

ADULT PROTECTIVE SERVICES



2013 Community Satisfaction Survey Results Report

November 2013



Texas
Department of Family and Protective Services

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Adult Protective Services 2013 Community Satisfaction Survey Results Report

I. Introduction

The Texas Department of Family and Protective Services (DFPS) developed a bi-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 stakeholders in the Adult Protective Services (APS) system including members of the judiciary, law enforcement agencies, community organizations and resource groups, and APS Community Board Members. The 2013 survey is the seventh survey conducted concerning community satisfaction about Adult Protective Services (APS).

APS uses results of the bi-annual surveys to assess overall community engagement efforts and review feedback from stakeholders. 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, 2011 and now 2013. 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 2013 survey, APS management and community engagement specialists reviewed the 2011 survey items. Minor revisions made to questions included providing an option to provide identifying information, clarifying terms such as "recent" to "in the past two years," and removing one question regarding solicitation of ideas to improve casework. The majority of the existing survey questions were not altered so comparisons could be made among the 2007, 2008, 2009, 2011, and 2013 results.

The 2013 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 2013 survey was sent to 2,388 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 2013 survey was approximately 17 percent, a 4 percentage point decrease from the 2011 survey. The response rate increased for the judiciary stakeholder group and community organizations but decreased for the law enforcement stakeholder group and community board groups. 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.

