

APS

Adult Protective Services In Home Overview

The mission of Adult Protective Services is to protect the elderly and adults with disabilities from abuse, neglect, and exploitation by investigating and providing or arranging for services necessary to alleviate or prevent further maltreatment.

APS serves persons who are reported to be abused, neglected, or exploited and age 65 or older or age 18-64 with a disabling condition.

Worker Demographics *

Number of Staff	372 FTEs
Turnover Rate	20.5%
Average Tenure	4.4 years
Less than 3 Years	49.9%
Average Salary	\$32,462.40

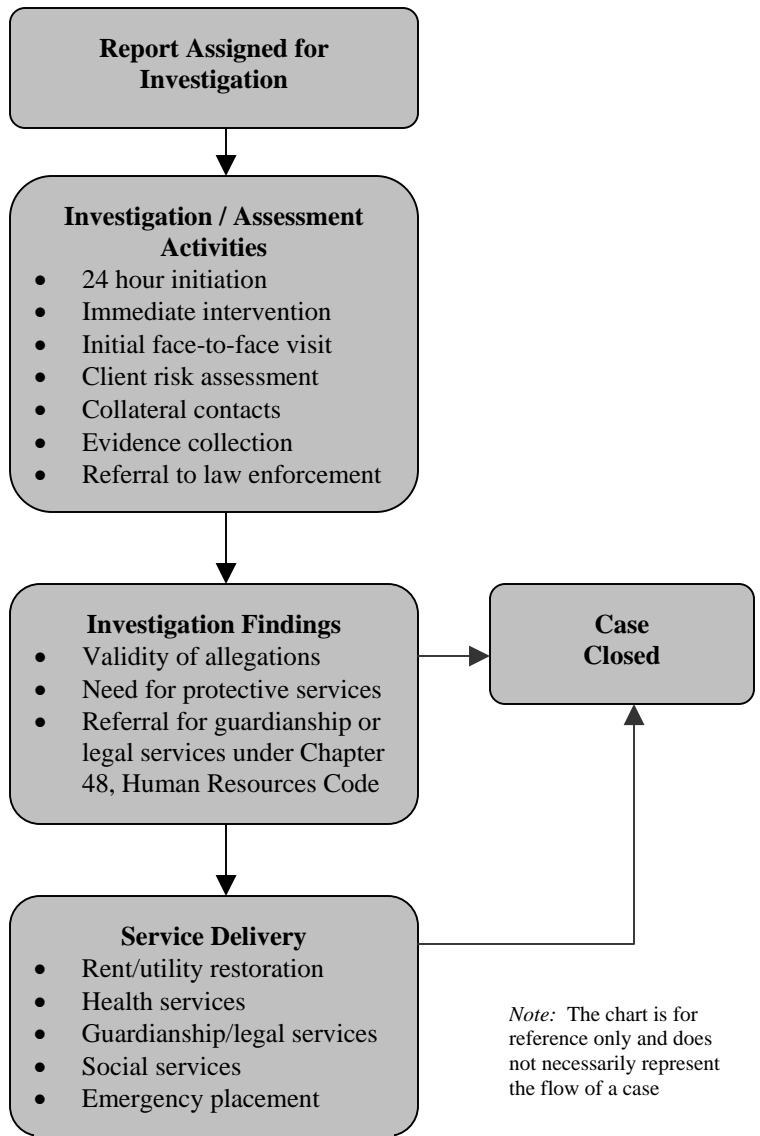
Supervisor Demographics *

Number of Staff	53 FTEs
Turnover Rate	20.4%
Average Tenure	8.3 years
Less than 3 Years	16.4%
Average Salary	\$39,736.08

* Includes all APS Workers and Supervisors

Most Common...

- **Person reporting abuse/neglect/exploitation**
Family Member (20.0%)
- **Allegation confirmed**
Physical Neglect (63.1%)
- **Confirmed perpetrator of abuse/neglect/exploitation**
Adult Children (40.4%), Female (50.9%)
Age Over 45 (48.5%)
- **Characteristic of client**
Female (62.1%) Aged (53.1%)
- **Service delivered to client**
Social Services (62.7%)



Note: The chart is for reference only and does not necessarily represent the flow of a case

Statistics FY 2005

Completed In-Home Investigations	67,023
Confirmed In-Home Investigations	45,392

APS

Adult Protective Services MH & MR Investigations Program Overview

The Adult Protective Services MH & MR Investigations Program investigates reports of abuse, neglect, and exploitation of persons with disabilities (children and adults) receiving services in state operated and/or contracted settings that serve adults and children with mental illness or mental retardation. Investigation results are sent to the facility or program administrator for appropriate action.

Worker Demographics *

Number of Staff	372 FTEs
Turnover Rate	20.5%
Average Tenure	4.4 years
Less than 3 Years	49.9%
Average Salary	\$32,462.40

Supervisor Demographics *

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* Includes all APS Workers and Supervisors

Most Common...

- **Person reporting abuse/neglect/exploitation**
Self (33.5%)
- **Allegation confirmed**
Physical Abuse (42.4%)
- **MH & MR setting investigated**
State School (36.9%)

Report Assigned for Investigation

Notifications
The following persons are notified within one hour of receipt of the intake:

- Facility administrator
- Law enforcement if allegation involves serious physical injury, sexual abuse, or death of an adult
- Law enforcement of any allegation involving a child

Investigation Activities

- Face to Face contact with alleged victim
- Interview of witnesses and alleged perpetrator
- Collection of written statements
- Photographing of injuries
- Photographing/diagramming scene of incident
- Gathering other relevant evidence

Investigation Findings

- Analyze evidence
- Determine finding(s)
- Generate investigative report
- Provide report to facility administrator
- Provide report to law enforcement if investigation confirms abuse, neglect, or exploitation that may constitute a criminal offense

Statistics FY 2005

Completed MH & MR Investigations	8,169
Confirmed MH & MR Investigations	798

Note: The chart is for reference only and does not necessarily represent the flow of a case

Legal Responsibility for Adult Protective Services

Statutory References:

Federal: Title XX, Social Security Act
 State: Human Resources Code, Chapters 40 and 48
 Texas Family Code, Title V
 Health and Safety Code, Chapter 532 and Chapters 591-596

Major Provisions:

- Mandatory reporting of abuse, neglect, and exploitation of adults who are elderly (defined as age 65 and older) or adults with disabilities.
- Receipt and investigation of all reports (unless patently false); initiation of investigations within 24 hours of receipt of report.
- Responsibility for investigations of abuse, neglect, and exploitation of persons receiving services in state operated mental health and mental retardation facilities (State Hospitals, State Schools, and State Centers) and/or state contracted settings (Community MH and MR Centers, Home and Community-based Services programs, and Texas Home Living Waiver Program) that serve adults and children with mental illness or mental retardation.
- Responsibility for referring reports to other state agencies when DFPS is not the appropriate investigating agency.
- Provision or arrangement of services needed to prevent or alleviate abuse, neglect and/or exploitation.
- Responsibility for referring adult victims of abuse, neglect and/or exploitation to the Department of Aging and Disability Services (DADS) for guardianship services when these persons appear to lack the capacity to consent to services. Guardianship is the least restrictive alternative that will ensure the person's safety and well-being, and no other guardian is available.
- Responsibility for referring persons with disabilities who age out of Child Protective Services (CPS) conservatorship to DADS for guardianship services when these persons appear to lack the capacity to consent to services. These persons are unable to manage their own affairs and are victims of abuse, neglect and/or exploitation. Guardianship is the least restrictive alternative that will ensure the person's safety and well-being, and no other guardian is available.
- Assessment of factors that may indicate an adult's possible lack of capacity to consent to services and pursuit of a medical evaluation if indicated.
- Using the least restrictive alternative in the provision of protective services.
- Authority to seek court orders when necessary to gain access to the individual, to prevent interference with the provision of voluntary protective services, to provide emergency protective services, to access records or documents, and to initiate emergency protective services (e.g., a removal) after hours and on holidays without a court order.
- Requirement to notify law enforcement if the investigation reveals that an elderly person or adult with a disability has been abused, neglected, or exploited in a manner that constitutes a criminal offense.
- Confidentiality of case records.

Factors Contributing to Abuse, Neglect, and Exploitation:

- Aging population
- Growing number of younger persons with disabilities
- Alcohol and drug dependency
- Unemployment

- Lack of affordable housing and high costs of utility bills
- De-institutionalization of persons who are mentally ill and/or mentally retarded when community support is not adequate
- Inadequate access to health care and costly medications
- Pathological family relationships/violence as a coping mechanism in society
- Physical and mental stress of caregiving in traditionally non-violent, caring households
- Denial of benefits, such as SSI and Medicaid, to some elderly and disabled immigrants

Challenges:

- Need for revisions to rules, handbooks and operating procedures, as well as close monitoring of changes in processes that occur due to the re-organization of MH and MR programs among state agencies
- Affordable means of housing for persons who need supervision of medication only
- Waiting lists and other limitations in the availability of in-home care and home health care
- Shortage of resources to serve persons denied long-term care and other benefits under welfare reform
- Gaps in surrogate decision-making processes for incapacitated persons in hospitals, nursing homes and community-based settings
- Lack of access to affordable health care and prescription drugs
- Inadequate community services for persons discharged from state hospitals and schools
- Lack of statewide access to preventative or early intervention services such as case management for elderly persons and adults with disabilities who are at risk but not yet experiencing abuse, neglect, or exploitation
- Enhancing and developing community resources in an effort to increase awareness of abuse, neglect and exploitation and to address increasing needs of APS consumers
- Hiring and maintaining a skilled workforce while the availability of caseworkers and specialized geriatric social work training is not keeping pace with the ever-increasing number of older Americans

Fiscal Year 2005 Staffing and Projected Expenditures

APS Staff Costs \$26,990,959

493 Direct Delivery (supervisors, workers, clerical)
548 Total Staff

Purchased Services \$5,644,227

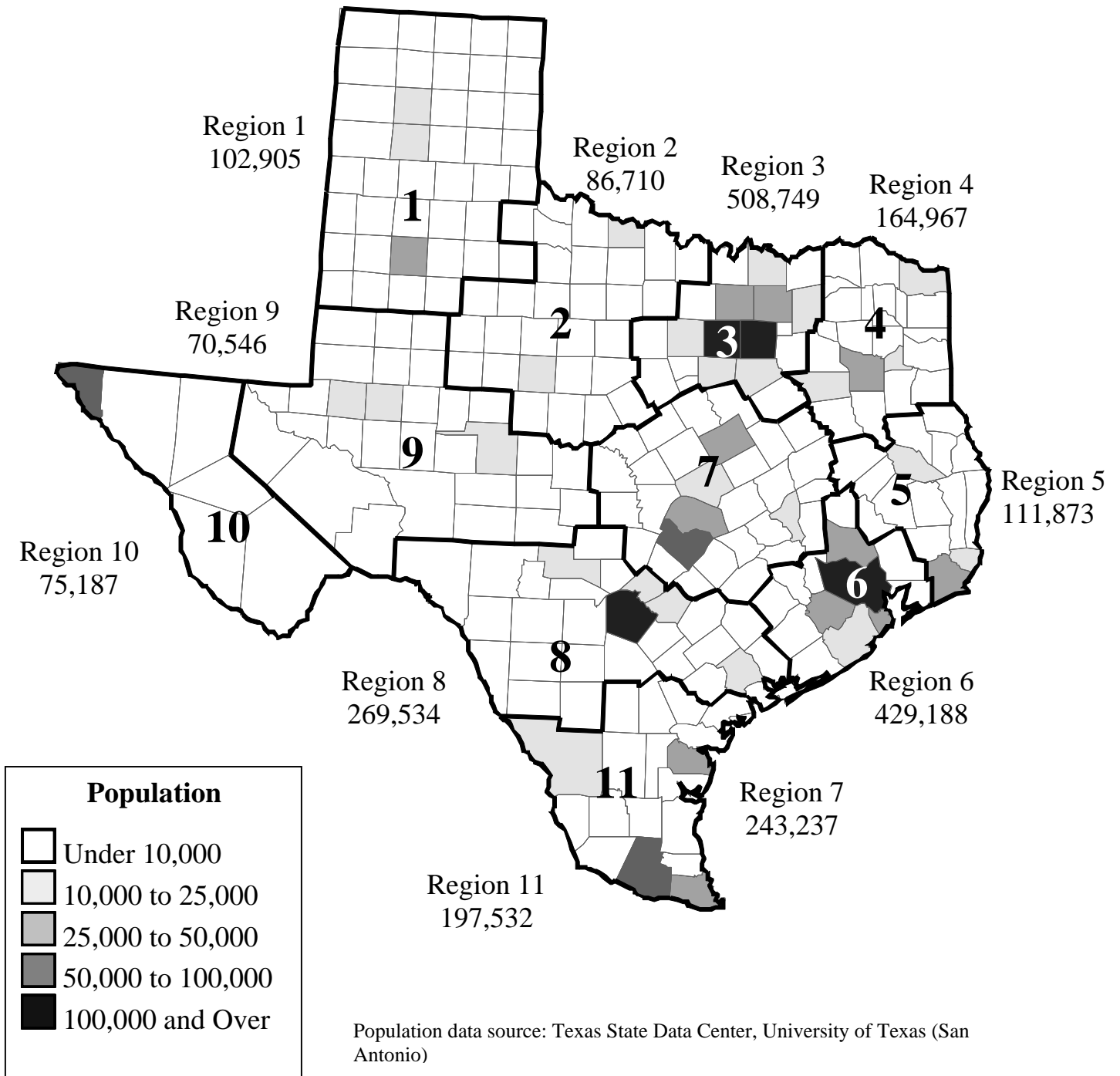
- Emergency Client Services
- Emergency shelter
- Nutrition/Food
- Personal needs
- Medical Supplies
- Guardianship Contracts

