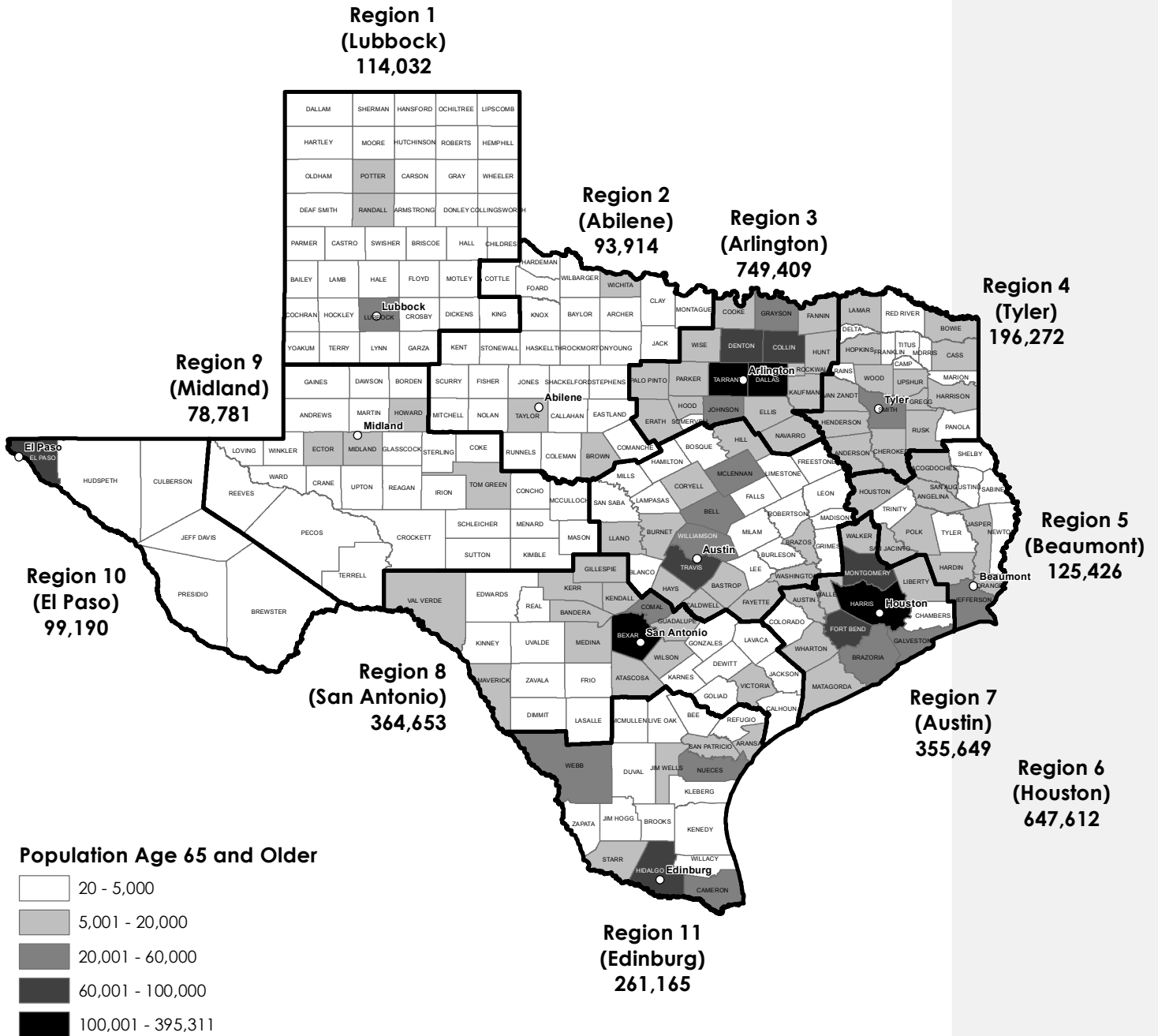
- Rapidly growing population of older adults
- Growing number of younger adults with disabilities
- Alcohol and drug dependency
- Poverty
- Lack of affordable housing and high costs of utility bills
- Inadequate access to health care and costly medications
- Toxic family relationships
- Dependence of 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 financial 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

