

ADULT PROTECTIVE SERVICES



2007 COMMUNITY SATISFACTION SURVEY RESULTS REPORT

OCTOBER 1, 2007

Table of Contents

I. Introduction	2
<hr/>	
II. Background	2
<hr/>	
III. Methodology	2
<hr/>	
IV. Analysis of Survey Results	3
<hr/>	
V. Accomplishments in Fiscal Year 2007	7
<hr/>	
VI. Action Plans for Fiscal Year 2008	8
<hr/>	
VII. Conclusion	9
<hr/>	
VIII. Appendices	10

I. Introduction

The Texas Department of Family and Protective Services (DFPS) develops an annual community satisfaction survey in accordance with Human Resources Code, Section 48.006. The purpose is to solicit information regarding DFPS performance with respect to providing investigative and adult protective services. The survey is sent annually to members of the judiciary community, law enforcement agencies, community organizations and resource groups, and Adult Protective Services (APS) community boards. The 2007 survey is the third survey conducted concerning community satisfaction about adult protective services.

APS uses results of the annual surveys to assess overall community engagement efforts. Results offer direction for sustaining community support and planning local community engagement initiatives to strengthen volunteer programs and enhance resource development in the community to benefit APS clients. This report does not include any confidential information.

II. Background

In April 2004, the Governor signed Executive Order RP33, directing the Health and Human Services Commission to oversee the systematic reform of APS. HHSC conducted an initial community satisfaction survey in 2004 to assess the quality of relations between APS and community agencies and organizations with which they work. HHSC worked with APS and a community relations workgroup to design four separate surveys to correspond to the diverse service providers with whom APS interacts in the community. The surveys were administered to 1) members of the judiciary, 2) law enforcement agencies, 3) community organizations, and 4) Adult Protective Services Community Boards. Surveys were available online or in paper copy format. The 2004 survey was sent to 2,023 stakeholders.

In 2006, DFPS administered the annual survey using a survey instrument that was similar to the one used in 2004. However, the content was modified for each professional group surveyed. DFPS sent the 2006 survey to 2,319 stakeholders.

III. Methodology

In preparation for the 2007 survey, APS regional management and community engagement specialists reviewed the 2006 survey information and added and removed questions for 2007. Those changes are noted in the Appendix.

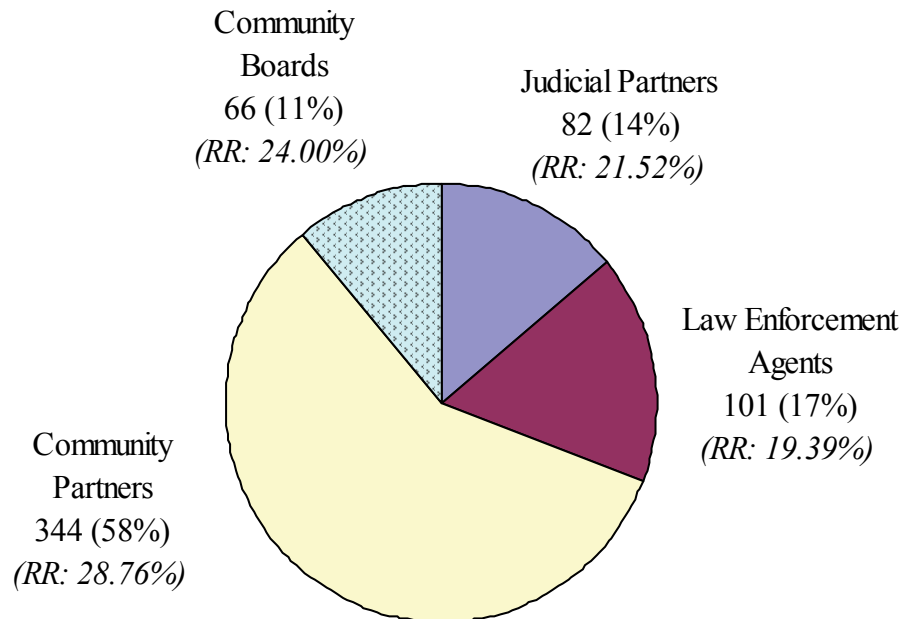
The 2007 questionnaire consisted of Likert scale statements and open-ended questions that measured the extent of respondent awareness of APS involvement in the community and perceptions of APS staff capability, effectiveness, and professionalism. A web-based survey was available via an online web survey application titled "Survey Monkey." An electronic mail message was sent to potential respondents with instructions on accessing and completing the online survey. Individuals without access to the Internet were provided a paper copy either via fax or mail.

