

# Adult Protective Services



## 2011 Community Satisfaction Survey Results Report

*October 2011*



Texas Department of Family  
and Protective Services

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**Adult Protective Services**  
**2011 Community Satisfaction Survey Results Report**

**I. Introduction**

The Texas Department of Family and Protective Services (DFPS) develops an annual community satisfaction survey in accordance with Human Resource Code, Section 48.006. The purpose is to solicit information regarding DFPS performance in providing investigative and adult protective services. The survey is sent every other year to members of the judiciary, law enforcement agencies, community organizations and resource groups, and Adult Protective Services (APS) Community Boards. The 2011 survey is the sixth survey conducted concerning community satisfaction about Adult Protective Services (APS).

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.

**II. Background**

The Health and Human Services Commission (HHSC) conducted the initial community satisfaction survey in 2004 to assess the quality of relations between APS and community agencies and organizations. HHSC worked with APS and a community

relations workgroup to design four separate surveys for the diverse community organizations with whom APS interacts.

The surveys were administered to 1) members of the judiciary, 2) law enforcement agencies, 3) community organizations, and 4) APS community boards. Surveys were available online or in paper copy format. The 2004 survey was sent to 2,023 stakeholders.

APS administered a revised version of the HHSC 2004 survey in 2006, 2007, 2008, 2009, and now 2011. Over the years some questions have been added, removed, and revised, but the overall survey has remained substantially the same. APS sent the survey to 2,319 stakeholders in 2006, 2,373 stakeholders in 2007, 2,035 stakeholders in 2008, 2,227 stakeholders in 2009, and 2,477 stakeholders in 2011.

### **III. Methodology**

In preparation for the 2011 survey, APS regional management and community engagement specialists reviewed the 2009 survey items. No changes were made to existing survey questions so comparisons can be made among the 2007, 2008, 2009, and 2011 results. Also, two new open-ended questions were added. One question asked the respondent to specify why they indicated a "disagree" response to questions concerning perceptions of APS staff capability, effectiveness, and professionalism. The other question asked the respondent if they had any ideas to share concerning how APS can improve case work practice and efficiency without sacrificing or reducing client outcomes.

The 2011 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. APS administered the survey in a web-based format using SurveyMonkey, an online survey development tool. An electronic message was sent to potential respondents

with instructions for accessing and completing the online survey. Individuals without access to the Internet were provided a paper copy via fax or mail.

The 2011 survey was sent to 2,477 stakeholders. The total number of surveys distributed to and received from each stakeholder group, and response rates, are shown in **Appendix 1**. The overall response rate for the 2011 survey was approximately 21.4%, a four percentage point increase from the 2009 survey. The response rate increased for each stakeholder group other than judiciary, which was comparable to the 2009 response rate. Surveys returned after the June 1<sup>st</sup> deadline were excluded from the data analysis. However, the comments from all of the surveys were provided to the APS regional offices for evaluation and implementation of changes necessary to address community concerns.