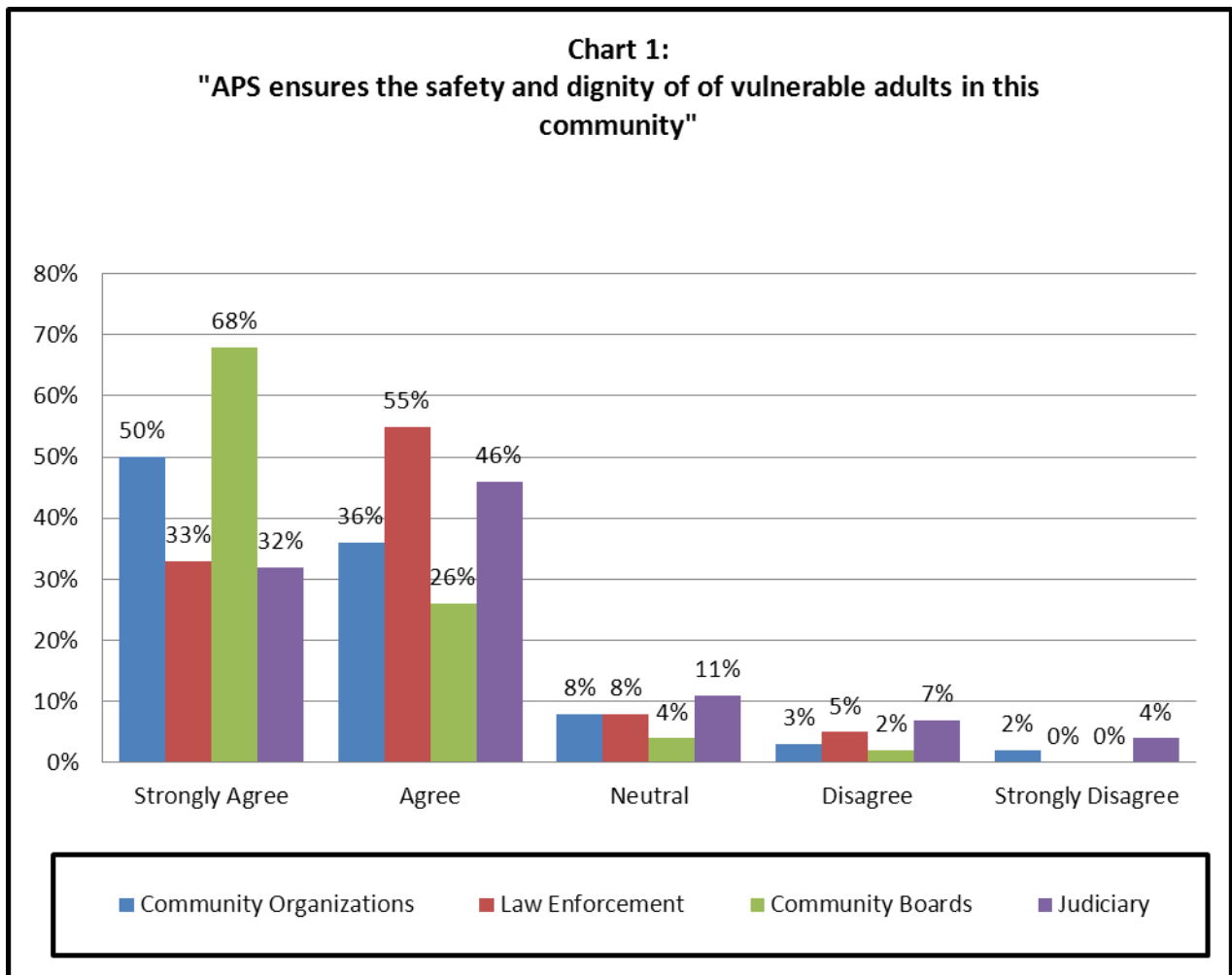
IV. Analysis of Survey Results

Largely, the 2013 Community Satisfaction Survey results were positive. Most of the respondents indicated they “Strongly Agreed” or “Agreed” that APS had positive performance and relations in the communities.

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, which 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**.

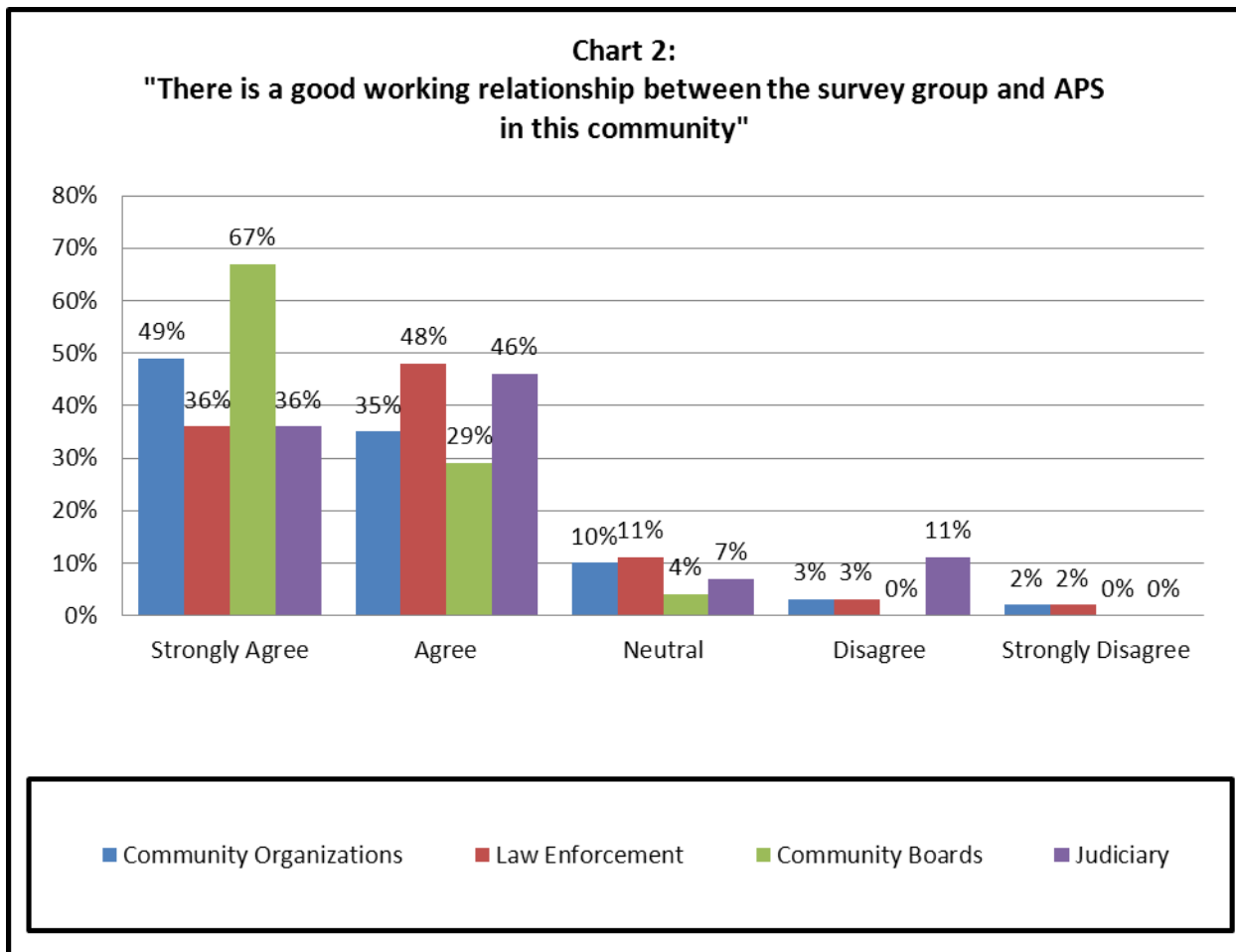
All stakeholder groups indicated their level of agreement with the statement, “APS ensures the safety and dignity of vulnerable adults in this community.” Community board respondents had the highest level of agreement, as 94 percent of respondents indicated they either “Strongly Agreed” or “Agreed” with the statement. Law enforcement and community organization respondents had the next highest levels of agreement with 88 percent (law enforcement) and 86 percent (community organizations). Judicial respondents had the lowest level of agreement at 78 percent. Therefore, 87 percent of the respondents to the question were in agreement that APS ensures the safety and dignity of vulnerable adults (see Chart 1 below, and Table 2 in Appendix 2).