**Texas Adult Population
Age 65 and Older
Fiscal Year 2014**

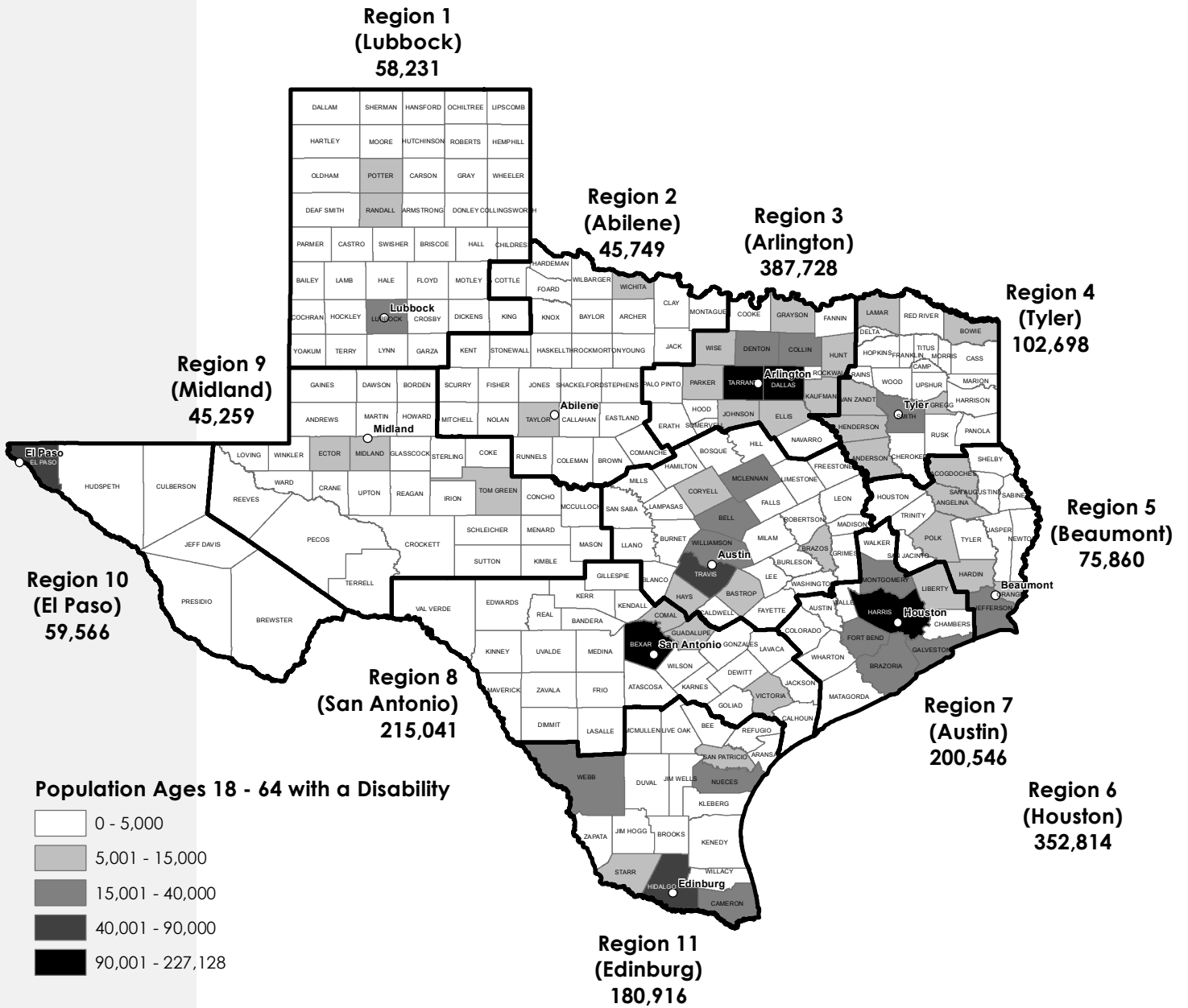
State Total: 3,086,103



Population Data Source: Texas State Data Center, University of Texas (San Antonio). Based on Census 2010 data.

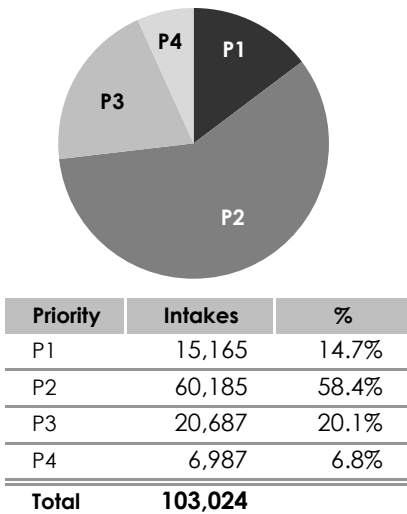
**Texas Adult Population with a Disability
Ages 18 to 64 Years
Fiscal Year 2014**

State Total: 1,724,408



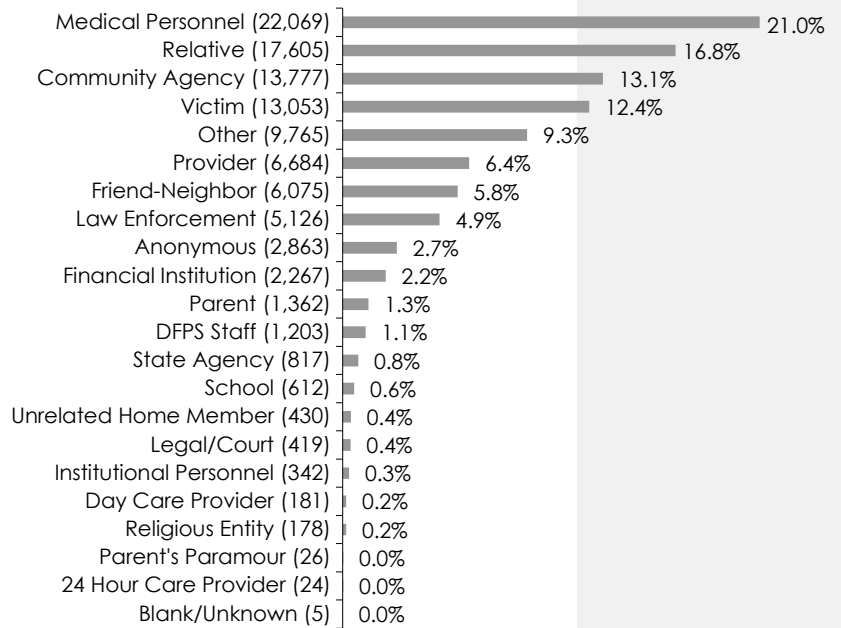
Population Data Source: Texas State Data Center, University of Texas (San Antonio). Based on Census 2010 data.