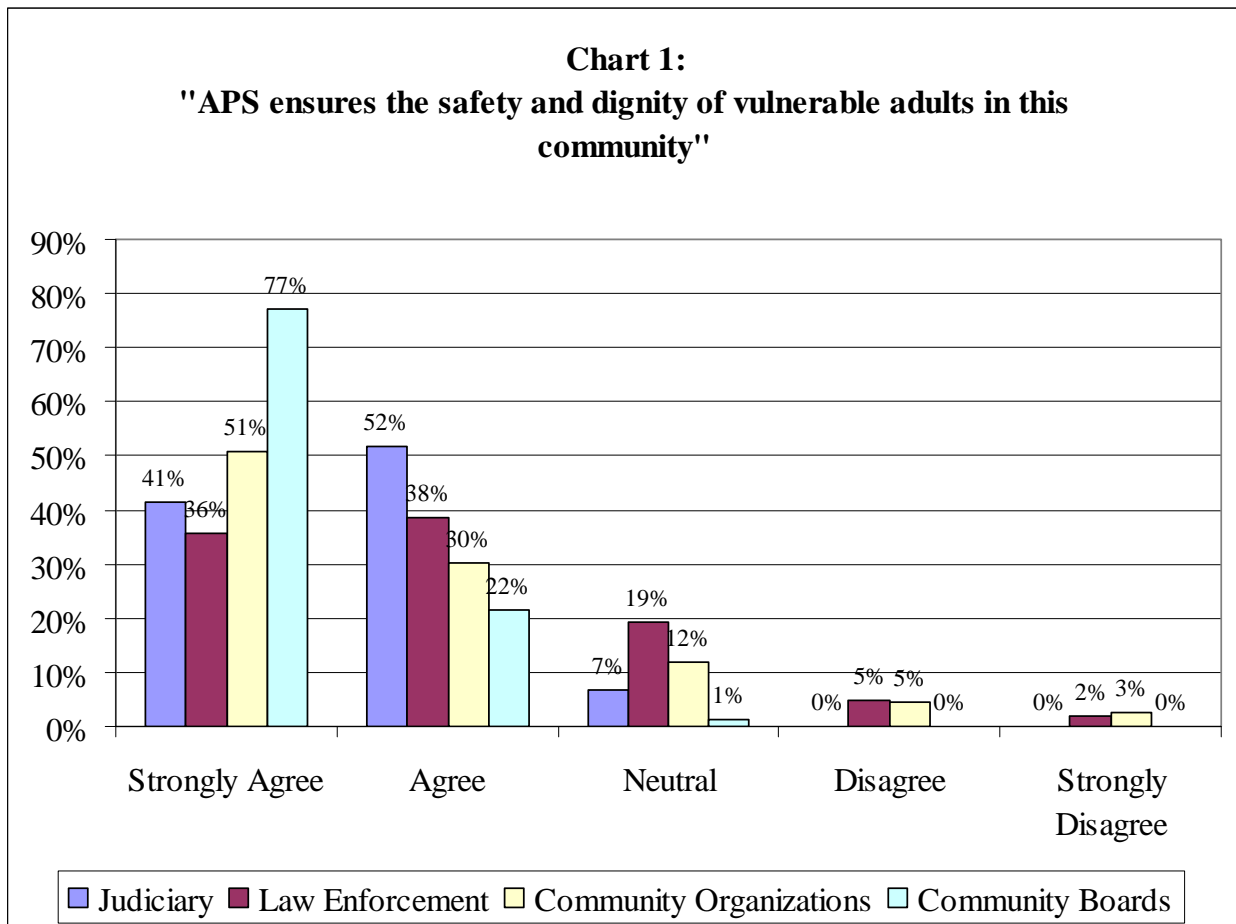
#### **IV. Analysis of Survey Results**

Overall, the 2011 Community Satisfaction Survey results from all four stakeholder groups were positive. A majority of respondents indicated they “Strongly Agreed” or “Agreed” with all topics regarding APS performance.

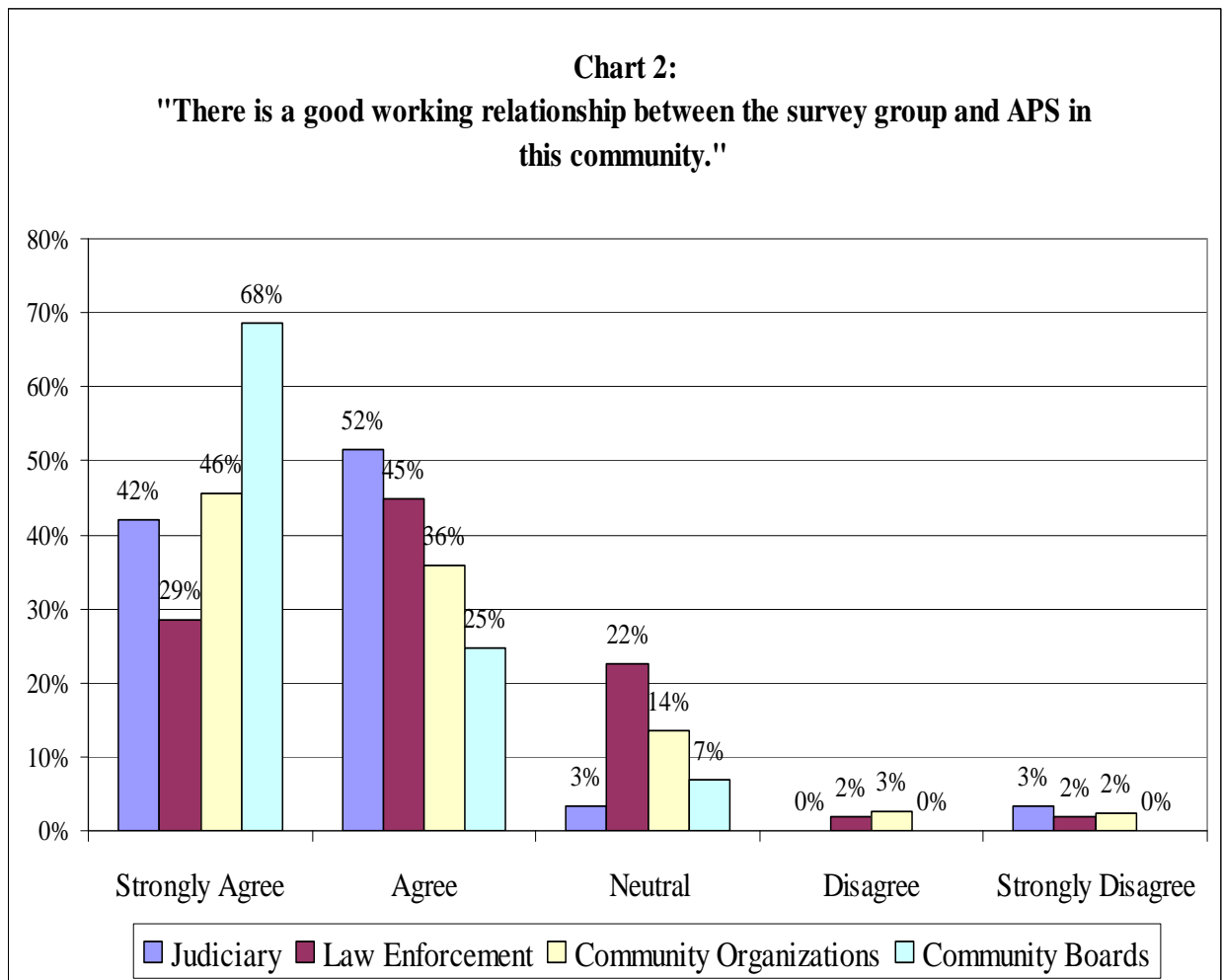
In the following sections, the survey results are summarized for each of the four stakeholder groups: the judiciary, law enforcement agencies, community organizations, and APS community boards. Respondents identified their level of agreement with each Likert scale statement. Response categories ranged from “Strongly Agree” to “Strongly Disagree” and included a “Neutral” and “Not Applicable” category. The “Not Applicable” response has been removed from the analyses because the response is considered as not answering the question, or non-responsive, meaning it is the same as if the respondent had left the question blank.