* Percentages may not equal 100% due to rounding
 **Percentages may not equal other tables due to rounding.

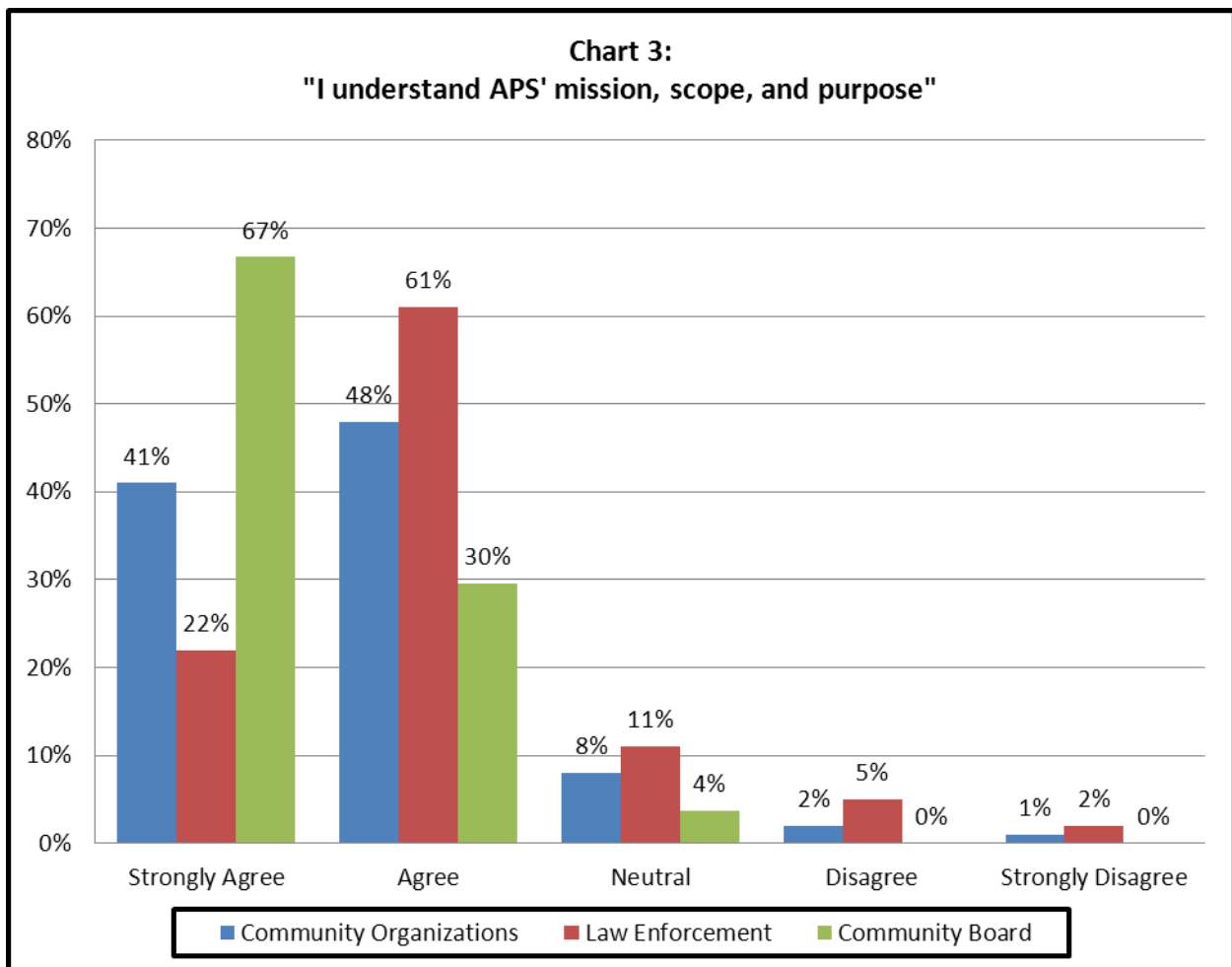
Respondents from the stakeholder groups indicated their level of agreement with the statement, “There is a good working relationship between [the survey group] and APS in this community.” Community board respondents had the highest levels of agreement, as 96 percent either “Strongly Agreed” or “Agreed” with the statement. The next highest levels of agreement were among the community organizations and law enforcement, which both had an 84 percent level of agreement. The lowest level of agreement regarding the statement was from the judiciary respondents, who communicated an 82 percent level of agreement.