APS In-Home Intake Reports* by Priority Fiscal Year 2014



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

Source of Report for APS In-Home Intake* Reports Fiscal Year 2014



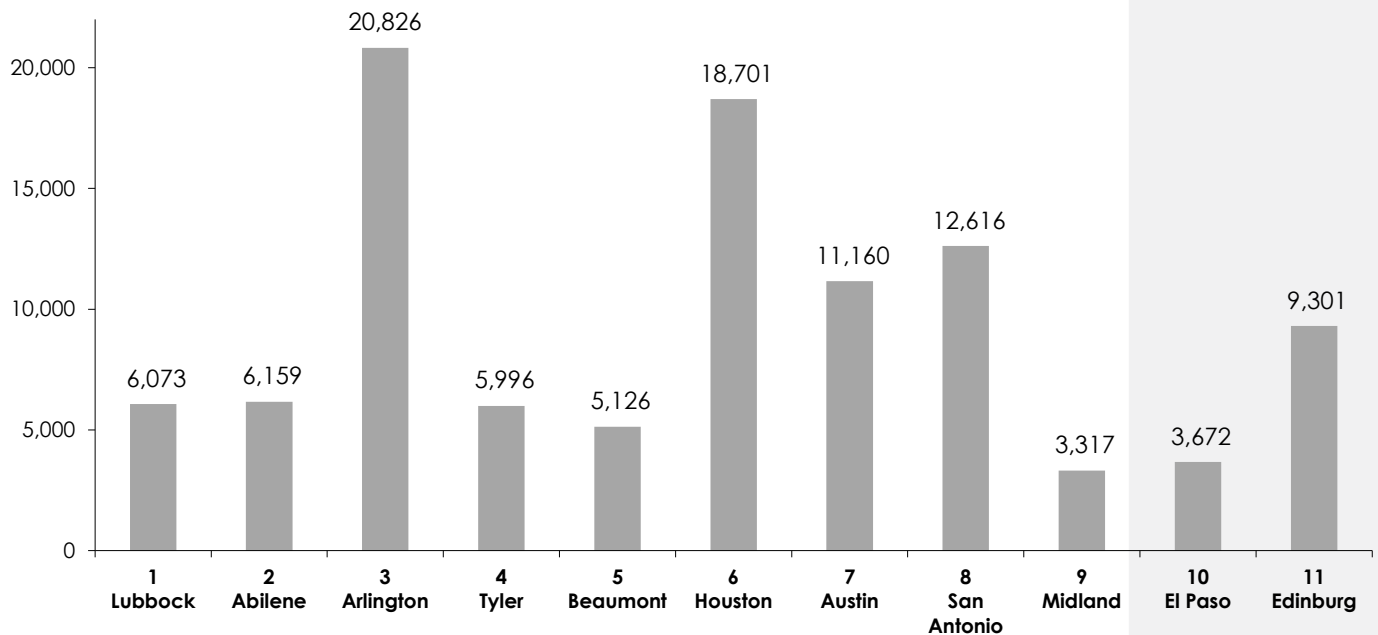
State Total: 104,883

Note: A report of abuse/neglect/financial exploitation may come from multiple sources making the source total higher than the total number of intakes.

* Intakes included by the date intake closed.

APS In-Home Intake Reports* by Region Fiscal Year 2014

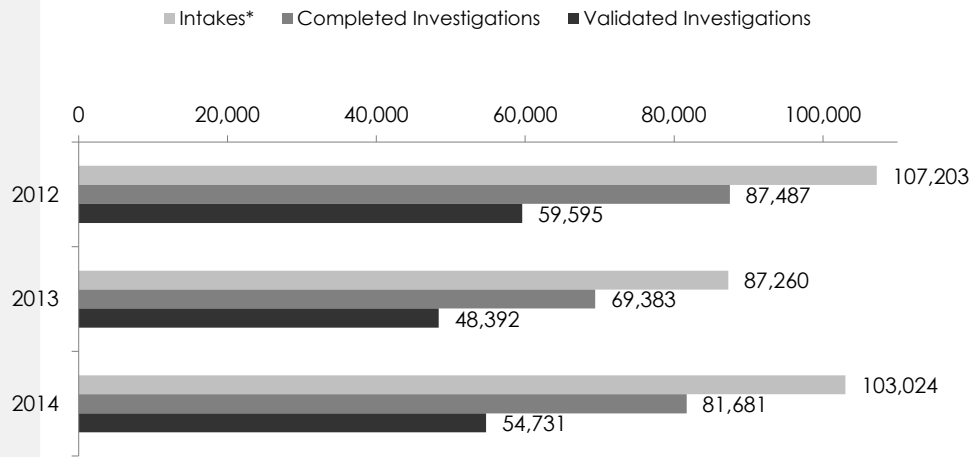
State Total 103,024



Note: 77 Reports did not have a region identified.

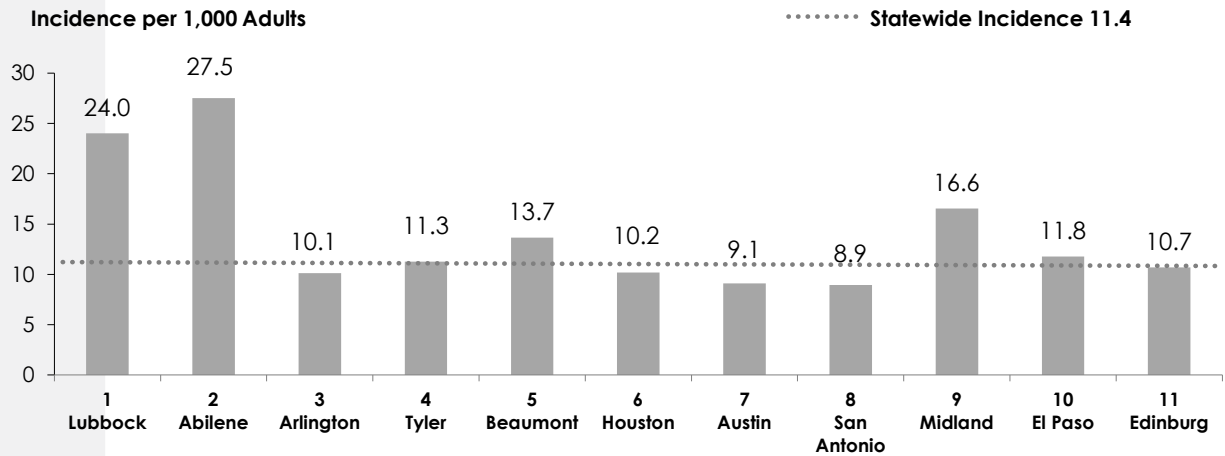
* Intakes included by the date intake closed.