MHMR Investigations Staff Costs (all settings) \$4,349,581

91 Direct Delivery (supervisors, workers, clerical)
95 Total Staff

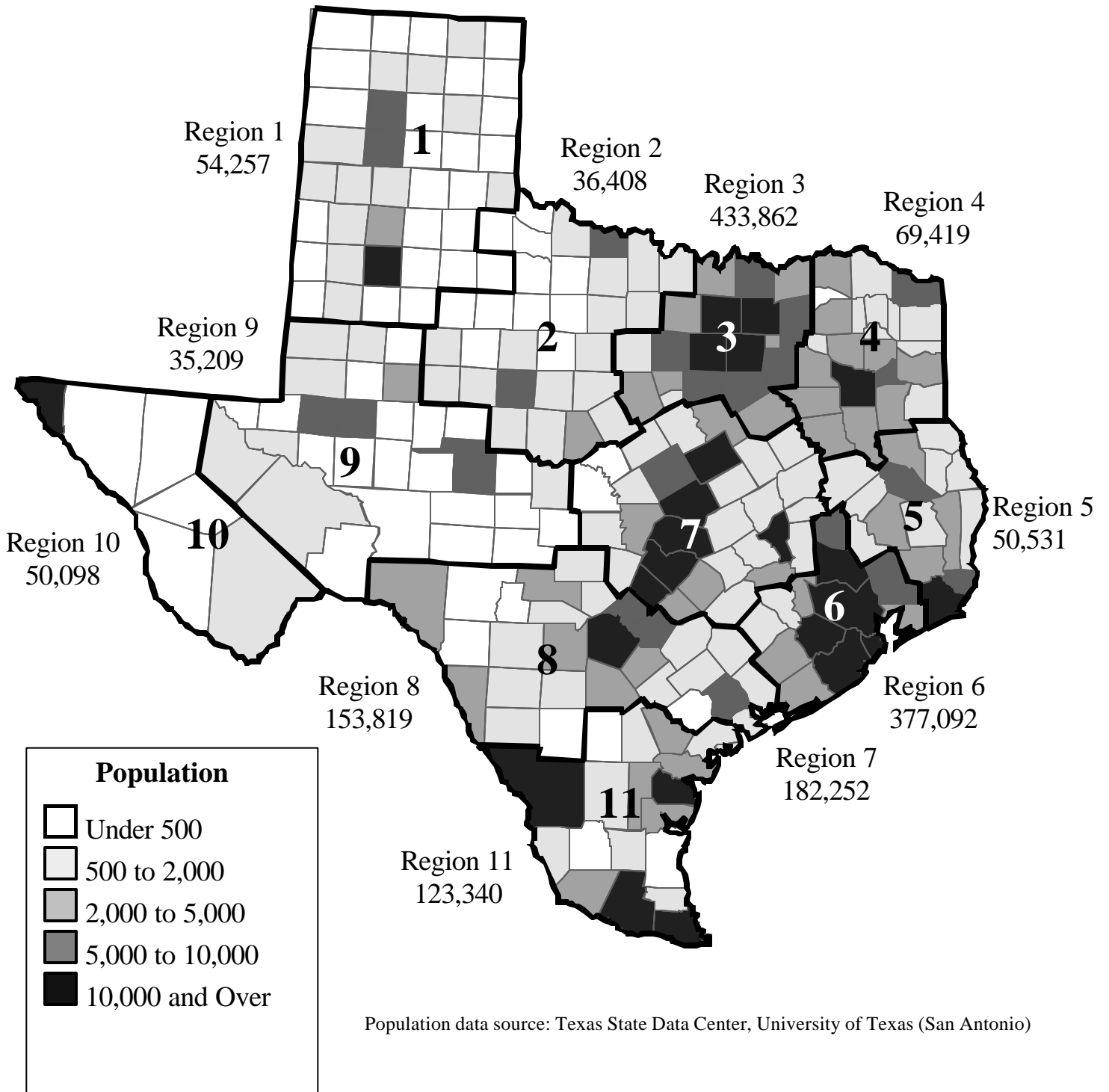
Texas Adult Population Ages 65 and Over by County Fiscal Year 2005

State Total: 2,260,428

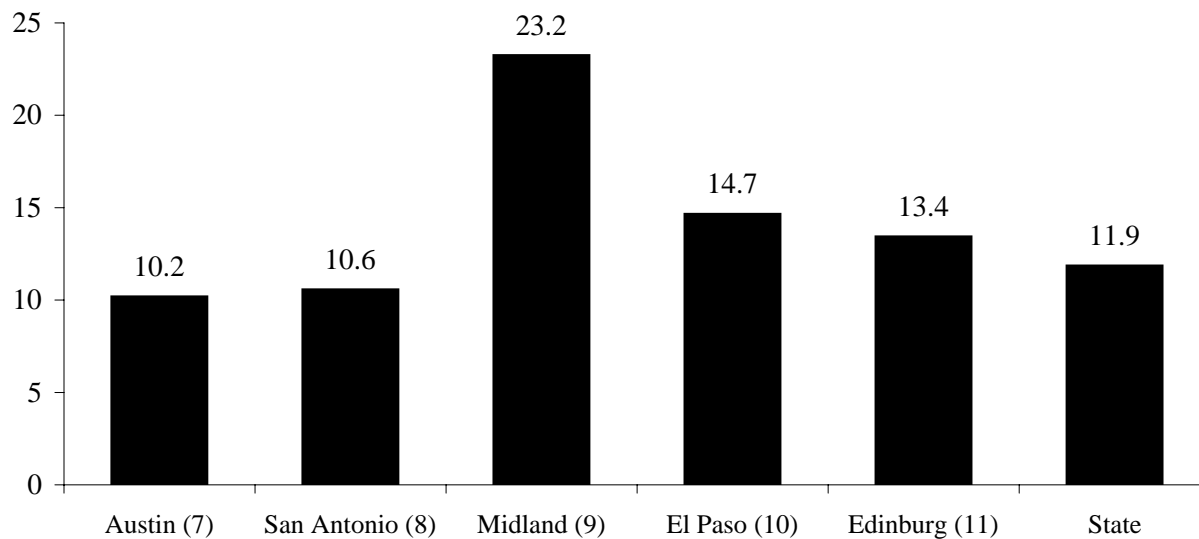
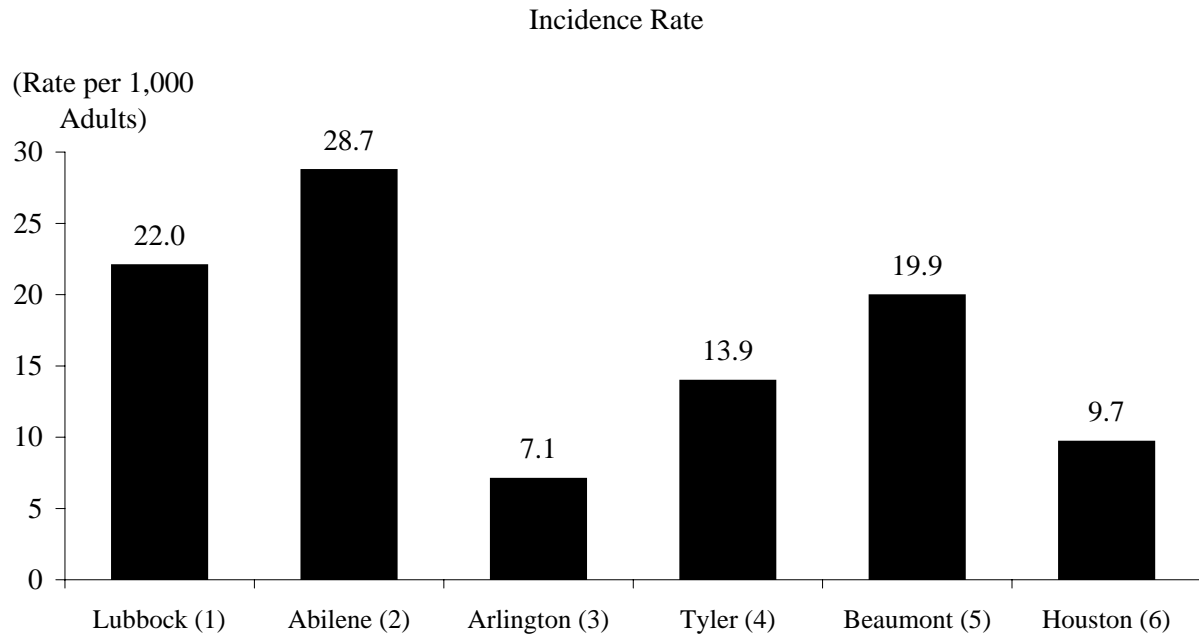


Texas Adult Population with a Disability Ages 18 to 64 by County Fiscal Year 2005

State Total: 1,566,288

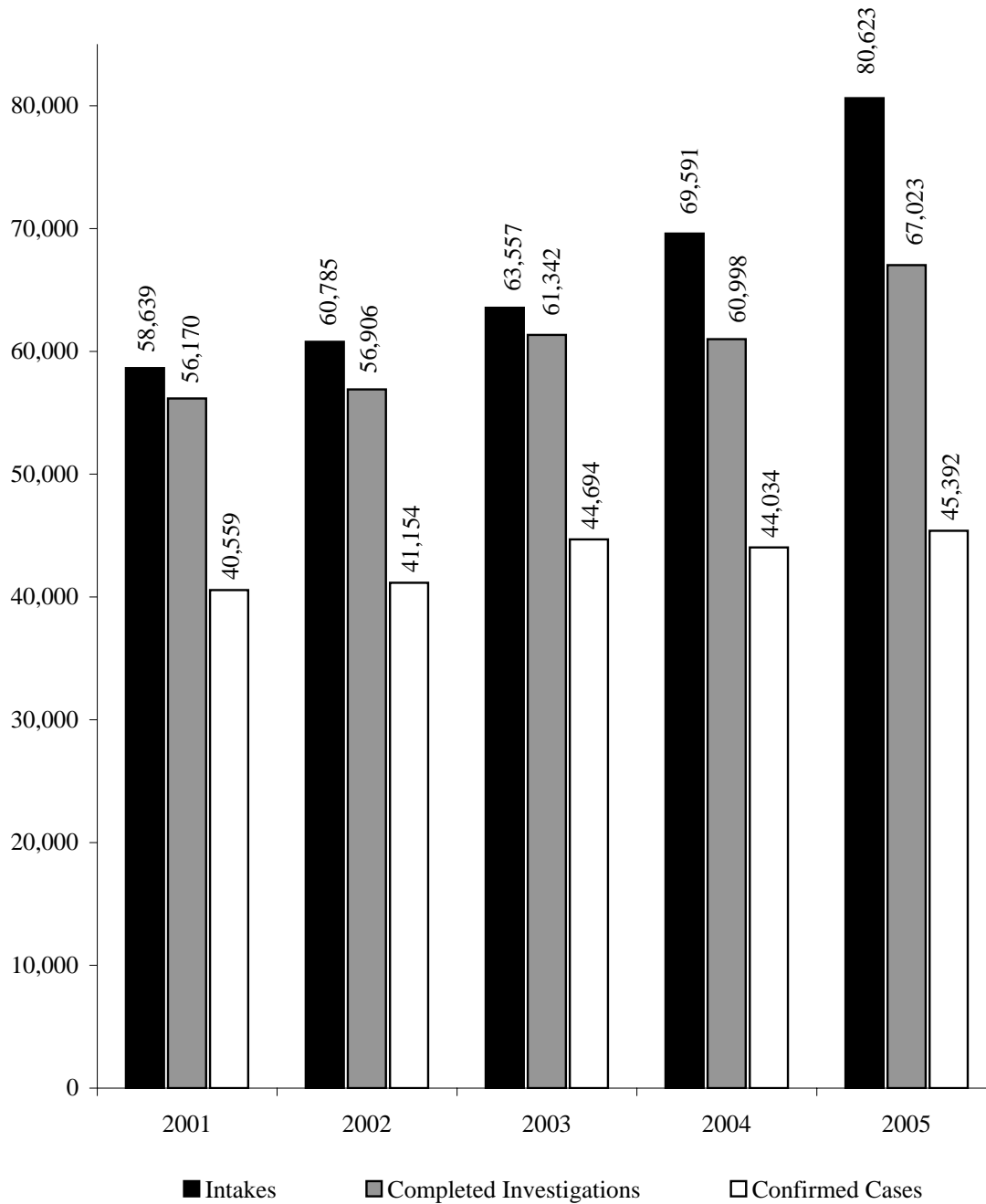


Incidence of Maltreatment per 1,000 Adults in Texas Adult Population by Region Fiscal Year 2005



Note: Calculations are based on the percent of confirmed APS in-home investigations. Unreported incidences are not reflected.