The overall level of agreement among the respondents to the question regarding good work relations with APS is at 86 percent, which is an increase from the previous survey. Specifically, judiciary respondents indicated the highest levels of agreement at 94 percent in 2011; however, the group's level of agreement decreased 12 percentage points in 2013, and is currently the lowest level of agreement (82 percent). Alternatively, the community organization respondents' level of agreement increased from 82 percent to 84 percent; law enforcements' level of agreement increased from 74 percent to 84 percent, and community boards' level of agreement increased from 93 percent to 96 percent. 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**).



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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 (97 percent and 89 percent, respectively). Law enforcement respondents reported less agreement (83 percent) but still represented a sizeable majority (Chart 3 below, and Table 4 in **Appendix 2**). According to the results, there is an 89 percent agreement among the three groups of respondents regarding comprehension of the mission, scope, and purpose of APS, which is the same as 2011 results.



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**Percentages may not equal other tables due to rounding.

Survey responses to the above referenced Likert scale statements indicate that the stakeholders who participated in the survey share overall satisfaction with APS' processes. However, in an effort to make improvements to APS processes, respondents were asked to indicate how APS could further ensure the safety and dignity of vulnerable adults in their communities. The majority of statements stressed the importance of collaboration with other agencies and outreach

to the public to encourage providing care to those in need. Examples of comments received include:

"Continue to promote awareness of the needs of the elderly and encourage others to value aging with grace and dignity."

"Make connections with key people in agencies that provide services to individuals with disabilities. This will enable them to help individuals faster who have been identified as having intensive needs."

"Community outreach is critical for this vulnerable population."

"Continue reaching out to the law enforcement community and educating law enforcement on the nuances in dealing with elder fraud and abuse."

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, 2011, and 2013 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 2013 survey. The majority of the judiciary respondents reported that APS cases "Rarely" or "Sometimes" appear before their court (39 percent and 13 percent, respectively). The courts most often hear *APS legal proceedings for Emergency Detention Under the Mental Health Code Related to APS Cases* (50 percent of the judiciary community respondents), and *Temporary Court Ordered Mental Health Services Under the Mental Health Code Related to APS Cases* (42 percent of judiciary community respondents). Overall, the data indicated the vast majority of respondents level of agreement ("Agreed" or "Strongly Agreed") with all of the statements ranged from 78 percent to 91 percent, as shown in **Appendix 3**.

Table 6 in **Appendix 4** compares the percent agreement of the judiciary responses for the 2007, 2008, 2009, 2011, and 2013 surveys. Comparing the 2011 data to the 2013 data, levels of agreement with the questions posed decreased between 2 percentage points ("*DFPS attorneys are prepared in dealings with court*") and 15 percentage points ("*APS caseworkers are prepared in dealings with court*" and "*APS ensures the safety and dignity of vulnerable adults in this community*"). The average decrease in the level of agreement is 10 percentage points. Although the levels of agreement have lowered compared to the 2011 responses, the current level of agreement with the questions is still higher than the years previous to the 2011 survey.

Law Enforcement Results

Appendix 5 (Table 7) provides the number and percentage of law enforcement responses to Likert scale statements in the 2013 survey. The majority of law enforcement respondents reported that they “Rarely” or “Sometimes” work with the local APS office (26 percent and 45 percent, respectively). Overall, the data indicated the majority of respondents (69 percent up to 88 percent) either “Agreed” or “Strongly Agreed” with all of the statements. Approximately, 81 percent of the survey respondents indicated that *"Referrals to law enforcement from APS are appropriate."* In addition, approximately 84 percent 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, 2011, and 2013 surveys. Percentages of agreement increased for all survey questions between 2011 and 2013. The average increase in percentage points from 2011 to 2013 is 11 percentage points. The statements, *"APS ensures the safety and dignity of vulnerable adults in this community"* and *"APS workers know when to engage law enforcement in APS cases."* had the largest increase in percentage points 14 percentage points from 2011 to 2013 (increase from 74 percent to 88 percent and from 64 percent to 78 percent, respectively). The percentage of respondents who agreed with the statement, *"There is a good working relationship between law enforcement and APS in this community"* increased 11 percentage points between 2011 and 2013 (an increase from 73 percent to 84 percent). The percentage of respondents who agreed with the statement, *"APS caseworkers understand law enforcement protocols and guidelines"* also increased 11 percentage points from 2011 to 2013 (an increase from 58 percent to 69 percent).