The 2007 survey was sent to 2,373 stakeholders. The total number of surveys distributed to each of the stakeholder groups is shown in **Appendix 1**.

The overall response rate for the 2007 survey was approximately 25%, an increase of about five percentage points from the 2006 survey. The response rate increased for all four stakeholder survey groups. The number of surveys received and the response rates are shown in the following chart.

2007 Surveys Received = 593

Overall Response Rate (RR): 24.99%



Surveys returned after the May 30th deadline were excluded from the data analysis. However, comments received from all surveys were sent to the regions for evaluation and implementation of changes necessary to address community concerns.

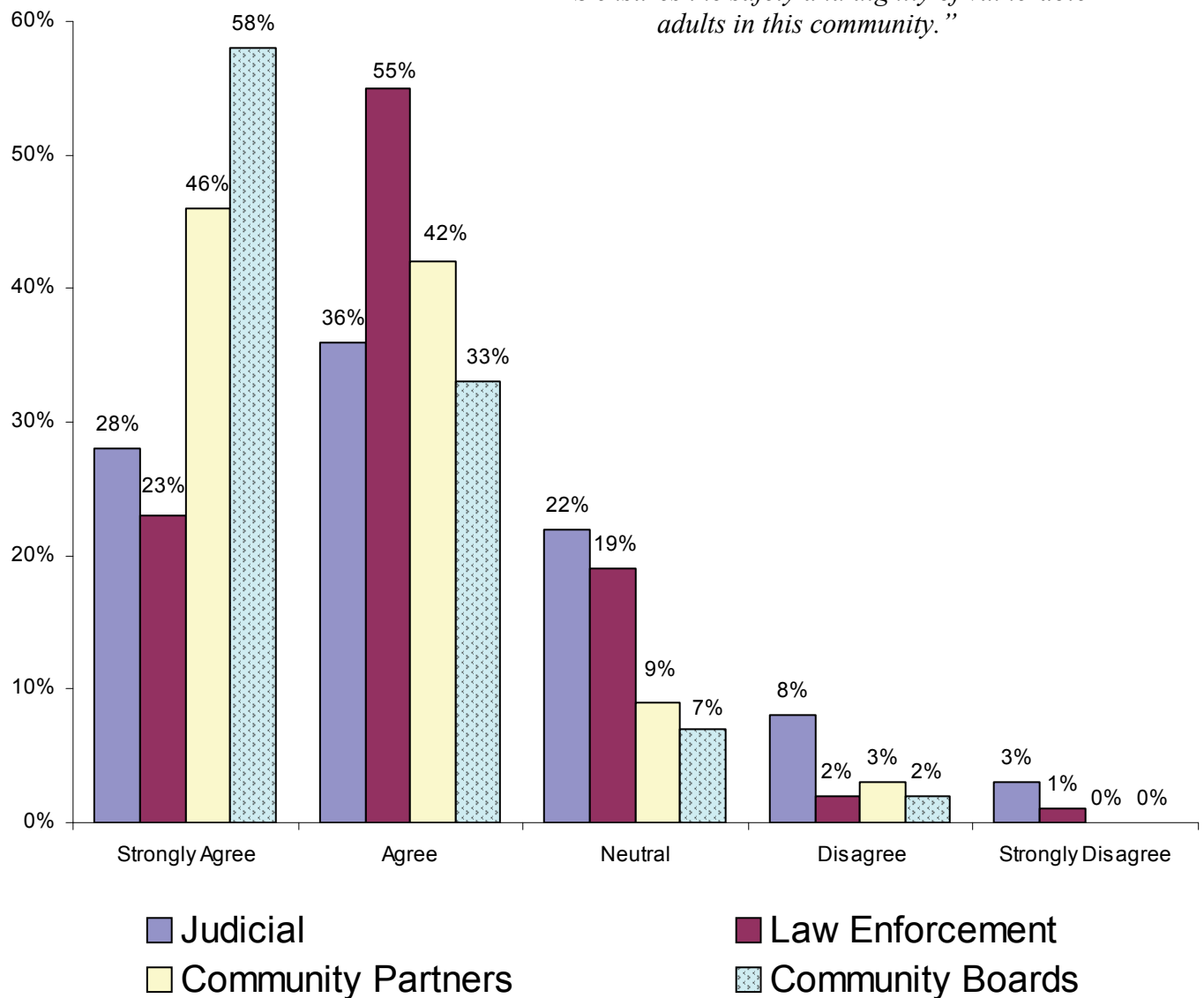
IV. Analysis of Survey Results

Overall, the community satisfaction survey results from all four stakeholder groups were positive. A majority of responses (approximately 83%) indicated that participants “Strongly Agreed” or “Agreed” with all topics regarding APS performance. Many respondents reported that APS was doing a good job of protecting vulnerable adults in their community. Law enforcement results indicated a significant improvement in level of satisfaction in 2007 over 2006.