Two survey questions were common across all four stakeholder group surveys and one question was common among three of the groups. Charts showing the results are provided below. Tables showing the results are available in **Appendix 2**.

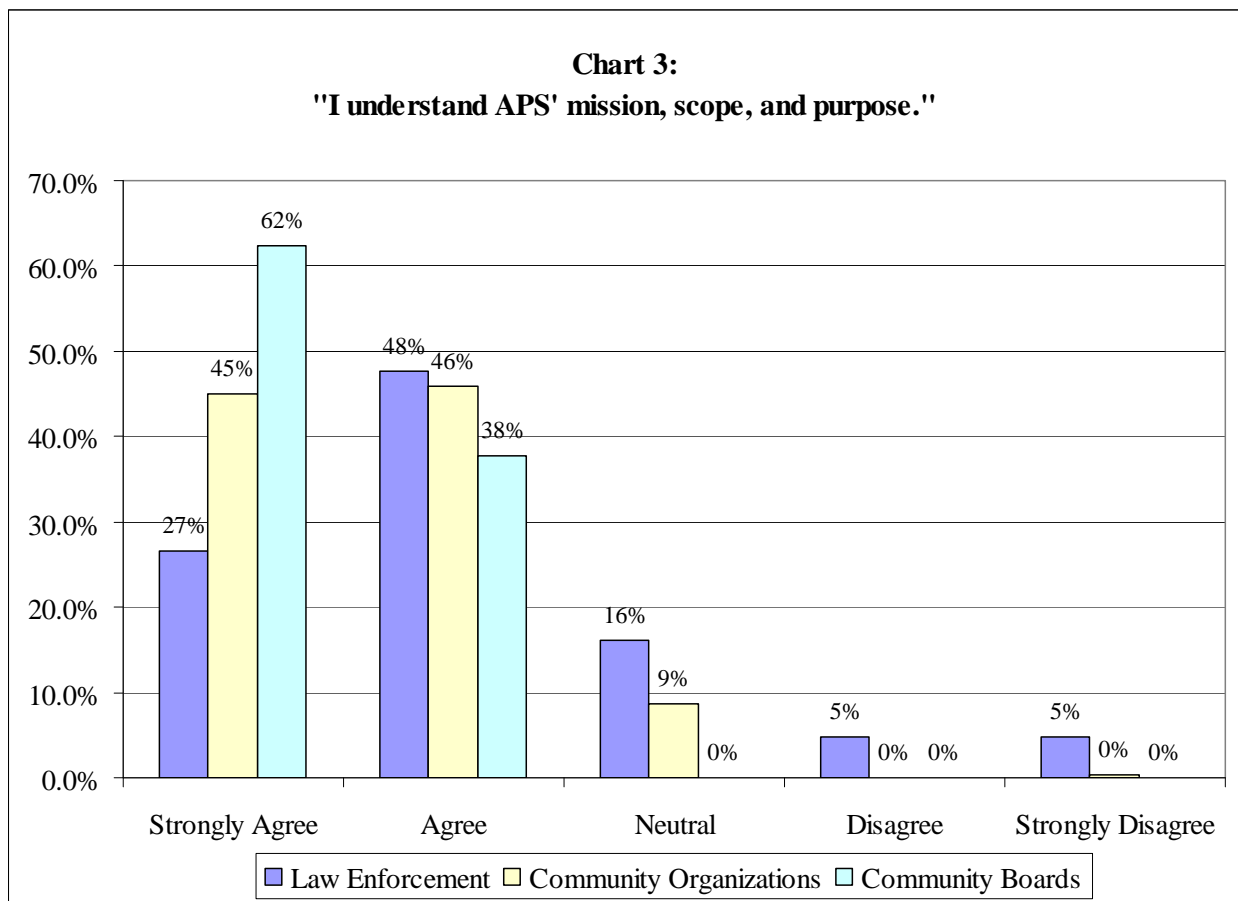
All stakeholder groups indicated their level of agreement with the statement, “APS ensures the safety and dignity of vulnerable adults in this community.” Community Board respondents had the highest level of agreement with 99% indicating they either “Strongly Agreed” or “Agreed” with the statement. The judiciary and community organizations had the next highest levels of agreement (93% and 81% respectively). Law enforcement had the lowest level of agreement (74%). A sizable majority of respondents in all four stakeholder groups responded to this statement with “Strongly Agreed” or “Agreed” (Chart 1 below, and Table 2 in Appendix 2).



All stakeholder groups indicated their level of agreement with the statement, “There is a good working relationship between [the survey group] and APS in this community.” Judicial respondents indicated the highest levels of agreement (94%). The community board respondents reported the next highest levels of agreement (93%). Among law enforcement and community organizations respondents, 74% and 82% respectively indicated they “Strongly Agreed” or “Agreed” with the statement. Historically, law enforcement and the judiciary respondents have lower levels of agreement when compared to community organization and community board stakeholder groups (Chart 2 below, and Table 3 in Appendix 2), a trend maintained by law enforcement respondents but sharply reversed by judiciary respondents.