APS In-Home Intakes, Completed and Validated Investigations Fiscal Years 2012 - 2014



* Intakes included by date intake closed.

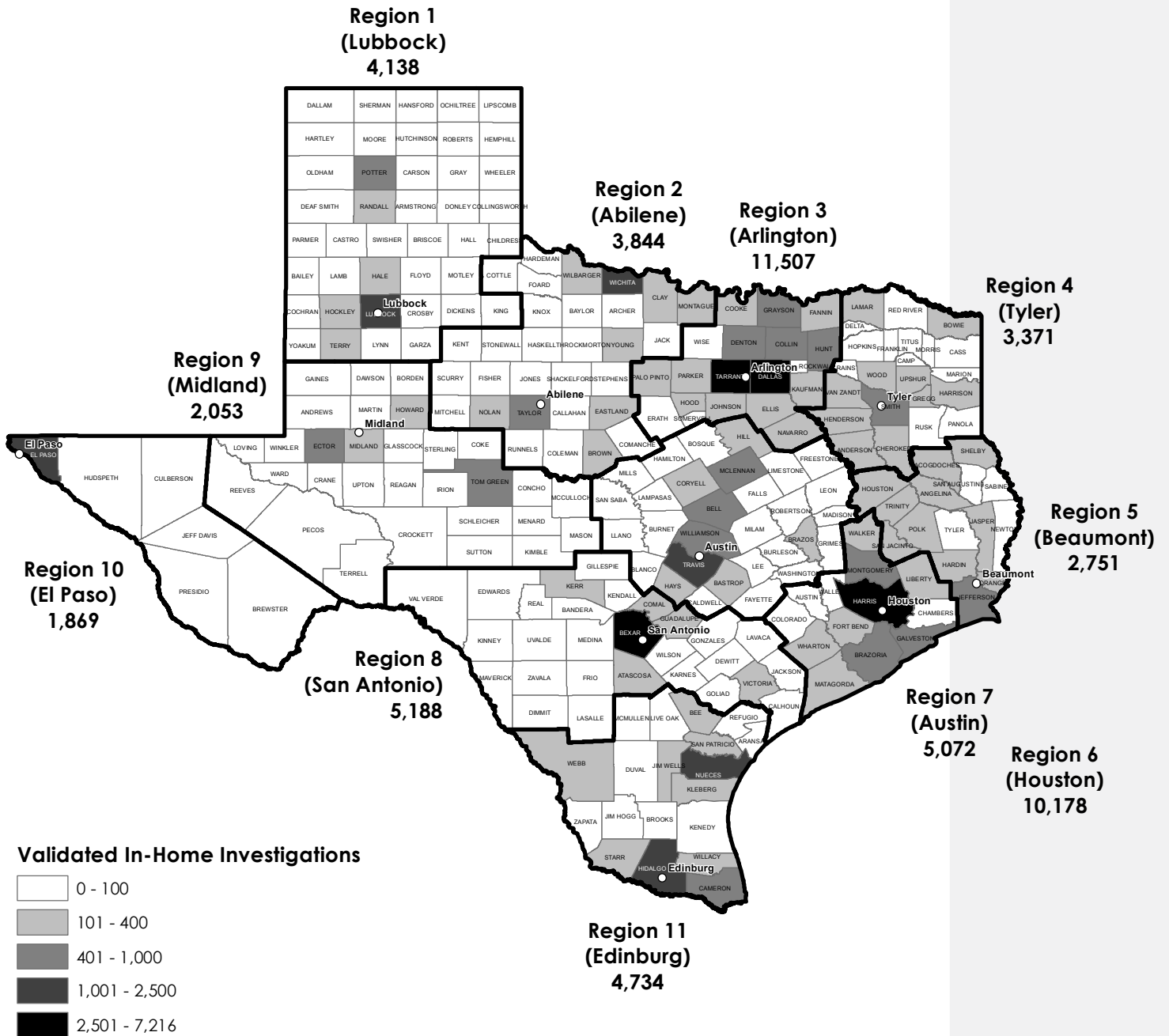
Incidence of Maltreatment per 1,000 Adults in Texas Adult Population by Region Fiscal Year 2014