APS looked closely at the responses to the survey statement, “APS ensures the safety and dignity of vulnerable adults in this community.” When comparing responses to this survey statement, results indicated that the Judicial respondents gave the lowest scores (64% agreement) and Community Boards gave the highest scores (91% agreement). A majority of respondents from all four stakeholder groups responded to this statement with “Agreed” or “Strongly Agreed.”

The following chart reflects the data (excluding “Not Applicable”) for the survey statement: “APS ensures the safety and dignity of vulnerable adults in this community.” Also see the table of results shown in **Appendix 2**.

Chart of 2007 Survey Responses to Statement:
“APS ensures the safety and dignity of vulnerable adults in this community.”



Survey respondents also were asked this open-ended question, “*What can APS do to further ensure the safety and dignity of vulnerable adults in this community?*” Examples of comments received include:

- ◆ “APS in our area seems to be understaffed, but they do a very good job with the caseload that they have. More staff can mean more time to visit with the vulnerable adults and make them more aware of safety issues.”
- ◆ “As is the case with our [community] agency, more personnel to better screen and monitor the most vulnerable cases would improve the work product we give the community.”
- ◆ “APS workers are doing a good job in protecting the vulnerable adults in our community.”
- ◆ “Keep up the good work - especially with advertising crimes affecting the elderly and where citizens can call to get help to those they feel need it.”
- ◆ “More public awareness of APS in the community - more people need to know about the signs of elder abuse and what to do when they see it.”

The survey results are summarized below for each of the four stakeholder groups: Judicial Partners, Law Enforcement Agencies, Community Organizations, and APS Community Boards.

Judicial Results

The judiciary partners responses to Likert scale statements in 2007 are displayed in the table in **Appendix 3**. Individuals were asked to identify their level of agreement with each statement in the 2007 survey. Response categories ranged from “Strongly Agree” to “Strongly Disagree” with “Neutral” and “Not Applicable” categories provided. The number and percentage of respondents in each response category for these statements are indicated in the appendix.

The data indicated that the majority of respondents either “Agreed” or “Strongly Agreed” with all of the statements as shown in **Appendix 3**. Seventy-four percent (74%) of respondents reported that APS provides appropriate documentation/information to support legal action, and that APS staff members are prepared when testifying in court. Seventy-one percent (71%) of respondents reported that APS caseworkers are prepared in dealings with the court.

The table provided in **Appendix 4** compares the percent agreement of judicial responses for the 2006 and 2007 surveys. Percent agreement was calculated by combining “Strongly Agree” and “Agree” responses to get a percentage of the total. “Neutral,” “Disagree” and “Strongly Disagree” responses were considered disagreement responses. The “Not Applicable” responses were not counted in the response totals. The percentage of respondents who agreed or strongly agreed with the statement, “*DFPS attorneys are prepared in dealings with the court,*” increased ten percentage points from 2006 to 2007.

Law Enforcement Results

The law enforcement partners responses to Likert scale statements in 2007 are displayed in **Appendix 5**. Individuals were asked to identify their level of agreement with each statement in the 2007 survey. Response categories ranged from “Strongly Agree” to “Strongly Disagree” with “Neutral” and “Not Applicable” categories provided. The number and percentage of respondents in each response category for these statements are indicated.

A majority of respondents to the Law Enforcement Survey agreed with each of the survey statements as shown in **Appendix 5**. Eighty-four percent (84%) of respondents agreed or strongly agreed that, “*APS staff members are prepared with information and facts when working with law enforcement on APS cases.*” Eighty percent (80%) of respondents “Agreed” or “Strongly Agreed” that, “*There is a good working relationship between law enforcement and APS in this community.*”

The table provided in **Appendix 6** compares the percent agreement of responses for the 2006 and 2007 surveys. Percent agreement was calculated by combining “Strongly Agree” and “Agree” responses to get a percentage of the total. “Neutral,” “Disagree” and “Strongly Disagree” responses were considered disagreement responses. The “Not Applicable” responses were not counted in the response totals.