Community Board Members, Community Organizations, and Law Enforcement were asked to indicate their levels of agreement with the statement, "I understand APS' mission, scope, and purpose." Community Board Members and Community Organizations reported high levels of agreement (100% and 91% respectively). Law Enforcement respondents reported less agreement (75%), but still represented a sizeable majority (Chart 3 below, and Table 4 in **Appendix 2**).





Survey respondents commented on how APS could further ensure the safety and dignity of vulnerable adults in their communities. Examples of comments received include:

*"Maintenance of community partners is key. Participating on community workgroups is a great way for APS to network with relevant community partners in my opinion."*

*"Be more active with the community to demystify the purpose of APS. Many are unsure how the agency works within our community and they may serve as part of the network that can reach out to our ever-increasing aging population."*

*"Community visibility is essential. People tend only to hear about APS when there is a problem. They need to know we can be a valuable resource to all of the elderly and disabled population."*

*"Provide feedback and collaborate with other community agencies. By working together, we can achieve the best outcome for the clients we serve."*

For each stakeholder group, this report provides an analysis of responses to each question, followed by an analysis of percent agreement over time (2007, 2008, 2009, and 2011 survey responses). 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 non-agreement responses. The "Not Applicable" responses were not counted in the percent agreement calculations. The "Not Applicable" response has been removed from the analyses because the response is considered as not answering the question, or non-responsive, meaning it is the same as if the respondent had left the question blank.

## **Judiciary Results**

**Appendix 3** (Table 5) displays the number and percentage of judiciary community responses to Likert scale statements in the 2011 survey. The majority of the judiciary respondents reported that APS cases “Rarely” or “Sometimes” appear before their court (36% and 26%, respectively). The courts most often hear *APS legal proceedings for Emergency Detention Under the Mental Health Code Related to APS Cases* (82% of the judiciary community respondents), and *Temporary Court Ordered Mental Health Services Under the Mental Health Code Related to APS Cases* (64% of judicial community respondents). Overall, the data indicated the vast majority of respondents (approximately 93% up to 97%) either “Agreed” or “Strongly Agreed” with all of the statements as shown in **Appendix 3**.

Table 6 in **Appendix 4** compares the percent agreement of the judiciary responses for the 2007, 2008, 2009 and 2011 surveys. Judicial respondents were much more positive concerning APS in the 2011 survey compared with prior years. Levels of agreement with the questions posed increased between 16 percentage points (*“APS staff members are prepared when testifying in court”*) and 32 percentage points (*“DFPS attorneys are prepared in dealings with court”*). Other large increases in agreement included *“APS ensures the safety and dignity of vulnerable adults in this community”* (up 29 percentage points), *“APS provides appropriate documentation/ information to support legal actions requested”* (up 27 percentage points), and *“APS seeks appropriate court action”* (up 24 percentage points).

An additional question was added to the 2011 survey for each stakeholder group: *Do you have any ideas that you would like to share with us about how we can improve case work practice and efficiency without sacrificing or reducing client outcomes?* One judicial response was received for this question:

*“Keep good communication with staff. We like to meet new workers when they begin in our area. We feel strongly that ability to have face-to-face communication and open rapport is key in helping us all meet the needs of our citizens.”*

## Law Enforcement Results

**Appendix 5** (Table 7) provides the number and percentage of law enforcement responses to Likert scale statements in the 2011 survey. The majority of law enforcement respondents reported that they “Rarely” or “Sometimes” work with the local APS office (24% and 45%, respectively). Overall, the data indicated the majority of respondents (approximately 58% up to 74%) either “Agreed” or “Strongly Agreed” with all of the statements. Approximately, 72% of the survey respondents indicated that *“Referrals to law enforcement from APS are appropriate.”* In addition, approximately 74% of respondents “Agreed” or “Strongly Agreed” with the statement *“APS staff members are prepared with information and facts when working with law enforcement on APS cases.”*

Table 8 in **Appendix 6** compares the percent agreement of law enforcement responses for the 2007, 2008, 2009 and 2011 surveys. Percentages decreased for seven survey questions (#1 through #6, and #8) and increased for one survey question (#7) between 2009 and 2011. The percentage of respondents who agreed with the statement, *“APS ensures the safety and dignity of vulnerable adults in this community”* decreased four percentage points between 2009 and 2011 (78% and 74%, respectively). The percentage of respondents who agreed with the statement, *“There is a good working relationship between law enforcement and APS in this community”* decreased two percentage points between 2009 and 2011 (75% and 73%, respectively). The percentage of respondents who agreed with the statement, *“I understand APS’ mission, scope, and purpose”* increased four percentage points between 2009 and 2011 (70% and 74%, respectively).

An additional question was added to the 2011 survey for each stakeholder group: *Do you have any ideas that you would like to share with us about how we can improve case work practice and efficiency without sacrificing or reducing client outcomes?* More than half of the responses received centered upon establishing a closer working relationship with law enforcement, or emphasized increased communication and the importance of team approaches. Additional comments involved: closer working relationships with

community groups; the need for more caseworkers; greater visibility in the community; and considering policy modifications to reduce caseloads.