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

**Adult Protective Services
Validated In-Home Investigations
Fiscal Year 2014**

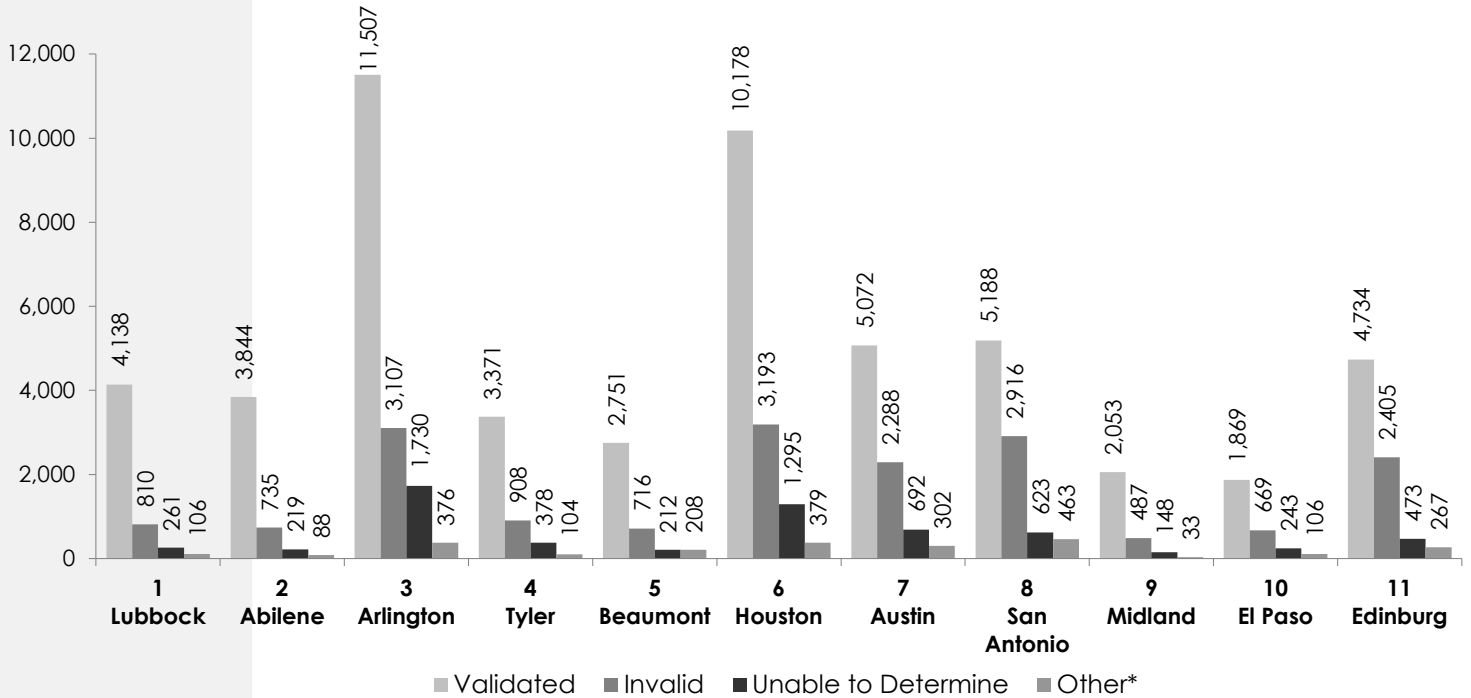
State Total: 54,731



Note: 26 validated investigations did not have a county designated.

Completed APS In-Home Investigations by Region Fiscal Year 2014

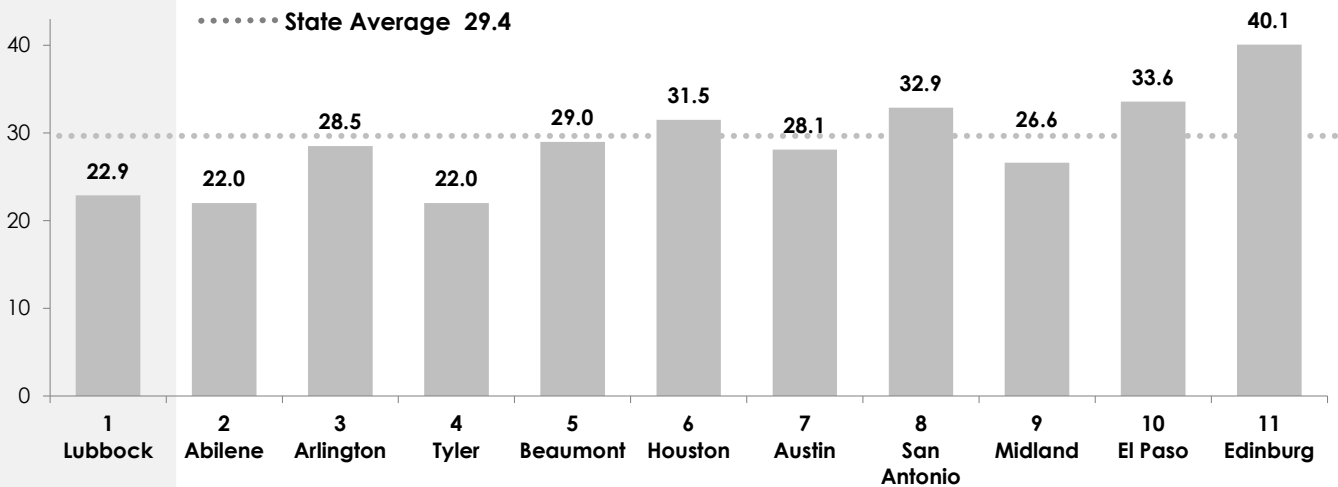
State Total 81,681



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

Note: 36 investigations had an "unknown" region. Of those, 26 were Validated, 5 were Invalid, 3 were Unable to Determine and 2 were listed as Other.

APS In-Home Daily Caseload Fiscal Year 2014



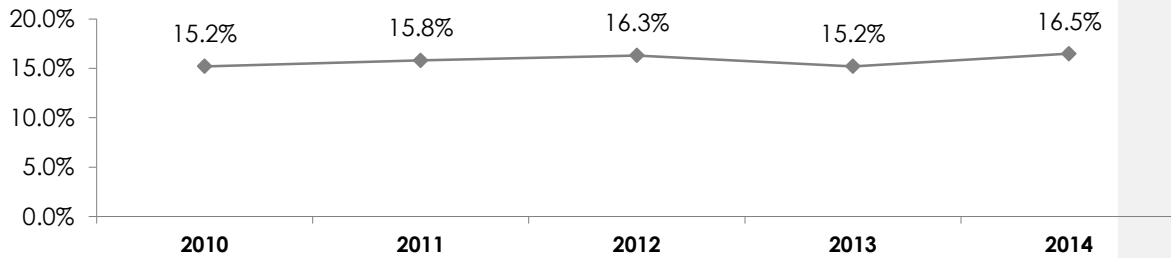
**Completed APS In-Home Investigations by Region and Disposition
Fiscal Year 2014**