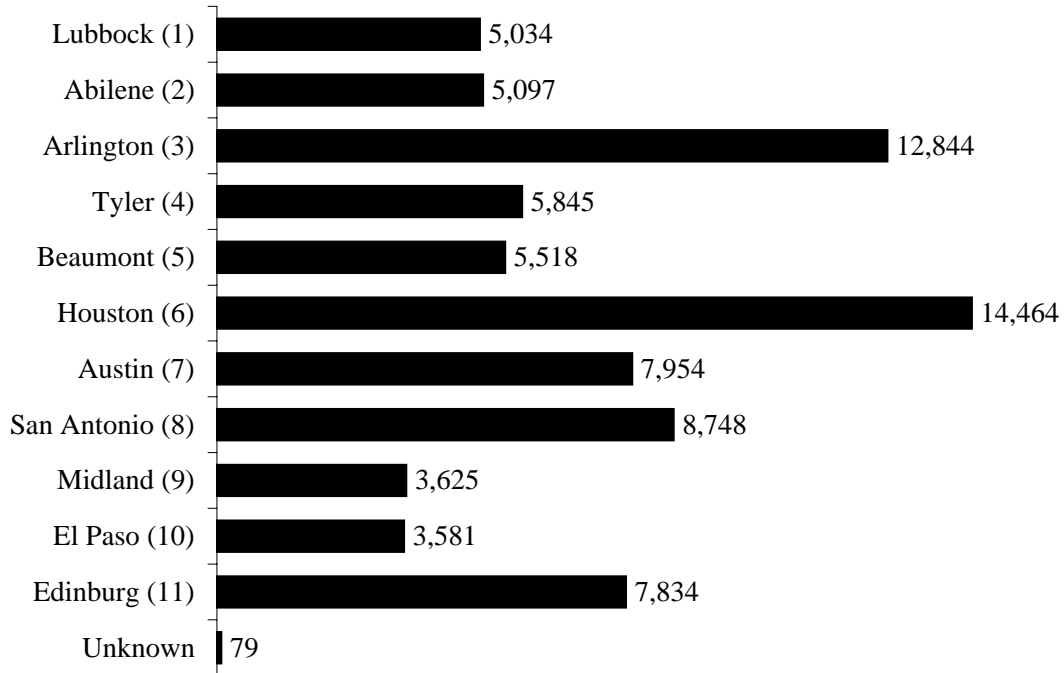
APS In-Home Intakes, Completed Investigations and Confirmed Cases by Fiscal Year



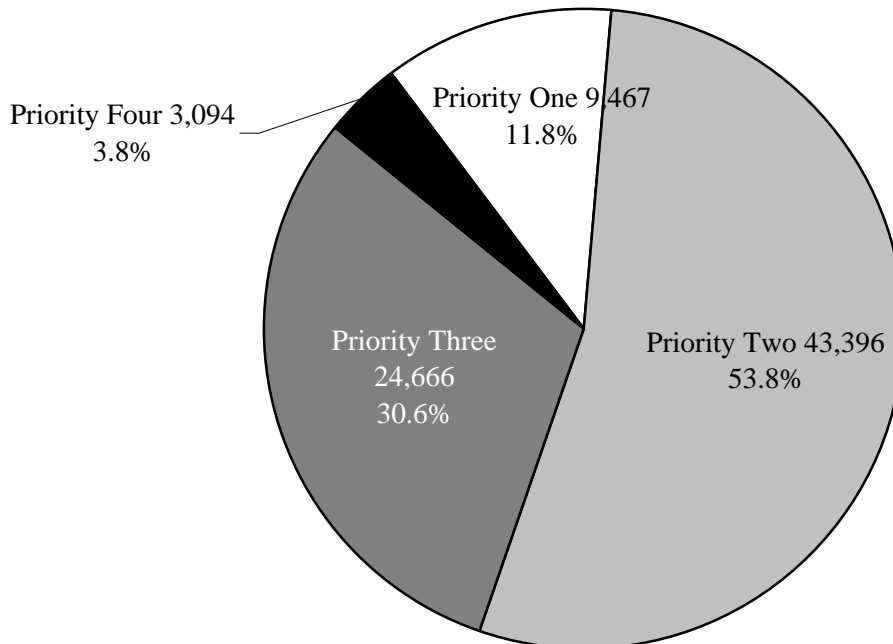
Note : New methodology applied to Completed Investigations and are not comparable to pervious years.

APS In-Home Intake Reports by Region Fiscal Year 2005

State Total: 80,623



APS Intake Reports by Priority Fiscal Year 2005

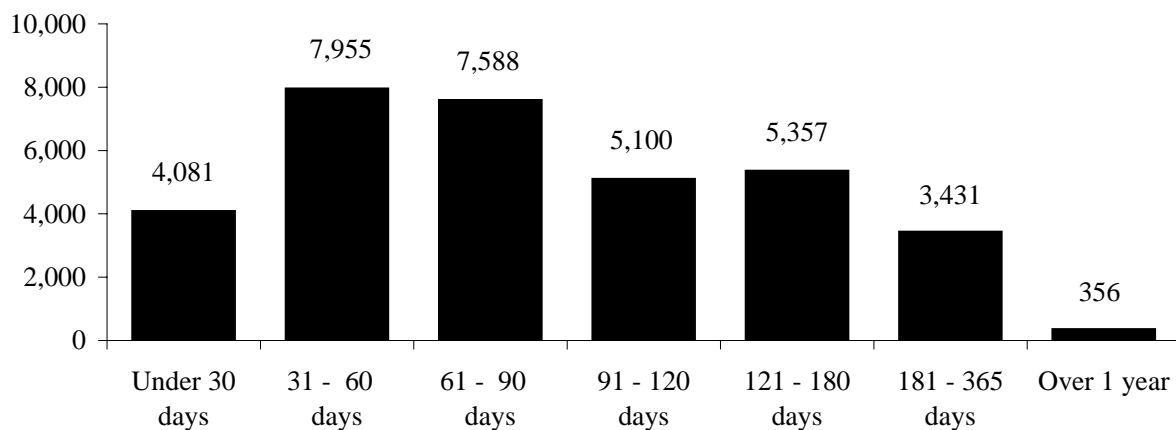


APS In-Home Intake Reports by Source Fiscal Year 2005

Sources	Number	Percent
Anonymous	2,495	3.0%
DFPS Staff	616	0.7%
Family Member	16,443	20.0%
Friend-Neighbor	5,412	6.6%
Healthcare Provider	10,615	12.9%
Institutional Staff	201	0.3%
Law Enforcement	3,172	3.9%
Mental Health Worker	1,260	1.5%
Nurses	2,962	3.6%
Other	6,449	7.8%
Paid Caregiver	6,373	7.8%
Physicians	616	0.7%
Psychologist	79	0.1%
Public Employee	2,295	2.8%
Self	13,220	16.1%
Social Services Staff	8,485	10.3%
Unknown	1,562	1.9%
State Total	82,255	100.0%

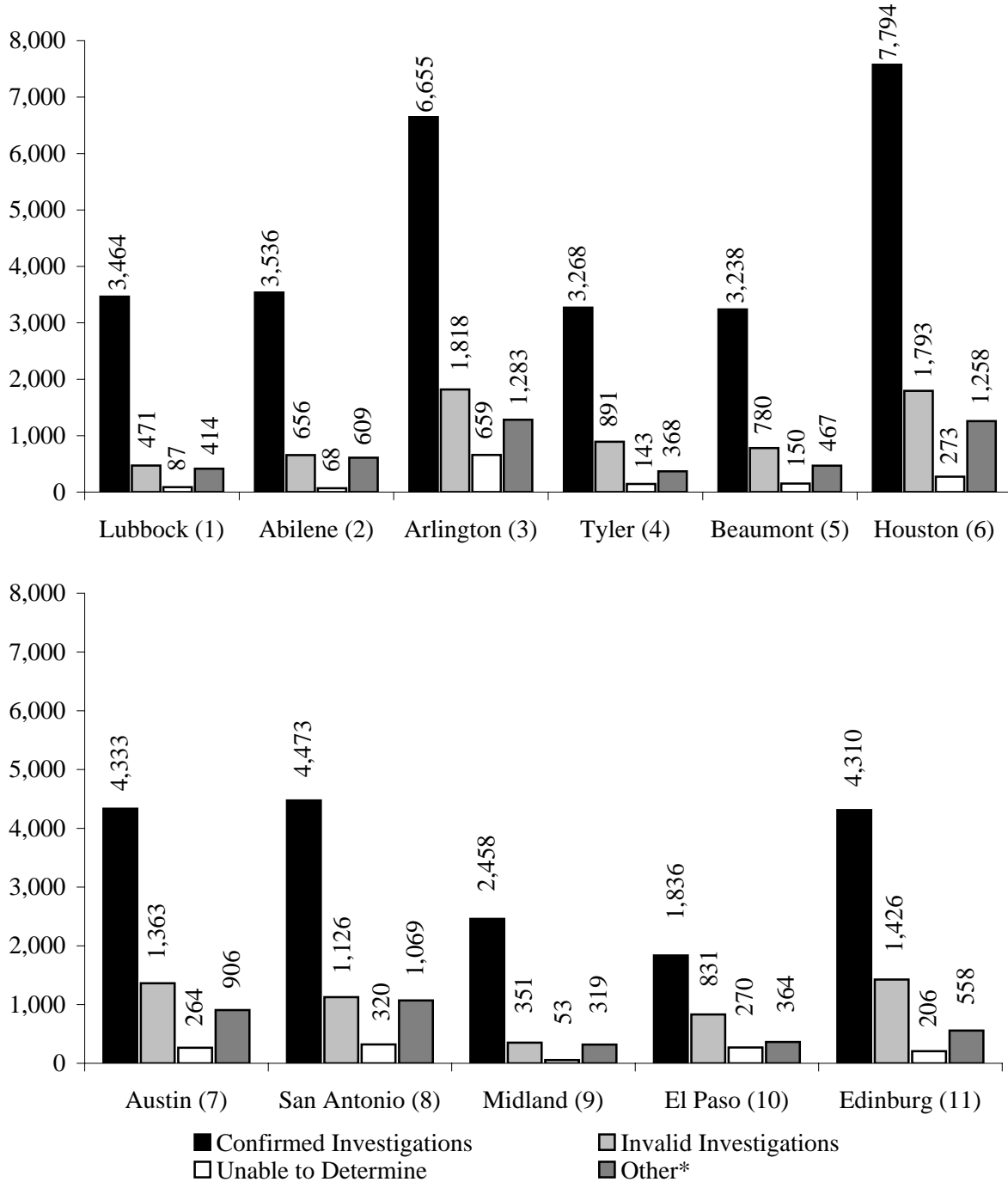
Note: Reports of Abuse/Neglect situations may come from multiple sources.