## Community Organization Results

**Appendix 7** (Table 9) displays the number and percentage of community organization responses to Likert scale statements in the 2011 survey. The majority of community organization respondents reported that their agency “Sometimes” or “Often” interacts with APS (41% and 36%, respectively). Overall, the data indicated the majority of respondents (approximately 74% up to 93%) either “Agreed” or “Strongly Agreed” with all of the statements. An overwhelming majority (approximately 87%) of survey respondents either “Agreed” or “Strongly Agreed” with the statement *"Referrals to my agency from APS are appropriate."* Approximately 93% of community organization respondents “Agreed” or “Strongly Agreed” with the statement, *"APS is an important component of my community's resource and social service network."*

Table 10 in **Appendix 8** compares the percent agreement of community organization responses for the 2007, 2008, 2009 and 2011 surveys. Percentages decreased for five survey questions (#2, and #4 through #7) and increased for two survey questions (#1 and #3) between the most two recent survey years. The percentage of respondents who agreed with the statement, *"APS ensures the safety and dignity of vulnerable adults in this community"* fell from 87% in 2009 to 81% in 2011. The percentage of respondents who agreed with the statement, *"There is a good working relationship between my agency and APS in this community"* decreased two percentage points between 2009 and 2011 (83% and 81%, respectively). The percentage of respondents who agreed with the statement, *"I understand APS' mission, scope, and purpose"* decreased four percentage points between 2009 and 2011 (95% and 91%, respectively).

An additional question was added to the 2011 survey for each stakeholder group: *"Do you have any ideas that you would like to share with us about how we can improve case work practice and efficiency without sacrificing or reducing client outcomes?"* The most

frequent responses to this item involved wanting closer working relationships and communication between APS and its community partners. Almost as frequent were comments concerning the need for more staff and improved training. Other comments included a need for better community outreach and education, specific improvements to case work practice such as using social work interns, more emphasis on prevention, and easier contact with caseworkers, including local intake telephone numbers.

## **Community Board Member Results**

**Appendix 9** (Table 11) provides the number and percentage of community board member responses to Likert scale statements in the 2011 survey. Overall, the data indicated that the majority of respondents (approximately 88% up to 100%) either “Agreed” or “Strongly Agreed” with all of the statements. Approximately, 97% of respondents reported that they “Agreed” or “Strongly Agreed” with the statement, “*APS is an important component of my community’s resource network.*” Similarly, 99% of respondents reported that they “Agreed” or “Strongly Agreed” with the statement, “*APS ensures the safety and dignity of vulnerable adults in this community.*”

Table 12 in **Appendix 10** compares the percent agreement of community board member responses for the 2007, 2008, 2009 and 2011 surveys. Percentages decreased for one survey question (#6) and increased for eight survey questions (#1 through #5, and #7 through #9). Between 2009 and 2011, there was a seventeen percentage point increase in the percent of respondents who “Agreed” or “Strongly Agreed” with the statement, “*APS staff members understand my board’s mission and purpose*” (from 71% to 88%) and a four percentage point increase for the statement, “*APS ensures the safety and dignity of vulnerable adults in this community*” (from 95% to 99%). The percentage of respondents who agreed with the statement, “*The board has a good working relationship with APS*” increased twelve percentage points between 2009 and 2011 (81% and 93%, respectively). The percentage of respondents who agreed with the statement, “*I understand APS’ mission, scope, and purpose*” increased from 98% in 2009 to 100% in 2011.

An additional question was added to the 2011 survey for each stakeholder group: *"Do you have any ideas that you would like to share with us about how we can improve case work practice and efficiency without sacrificing or reducing client outcomes?"* Almost half of the responses centered upon the need for having more workers with better training. Others involved better communication and outreach in the community, and continuing to improve efficiency and case work practices.

## **V. Accomplishments in 2010-2011**

Adult Protective Services (APS) continued its public awareness campaign called "It's Everyone's Business." The main goals of the campaign are to enhance awareness about the problems of adult abuse, neglect, and exploitation, enlist the aid of all sectors of communities, and increase awareness of APS programs. "It's Everyone's Business" addresses important issues related to protecting older adults and individuals with disabilities. Some of the main audiences of the campaign are law enforcement, the judiciary, and organizations that provide services to vulnerable adults. During the month of May, Elder Abuse Awareness Month, the campaign highlights the issue of adult abuse and neglect. DFPS Community Engagement staff work with community organizations to bring awareness of elder abuse through mayoral and court proclamations, training conferences and media coverage around the state.

APS also continued with the financial exploitation campaign called "Financial Exploitation: If it's not your money, it's a crime." The campaign focuses attention on financial exploitation of adults who are elderly or have disabilities, and provides specific information to the banking community and the public on how to spot and report financial exploitation. Community Engagement staff worked with local groups to coordinate several conferences on financial exploitation around the state. The conferences brought together banking institutions, law enforcement agencies and the judiciary to learn more about reducing financial exploitation in their communities.

APS continues to be supported by local volunteer boards and coalitions around the state which provide necessary resources to APS clients and staff. Texas APS volunteer boards and coalitions:

- Sponsor community events to raise funds to purchase items for APS clients;
- Assist APS staff with planning of local conferences that educate the public and other service providers about elder abuse issues;
- Provide their expertise as speakers for community events and training;
- Provide support in the way of recognition and appreciation events for regional staff; and,
- Stock and maintain emergency resource rooms in APS offices, providing easy access to basic necessities for APS workers to deliver to clients in need.

Texas Partners for Adult Protective Services is the statewide organization serving as a resource to APS and its clients. Its focus is to help improve the lives of adults who are abused, neglected, or exploited in Texas by developing resources and providing assistance to local boards who support APS. Local boards with a current 501(c)(3) status may be affiliated Texas Partners for APS. Texas Partners for APS is composed of one representative from each of the APS administrative regions who is a current or past officer of a local APS community board.