The overall satisfaction increased for all of the comparable items in the survey between 2006 and 2007. Respondents agreed that APS staff and caseworkers were prepared, were well-informed, knew how and when to engage law enforcement, and referrals were timely.

Community Partner Results

The community partners responses to Likert scale statements in 2007 are displayed in **Appendix 7**. Individuals were asked to identify their level of agreement with each statement in the 2007 survey. Response categories ranged from “Strongly Agree” to “Strongly Disagree” with “Neutral” and “Not Applicable” categories provided. The number and percentage of respondents in each response category for these statements are indicated.

There was a high level of agreement among respondents to the Community Partner Survey as shown in **Appendix 7**. Over 75% of all respondents agreed or strongly agreed with each of the items. Ninety-five percent (95%) of respondents agreed that “*APS is an important component of my community’s resource and social network.*” Ninety-two percent (92%) of respondents agreed that they “*understand APS’ mission, scope and purpose.*”

The table provided in **Appendix 8** compares the percent agreement of responses for the 2006 and 2007 surveys. Percent agreement was calculated by combining “Strongly Agree” and “Agree” responses to get a percentage of the total. “Neutral,” “Disagree” and “Strongly Disagree” responses were considered disagreement responses. The “Not Applicable” responses were not counted in the response totals.

When comparing 2006 and 2007 data, there was an increase in the percentage of respondents who agreed or strongly agreed that “*APS is an important component of my community’s resource and social service network.*” There was also an increase in the percentage of respondents who agreed that “*Referrals to my agency from APS are appropriate*” (in the 2006 survey, this item included timeliness as well). Because of the wording change to this item, interpreting this increase was difficult. There was overall high agreement in both the 2006 and 2007 surveys for this group.

Community Board Member Results

The APS community board members responses to Likert scale statements in 2007 are displayed in **Appendix 9**. Individuals were asked to identify their level of agreement with each statement in the 2007 survey. Response categories ranged from “Strongly Agree” to “Strongly Disagree” with “Neutral” and “Not Applicable” categories provided. The number and percentage of respondents in each response category for these statements are indicated.

The responses to the Community Board Survey were the most positive overall of all of the surveys administered. Over 90% of respondents agreed with seven out of nine items in this survey. Ninety-six percent (96%) of respondents “Agreed” or “Strongly Agreed” that, “*APS is an important component of my community’s resource network*” and 95% agreed that, “*APS staff members interact positively with the board.*”

The table provided in **Appendix 10** compares the percent agreement of responses for the 2006 and 2007 surveys. Percent agreement was calculated by combining “Strongly Agree” and “Agree” responses to get a percentage of the total. “Neutral,” “Disagree” and “Strongly Disagree” responses were considered disagreement responses. The “Not Applicable” responses were not counted in the response totals.

When comparing 2006 and 2007 data, there was an increase in the percentage of respondents who agreed that “*APS is an important component of my community’s resource network*” and that “*The board is aware of the needs and priorities of the APS population in the community.*” There was overall high agreement in both the 2006 and 2007 surveys for this group.

V. Accomplishments in Fiscal Year 2007

APS accomplished the 252 major goals set forth by the systematic reform instructed by the Health and Human Services Commission in April 2004. New community engagement program specialists were hired in all regions of the state to increase community partnerships and collaborations with service providers, law enforcement agencies, the judicial community, civic organizations and volunteers. Community Initiative Specialists were assigned to work with the civic and volunteer communities while Resource and External Relations Specialists worked with law enforcement agencies, judicial partners, and service providers. These dedicated staff members interacted with the community on a daily basis and provided a framework for fostering positive relationships with all staff members of the agency.

In 2007, APS continued the “*It’s Everyone’s Business*” campaign. The year round public awareness campaign entitled “*Protecting Vulnerable Adults from Abuse, Neglect, Financial Exploitation or Isolation is Everyone’s Business*” began in 2006. Community engagement staff in each region participated in local activities throughout the year promoting the campaign, including media events, proclamations in multiple counties, and distribution of campaign materials. May was Elder Abuse Prevention Month in the United States, and APS community engagement staff worked with local community partners around the state and helped in planning and offering conferences and seminars on topics surrounding elder abuse and financial exploitation.