Duration of APS Service Delivery Cases Closed During Fiscal Year 2005



Completed APS In-Home Investigations by Region for Fiscal Year 2005

State Total: 67,023



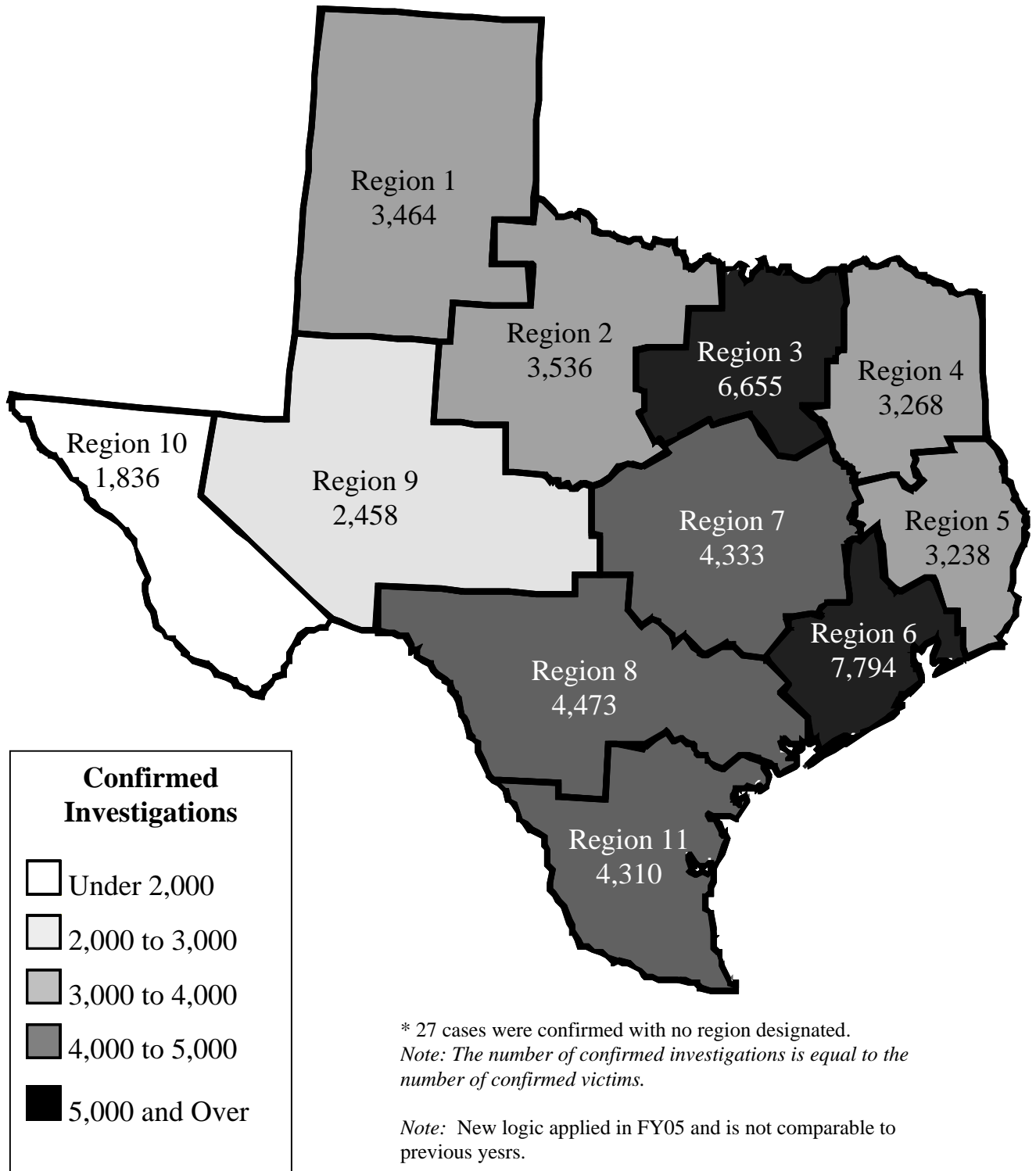
* "Other" category refers to those investigations that workers could not complete for some reason, e.g. clients died or cases were misclassified.

Note: 44 investigations had an "unknown" region.

Note: New Logic applied in FY05 and is not comparable to previous years

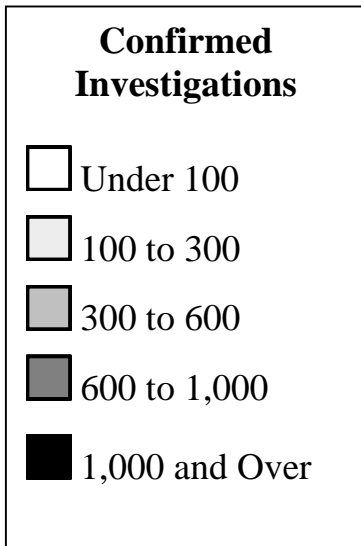
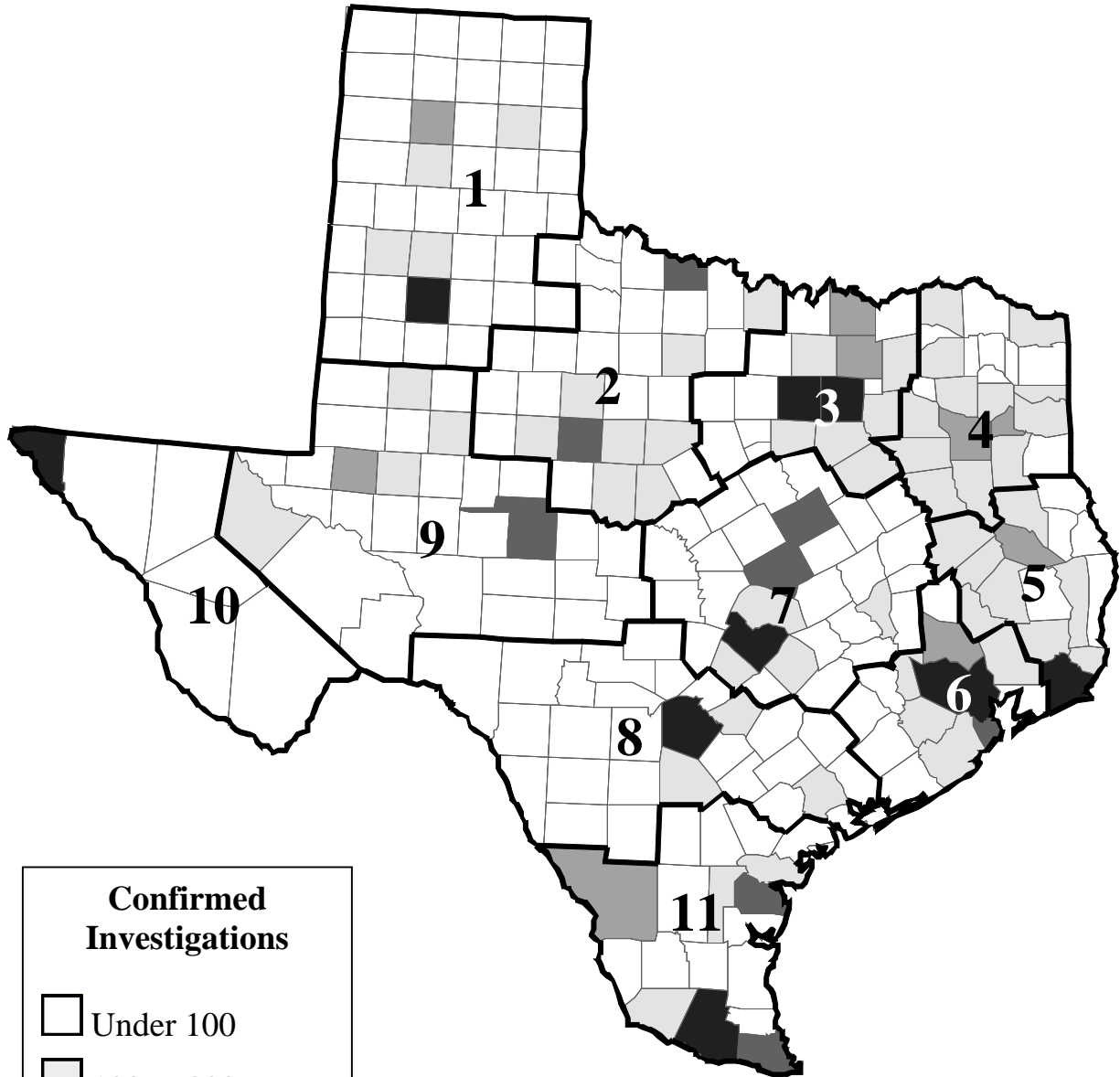
APS Confirmed In-Home Investigations by Region Fiscal Year 2005

State Total: 45,392*



APS Confirmed In-Home Investigations by County Fiscal Year 2005

State Total: 45,392*



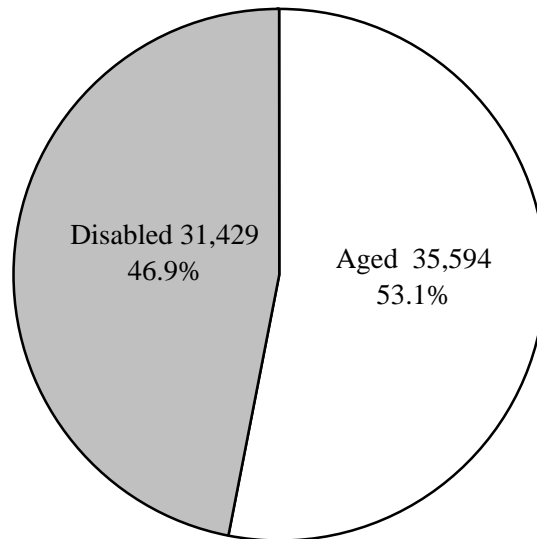
* 27 cases were confirmed with no county designated.
Note: The number of confirmed investigations is equal to the number of confirmed victims.

Note: New logic applied in FY05 and is not comparable to previous years.

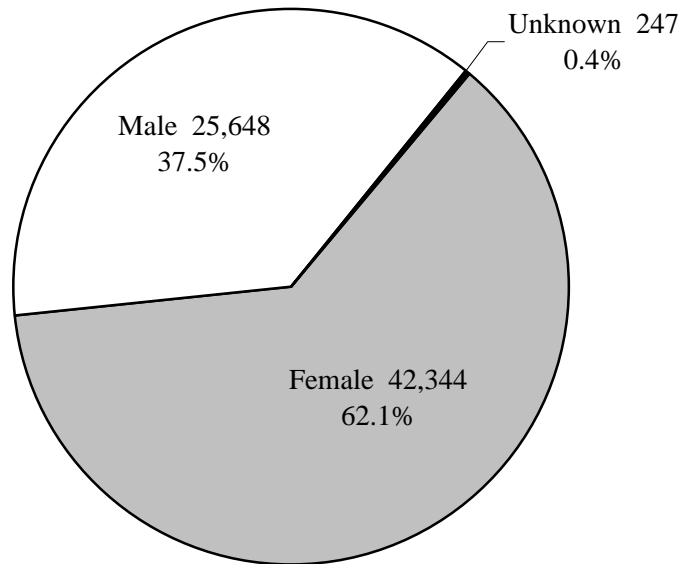
Characteristics of APS In-Home Clients in Completed Investigations Fiscal Year 2005

State Total: 67,023

Age and Disability



Gender



Ethnicity of APS Clients in Completed In-Home Investigations Fiscal Year 2005

Region	Anglo	African American	Hispanic	Native American	Asian	Other	Total
Lubbock (1)	1,944	854	1,094	7	4	533	4,436
Abilene (2)	3,193	555	593	14	6	508	4,869
Arlington (3)	5,788	2,414	682	16	67	1,448	10,415
Tyler (4)	2,700	1,349	55	12	5	549	4,670
Beaumont (5)	2,432	1,636	94	5	10	458	4,635
Houston (6)	4,499	3,787	1,222	21	92	1,497	11,118
Austin (7)	3,731	1,517	829	16	39	734	6,866
San Antonio (8)	2,495	734	2,977	7	19	756	6,988
Midland (9)	1,461	361	1,086	6	7	260	3,181
El Paso (10)	717	125	2,133	6	21	299	3,301
Edinburg (11)	1,173	160	4,598	4	6	559	6,500
Unknown	19	6	10	0	0	9	44
State Total	30,152	13,498	15,373	114	276	7,610	67,023