Region	Average Length (Days)	Invalid	Valid Progressed*	Valid Not Progressed	Unable to Determine	Other**	Region Subtotal	Thousands
1 Lubbock	28.7	810	3,714	424	261	106	5,315	
2 Abilene	30.2	735	2,901	943	219	88	4,886	
3 Arlington	37.6	3,107	7,781	3,726	1,730	376	16,720	
4 Tyler	37.5	908	2,685	686	378	104	4,761	
5 Beaumont	45.6	716	2,360	391	212	208	3,887	
6 Houston	44.8	3,193	8,411	1,767	1,295	379	15,045	
7 Austin	42.9	2,288	3,665	1,407	692	302	8,354	
8 San Antonio	52.0	2,916	3,864	1,324	623	463	9,190	
9 Midland	42.2	487	1,597	456	148	33	2,721	
10 El Paso	43.6	669	1,045	824	243	106	2,887	
11 Edinburg	51.8	2,405	3,633	1,101	473	267	7,879	
Unknown	40.4	5	6	20	3	2	36	
Statewide	42.2	18,239	41,662	13,069	6,277	2,434	81,681	

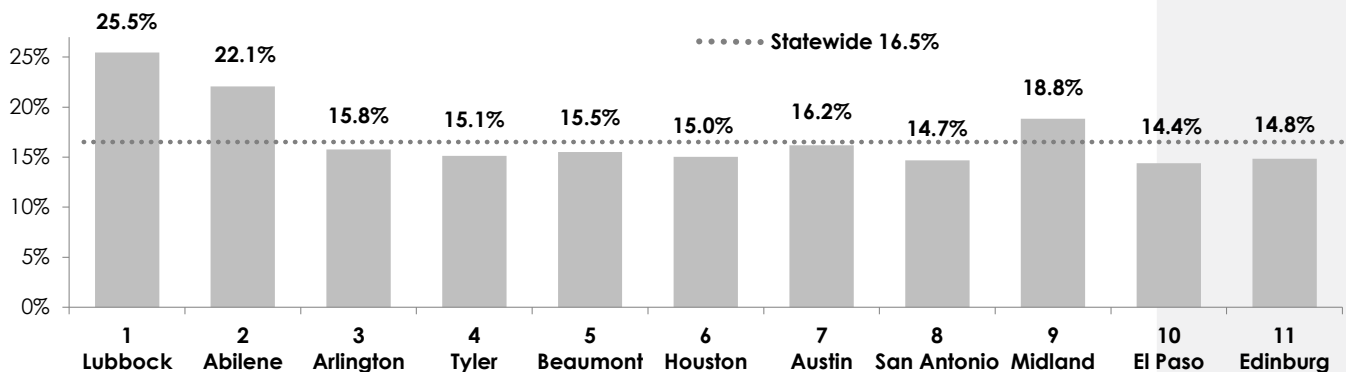
* Valid investigations in which the client requires services are "progressed" into the service delivery stage.

** "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 2010-2014**



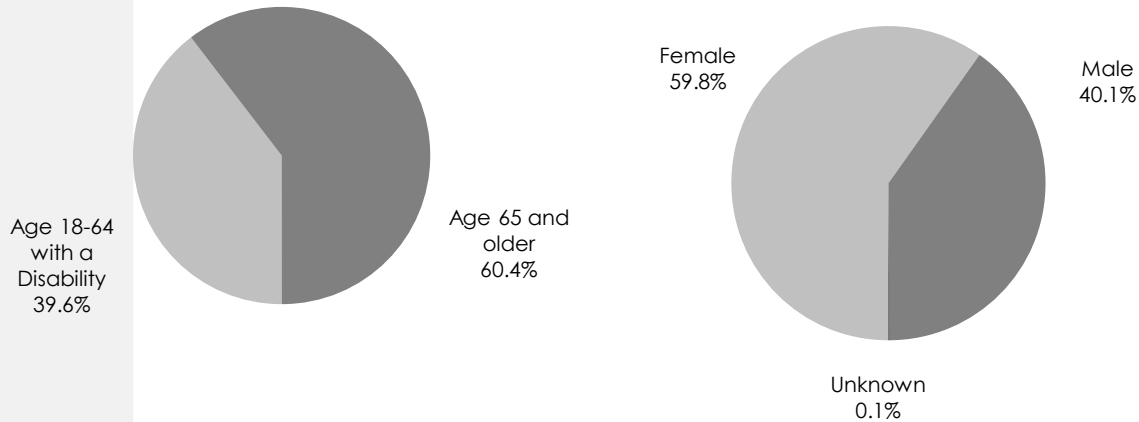
**Recidivism* of APS In-Home Cases by Region
Fiscal Year 2014**



*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 had a subsequent APS referral.

Characteristics of Validated APS Victims in Completed In-Home Investigations Fiscal Year 2014

Race/Ethnicity *	Female		Male		Unknown		Subtotal	
	Count	% of Total	Count	% of Total	Count	% of Total	Count	% of Total
Anglo	17,338	31.7%	11,438	20.9%	48	0.1%	28,824	52.7%
African American	7,209	13.2%	4,400	8.1%	12	0.0%	11,621	21.3%
Hispanic	7,049	12.9%	5,377	9.8%	17	0.0%	12,443	22.7%
Native American	78	0.1%	47	0.1%	0	0.0%	125	0.2%
Asian	220	0.4%	124	0.2%	1	0.0%	345	0.6%
Other	823	1.5%	535	1.0%	14	0.0%	1,372	2.5%
Total Victims	32,717	59.8%	21,921	40.1%	92	0.1%	54,730	



Age	Count	%
Age 18-64 with a Disability	21,657	39.6%
Age 65 and older	33,073	60.4%
Total	54,730	

Gender	Count	%
Female	32,717	59.8%
Male	21,921	40.1%
Unknown	92	0.1%
Total	54,730	

* As recommended by the Health and Human Services Commission (HHSC) to ensure consistency across all HHSC agencies, in 2012, the Department of Family and Protective Services (DFPS) adopted the HHSC methodology on how to categorize race and ethnicity. As a result, data broken down by race/ethnicity in 2012 and after is not directly comparable to race/ethnicity data in 2011 and before.