APS complemented the 2007 efforts by producing three mini-campaigns on key topics: the dangers of summer heat, financial exploitation, and mental illness and homelessness. These campaigns offered community engagement staff the opportunity to work with community partners year round on special projects such as summer fan drives for the elderly and awareness of the dangers of financial exploitation with the banking industry.

In accordance with Human Resources Code, Section 48.1521, APS developed Special Task Units in counties with a population of 250,000 or more. The officials of Ector and Midland counties agreed to create a bi-county Special Task Unit. The community engagement staff served as coordinators of these task units and worked with community partners and APS staff members on complex client cases. Nineteen Special Task Units in the state were operational, and many marked their one-year anniversary during 2007.

In response to previous community satisfaction survey results, APS initiated new training for staff on the topics of interacting with judicial and law enforcement agencies. Judicial training provided caseworkers with targeted training specific to the court where they interact during the course of an investigation. The judicial training provided information to caseworkers on how to complete and file documents, how to interact with members of the court, and who the court contacts were in their region. The law enforcement training provided information to caseworkers and other staff on how to work effectively with law enforcement officers during the course of an investigation.

In 2007, APS staff continued to promote APS community boards across the state. As of 2007, twenty-five active boards had been established to provide support and assistance to APS staff and clients. During this year, APS began development of a statewide network formed from regional community boards. Regional board representatives met during 2007 and began the initial work to establish the functions and structure of this APS statewide organization. An interim board was created to develop the by-laws and articles of incorporation for the new group. The statewide organization was officially formed in August 2007 as the Texas Partners for Adult Protective Services.

APS staff remained active with their respective community partners. APS staff members served on Community Resource Communication Groups for Adults; task forces focusing on issues such as animal hoarding, extreme weather, and financial exploitation; elder fatality review teams; and the elder abuse domestic violence task force. APS staff continued to seek opportunities for outreach with community partners to work together to identify and close gaps in services for all vulnerable adults.

VI. Action Plans for Fiscal Year 2008

APS shared the survey results with each APS region for evaluation by regional management and implementation of changes necessary to address community concerns. In addition, the community satisfaction survey report will be shared with the presiding judge of the statutory probate courts in the region and courts with jurisdiction over probate matters in the region, community board members, and other survey participants who indicated they would like to receive a final survey report.

APS regional community engagement action plans for state fiscal year 2008 will focus on increased collaborations with law enforcement and judicial personnel, the financial community and mental health professionals. APS staff will actively participate in local service provider coalitions focusing on issues involving vulnerable adults such as hoarding and financial exploitation.

Regional community engagement action plans also will include continued development of local advisory boards and support and strengthening of existing boards and coalitions. APS will partner with local community members to create new boards in several counties, and will expand the number of community boards around the state. The new statewide partnership, Texas Partners for APS, will continue to develop and involve representatives from local boards to provide APS with a new statewide resource. The boards are invaluable partners in protecting older adults and persons with disabilities from abuse, neglect, and exploitation.

The year-round public awareness campaign will continue to address important issues in protecting older adults and individuals with disabilities in Texas. The 2008 APS campaigns will focus on issues such as fire and fall prevention, financial exploitation, and the dangers of summer heat. APS will target education of law enforcement, judiciary partners, and service providers to increase knowledge and awareness of APS programs and the needs of vulnerable adults. APS will continue to solicit the assistance of local advisory boards in outreach efforts to engage the local community.

A quarterly review of regional action plans will ensure that regions are progressing on the goals set forth by APS management. The quarterly evaluation will provide the community engagement teams an opportunity to identify initiatives that are thriving and initiatives that need further attention. Action plans will be reviewed at the end of each fiscal year and new plans developed and implemented based on the successes and challenges identified in the previous year.

VII. Conclusion

The APS 2007 Community Satisfaction Survey results reinforced that the current APS community engagement activities and local outreach efforts are effective and that APS is doing well in overall performance and is going in the right direction. The survey results also offered information for APS to use in making improvements and strengthening work with partners at the local level, such as law enforcement, to protect the most vulnerable adults in Texas.