Confirmed Allegations in APS In-Home Investigation: Fiscal Year 2005

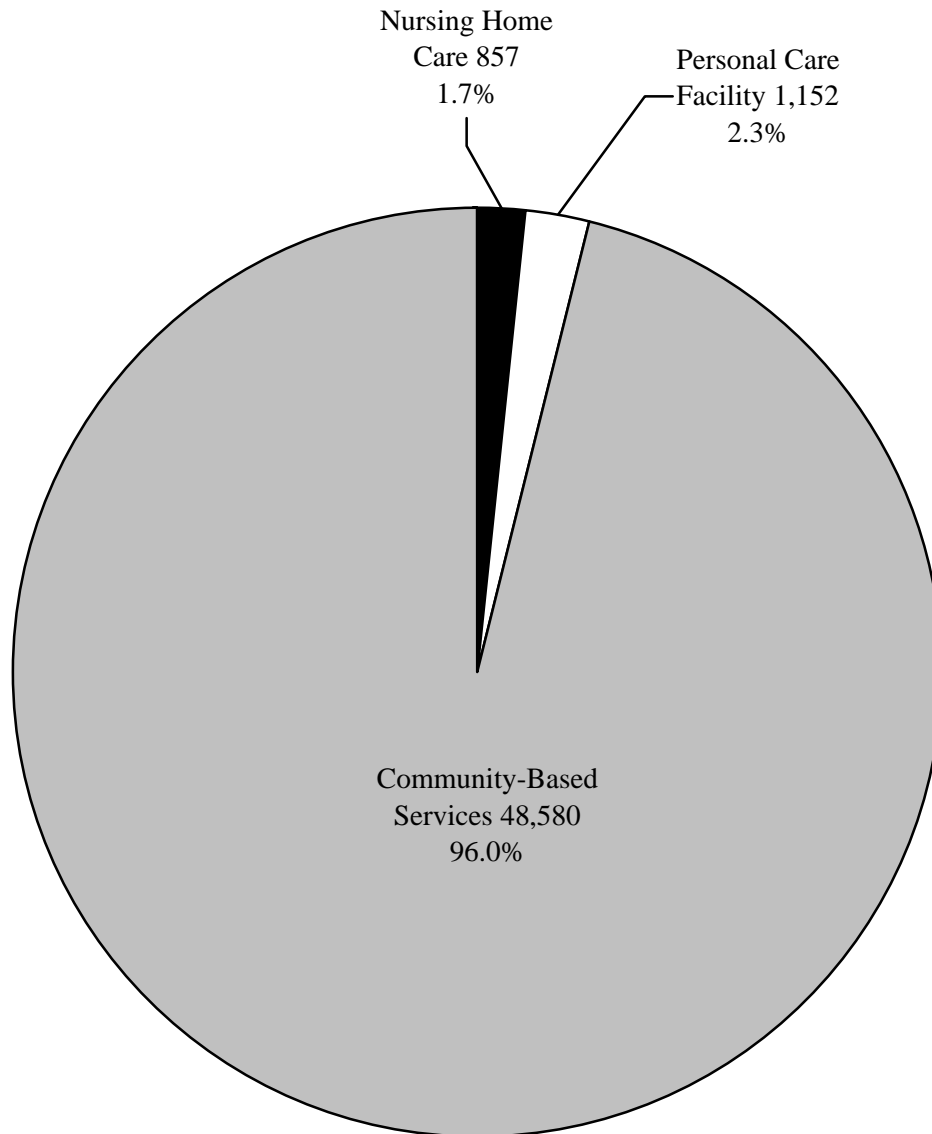
Region	Emotional/ Verbal Abuse	Exploitation	Medical Neglect	Mental Health Neglect	Physical Abuse
Lubbock (1)	167	115	820	370	89
Abilene (2)	163	134	1,070	266	103
Arlington (3)	535	299	1,518	904	271
Tyler (4)	171	88	716	348	76
Beaumont (5)	135	79	860	268	53
Houston (6)	526	256	1,892	736	245
Austin (7)	277	160	1,049	507	181
San Antonio (8)	310	151	976	516	159
Midland (9)	89	53	862	191	45
El Paso (10)	180	89	469	235	76
Edinburg (11)	299	109	955	468	146
Unknown	1	0	4	4	3
State Total	2,853	1,533	11,191	4,813	1,447

Region	Physical Neglect	Suicidal Threat	Sexual Abuse	Unduplicated Confirmed Victims*
Lubbock (1)	3,082	16	2	3,464
Abilene (2)	2,988	12	1	3,536
Arlington (3)	5,305	68	16	6,655
Tyler (4)	2,731	14	1	3,268
Beaumont (5)	2,774	15	0	3,238
Houston (6)	6,492	45	3	7,794
Austin (7)	3,579	39	9	4,333
San Antonio (8)	3,724	40	10	4,473
Midland (9)	2,237	7	0	2,458
El Paso (10)	1,435	22	2	1,836
Edinburg (11)	3,582	28	2	4,310
Unknown	23	0	0	27
State Total	37,952	306	46	45,392

* Victims have been unduplicated by investigation stage.

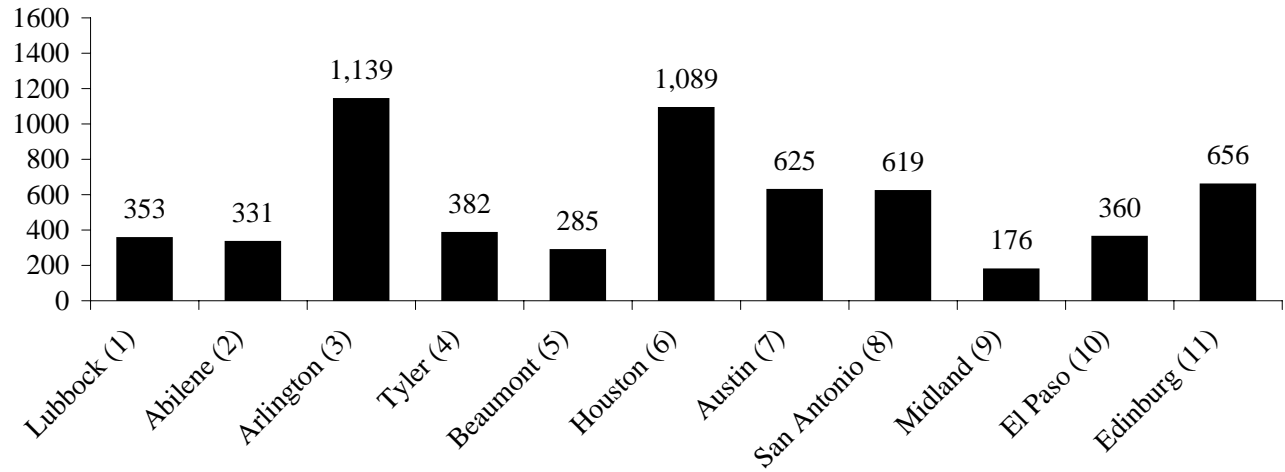
Note: Methodology for this page changed in Fiscal Year 2005 and victims of different types of abuse and neglect are not additive because one victim may have multiple types of abuse/neglect.

APS Clients Receiving Nursing and Personal Care Facility Placements versus Community-Based Services Fiscal Year 2005

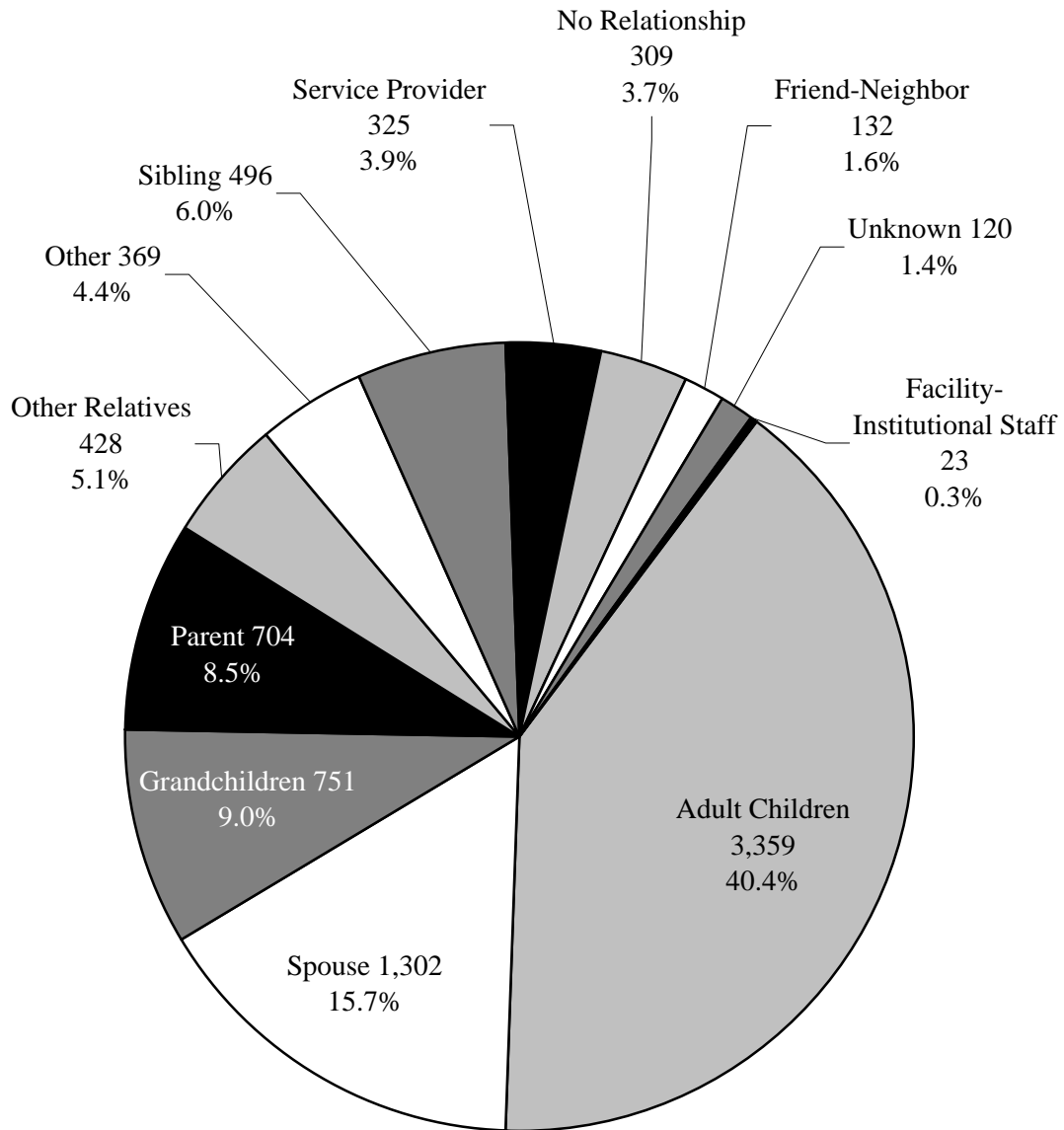


APS Victims of Family Violence in Confirmed Investigations for Fiscal Year 2005

State Total: 6,019



Perpetrators in Confirmed In-Home Cases Fiscal Year 2005



Note: Each victim may have more than one perpetrator at the end of the investigation.

Characteristics of Perpetrators in Confirmed APS In-Home Investigations Fiscal Year 2005

State Total: 8,318

Characteristic	Female		Male		Unknown		Total		
	N	%	N	%	N	%	N	%	
Age									
Under 18	251	3.0%	247	3.0%	2	0.0%	500	6.0%	
18-25	317	3.8%	321	3.9%	3	0.0%	641	7.7%	
26-35	578	6.9%	471	5.7%	4	0.0%	1,053	12.7%	
36-45	1,043	12.5%	972	11.7%	21	0.3%	2,036	24.5%	
Over 45	2,026	24.4%	1,985	23.9%	24	0.3%	4,035	48.5%	
Unknown	18	0.2%	16	0.2%	19	0.2%	53	0.6%	
Marital Status									
Married	1,063	12.8%	1,192	14.3%	2	0.0%	2,257	27.1%	
Widowed	158	1.9%	41	0.5%	0	0.0%	199	2.4%	
Separated	107	1.3%	97	1.2%	0	0.0%	204	2.5%	
Divorced	257	3.1%	176	2.1%	0	0.0%	433	5.2%	
Single	356	4.3%	455	5.5%	1	0.0%	812	9.8%	
Unknown	2,068	24.9%	1,823	21.9%	70	0.8%	3,961	47.6%	
N/A (Under 18)	224	2.7%	228	2.7%	0	0.0%	452	5.4%	
Ethnicity									
Anglo	1,648	19.8%	1,663	20.0%	5	0.1%	3,316	39.9%	
African American	789	9.5%	616	7.4%	4	0.0%	1,409	16.9%	
Hispanic	974	11.7%	998	12.0%	5	0.1%	1,977	23.7%	
Native American	6	0.1%	8	0.1%	0	0.0%	14	0.2%	
Asian	12	0.1%	12	0.1%	0	0.0%	24	0.3%	
Other	804	9.7%	715	8.6%	59	0.7%	1,578	19.0%	
Total Perpetrators	4,233	50.9%	4,012	48.2%	73	0.9%	8,318	100.0%	