The APS Community Initiative Specialists who work with the civic, volunteer and faith-based communities, and the APS Resource and External Relations Specialists who work with the judiciary, law enforcement and other service providers, continued building partnerships and strengthening existing community collaborations during the last year. Collaborative events around the state throughout the year bring together APS staff, volunteers, student interns, community members and other professionals to improve public awareness and service coordination for clients.

## **VI. Business Plans for 2011-2012**

APS regional community engagement plans for Fiscal Years 2011-2012 will focus on enhanced stakeholder outreach and development including more community service

options for APS clients, additional partnerships for external research, potential funding sources, and reviewing community engagement promotional materials. APS will continue to address the issues that are important to protecting older adults and individuals with disabilities in Texas through public awareness campaigns. The campaign during Elder Abuse Prevention Month in May will focus on general education about abuse and neglect. The October campaign will focus media attention on financial exploitation geared toward educating the banking community, law enforcement and the public about financial exploitation of people who are elderly or disabled.

Local volunteer boards and coalitions are invaluable in protecting older adults and persons with disabilities from abuse, neglect and exploitation and APS specialists will continue to support and strengthen these boards and coalitions around the state. Texas Partners for Adult Protective Services continues to support board development at the local levels by offering assistance to new boards on becoming a non-profit organization, fundraising and community awareness.

Annual review of community engagement business plans by state office and the regions will ensure regions are progressing on the goals set forth by APS management. The evaluations will provide the community engagement teams an opportunity to identify initiatives that are thriving and initiatives that need further development. Business plans will be reviewed at the end of each fiscal year and new plans will be developed and implemented based on the successes and challenges identified in the previous year.

## **VII. Conclusion**

APS shares the region-specific community satisfaction survey results with each APS region for evaluation by regional management and implementation of necessary changes to address community concerns. In addition, the community satisfaction survey report is 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 respondents who indicated they would like to receive a final survey report.

The APS 2011 Community Satisfaction Survey results show that APS community engagement efforts are effective. The results reinforce the continued need for outreach efforts and continued collaborations with the local communities. These survey results also provide valuable insight for making improvements and strengthening partnerships with civic and professional organizations at the local and state level. APS will continue to use activities identified in the Business Plans section of this report and in regional plans, to continue to assess, strengthen, and improve relationships with community groups.

## **VIII. Appendices**

- Appendix 1: 2011 Survey Response Rates
- Appendix 2: Comparing Group Responses to Individual Survey Items
- Appendix 3: 2011 Judicial Survey Results
- Appendix 4: Comparison of 2007, 2008, 2009 and 2011 Judicial Survey Results
- Appendix 5: 2011 Law Enforcement Survey Results
- Appendix 6: Comparison of 2007, 2008, 2009 and 2011 Law Enforcement  
Survey Results
- Appendix 7: 2011 Community Organization Survey Results
- Appendix 8: Comparison of 2007, 2008, 2009 and 2011 Community  
Organization Survey Results
- Appendix 9: 2011 Community Board Survey Results
- Appendix 10: Comparison of 2007, 2008, 2009 and 2011 Community Board  
Survey Results

**APPENDIX 1: 2011 SURVEY RESPONSE RATES**

**Table 1  
2011 Response Rate by Group**

	Total # of Surveys Distributed	Total # of Surveys Returned	Response Rate	% of all Surveys Received, by Group
Judiciary	400	44	11.00%	8.30%
Law Enforcement Agents	552	120	21.74%	22.64%
Community Organizations	1,282	288	22.46%	54.34%
Community Board Members	243	78	32.10%	14.72%
Total	2,477	530	21.40%	100.00%

**APPENDIX 2: COMPARING GROUP RESPONSES TO INDIVIDUAL SURVEY ITEMS**

**Table 2  
2011 Item Analysis by Group\***

**Survey Question:**

***APS ensures the safety and dignity of vulnerable adults in this community.***

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Judiciary	12 (41%)	15 (52%)	2 (7%)	0 (0%)	0 (0%)
Law Enforcement	37 (36%)	40 (38%)	20 (19%)	5 (5%)	2 (2%)
Community Organizations	133 (51%)	79 (30%)	31 (12%)	12 (5%)	7 (3%)
Community Boards	57 (77%)	16 (22%)	1 (1%)	0 (0%)	0 (0%)

**Table 3  
2011 Item Analysis by Group\***

**Survey Question:**

***There is a good working relationship between the survey group and APS in this community.***

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Judiciary	13 (42%)	16 (52%)	1 (3%)	0 (0%)	1 (3%)
Law Enforcement	28 (29%)	44 (45%)	22 (22%)	2 (2%)	2 (2%)
Community Organizations	117 (46%)	92 (36%)	35 (14%)	7 (3%)	6 (2%)
Community Boards	50 (68%)	18 (25%)	5 (7%)	0 (0%)	0 (0%)

**Table 4  
2011 Item Analysis by Group\***

**Survey Question:**

***I understand APS' mission, scope, and purpose.\*\****

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Law Enforcement	28 (27%)	50 (48%)	17 (16%)	5 (5%)	5 (5%)
Community Organizations	119 (45%)	121 (46%)	23 (9%)	0 (0%)	1 (0%)
Community Boards	48 (62%)	29 (38%)	0 (0%)	0 (0%)	0 (0%)

\*\* This question did not appear on the Judiciary survey.

\* Percentages may not equal 100% due to rounding.