Community Organization Results

Appendix 7 (Table 9) displays the number and percentage of community organization responses to Likert scale statements in the 2013 survey. The majority of community organization respondents reported that their agency “Sometimes” or “Often” interacts with APS (42 percent and 41 percent, respectively). Overall, the data indicated the majority of respondents (approximately 78 percent up to 94 percent) either “Agreed” or “Strongly Agreed” with all of the statements. An overwhelming majority (approximately 94 percent) of survey respondents either “Agreed” or “Strongly Agreed” with the statement *"APS is an important component of my community's resource and social service network."* Approximately 88 percent of community organization respondents “Agreed” or “Strongly Agreed” with the statement, *"I understand APS' mission, scope, and purpose."*

Table 10 in **Appendix 8** compares the percent agreement of community organization responses for the 2007, 2008, 2009, 2011, and 2013 surveys. Percentages decreased for one survey question, remained the same for one question, and increased for five survey questions between the most two recent survey years, which ranged from one percentage point to five percentage points. The percentage of respondents who agreed with the statement, *"I understand APS'*

mission, scope, and purpose” fell from 91 percent in 2011 to 88 percent in 2013. Additionally, the survey respondents indicated no change in agreement (87 percent) when compared to the previous survey regarding the statement, “*Referrals to my agency from APS are appropriate.*” The percentage of respondents who agreed with the statement, “*APS ensures the safety and dignity of vulnerable adults in this community*” increased by five percentage points (81 percent to 86 percent). The average change in percentage points between the two years regarding all of the questions is an increase of two percentage points.

Community Board Member Results

Appendix 9 (Table 11) provides the number and percentage of community board member responses to Likert scale statements in the 2013 survey. Overall, the data indicated that the majority of respondents (83 percent up to 96 percent) either “Agreed” or “Strongly Agreed” with all of the statements. Approximately 96 percent of respondents reported that they “Agreed” or “Strongly Agreed” with the statement, “*I understand APS' mission, scope, and purpose.*” Additionally, 96 percent of respondents reported that they “Agreed” or “Strongly Agreed” with the statement, “*The board has a good working relationship with APS.*”

Table 12 in **Appendix 10** compares the percent agreement of community board member responses for the 2007, 2008, 2009, 2011, and 2013 surveys. Below is a highlight of the most discernible changes regarding the community board members and survey results. Percentages decreased for six survey questions, remained unchanged for one question, and increased for two survey questions. Between 2011 and 2013, there was a three percentage point increase in the percent of respondents who “Agreed” or “Strongly Agreed” with the statements, “*The board has a good working relationship with APS*” (from 93 percent to 96 percent) and “*APS staff members regularly attend board meetings/events*” (from 88 percent to 91 percent). There was a four percentage point decrease regarding agreement with the statement, “*I understand APS' mission, scope, and purpose*” (from 100 percent to 96 percent). The percentage of respondents who agreed with the statement, “*APS ensures the safety and dignity of vulnerable adults in this community*” decreased five percentage points between 2011 and 2013 (99 percent and 94 percent, respectively). The percentage of respondents who agreed with the statement, “*APS' staff members understand my board's mission and purpose*” decreased from 88 percent in 2011 to 83 percent in 2013. The average change in percentage points between the two years regarding all of the questions is an increase of two percentage points.

V. Accomplishments in 2012-2013

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 financial 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 issues 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 supports a second public awareness campaign during the month of October focused on financial exploitation called "If It's Not Your Money, It's A Crime." The campaign identifies signs of 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 work with local service providers to coordinate conferences on financial exploitation around the state. The conferences bring 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. Members are nominated by their local board and serve on Texas Partners for APS for a three year term.

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 two years. Collaborative events around the state 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 2014-2015

APS regional community engagement plans for Fiscal Years 2014-2015 will focus on enhanced stakeholder outreach and development including more community service options for APS clients, identifying potential funding sources through grants and foundations, exploring additional partnerships for external research, and updating 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 financial exploitation and APS Community Engagement 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 and when requested, individual follow up by regional management. Implementation of necessary changes to address community concerns is addressed in the regional business plans. 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 2013 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 and other service agencies. 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 regional business plans to continue to assess, strengthen, and improve relationships with community partners.