VIII. Appendices

Appendix 1: Summary of Surveys Distributed by Stakeholder

Appendix 2: Table of 2007 Survey Results for Statement: *“APS ensures the safety and dignity of vulnerable adults in this community”*

Appendix 3: 2007 Judicial Results

Appendix 4: Judicial Results for 2007 and 2006

Appendix 5: 2007 Law Enforcement Results

Appendix 6: Law Enforcement Results for 2007 and 2006

Appendix 7: 2007 Community Partner Results

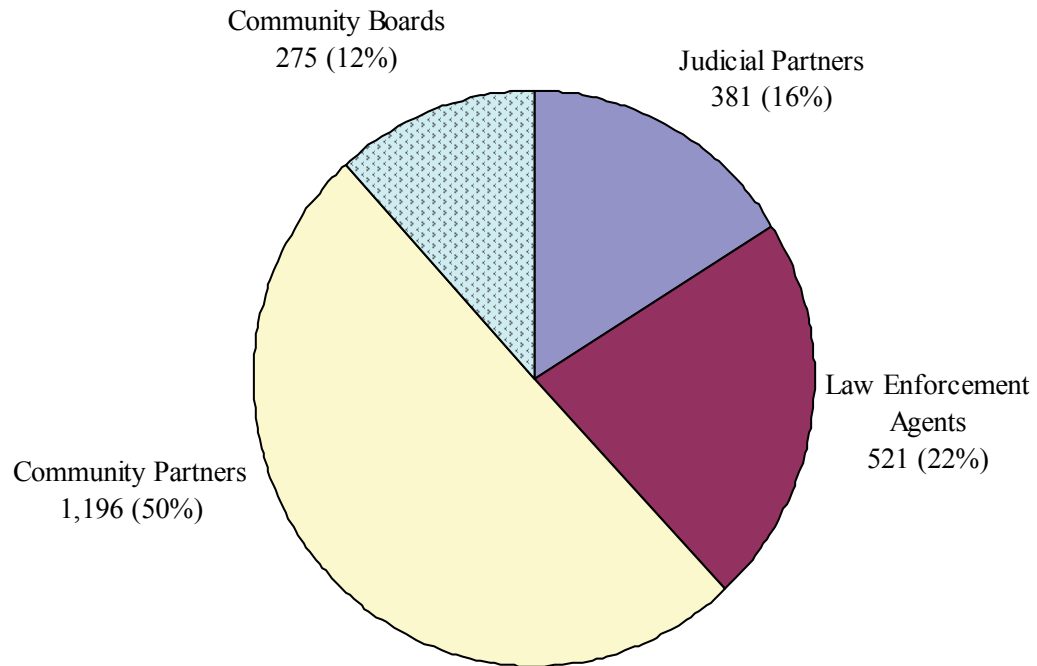
Appendix 8: Community Partner Results for 2007 and 2006

Appendix 9: 2007 Community Board Member Results

Appendix 10: Community Board Member Results for 2007 and 2006

Appendix 1: Summary of Surveys Distributed by Stakeholder

2007 Total Surveys Distributed = 2,373



Appendix 2: Table of 2007 Survey Results for Statement: “APS ensures the safety and dignity of vulnerable adults in this community”

<i>Stakeholder Group</i>	<i>Strongly Agree</i>	<i>Agree</i>	<i>Neutral</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>Not Applicable</i>
Judicial	28% (19)	36% (24)	22% (15)	8% (5)	3% (2)	3% (2)
Law Enforcement	23% (21)	55% (51)	19% (18)	2% (2)	1% (1)	0% (0)
Community Partners	46% (146)	42% (131)	9% (29)	3% (8)	0.3% (1)	0.3% (1)
Community Boards	58% (33)	33% (19)	7% (4)	2% (1)	0% (0)	0% (0)

Appendix 3: 2007 Judicial Results

<i>Survey Questions</i>	<i>Strongly Agree</i>	<i>Agree</i>	<i>Neutral</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>Not Applicable</i>
1 APS seeks appropriate court action.	19% (13)	48% (32)	18% (12)	9% (6)	2% (1)	5% (3)
2 APS provides appropriate documentation/information to support legal actions requested.	28% (18)	46% (30)	17% (11)	6% (4)	0% (0)	3% (2)
3 APS caseworkers are prepared in dealings with the court.	29% (19)	42% (27)	20% (13)	5% (3)	2% (1)	3% (2)
4 APS staff members are prepared when testifying in court.	31% (19)	43% (26)	16% (10)	3% (2)	2% (1)	5% (3)
5 DFPS attorneys are prepared in dealings with the court.	29% (17)	35% (20)	21% (12)	3% (2)	2% (1)	10% (6)
6 There is a good working relationship between the courts and APS in this community.	28% (19)	40% (27)	19% (13)	8% (5)	2% (1)	3% (2)
7 APS ensures the safety and dignity of vulnerable adults in this community.	28% (19)	36% (24)	22% (15)	8% (5)	3% (2)	3% (2)