**APPENDIX 3: 2011 JUDICIAL SURVEY RESULTS**

**Table 5  
2011 Judicial Survey Responses**

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1	APS seeks appropriate court action.	13 (43%)	15 (50%)	2 (7%)	0 (0%)	0 (0%)
2	APS provides appropriate documentation/information to support legal actions requested.	12 (40%)	17 (57%)	1 (3%)	0 (0%)	0 (0%)
3	APS caseworkers are prepared in dealings with the court.	14 (48%)	13 (45%)	2 (7%)	0 (0%)	0 (0%)
4	APS caseworkers are prepared when testifying in court.	13 (43%)	15 (50%)	2 (7%)	0 (0%)	0 (0%)
5	DFPS attorneys are prepared in dealings with the court.	11 (39%)	15 (54%)	2 (7%)	0 (0%)	0 (0%)
6	There is a good working relationship between the courts and APS in this community.	13 (42%)	16 (52%)	1 (3%)	0 (0%)	1 (3%)
7	APS ensures the safety and dignity of vulnerable adults in this community.	12 (41%)	15 (52%)	2 (7%)	0 (0%)	0 (0%)

\* Percentages may not equal 100% due to rounding.

N=Count of responses in each category. Some respondents may have left some items blank.

**APPENDIX 4:  
COMPARISON OF 2007, 2008, 2009 AND 2011 JUDICIAL SURVEY RESULTS**

**Table 6  
Comparison of 2007, 2008, 2009, and 2011 Judicial Survey Results  
Number and Percentage Indicating Agreement with Question\***

		2007	2008	2009	2011
1	APS seeks appropriate court action.	45 (70%)	50 (69%)	27 (69%)	28 (93%)
2	APS provides appropriate documentation/information to support legal actions requested.	48 (76%)	55 (74%)	28 (70%)	29 (97%)
3	APS caseworkers are prepared in dealings with the court.	46 (73%)	55 (75%)	30 (75%)	27 (93%)
4	APS caseworkers are prepared when testifying in court.	45 (78%)	51 (74%)	30 (77%)	28 (93%)
5	DFPS attorneys are prepared in dealings with the court.	37 (71%)	44 (75%)	20 (61%)	26 (93%)
6	There is a good working relationship between the courts and APS in this community.	46 (71%)	57 (77%)	30 (75%)	29 (94%)
7	APS ensures the safety and dignity of vulnerable adults in this community.	43 (66%)	56 (77%)	25 (64%)	27 (93%)

\* Percentages may not equal those in Table 5 due to rounding.  
N = Count of "Agree" and "Strongly Agree" responses

**APPENDIX 5: 2011 LAW ENFORCEMENT SURVEY RESULTS**

**Table 7  
2011 Law Enforcement Survey Responses\***

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1	APS staff members are prepared with information and facts when working with law enforcement on APS cases.	26 (26%)	47 (47%)	19 (19%)	5 (5%)	2 (2%)
2	APS caseworkers understand law enforcement protocols and guidelines.	16 (16%)	41 (41%)	25 (25%)	15 (15%)	2 (2%)
3	Referrals to law enforcement from APS are appropriate.	21 (22%)	48 (50%)	22 (23%)	2 (2%)	3 (3%)
4	APS workers know <b>how</b> to engage law enforcement in APS cases.	15 (15%)	50 (51%)	26 (26%)	7 (7%)	1 (1%)
5	APS workers know <b>when</b> to engage law enforcement in APS cases.	16 (16%)	47 (48%)	23 (23%)	10 (10%)	2 (2%)
6	There is a good working relationship between law enforcement and APS in this community.	28 (29%)	44 (45%)	22 (22%)	2 (2%)	2 (2%)
7	I understand APS mission, scope, and purpose.	28 (27%)	50 (48%)	17 (16%)	5 (5%)	5 (5%)
8	APS ensures the safety and dignity of vulnerable adults in this community.	37 (36%)	40 (38%)	20 (19%)	5 (5%)	2 (2%)

\* Percentages may not equal 100% due to rounding.

N = Count of responses in each category. Some respondent may have left some items blank.

**APPENDIX 6:  
COMPARISON OF 2007, 2008, 2009, AND 2011 LAW ENFORCEMENT SURVEY RESULTS**

		2007	2008	2009	2011
1	APS staff members are prepared with information and facts when working with law enforcement on APS cases.	80 (84%)	71 (86%)	40 (78%)	73 (74%)
2	APS caseworkers understand law enforcement protocols and guidelines.	56 (60%)	50 (60%)	32 (63%)	57 (58%)
3	Referrals to law enforcement from APS are appropriate.	68 (74%)	63 (77%)	40 (80%)	69 (72%)
4	APS workers know <b>how</b> to engage law enforcement in APS cases.	62 (66%)	56 (68%)	37 (74%)	65 (66%)
5	APS workers know <b>when</b> to engage law enforcement in APS cases.	63 (68%)	56 (68%)	37 (73%)	63 (64%)
6	There is a good working relationship between law enforcement and APS in this community.	75 (80%)	69 (81%)	38 (75%)	72 (73%)
7	I understand APS mission, scope, and purpose.	71 (75%)	64 (77%)	35 (70%)	78 (74%)
8	APS ensures the safety and dignity of vulnerable adults in this community.	72 (77%)	70 (84%)	40 (78%)	77 (74%)

*\* Percentages may not equal those in Table 7 due to rounding.  
N = Count of "Agree" and "Strongly Agree" responses*