**Perpetrator Characteristics In Validated APS In-Home Investigations
(Characteristic as % of Total Validated Perpetrators*)
Fiscal Year 2014**

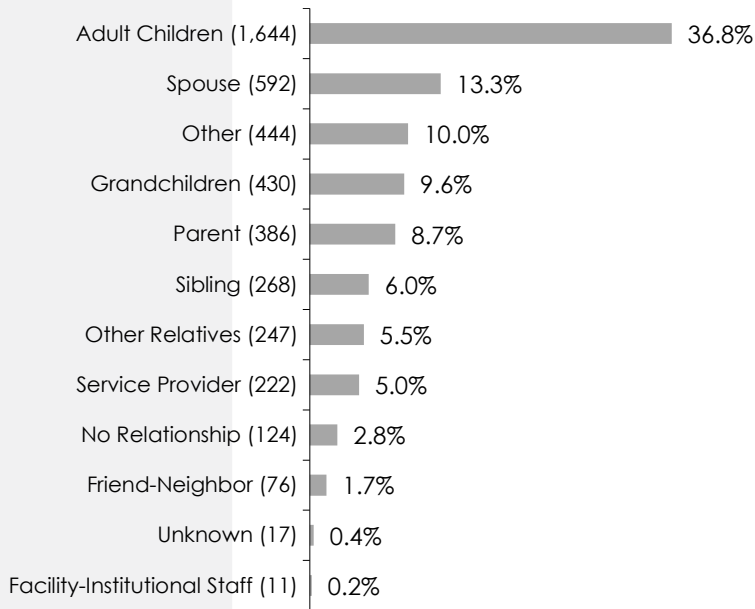
Characteristic	Female		Male		Unknown		Subtotal	
	Count	% of Total	Count	% of Total	Count	% of Total	Count	% of Total
Age								
Under 18	63	1.4%	90	2.0%	0	0.0%	153	3.4%
18-25	152	3.4%	176	4.0%	1	0.0%	329	7.4%
26-35	337	7.6%	269	6.0%	2	0.1%	608	13.7%
36-45	443	9.9%	334	7.5%	3	0.1%	780	17.5%
Over 45	1,358	30.5%	1,217	27.3%	11	0.2%	2,586	58.0%
Unknown	2	0.0%	2	0.0%	1	0.0%	5	0.0%
Race/Ethnicity **								
Anglo	1,082	24.2%	1,037	23.2%	5	0.1%	2,124	47.5%
African American	462	10.3%	332	7.4%	3	0.1%	797	17.8%
Hispanic	624	14.0%	565	12.7%	3	0.1%	1,192	26.8%
Native American	3	0.1%	3	0.1%	0	0.0%	6	0.2%
Asian	25	0.6%	14	0.3%	0	0.0%	39	0.9%
Other	159	3.6%	137	3.1%	7	0.1%	303	6.8%
Marital Status								
Child, Not Applicable	58	1.3%	85	1.9%	0	0.0%	143	3.2%
Divorced	204	4.6%	129	2.9%	0	0.0%	333	7.5%
Married	568	12.7%	506	11.3%	2	0.0%	1,076	24.0%
Separated	69	1.5%	49	1.1%	0	0.0%	118	2.6%
Single, Never Married	295	6.6%	372	8.3%	0	0.0%	667	14.9%
Widowed	132	3.0%	35	0.8%	0	0.0%	167	3.8%
Unknown	1,029	23.1%	912	20.4%	16	0.4%	1,957	44.0%
Total	2,355	52.8%	2,088	46.8%	18	0.4%	4,461	

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

** As recommended by the Health and Human Services Commission (HHSC) to ensure consistency across all HHSC agencies, in 2012, the Department of Family and Protective Services (DFPS) adopted the HHSC methodology on how to categorize race and ethnicity. As a result, data broken down by race/ethnicity in 2012 and after is not directly comparable to race/ethnicity data in 2011 and before.