Average Length of In-Home Investigations by Region Fiscal Year 2005

Region	Days
Lubbock (1)	76.1
Abilene (2)	54.7
Arlington (3)	75.6
Tyler (4)	69.2
Beaumont (5)	67.0
Houston (6)	71.2
Austin (7)	88.9
San Antonio (8)	91.8
Midland (9)	68.0
El Paso (10)	92.4
Edinburg (11)	79.3
Unknown Region	40.2
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State Average	72.9

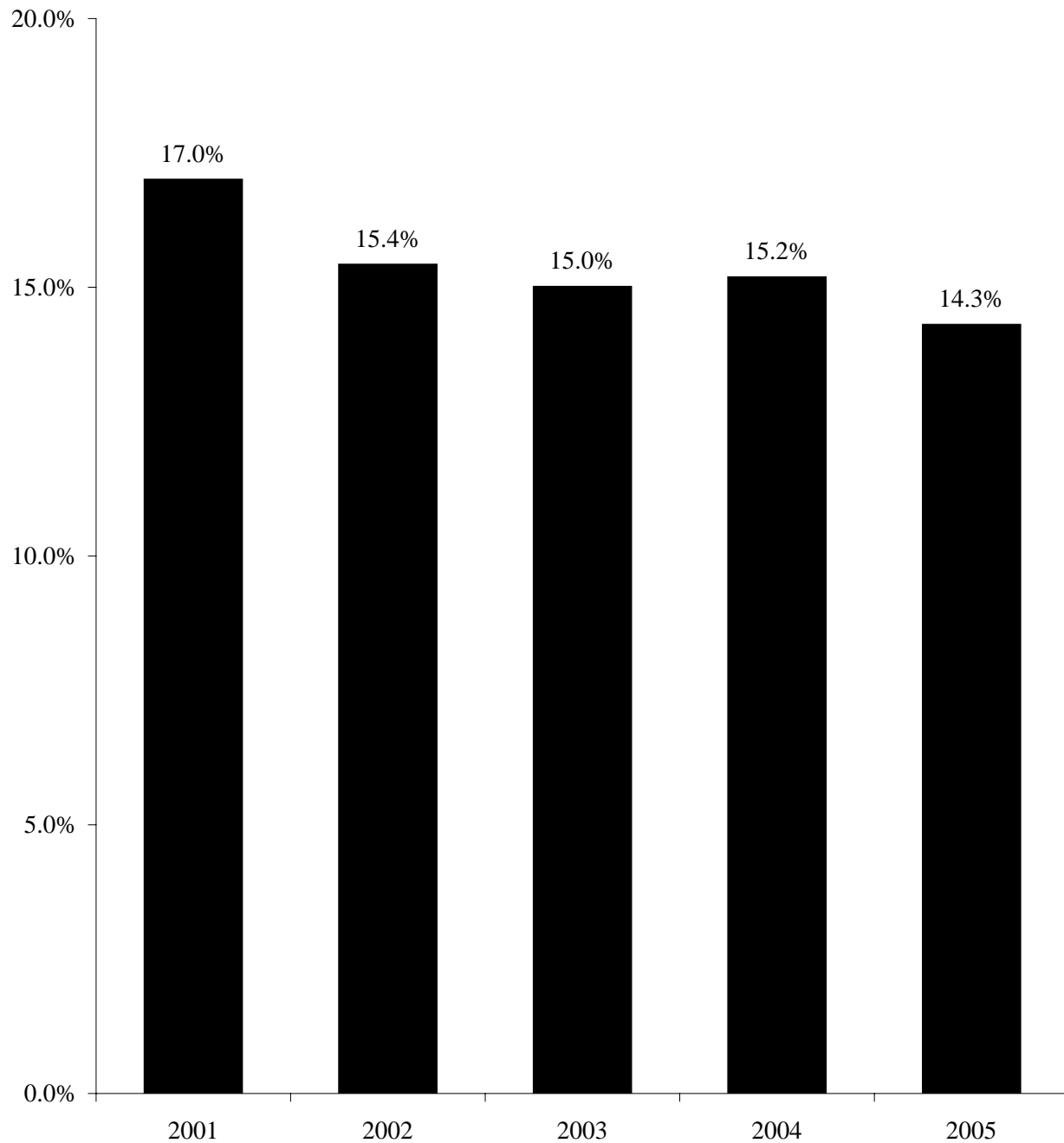
Note : New logic was applied in FY05 and is not comparable to previous years.

Services Delivered in In-Home Cases by Region Fiscal Year 2005

Region	Rent/ Utilities Restoration	Social Services	Guardianship/ Legal Services	Health Services	Emergency Shelter & Placement	Other	Total
Lubbock (1)	882	2,329	33	486	1	521	4,252
Abilene (2)	523	2,142	70	753	3	550	4,041
Arlington (3)	393	4,113	152	1,675	27	728	7,088
Tyler (4)	447	2,482	37	592	8	323	3,889
Beaumont (5)	344	2,140	24	544	5	322	3,379
Houston (6)	736	5,402	92	1,338	13	834	8,415
Austin (7)	380	3,479	55	845	15	398	5,172
San Antonio (8)	178	3,513	36	571	9	417	4,724
Midland (9)	286	1,881	31	480	5	356	3,039
El Paso (10)	39	1,073	40	344	4	269	1,769
Edinburg (11)	157	3,117	33	857	11	523	4,698
Other	4	41	27	39	1	11	123
State Total	4,369	31,712	630	8,524	102	5,252	50,589

Note: Clients in confirmed cases may receive more than one service.

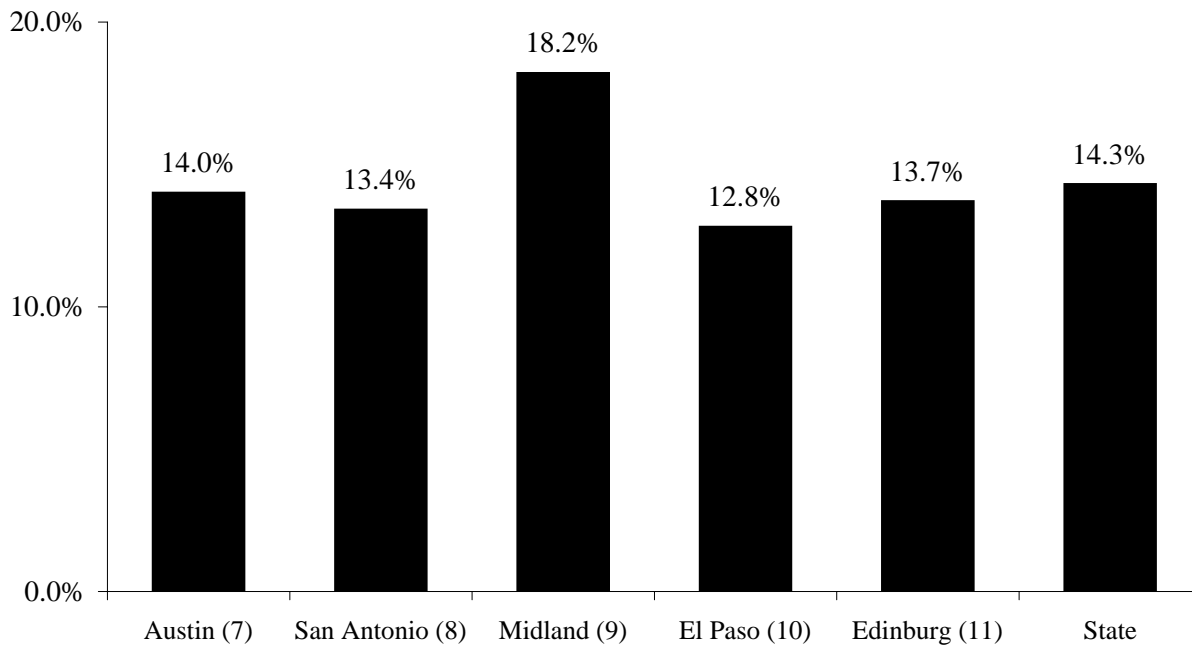
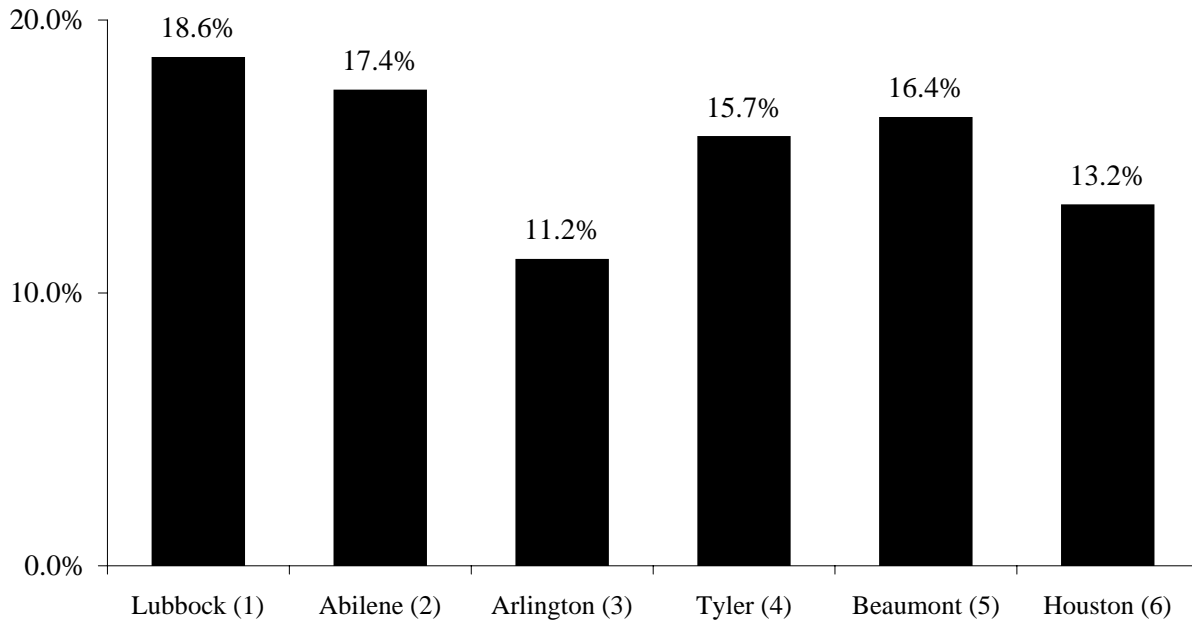
Recidivism* of APS In-Home Cases by Fiscal Year



* Recidivism is a measure of the percentage of APS clients referred to the APS system more than once during the fiscal year, including clients who refused services and were re-referred.

Note: New Logic was applied during FY 2005 and also to FY 2001 thru FY 2004. Previous years will not match past publications.

Recidivism* of APS In-Home Cases by Region Fiscal Year 2005

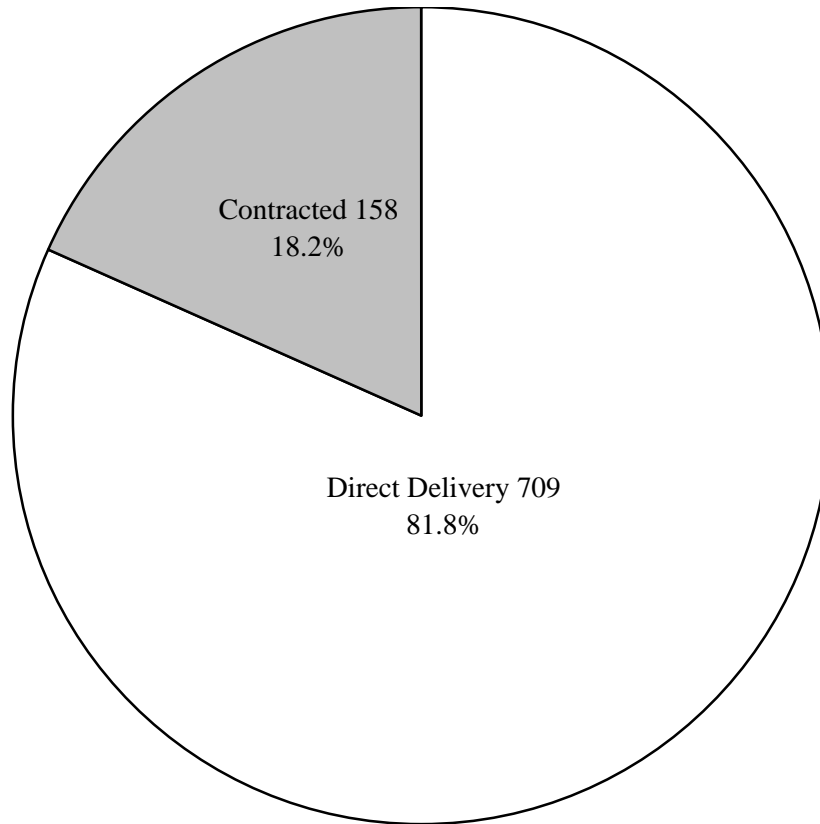


* Recidivism is a measure of the percentage of APS Clients referred to the APS system more than once during the fiscal year, including clients who refused services and were re-referred.