**APPENDIX 7: 2011 COMMUNITY ORGANIZATION SURVEY RESULTS**

**Table 9  
2011 Community Organization Survey Responses**

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1	APS is an important component of my community's resource and social service network.	169 (64%)	79 (30%)	11 (4%)	4 (2%)	3 (1%)
2	Referrals to my agency from APS are appropriate.	127 (52%)	83 (34%)	26 (11%)	5 (2%)	1 (0%)
3	APS is responsive to referrals from my agency.	109 (48%)	97 (38%)	28 (11%)	12 (5%)	8 (3%)
4	APS workers understand my agency's purpose and guidelines.	95 (37%)	97 (38%)	48 (19%)	10 (4%)	8 (3%)
5	I understand APS' mission, scope and purpose.	119 (45%)	121 (46%)	23 (9%)	0 (0%)	1 (0%)
6	There is a good working relationship between my agency and APS in this community.	117 (46%)	92 (36%)	35 (14%)	7 (3%)	6 (2%)
7	APS ensures the safety and dignity of vulnerable adults in this community.	133 (51%)	79 (30%)	31 (12%)	12 (5%)	7 (3%)

*\* Percentages may not equal 100% due to rounding.*

*N = Count of responses in each category. Some respondents may have left some items blank.*

**APPENDIX 8:  
COMPARISON OF 2007, 2008, 2009 AND 2011 COMMUNITY ORGANIZATION SURVEY RESULTS**

		2007	2008	2009	2011
1	APS is an important component of my community's resource and social service network.	302 (95%)	270 (97%)	219 (91%)	248 (93%)
2	Referrals to my agency from APS are appropriate.	256 (90%)	235 (91%)	199 (90%)	210 (87%)
3	APS is responsive to referrals from my agency.	250 (85%)	230 (87%)	187 (80%)	206 (81%)
4	APS workers understand my agency's purpose and guidelines.	240 (78%)	203 (75%)	180 (76%)	192 (74%)
5	I understand APS' mission, scope and purpose.	292 (92%)	257 (92%)	228 (95%)	240 (91%)
6	There is a good working relationship between my agency and APS in this community.	264 (85%)	233 (86%)	198 (83%)	209 (81%)
7	APS ensures the safety and dignity of vulnerable adults in this community.	277 (88%)	238 (87%)	208 (87%)	212 (81%)

*\* Percentages may not equal those in Table 9 due to rounding.  
N = Count of "Agree" and "Strongly Agree" responses.*

**APPENDIX 9: 2011 COMMUNITY BOARD SURVEY RESULTS**

**Table 11  
2011 Community Board Survey Responses\***

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1	APS is an important component of my community's resource network.	51 (67%)	23 (30%)	1 (1%)	1 (1%)	0 (0%)
2	APS staff members understand my board's mission and purpose.	35 (47%)	30 (41%)	6 (8%)	3 (4%)	0 (0%)
3	I understand APS' mission, scope and purpose.	48 (62%)	29 (38%)	0 (0%)	0 (0%)	0 (0%)
4	The board has a good working relationship with APS.	50 (68%)	18 (25%)	5 (7%)	0 (0%)	0 (0%)
5	APS staff members interact positively with the board.	52 (71%)	17 (23%)	4 (5%)	0 (0%)	0 (0%)
6	APS staff members regularly attend board meetings/events.	40 (54%)	25 (34%)	8 (11%)	1 (1%)	0 (0%)
7	The board is aware of the needs and priorities of the APS population in the community.	43 (58%)	29 (39%)	2 (3%)	0 (0%)	0 (0%)
8	As a board member, I feel valued by APS for my contributions to the community.	44 (60%)	23 (32%)	4 (5%)	2 (3%)	0 (0%)
9	APS ensures the safety and dignity of vulnerable adults in this community.	57 (77%)	16 (22%)	1 (1%)	0 (0%)	0 (0%)

\* Percentages may not equal 100% due to rounding.

N = Count of responses in each category. Some respondents may have left some items blank.

**APPENDIX 10:**

**Table 12  
COMPARISON OF 2007, 2008, 2009 AND 2011 COMMUNITY BOARD SURVEY RESULTS\***

		2007	2008	2009	2011
1	APS is an important component of my community's resource network.	56 (97%)	54 (98%)	40 (91%)	74 (97%)
2	APS staff members understand my board's mission and purpose.	43 (78%)	46 (89%)	30 (71%)	65 (88%)
3	I understand APS' mission, scope and purpose.	58 (98%)	54 (98%)	43 (98%)	100 (77%)
4	The board has a good working relationship with APS.	49 (94%)	49 (93%)	34 (81%)	68 (93%)
5	APS staff members interact positively with the board.	52 (96%)	50 (94%)	36 (86%)	69 (95%)
6	APS staff members regularly attend board meetings/events.	50 (93%)	48 (92%)	38 (90%)	65 (88%)
7	The board is aware of the needs and priorities of the APS population in the community.	52(95%)	49 (94%)	39 (93%)	72 (97%)
8	As a board member, I feel valued by APS for my contributions to the community.	48 (89%)	47 (90%)	33 (80%)	67 (92%)
9	APS ensures the safety and dignity of vulnerable adults in this community.	52 (91%)	53 (98%)	40 (95%)	73 (99%)

\* Percentages may not equal those in Table 11 due to rounding.

N = Count of "Agree" and "Strongly Agree" responses.