



TEXAS

Department of Family
and Protective Services

Adult Protective Services

Adult Protective Services Quarterly Legislative Report

FY 2020, 3rd Quarter

August 1, 2020

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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 third quarter of Fiscal Year 2020: March 1, 2020 to May 31, 2020.

As the Texas population continues to grow and baby boomers get older, reports of abuse, neglect, and financial exploitation continue to increase on an annual basis. The graph below plots the APS annual increases in reports and shows completed and validated investigations remain relatively stable. FY20 Q3 data continues that trend.

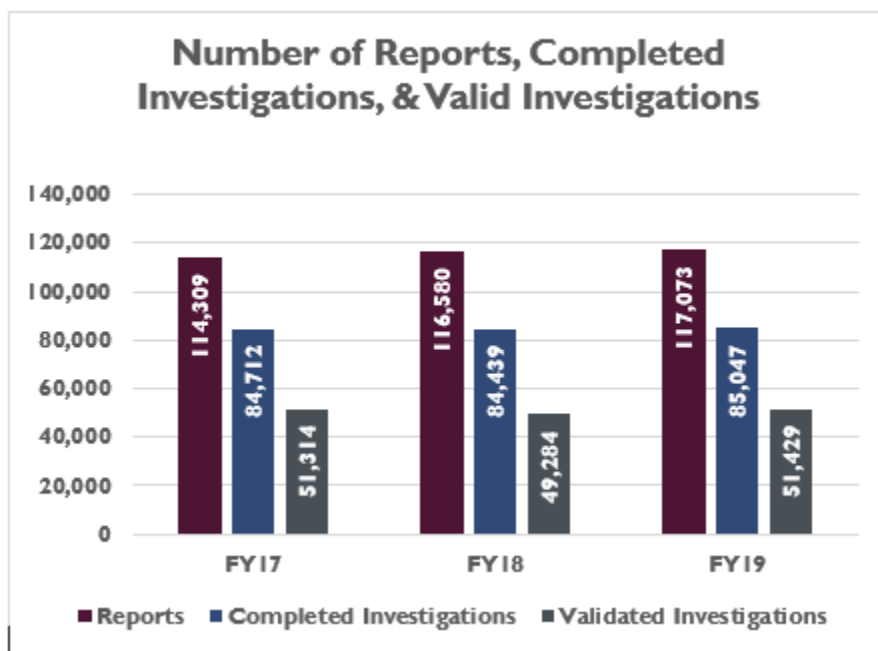


Figure 1: Number of Reports, Completed Investigations, & Valid Investigations

The 86th Texas Legislature provided increased funding for:

- Salary increases to APS caseworkers and supervisors, and
- Additional caseworkers to match projected caseload needs (33 caseworker FTEs with additional supporting FTEs in FY20 and 5 caseworker FTEs in FY21).

APS caseworker quarterly turnover for the four previous quarters was under five percent. This quarter, turnover rose to 5.7 percent. Taking this increase into account, FY20 turnover continues to be projected to remain below the past few years. Lower turnover yields a more stable, experienced workforce. This stability and experience should lead to better quality performance. While qualitative data had decreased over the last several years, FY20 YTD has seen modest improvement across all measures.

APS Program Performance Report – 3rd Quarter FY20

The third quarter of FY20 was during the COVID-19 state of emergency. During this time, caseworkers continued to conduct investigations, provide services, and monitor outcomes. APS personnel were taking and continue to take measures in their daily work to prevent the spread of COVID-19 such as conducting interviews by telephone and video conference whenever safe, delivering purchased goods to clients' doorsteps, and wearing personal protective equipment to the greatest extent possible.

APS intakes are down 6.5% in FY20 Q3 compared to FY19 Q3. APS management has taken advantage of this decrease to focus on closing older cases. Fewer new investigations combined with closing older cases has reduced caseloads. This positions APS well to handle any increase in intakes after COVID-19 restrictions are lifted.

APS management will continue to monitor statewide and regional variations in caseload to determine resource allocation throughout the year and the effects of dealing with the pandemic.

Appendices

Appendix A: APS 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.

APS Performance Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 YTD	FY 2020 Q1	FY 2020 Q2	FY 2020 Q3
#APS Abuse/ Neglect /Exploit Reports (Goal 01-01-01.03 OP) (SWI) LBB Target 122,441	114,309	116,580	117,073	83,944	28,847	27,858	27,239
# Completed APS In-Home Investigations (Goal 04-01-01.01 OP) FY LBB Target 82,308	84,712	84,439	85,047	65,948	20,875	21,044	24,029
Validated APS In-Home Investigations (Goal 04-01-01.02 OP) LBB FY Target 47,512 & Percent validated APS In-Home investigations	51,314 (60.6% Valid)	49,284 (58.4% Valid)	51,429 (60.5% Valid)	39,821 (60.4% Valid)	12,507 (59.9% Valid)	12,527 (59.5% Valid)	14,787 (61.5% Valid)
Avg Monthly # APS In-Home Clients Served (Goal 04-01-01.02 EX) LBB Target 4,051 & Percent Abused/ Neglected/Exploited Adults Served (Goal 04-01.02 OC) LBB Target 78.3%	3,130 (79.3% Served)	2,908 (77.7% Served)	3,184 (80.7% Served)	3,290 (80.9% Served)	3,125 (81.2% Served)	3,103 (81.6% Served)	3,642 (80.1% Served)
APS In-Home Daily Caseload: (Goal 04-01-01.02 EF) LBB Target 30.0	33.8	30.9	32.2	27.7	31.6	30.7	27.7

Appendix B: Staffing Data

The charts below display APS staffing data for Caseworkers and Supervisors.

APS Caseworkers Staffing Data	FY 2018 Actual	FY 2019 Actual	FY 2020 YTD	FY 2020 Q1	FY 2020 Q2	FY 2020 Q3
Allocated FTEs	527	524.9	564.1	559.2	565.2	567.9
FYTD Average Filled FTEs	494.5	502.1	539.6	527.4	543.9	547.5
Annualized Turnover ¹	25.2%	20.7%	19.0%	16.8%	17.1%	19.0%
Actual Turnover in each period (not annualized)	25.2%	20.7%	14.2%	4.0%	4.5%	5.7%

APS Supervisors Staffing Data	FY 2018 Actual	FY 2019 Actual	FY 2020 YTD	FY 2020 Q1	FY 2020 Q2	FY 2020 Q3
Allocated FTEs	84	84	86.7	90.0	86.0	84.0
FYTD Average Filled FTEs	79.4	79	80.7	80	80.9	81.2
Annualized Turnover ¹	18.4%	7.2%	0%	0%	0%	0%

¹ Annualized turnover assumes the turnover rate will remain the same in future FY20 quarters as in past FY20 quarters.

Appendix C: Qualitative Data

Qualitative data is calculated from casereading 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.

APS Qualitative Measures	FY 2018 Actual	FY 2019 Actual	FY 2020 YTD	FY 2020 Q1	FY 2020 Q2	FY 2020 Q3
Alleged Victim and Client Safety	68%	64%	69%	67%	67%	72%
Investigation Rating Scale	69%	66%	69%	67%	68%	72%
Case Documentation	85%	73%	74%	74%	73%	75%
Service Provision and Outcomes	85%	85%	86%	86%	84%	88%
APS Specialist Productivity	71%	67%	71%	67%	72%	73%
Overall Average ²	72%	68%	72%	70%	71%	74%

² The overall qualitative average is based on the scoring of 27 questions for each casereading. Each standard above has a different number of questions, so the overall average differs from the average of the five standards in this table.