



TEXAS
Department of Family
and Protective Services

Adult Protective Services

Adult Protective Services Quarterly Legislative Report

FY 2021, 1st Quarter

February 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 first quarter of Fiscal Year 2021: September 1, 2020 to November 30, 2020.

As the Texas population continues to grow and baby boomers get older, reports of abuse, neglect, and financial exploitation were rising until the pandemic caused fewer reports during FY20. The chart below depicts the APS number of reports and shows completed and validated investigations for the past three fiscal years.

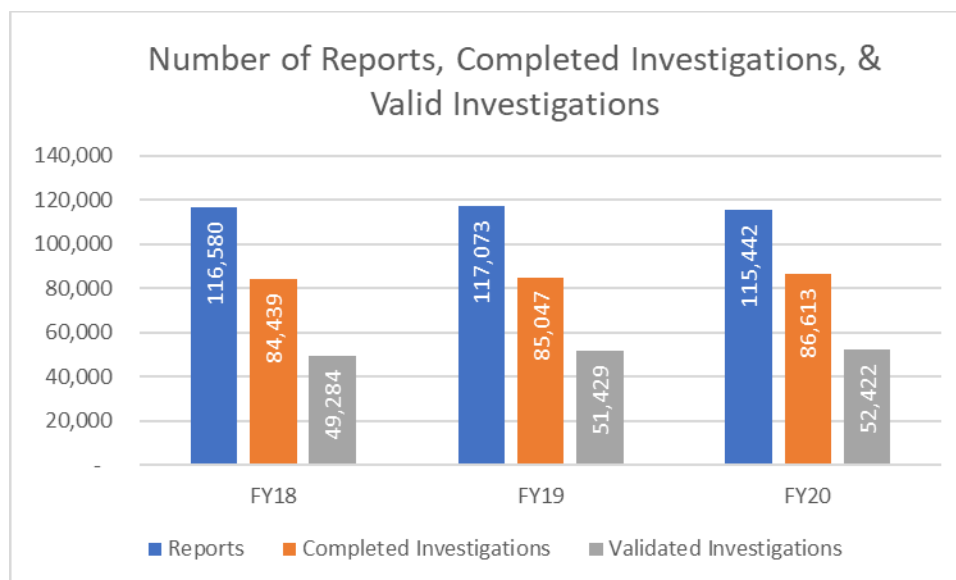


Figure 1: Number of Reports, Completed Investigations, & Valid Investigations

Data from FY 20 and FY21Q1 indicates there has been a temporary dip in the number of reports, completed investigations, and validated investigations. APS believes this is due to the COVID-19 pandemic continuing to cause reduced social interactions and reporting during this quarter. This may be cause for concern as the vulnerable population continues to grow and socializes more, the number of reports should be rising toward previous levels. Spikes in COVID infections and the seasonal cases of the flu appear to be keeping the number of reports lower than predicted. APS remains positioned to handle any increase in intakes as vaccinations begin, the public resumes pre-COVID-19 activities and COVID-19 restrictions are adjusted accordingly.

This quarter’s average daily caseload was 22.1 down from 25.8 last quarter and down from 31.6 a year ago. This reduced caseload has allowed APS to reduce the proportion of cases under investigation longer than 60 days.

APS caseworker annualized turnover for this quarter rose 4.4 percentage points from 17.9% to 22.3%. This increase is attributed to the lower than normal turnover during FY20Q4 which had historically been the higher quarter for turnover. Even with this quarter’s increase, APS continues to enjoy a stable, experienced workforce.

The COVID-19 pandemic continued through the first quarter of FY21. Caseworkers continued to conduct investigations, provide services, and monitor outcomes. APS personnel continued to take measures in their daily work to prevent the spread of COVID-19 such as conducting some interviews by telephone and video conference, delivering purchased goods to clients' doorsteps in some circumstances, and wearing personal protective equipment to the greatest extent possible.

Because APS made policy changes to protect caseworkers while maintaining the scoring rubrics during this period, APS expected decreases in qualitative metrics. APS saw declines in most qualitative measures over the quarter. This continues to reflect the effects of COVID-19 as the qualitative metrics lag quantitative metrics by approximately two months. Cases that were closed July, August, and September 2020 were scored by quality assurance analysts during this quarter.

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 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 YTD ¹	FY 2021 Q1
#APS Abuse / Neglect / Exploit Reports (Goal 1-1-1.3 OP) (SWI) LBB Target 122,441	116,580	117,073	115,442	28,190	28,190
# Completed APS In-Home Investigations (Goal 4-1-1.1 OP) FY LBB Target 82,308	84,439	85,047	86,613	20,191	20,191
Validated APS In-Home Investigations (Goal 4-1-1.2 OP) LBB FY Target 47,512	49,284	51,429	52,422	13,433	13,433
Percent Validated APS In-Home investigations	58.4%	60.5%	60.5%	66.5%	66.5%
Avg Monthly # APS In-Home Clients Served (Goal 4-1-1.2 EX) LBB Target 4,051	4,471	4,601	4,542	4,269	4,269
Percent Abused / Neglected / Exploited Adults Served (Goal 4-1.2 OC) LBB Target 78.3%	77.7%	80.7%	80.9%	82.9%	82.9%
APS In-Home Daily Caseload: (Goal 4-1-1.2 EF) LBB Target 30.0	30.9	32.2	25.8	22.1	22.1

¹ Most recent FY 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 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 YTD	FY 2021 Q1
Allocated FTEs	527	524.9	565.1	577.0	577.0
FYTD Average Filled FTEs	494.5	502.1	544.3	557.4	557.4
Annualized Turnover ²	25.2%	20.7%	17.9%	22.3%	22.3%
Actual Turnover in each period (not annualized)	25.2%	20.7%	17.9%	5.6%	5.6%

APS Supervisors Staffing Data	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 YTD	FY 2021 Q1
Allocated FTEs	84	84	86	84	84
FYTD Average Filled FTEs	79.4	79	81	80.9	80.9
Annualized Turnover ¹	18.4%	7.2%	1.2%	9.6%	9.6%

² 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 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 Actual	FY 2021 YTD	FY 2021 Q1
Alleged Victim and Client Safety	68%	64%	66%	52%	52%
Investigation Rating Scale	69%	66%	69%	67%	67%
Case Documentation	85%	73%	74%	70%	70%
Service Provision and Outcomes	85%	85%	86%	85%	85%
APS Specialist Productivity	71%	67%	73%	76%	76%
Overall Average³	72%	68%	71%	67%	67%

³ 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.