Appendix 4: Judicial Results for 2007 and 2006

<i>Survey Questions *</i>	2006 % Agreement	2007 % Agreement
<u>2006 wording:</u> APS seeks appropriate and timely court action. <u>2007 wording:</u> APS seeks appropriate court action.	71%	70%
<u>2006 wording:</u> APS provides appropriate and accurate documentation/information to support legal actions requested. <u>2007 wording:</u> APS provides appropriate documentation/information to support legal actions requested.	80%	76%
APS caseworkers are prepared in dealings with the court.	74%	73%
APS staff members are prepared when testifying in court.	73%	78%
DFPS attorneys are prepared in dealings with the court.	61%	71%
There is a good working relationship between the courts and APS in this community.	74%	71%

* Changes were made to question wording between the 2006 and 2007 surveys where indicated. Comparison of these responses between 2006 and 2007 is not recommended.

New 2007 questions and removed 2006 questions were not included in this table.

Note: A "Not Applicable" response category was not included in 2006 and "Not Applicable" responses were not included in percent agreement calculations for 2007. Consequently, the sum of the first two columns in the previous appendix may not match the percent agreement shown above.

Appendix 5: 2007 Law Enforcement Results

<i>Survey Questions</i>	<i>Strongly Agree</i>	<i>Agree</i>	<i>Neutral</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>Not Applicable</i>
1 APS staff members are prepared with information and facts when working with law enforcement on APS cases.	20% (19)	64% (61)	13% (12)	3% (3)	0% (0)	0% (0)
2 APS caseworkers understand law enforcement protocols and guidelines.	11% (10)	49% (46)	36% (34)	4% (4)	0% (0)	0% (0)
3 Referrals to law enforcement from APS are appropriate.	14% (13)	60% (55)	21% (19)	5% (5)	0% (0)	0% (0)
4 APS workers know how to engage law enforcement in APS cases.	14% (13)	52% (49)	30% (28)	4% (4)	0% (0)	0% (0)
5 APS workers know when to engage law enforcement in APS cases.	12% (11)	56% (52)	26% (24)	5% (5)	1% (1)	0% (0)
6 There is a good working relationship between law enforcement and APS in this community.	28% (26)	52% (49)	15% (14)	5% (5)	0% (0)	0% (0)
7 I understand APS' mission, scope and purpose.	14% (13)	61% (58)	23% (22)	2% (2)	0% (0)	0% (0)
8 APS ensures the safety and dignity of vulnerable adults in this community.	23% (21)	55% (51)	19% (18)	2% (2)	1% (1)	0% (0)

Appendix 6: Law Enforcement Results for 2007 and 2006

<i>Survey Questions *</i>	2006 % Agreement	2007 % Agreement
APS staff members are prepared with information and facts when working with law enforcement on APS cases.	72%	84%
APS caseworkers understand law enforcement protocols and guidelines.	43%	60%
<u>2006 wording:</u> Referrals to law enforcement from APS are appropriate and timely. <u>2007 wording:</u> Referrals to law enforcement from APS are appropriate.	56%	74%
APS workers know how to engage law enforcement in APS cases	53%	66%
APS workers know when to engage law enforcement in APS cases.	49%	68%
There is a good working relationship between law enforcement and APS in this community.	69%	80%

* Changes were made to question wording between the 2006 and 2007 surveys where indicated. Comparison of these responses between 2006 and 2007 is not recommended.

New 2007 questions and removed 2006 questions are not included in this table.

Note: A “Not Applicable” response category was not included in 2006 and “Not Applicable” responses were not included in percent agreement calculations for 2007. Consequently, the sum of the first two columns in the previous appendix may not match the percent agreement shown above.