VIII. Appendices

Appendix 1: 2013 Survey Response Rates

Appendix 2: Comparing Group Responses to Individual Survey Items

Appendix 3: 2013 Judicial Survey Results

Appendix 4: Comparison of 2007, 2008, 2009, 2011 and 2013 Judicial Survey Results

Appendix 5: 2013 Law Enforcement Survey Results

Appendix 6: Comparison of 2007, 2008, 2009, 2011 and 2013 Law Enforcement Survey
Results

Appendix 7: 2013 Community Organization Survey Results

Appendix 8: Comparison of 2007, 2008, 2009, 2011 and 2013 Community Organization
Survey Results

Appendix 9: 2013 Community Board Survey Results

Appendix 10: Comparison of 2007, 2008, 2009, 2011 and 2013 Community Board Survey
Results

APPENDIX 1: 2013 SURVEY RESPONSE RATES

**TABLE 1
2013 RESPONSE RATE BY GROUP**

Group	Total # of Surveys Distributed	Total # of Surveys Returned	Response Rate	% of all Surveys Received, by Group
Judiciary	380	38	10.00%	9.43%
Law Enforcement Agents	589	69	11.71%	17.12%
Community Organizations	1,180	241	20.42%	59.80%
Community Board Members	239	55	23.01%	13.65%
Total	2,388	403	16.88%	100.00%

APPENDIX 2: COMPARING GROUP RESPONSES TO INDIVIDUAL SURVEY ITEMS

TABLE 2
2013 ITEM ANALYSIS BY GROUP*

Survey Question: APS ensures the safety and dignity of vulnerable adults in this community.

Group	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Judiciary	9 (32%)	13 (46%)	3 (11%)	2 (7%)	1 (4%)
Law Enforcement	21 (33%)	35 (55%)	5 (8%)	3 (5%)	0 (0%)
Community Organizations	107 (50%)	78 (36%)	17 (8%)	7 (3%)	5 (2%)
Community Boards	36 (68%)	14 (26%)	2 (4%)	1 (2%)	0 (0%)

TABLE 3
2013 ITEM ANALYSIS BY GROUP*

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

GROUP	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Judiciary	10 (36%)	13 (46%)	2 (7%)	3 (11%)	0 (0%)
Law Enforcement	23 (36%)	31 (48%)	7 (11%)	2 (3%)	1 (2%)
Community Organizations	105 (49%)	75 (35%)	22 (10%)	6 (3%)	5 (2%)
Community Boards	34 (67%)	15 (29%)	2 (4%)	0 (0%)	0 (0%)

TABLE 4
2013 ITEM ANALYSIS BY GROUP*

Survey Question: I understand APS' mission, scope, and purpose.**

GROUP	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Law Enforcement	14 (22%)	39 (61%)	7 (11%)	3 (5%)	1 (2%)
Community Organizations	88 (41%)	103 (48%)	18 (8%)	4 (2%)	3 (1%)
Community Boards	36 (67%)	16 (30%)	2 (4%)	0 (0%)	0 (0%)

* This question did not appear on the Judiciary survey.

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

APPENDIX 3: 2013 JUDICIAL SURVEY RESULTS

**TABLE 5
2013 JUDICIARY SURVEY RESPONSES***

Questions		Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree	
		%	N	%	N	%	N	%	N	%	N
1	APS seeks appropriate court action.	33%	9	52%	14	4%	1	7%	2	4%	1
2	APS provides appropriate documentation/information to support legal actions requested.	43%	12	43%	12	7%	2	7%	2	0%	0
3	APS caseworkers are prepared in dealings with the court.	39%	11	39%	11	11%	3	7%	2	4%	1
4	APS staff members are prepared when testifying in court.	35%	9	50%	13	8%	2	4%	1	4%	1
5	DFPS attorneys are prepared in dealings with the court	41%	9	50%	11	0%	0	9%	2	0%	0
6	There is a good working relationship between the courts and APS in this community	36%	10	46%	13	7%	2	11%	3	0%	0
7	APS ensures the safety and dignity of vulnerable adults in this community.	32%	9	46%	13	11%	3	7%	2	4%	1

* Percentages may not equal 100% due to rounding

**Percentages may not equal other tables due to rounding.

***N = Count of "Agree" and "Strongly Agree" response. Some respondents may have left some items blank.

APPENDIX 4:

**TABLE 6
COMPARISON OF 2007, 2008, 2009, 2011 AND 2013 JUDICIAL SURVEY RESULTS**

	Questions	2007		2008		2009		2011		2013	
		% Agreement	N	% Agreement	N	% Agreement	N	% Agreement	N	% Agreement	N
1	APS seeks appropriate court action.	70%	45	69%	50	69%	27	93%	28	85%	23
2	APS provides appropriate documentation/information to support legal actions requested.	76%	48	74%	55	70%	28	97%	29	86%	24
3	APS caseworkers are prepared in dealings with the court.	73%	46	75%	55	75%	30	93%	27	78%	22
4	APS staff members are prepared when testifying in court.	78%	45	74%	51	77%	30	93%	28	85%	22
5	DFPS attorneys are prepared in dealings with the court	71%	37	75%	44	61%	20	93%	26	91%	20
6	There is a good working relationship between the courts and APS in this community	71%	46	77%	57	75%	30	94%	29	82%	23
7	APS ensures the safety and dignity of vulnerable adults in this community.	66%	43	77%	56	64%	25	93%	27	78%	22

* Percentages may not equal 100% due to rounding

**Percentages may not equal other tables due to rounding.

***N = Count of "Agree" and "Strongly Agree" response. Some respondents may have left some items blank.

APPENDIX 5: 2013 LAW ENFORCEMENT SURVEY RESULTS

**TABLE 7
2013 LAW ENFORCEMENT SURVEY RESPONSES***

Questions		Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree	
		%	N	%	N	%	N	%	N	%	N
1	APS staff members are prepared with information and facts when working with law enforcement on APS cases.	33%	21	52%	33	11%	7	3%	2	2%	1
2	APS caseworkers understand law enforcement protocols and guidelines.	25%	16	44%	28	23%	15	6%	4	2%	1
3	Referrals to law enforcement from APS are appropriate.	23%	14	58%	36	16%	10	3%	2	0%	0
4	APS workers know how to engage law enforcement in APS cases.	22%	14	54%	34	14%	9	8%	5	2%	1
5	APS workers know when to engage law enforcement in APS cases.	25%	16	52%	33	16%	10	5%	3	2%	1
6	There is a good working relationship between law enforcement and APS in this community.	36%	23	48%	31	11%	7	3%	2	2%	1
7	I understand APS' mission, scope and purpose.	22%	14	61%	39	11%	7	5%	3	2%	1
8	APS ensures the safety and dignity of vulnerable adults in this community.	33%	21	55%	35	8%	5	5%	3	0%	0

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**Percentages may not equal other tables due to rounding.

***N = Count of "Agree" and "Strongly Agree" response. Some respondents may have left some items blank.

APPENDIX 6:

**TABLE 8
COMPARISON OF 2007, 2008, 2009, 2011, AND 2013 LAW ENFORCEMENT SURVEY RESPONSES***

	Questions	2007		2008		2009		2011		2013	
		% Agreement	N	% Agreement	N	% Agreement	N	% Agreement	N	% Agreement	N
1	APS staff members are prepared with information and facts when working with law enforcement on APS cases.	84%	80	86%	71	78%	40	74%	73	84%	54
2	APS caseworkers understand law enforcement protocols and guidelines.	60%	56	60%	50	63%	32	58%	57	69%	44
3	Referrals to law enforcement from APS are appropriate.	74%	68	77%	63	80%	40	72%	69	81%	50
4	APS workers know how to engage law enforcement in APS cases.	66%	62	68%	56	74%	37	66%	65	76%	48
5	APS workers know when to engage law enforcement in APS cases.	68%	63	68%	56	73%	37	64%	63	78%	49
6	There is a good working relationship between law enforcement and APS in this community.	80%	75	81%	69	75%	38	73%	72	84%	54
7	I understand APS' mission, scope and purpose.	75%	71	77%	64	70%	35	74%	78	83%	53
8	APS ensures the safety and dignity of vulnerable adults in this community.	77%	72	84%	70	78%	40	74%	77	88%	56

* Percentages may not equal 100% due to rounding

**Percentages may not equal other tables due to rounding.

***N = Count of "Agree" and "Strongly Agree" response. Some respondents may have left some items blank.

APPENDIX 7: 2013 COMMUNITY ORGANIZATION SURVEY RESULTS
TABLE 9
2013 COMMUNITY ORGANIZATION SURVEY RESPONSES*

Questions		Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree	
		%	N	%	N	%	N	%	N	%	N
1	APS is an important component of my community's resource and social service network.	60%	131	34%	73	4%	8	1%	2	1%	3
2	Referrals to my agency from APS are appropriate.	50%	98	37%	73	10%	20	2%	3	2%	3
3	APS is responsive to referrals from my agency.	44%	93	38%	80	12%	25	2%	4	3%	7
4	APS workers understand my agency's purpose and guidelines.	37%	80	40%	86	14%	31	6%	12	2%	5
5	I understand APS' mission, scope and purpose.	41%	88	48%	103	8%	18	2%	4	1%	3
6	There is a good working relationship between my agency and APS in this community.	49%	105	35%	75	10%	22	3%	6	2%	5
7	APS ensures the safety and dignity of vulnerable adults in this community.	50%	107	36%	78	8%	17	3%	7	2%	5

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**Percentages may not equal other tables due to rounding.

