TEXAS
Department of Family
and Protective Services

Adult Protective Services

Adult Protective Services
Quarterly Legislative Report

FY 2023, 1ˢᵗ Quarter

February 1, 2023

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Background and Summary

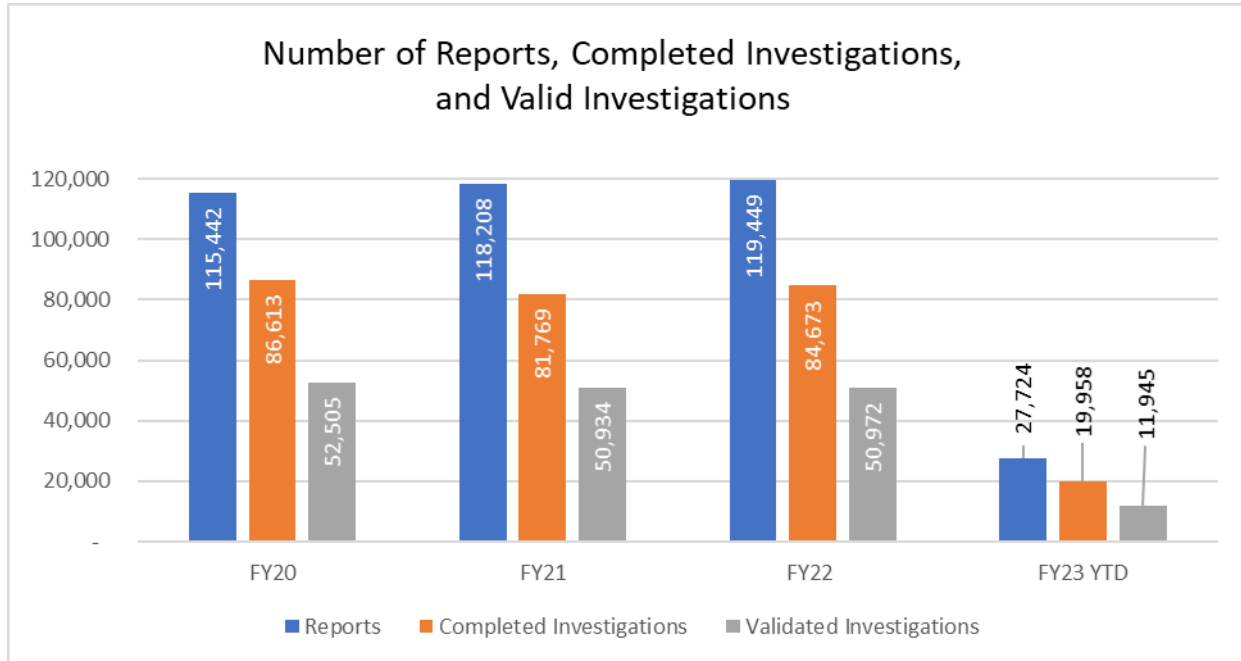Senate Bill (SB) 6, 79th Regular Session (2005), requires the Adult Protective Services (APS) program to conduct a quarterly performance review. The performance data in this report is for the first quarter of Fiscal Year (FY) 2023: September 1, 2022 to November 30, 2022.

Figure 1 Number of Reports, Completed Investigations, and Valid Investigations

With the growing Texas population, including adults who are 65 or older, reports of abuse, neglect, and financial exploitation were on the rise until FY20 when the pandemic led to fewer intake reports. The dampening effect of the pandemic appears to over. The chart above depicts the number of APS reports received FY23Q1, as well as completed and validated investigations for FY20 through FY22.

The FY23 data appears to indicate that the number of intake reports is continuing to rise and is on pace to exceed FY22's intake reports. This is likely related to the increase in social interactions, increased costs of goods and services continuing to have a negative effect on fixed incomes, and the increasing population size of the APS client base.

This quarter's average daily caseload was 25.2 down from 26.3 last quarter. Caseloads, as with intakes, are seasonal and were expected to fall during the winter months. APS will continue to monitor caseloads.

APS has filled the new financial exploitation units. The effects on caseloads will be evaluated in future quarters.

APS caseworker annualized turnover is running lower than the same period last fiscal year. Actual turnover fell 4.5% from FY22Q1 (31.9%) to FY23Q1 28.1%. It is also declined from last quarter, FY22Q4 12.4% to FY23Q1 7.0%. There is seasonality in caseworker turnover. APS continues to monitor the turnover rate.