Appendix 7: 2007 Community Partner Results

<i>Survey Questions</i>	<i>Strongly Agree</i>	<i>Agree</i>	<i>Neutral</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>Not Applicable</i>
1 APS is an important component of my community's resource and social service network.	61% (194)	34% (108)	3% (10)	2% (5)	0% (0)	1% (3)
2 Referrals to my agency from APS are appropriate.	46% (135)	42% (121)	8% (24)	1% (4)	0.3% (1)	2% (6)
3 APS is responsive to referrals from my agency.	44% (133)	39% (117)	12% (35)	2% (7)	1% (4)	1% (4)
4 APS workers understand my agency's purpose and guidelines.	37% (115)	40% (125)	17% (52)	4% (13)	1% (3)	1% (2)
5 I understand APS' mission, scope and purpose.	47% (148)	45% (144)	6% (19)	2% (5)	0.3% (1)	0% (0)
6 There is a good working relationship between my agency and APS in this community.	50% (155)	35% (109)	11% (34)	3% (8)	1% (3)	0.3% (1)
7 APS ensures the safety and dignity of vulnerable adults in this community.	46% (146)	42% (131)	9% (29)	3% (8)	0.3% (1)	0.3% (1)

Appendix 8: Community Partner Results for 2007 and 2006

<i>Survey Questions *</i>	2006 % Agreement	2007 % Agreement
APS is an important component of my community's resource and social service network.	89%	95%
<u>2006 wording:</u> Referrals to my agency from APS are appropriate and timely. <u>2007 wording:</u> Referrals to my agency from APS are appropriate.	73%	90%
APS workers understand my agency's purpose and guidelines.	82%	78%
There is a good working relationship between this agency and APS in this community.	88%	85%
APS ensures the safety and dignity of vulnerable adults in this community.	84%	88%

* Changes were made to question wording between the 2006 and 2007 surveys where indicated. Comparison of these responses between 2006 and 2007 is not recommended.

New 2007 questions and removed 2006 questions are not included in this table.

Note: A "Not Applicable" response category was not included in 2006 and "Not Applicable" responses were not included in percent agreement calculations for 2007. Consequently, the sum of the first two columns in the previous appendix may not match the percent agreement shown above.

Appendix 9: 2007 Community Board Member Results

<i>Survey Questions</i>	<i>Strongly Agree</i>	<i>Agree</i>	<i>Neutral</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>Not Applicable</i>
1 APS is an important component of my community's resource network.	55% (33)	41% (24)	2% (1)	2% (1)	0% (0)	0% (0)
2 APS staff members understand my board's mission and purpose.	50% (28)	27% (15)	16% (9)	5% (3)	0% (0)	2% (1)
3 I understand APS' mission, scope and purpose.	66% (39)	32% (19)	2% (1)	0% (0)	0% (0)	0% (0)
4 The board has a good working relationship with APS.	62% (33)	30% (16)	4% (2)	2% (1)	0% (0)	2% (1)
5 APS staff members interact positively with the board.	62% (34)	33% (18)	4% (2)	0% (0)	0% (0)	2% (1)
6 APS staff members regularly attend board meetings/events.	60% (33)	31% (17)	4% (2)	4% (2)	0% (0)	2% (1)
7 The board is aware of the needs and priorities of the APS population in the community.	55% (31)	38% (21)	4% (2)	2% (1)	0% (0)	2% (1)
8 As a board member, I feel valued by APS for my contributions to the community.	60% (33)	27% (15)	6% (3)	6% (3)	0% (0)	2% (1)
9 APS ensures the safety and dignity of vulnerable adults in this community.	58% (33)	33% (19)	7% (4)	2% (1)	0% (0)	0% (0)

Appendix 10: Community Board Member Results for 2007 and 2006

<i>Survey Questions *</i>	2006 % Agreement	2007 % Agreement
APS is an important component of my community's resource network.	90%	97%
APS staff members understand my board's mission and purpose.	83%	78%
<u>2006 wording:</u> In general, the board has a good working relationship with APS. <u>2007 wording:</u> The board has a good working relationship with APS.	90%	94%
APS staff members interact positively with the board.	95%	96%
APS staff members regularly attend board meetings/ events.	93%	93%
The board is aware of the needs and priorities of the APS population in the community.	90%	95%
<u>2006 wording:</u> Board members feel valued by APS staff. <u>2007 wording:</u> As a board member, I feel valued by APS for my contributions to the community.	85%	89%

* Changes were made to question wording between the 2006 and 2007 surveys where indicated. Comparison of these responses between 2006 and 2007 is not recommended.

New 2007 questions and removed 2006 questions are not included in this table.

Note: A "Not Applicable" response category was not included in 2006 and "Not Applicable" responses were not included in percent agreement calculations for 2007. Consequently, the sum of the first two columns in the previous appendix may not match the percent agreement shown above.