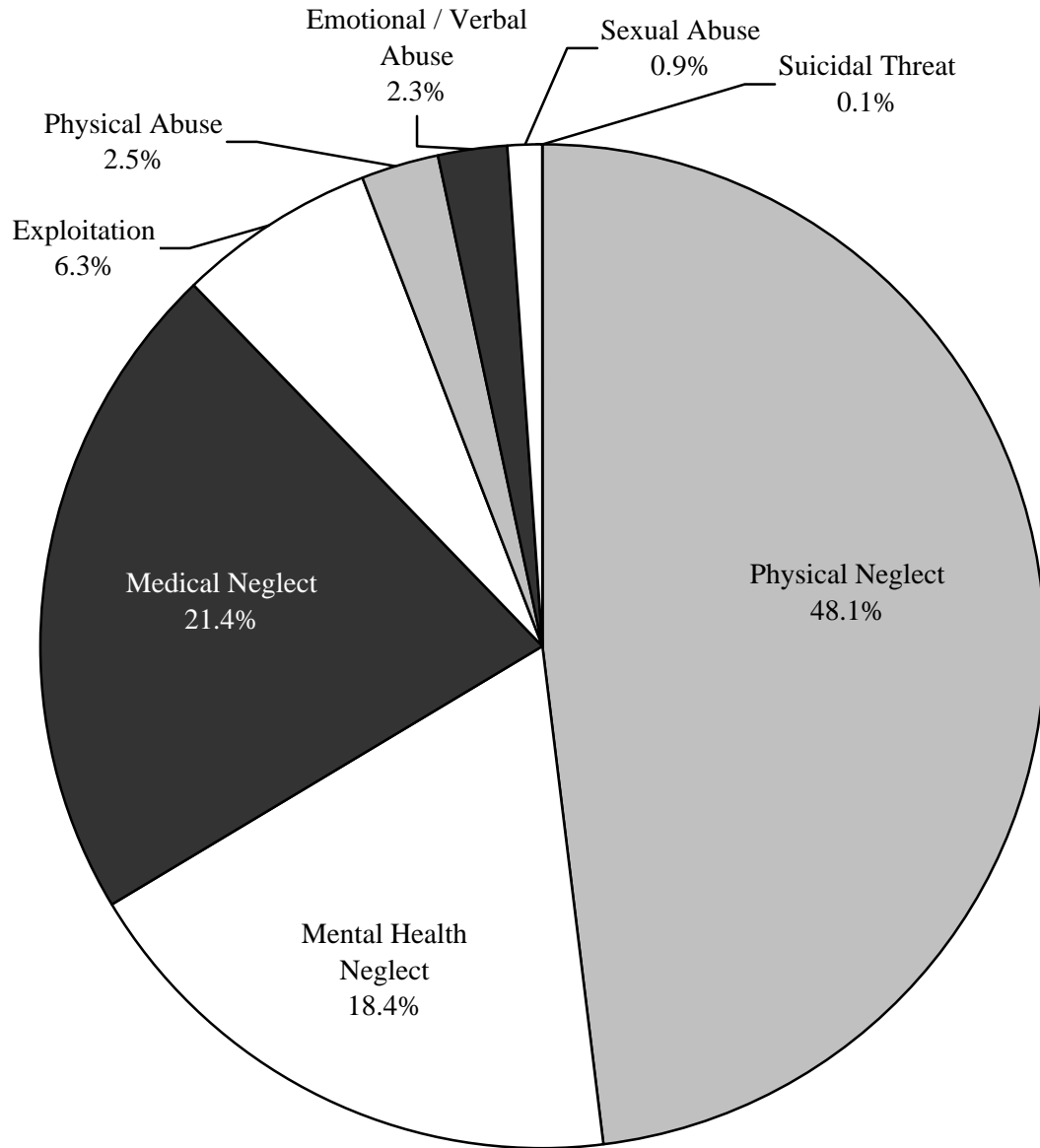
Note: New Logic was applied during FY 2005.

APS Guardianships as of August 31, 2005

State Total: 867



Types of Abuse in Cases that Received Guardianship Services as of August 31, 2005



Note: Clients may have experienced more than one type of abuse.

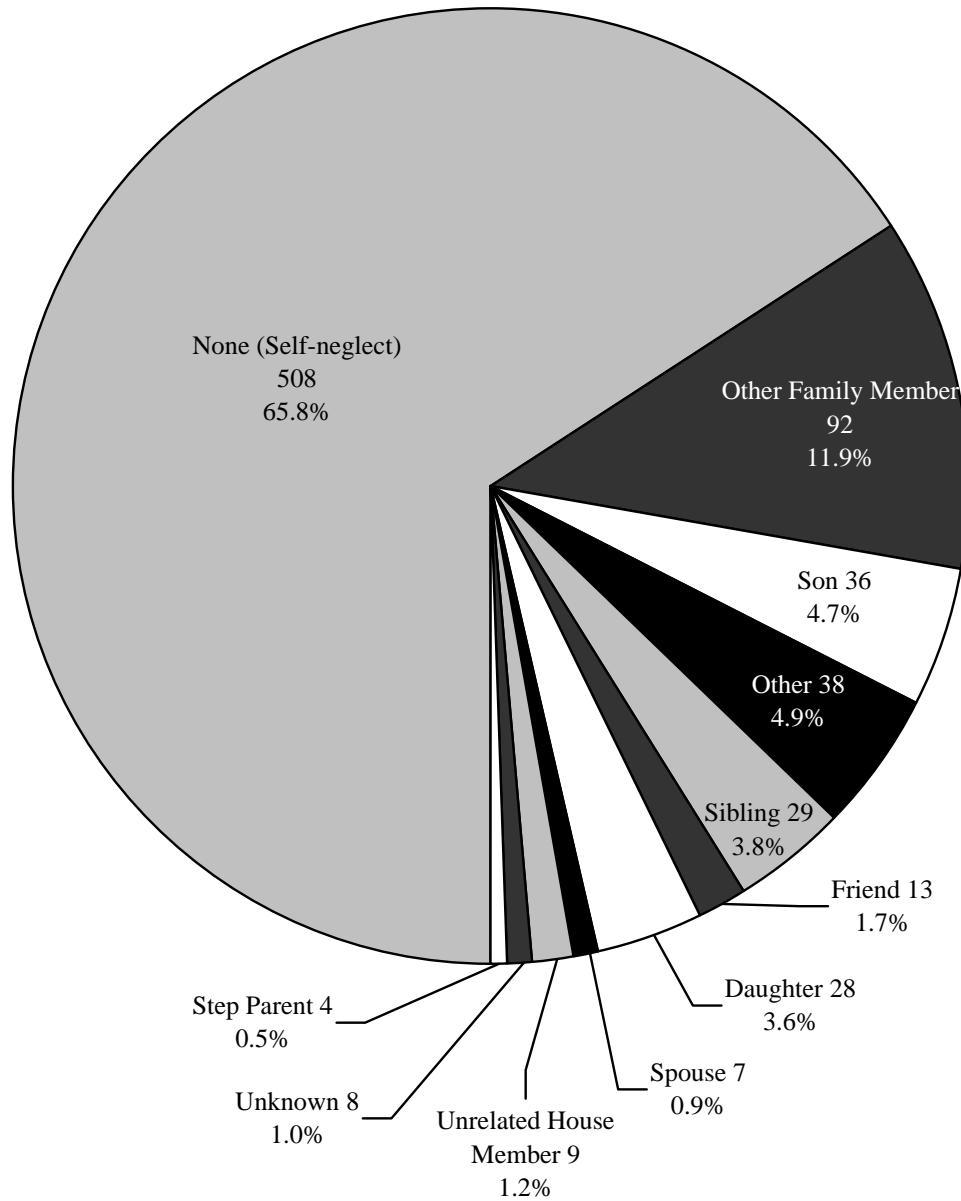
Demographics of APS Guardianship Clients as of August 31, 2005

Age	Cases	Percentage
18 - 33 Years	298	34.4%
34 - 49 Years	92	10.6%
50 - 64 Years	121	14.0%
65 - 81 Years	176	20.3%
82 + Years	180	20.7%
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State Total	867	100.0%

Gender	Cases	Percentage
Female	516	59.5%
Male	347	40.0%
Unknown	4	0.5%
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State Total	867	100.0%

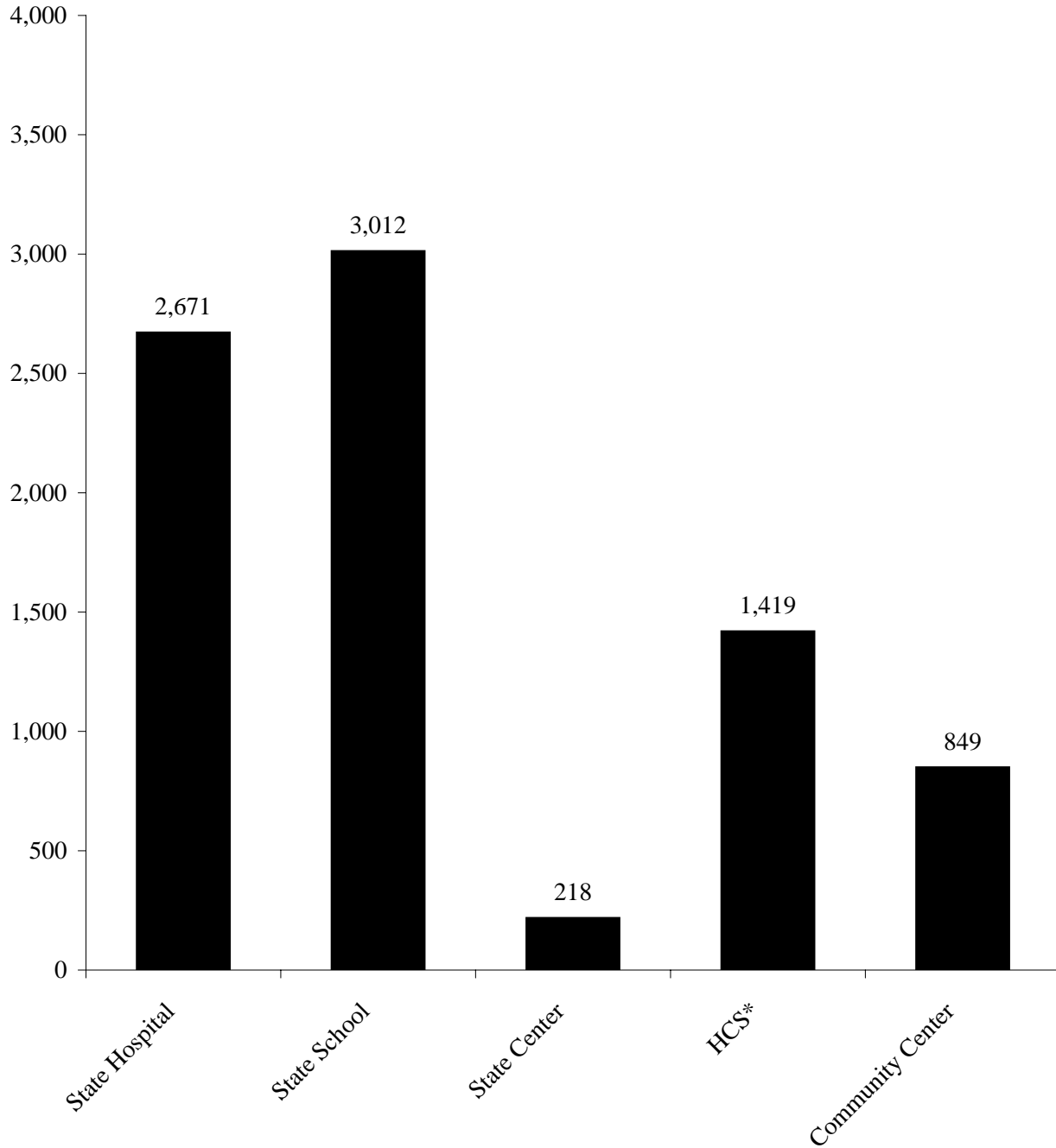
Ethnicity	Cases	Percentage
Anglo	455	52.5%
African American	205	23.6%
Hispanic	144	16.6%
Native American	1	0.1%
Asian	4	0.5%
Other	58	6.7%
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State Total	867	100.0%