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

Perpetrators* in Validated In-Home Investigations Fiscal Year 2014

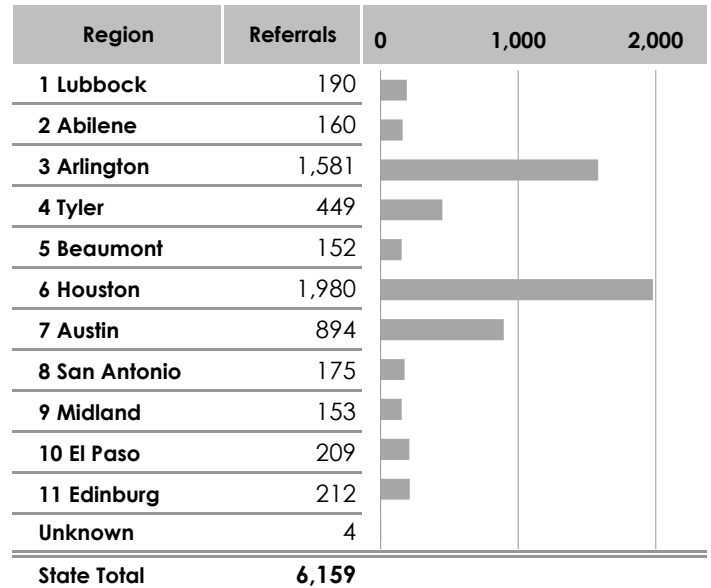


State Total 4,461

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

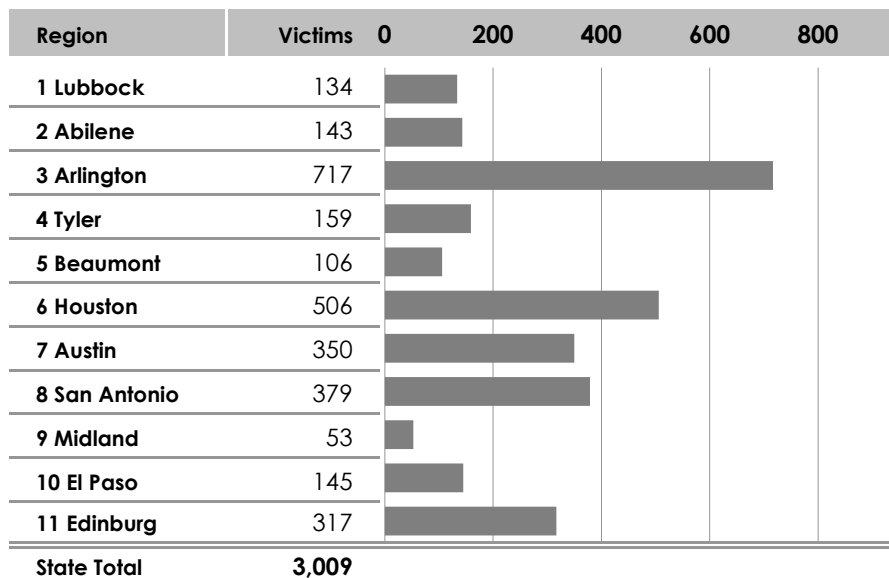
Note: Each victim may have more than one perpetrator at the end of an investigation.

Number of Referrals Made to Law Enforcement in Completed APS In-Home Cases by Region Fiscal Year 2014



Note: Referral may have been made in previous fiscal year.

APS Victims of Family Violence in Validated In-Home Investigations by Region Fiscal Year 2014



**Validated Allegations in APS In-Home Investigations by Type of Abuse/Neglect/Financial Exploitation
Fiscal Year 2014**

Region	Emotional/ Verbal Abuse	Financial Exploitation	Medical Neglect	Mental Health Neglect	Physical Abuse	Physical Neglect
1 Lubbock	22	53	1,063	479	66	3,891
2 Abilene	43	63	974	268	72	3,553
3 Arlington	282	239	2,959	1,326	293	10,473
4 Tyler	63	58	552	187	42	3,123
5 Beaumont	33	45	542	164	34	2,571
6 Houston	133	200	2,313	1,037	192	9,432
7 Austin	115	123	1,299	756	160	4,417
8 San Antonio	138	182	1,027	330	157	4,646
9 Midland	16	20	681	356	16	1,899
10 El Paso	44	35	594	309	52	1,641
11 Edinburg	96	89	1,020	790	135	4,211
Unknown	1	1	9	8	0	24
State Total	986	1,108	13,033	6,010	1,219	49,881

Region	Suicidal Threat	Sexual Abuse	Total	% by Region	Unduplicated Validated Victims*	% Unduplicated by Region
1 Lubbock	0	1	5,575	7.7%	4,137	7.6%
2 Abilene	0	1	4,974	6.9%	3,844	7.0%
3 Arlington	0	7	15,579	21.5%	11,507	21.0%
4 Tyler	0	1	4,026	5.6%	3,371	6.2%
5 Beaumont	0	3	3,392	4.7%	2,751	5.0%
6 Houston	0	5	13,312	18.4%	10,178	18.6%
7 Austin	0	5	6,875	9.5%	5,072	9.3%
8 San Antonio	0	7	6,487	9.0%	5,188	9.5%
9 Midland	0	1	2,989	4.1%	2,053	3.8%
10 El Paso	0	3	2,678	3.7%	1,869	3.4%
11 Edinburg	0	7	6,348	8.8%	4,734	8.6%
Unknown	0	0	43	0.1%	26	0.0%
State Total	0	41	72,278		54,730	

* Victims have been unduplicated by investigation stage.

**Duration of Service Delivery Stages for APS In-Home Cases
During Fiscal Year 2014**

Days	Cases	%
Under 30	22,910	55.2%
31-60	10,236	24.7%
61-90	4,340	10.4%
91-120	2,017	4.9%
121-180	1,360	3.3%
181-365	571	1.4%
Over 1 Year	62	0.1%
Total	41,496	

Completed Service Delivery Stages in APS In-Home Cases During Fiscal Year 2014

Region	Cases	%
1 Lubbock	3,621	8.7%
2 Abilene	3,012	7.3%
3 Arlington	7,821	18.8%
4 Tyler	2,725	6.6%
5 Beaumont	2,333	5.6%
6 Houston	8,052	19.4%
7 Austin	3,656	8.8%
8 San Antonio	3,842	9.3%
9 Midland	1,454	3.5%
10 El Paso	1,078	2.6%
11 Edinburg	3,882	9.4%
Unknown	20	0.0%
State Total	41,496	

Non-Purchased Client Services Delivered for APS In-Home Cases by Region Fiscal Year 2014

Region	Social Casework	Other Government Agency	Legal	Total
1 Lubbock	4,263	79	3	4,345
2 Abilene	2,916	89	5	3,010
3 Arlington	8,830	195	58	9,083
4 Tyler	3,351	110	1	3,462
5 Beaumont	2,598	147	0	2,745
6 Houston	10,027	309	9	10,345
7 Austin	3,861	177	10	4,048
8 San Antonio	4,892	151	10	5,053
9 Midland	1,639	27	2	1,668
10 El Paso	1,489	29	29	1,547
11 Edinburg	4,365	88	17	4,470
Unknown	11	1	0	12
State Total	48,242	1,402	144	49,788

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 financial 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 financial exploitation.

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