***N = Count of "Agree" and "Strongly Agree" response. Some respondents may have left some items blank.

**APPENDIX 8:
TABLE 10
COMPARISON OF 2007, 2008, 2009, 2011, AND 2013 COMMUNITY ORGANIZATION SURVEY RESPONSES***

	Questions	2007		2008		2009		2011		2013	
		% Agreement	N	% Agreement	N	% Agreement	N	% Agreement	N	% Agreement	N
1	APS is an important component of my community's resource and social service network.	95%	302	97%	270	91%	219	93%	248	94%	204
2	Referrals to my agency from APS are appropriate.	90%	256	91%	235	90%	199	87%	210	87%	171
3	APS is responsive to referrals from my agency.	85%	250	87%	230	80%	187	81%	206	83%	173
4	APS workers understand my agency's purpose and guidelines.	78%	240	75%	203	76%	180	74%	192	78%	166
5	I understand APS' mission, scope and purpose.	92%	292	92%	257	95%	228	91%	240	88%	191
6	There is a good working relationship between my agency and APS in this community.	85%	264	86%	233	83%	198	81%	209	85%	180
7	APS ensures the safety and dignity of vulnerable adults in this community.	88%	277	87%	238	87%	208	81%	212	86%	185

* Percentages may not equal 100% due to rounding

**Percentages may not equal other tables due to rounding.

***N = Count of "Agree" and "Strongly Agree" response. Some respondents may have left some items blank.

APPENDIX 9: 2013 COMMUNITY BOARD SURVEY RESULTS
TABLE 11
2013 COMMUNITY BOARD SURVEY RESPONSES*

Questions		Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree	
		%	N	%	N	%	N	%	N	%	N
1	APS is an important component of my community's resource network.	74%	40	22%	12	4%	2	0%	0	0%	0
2	APS staff members understand my board's mission and purpose.	56%	30	28%	15	15%	8	2%	1	0%	0
3	I understand APS' mission, scope and purpose.	67%	36	30%	16	4%	2	0%	0	0%	0
4	The board has a good working relationship with APS.	67%	34	29%	15	4%	2	0%	0	0%	0
5	APS staff members interact positively with the board.	67%	35	25%	13	8%	4	0%	0	0%	0
6	APS staff members regularly attend board meetings/events.	55%	29	36%	19	6%	3	2%	1	2%	1
7	The board is aware of the needs and priorities of the APS population in the community.	57%	30	36%	19	6%	3	2%	1	0%	0
8	As a board member, I feel valued by APS for my contributions to the community.	63%	33	29%	15	4%	2	4%	2	0%	0
9	APS ensures the safety and dignity of vulnerable adults in this community.	68%	36	26%	14	4%	2	2%	1	0%	0

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**Percentages may not equal other tables due to rounding.

***N = Count of "Agree" and "Strongly Agree" response. Some respondents may have left some items blank.

APPENDIX 10:

**TABLE 12
COMPARISON OF 2007, 2008, 2009, 2011, AND 2013 COMMUNITY BOARD SURVEY RESPONSES***

	Questions	2007		2008		2009		2011		2013	
		% Agreement	N	% Agreement	N	% Agreement	N	% Agreement	N	% Agreement	N
1	APS is an important component of my community's resource network.	97%	56	98%	54	91%	40	97%	74	96%	52
2	APS staff members understand my board's mission and purpose.	78%	43	89%	46	71%	30	88%	65	83%	45
3	I understand APS' mission, scope and purpose.	98%	58	98%	54	98%	43	100%	77	96%	52
4	The board has a good working relationship with APS.	94%	49	93%	49	81%	34	93%	68	96%	49
5	APS staff members interact positively with the board.	96%	52	94%	50	86%	36	95%	69	92%	49
6	APS staff members regularly attend board meetings/events.	93%	50	92%	48	90%	38	88%	65	91%	48
7	The board is aware of the needs and priorities of the APS population in the community.	95%	52	94%	49	93%	39	97%	72	92%	49
8	As a board member, I feel valued by APS for my contributions to the community.	89%	48	90%	47	80%	33	92%	67	92%	48
9	APS ensures the safety and dignity of vulnerable adults in this community.	91%	52	98%	53	95%	40	99%	73	94%	50

* Percentages may not equal 100% due to rounding

**Percentages may not equal other tables due to rounding.

***N = Count of "Agree" and "Strongly Agree" response. Some respondents may have left some items blank.