



**TEXAS**

Department of Family  
and Protective Services

*Adult Protective Services*

# **Adult Protective Services Quarterly Legislative Report**

**FY 2021, 2nd Quarter**

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May 1, 2021



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## Background and Summary

Senate Bill (SB) 6, 79<sup>th</sup> 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 second quarter of Fiscal Year 2021: December 1, 2020 to February 28, 2021.

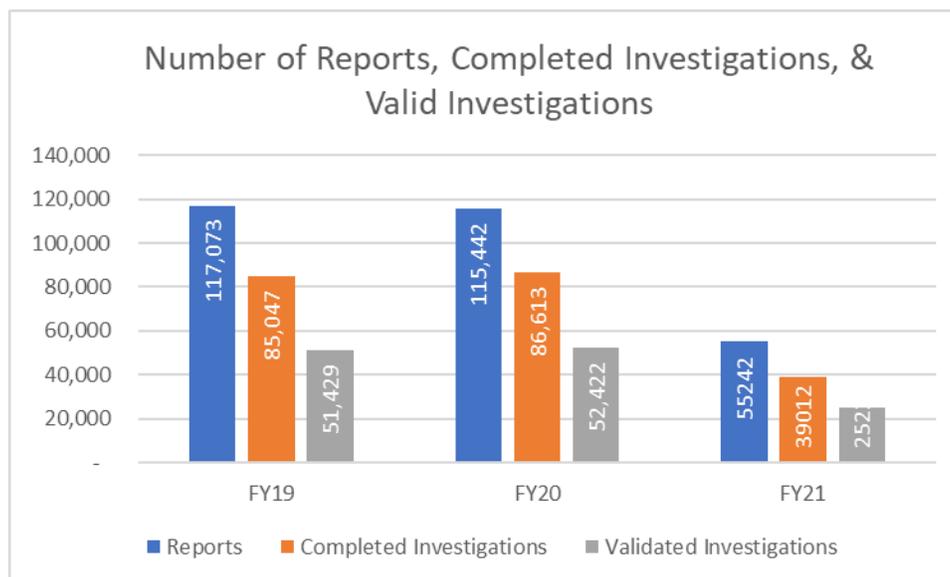


Figure 1: Number of Reports, Completed Investigations, & Valid Investigations

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 and FY21. The chart below depicts the APS number of reports and shows completed and validated investigations for the past two fiscal years and current fiscal year to date.

While data from FY 20 and FY21Q2 indicates there has been a dip in the number of reports, completed investigations and validated investigations have risen. APS believes this is due to the COVID-19 pandemic continuing to cause reduced social interactions and reporting during this period, and only the more severe cases are being reported, as well as the effects of the pandemic on the vulnerable population. 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. APS remains positioned to handle any increases in intakes as vaccinations continue, the public resumes pre-COVID-19 activities and COVID-19 restrictions are adjusted accordingly.

This quarter's average daily caseload was 22.0 down from 22.1 last quarter and down from FY20's caseload of 25.8. This reduced caseload has allowed APS to continue to reduce the proportion of cases under investigation longer than 60 days.

APS caseworker annualized turnover for this quarter rose 1.2% percentage points from 22.3 to 23.5%. This increase may be attributed to the lower than normal turnover during the past 4 quarters. Even with this quarter's increase, APS continues to enjoy a stable, experienced workforce.

## APS Program Performance Report – 2<sup>nd</sup> Quarter FY21

The COVID-19 pandemic continued through the second 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. While this has occurred since the pandemic began, APS saw all but one qualitative measure increase in the second quarter of FY21. The measure that did decrease decreased only one percentage point. This continues to reflect the effects of COVID-19.

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 <sup>1</sup>	FY 2021 Q1	FY 2021 Q2
<b>#APS Abuse / Neglect / Exploit Reports (Goal 1-1-1.3 OP) (SWI) LBB Target 122,441</b>	116,580	117,073	115,442	55,242	28,190	27,052
<b># Completed APS In-Home Investigations (Goal 4-1-1.1 OP) FY LBB Target 82,308</b>	84,439	85,047	86,613	39,012	20,191	18,821
<b>Validated APS In-Home Investigations (Goal 4-1-1.2 OP) LBB FY Target 47,512</b>	49,284	51,429	52,422	25,227	13,433	11,794
<b>Percent Validated APS In-Home investigations</b>	58.4%	60.5%	60.5%	64.7%	66.5%	62.7%
<b>Avg Monthly # APS In-Home Clients Served (Goal 4-1-1.2 EX) LBB Target 4,051</b>	4,471	4,601	4,542	4,288	4,269	4,308
<b>Percent Abused / Neglected / Exploited Adults Served (Goal 4-1.2 OC) LBB Target 78.3%</b>	77.7%	80.7%	80.9%	82.9%	82.9%	84.2%
<b>APS In-Home Daily Caseload: (Goal 4-1-1.2 EF) LBB Target 30.0</b>	30.9	32.2	25.8	22.0	22.1	22.0

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<sup>1</sup> 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	FY 2021 Q2
Allocated FTEs	527	524.9	565.1	577.0	577.0	577.0
FYTD Average Filled FTEs	494.5	502.1	544.3	557.4	557.4	550.7
Annualized Turnover <sup>2</sup>	25.2%	20.7%	17.9%	22.3%	22.3%	23.5%
Actual Turnover in each period (not annualized)	25.2%	20.7%	17.9%	5.6%	5.6%	6.2%

APS Supervisors Staffing Data	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 YTD	FY 2021 Q1	FY 2021 Q2
Allocated FTEs	84	84	86	84	84	84
FYTD Average Filled FTEs	79.4	79	81	80.9	80.9	80.9
Annualized Turnover <sup>1</sup>	18.4%	7.2%	1.2%	9.6%	9.6%	12.0%

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<sup>2</sup> 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.

<b>APS Qualitative Measures</b>	<b>FY 2018 Actual</b>	<b>FY 2019 Actual</b>	<b>FY 2020 Actual</b>	<b>FY 2021 YTD</b>	<b>FY 2021 Q1</b>	<b>FY 2021 Q2</b>
<b>Alleged Victim and Client Safety</b>	68%	64%	66%	53%	52%	55%
<b>Investigation Rating Scale</b>	69%	66%	69%	69%	67%	72%
<b>Case Documentation</b>	85%	73%	74%	75%	70%	80%
<b>Service Provision and Outcomes</b>	85%	85%	86%	85%	85%	86%
<b>APS Specialist Productivity</b>	71%	67%	73%	76%	76%	75%
<b>Overall Average<sup>3</sup></b>	72%	68%	71%	68%	67%	70%

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<sup>3</sup> 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.