The APS Quality Assurance team implemented entirely new case reading standards in FY22Q3. The data produced from the new standards is not comparable to previous data; therefore, APS has provided the data points with the new standards as listed in Appendix C.

APS management will continue monitoring statewide and regional variations in caseload and other metrics to determine resource allocation throughout the year.

Appendices

Appendix A: Adult Protective Services Caseworker Performance Measures

The chart below displays APS caseworker performance on quantitative program activities. Many of these performance measures are reported to the Texas Legislative Budget Board (LBB) on a quarterly basis.

Please note, APS implemented Single Stage in January 2022, a new casework model that allows all tasks previously completed in the investigation stage or service stage of the IMPACT database to be completed in one stage. Because of this change, the data for the average monthly number of APS clients receiving services is no longer available. A new LBB measure has been created to replace Avg Monthly Number of APS In-Home Clients Receiving Protective Services (Goal 4-1-1.2 Explanatory Measure) in FY24-25. Data based on this new measure will be available in future reports.

APS Performance Measure	FY 2020 Actual	FY 2021 Actual	FY 2022 Actual	FY 2023 YTD[1]	FY 2023 Q1[2]
Number of APS Reports of Adult Abuse/Neglect/Exploitation (Output Measure 1-1-1.3) (Statewide Intake) LBB Target 117,469	115,442	118,208	119,346	27,724	27,724
Number of Completed APS In-Home Investigations (Output Measure 4-1-1.1) LBB Target 96,965	86,613	81,769	84,673	19,958	19,958
Validated APS In-Home Investigations (Output Measure 4-1-1.2) LBB Target 61,302	52,505	50,934	50,972	11,945	11,945
Percent Validated APS In-Home Investigations	60.6%	58.8%	60.2%	59.9%	59.9%
Percent Adults Found to Be Abused/Neglected/Exploited Who Are Served (Outcome Measure 4-1.2) LBB Target 77.8%	80.9%	83.6%	76.0%	82.6%	82.6%
APS Daily Caseload Per Worker (In-Home) (Efficiency Measure 4-1-1.2) LBB Target 28.0	25.8	24.2	26.3	25.2	25.2

[1] FYTD is annualized

[2] Most recent fiscal year data are considered preliminary until data is frozen in November.

Appendix B: Staffing Data

The charts below display APS staffing data for caseworkers and supervisors.

APS Caseworkers Staffing Data	FY 2023 YTD[3]	FY 2023 Q1
Appropriated Full Time Equivalents (FTEs)	574.9	574.9
Average Filled FTEs Fiscal Year-to-Date (FYTD)	540.0	540.0
Annualized Turnover[4]	28.4%	28.4%
Actual Turnover in each period (not annualized)	N/A	7.1%

APS Supervisors Staffing Data	FY 2023 YTD[5]	FY 2023 Q1
Appropriated FTEs	85.0	85.0
Average Filled FTEs FYTD	87.2	87.2
Annualized Turnover[6]	9.0%	9.0%

FTE reporting logic has been updated to include expenses associated with all funding sources. This methodology is consistent with logic utilized for the DFPS's Monthly Financial Report.

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[3] Most recent FY data are considered preliminary until data is frozen in November.
[4] Annualized turnover assumes the turnover rate will remain the same in future FY quarters as in past FY quarters.
[5] Most recent FY data are considered preliminary until data is frozen in November.
[6] Annualized turnover assumes the turnover rate will remain the same in future FY quarters as in past FY quarters.

Appendix C: Qualitative Data

Qualitative data is calculated from case reading scores entered by APS quality assurance specialists for five qualitative measures. Each measure is comprised of a group of sub-items related to the function being measured. The chart below displays qualitative data.

Please note, the APS Quality Assurance team implemented entirely new case reading standards in FY22Q3. The data produced from the new standards is not comparable to previous data; therefore, APS is starting fresh with the data points listed below.

FY22 only contains Q3 and Q4 data.

APS Qualitative Measures	FY 2022 Actual	FY 2023 YTD	FY 2023 Q1
Client Safety	91.0%	91.1%	91.1%
Investigation Rating Scale	78.2%	80.8%	80.8%
Case Documentation	91.6%	89.9%	89.9%
Service Provision and Outcomes	79.5%	78.4%	78.4%