Perpetrators in Cases that Received Guardianship as of August 31, 2005



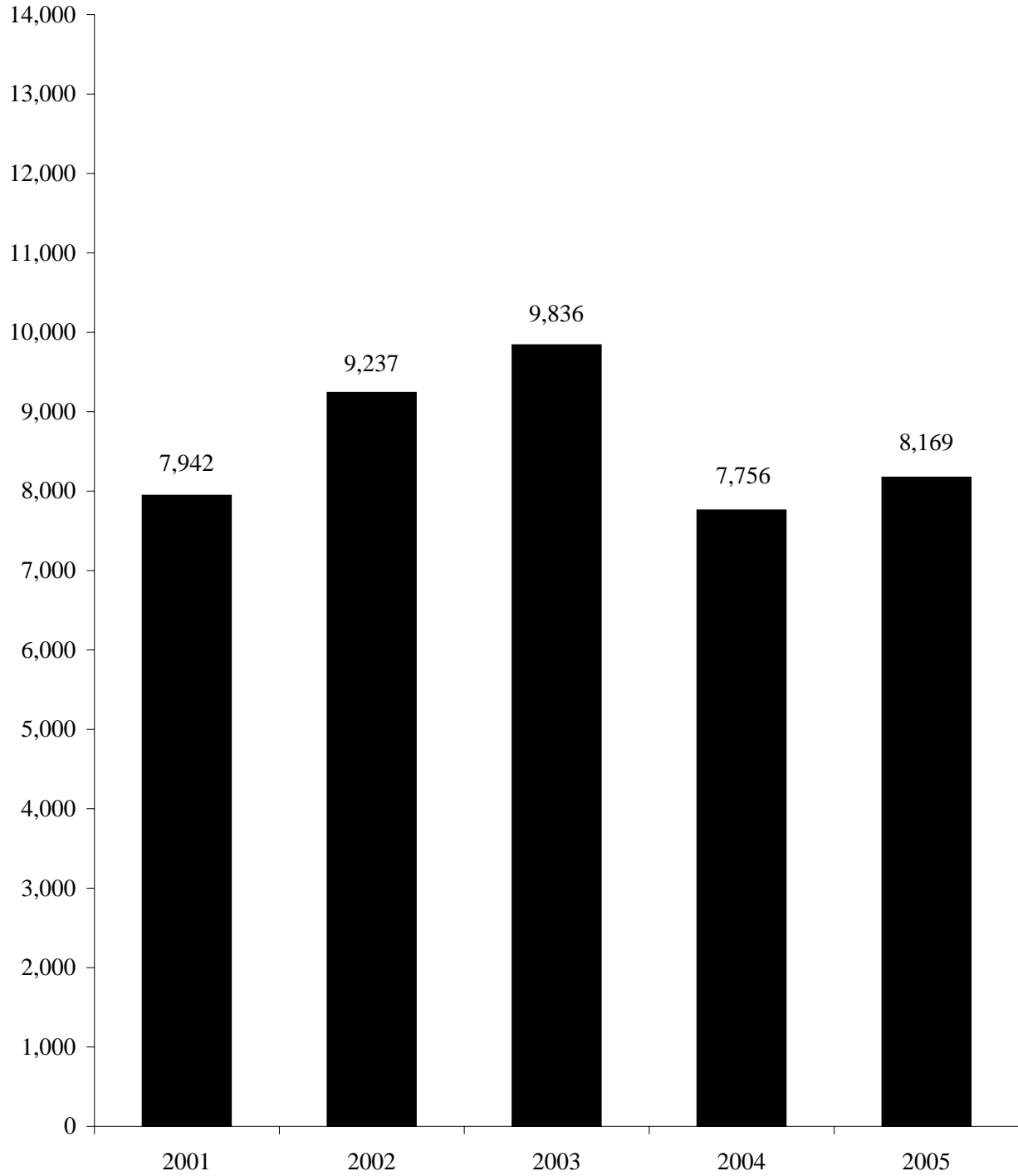
Completed Investigations by MH & MR Setting Fiscal Year 2005

State Total: 8,169



* Home and community based services.

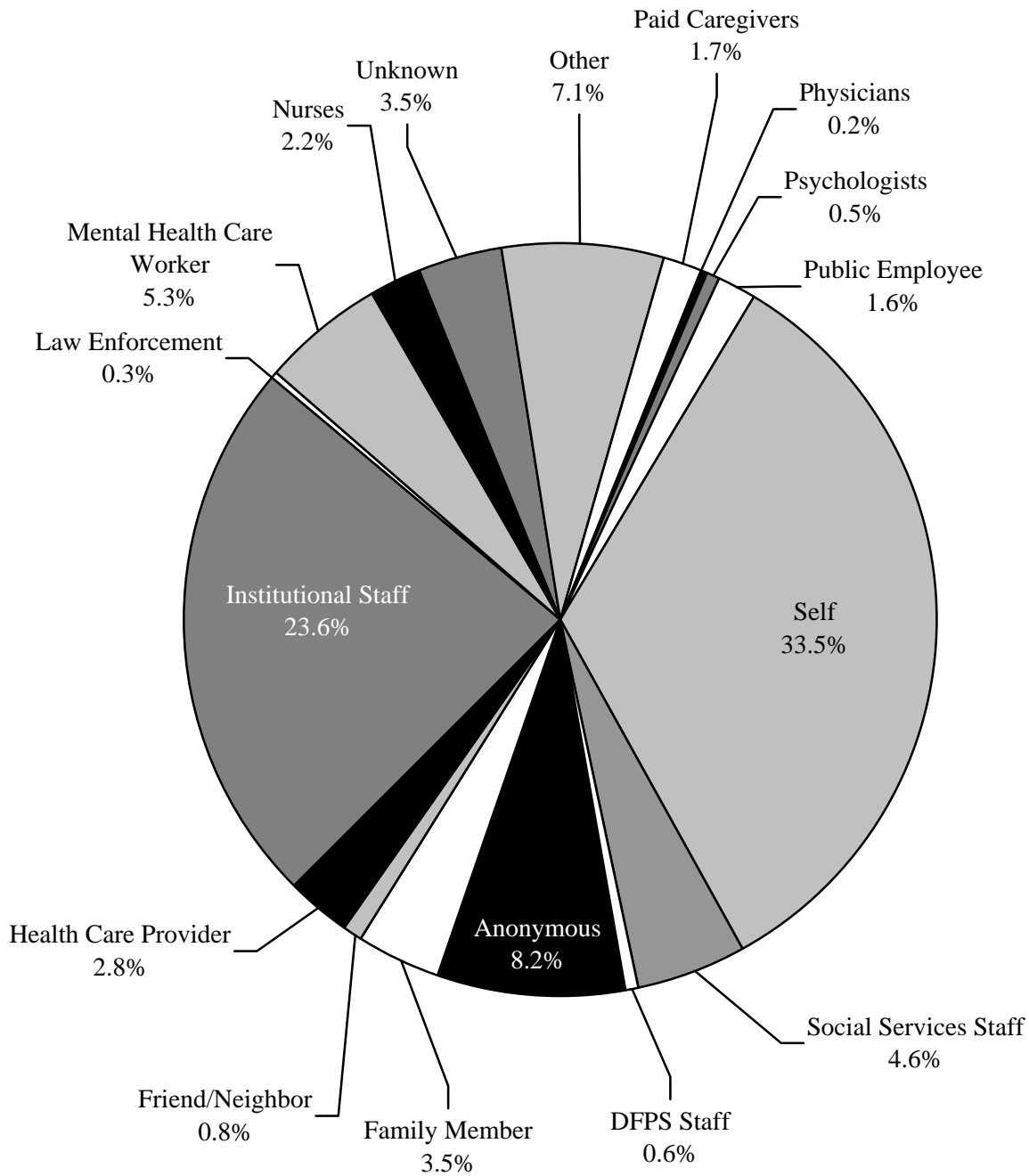
Completed Investigations in MH & MR Settings by Fiscal Year



Completed Investigations in MH & MR Settings by Source of Report

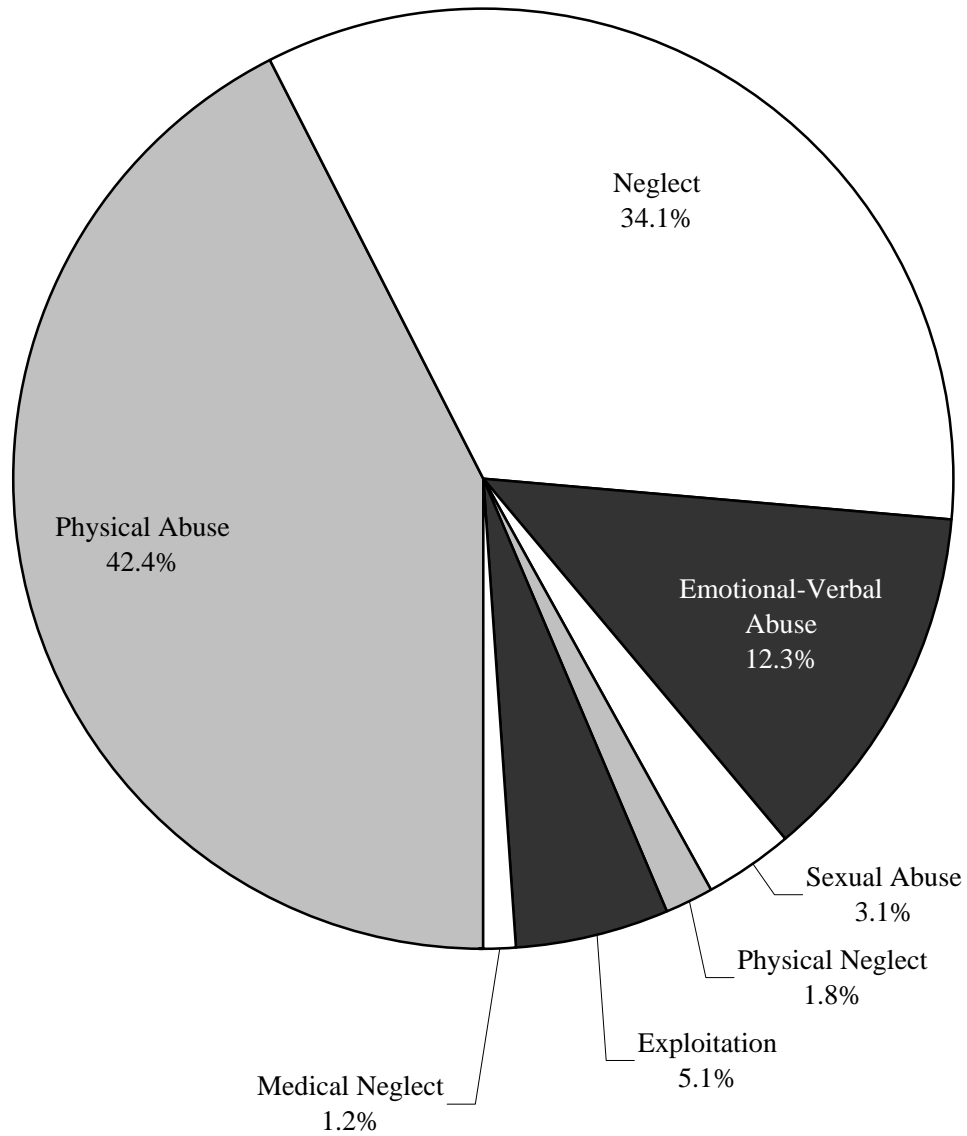
Fiscal Year 2005

Total Reporters: 8,252



Note: Reports of abuse/neglect situations may come from multiple sources.

Types of Abuse Confirmed in MH & MR Settings Fiscal Year 2005



Average Length of MH & MR Investigations by Region Fiscal Year 2005

Region	Days
Lubbock (1)	10.0
Abilene (2)	12.0
Arlington (3)	5.1
Tyler (4)	8.5
Beaumont (5)	10.2
Houston (6)	17.6
Austin (7)	10.1
San Antonio (8)	12.0
Midland (9)	11.5
El Paso (10)	10.8
Edinburg (11)	14.2
Unknown	10.0
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State Average	10.9

Average MH & MR Investigator Tenure in Program Fiscal Year 2005

Tenure	Number of Investigators	Percentage
Under 1 Year	18	24.3%
1 Year	10	13.5%
2 Years	4	5.4%
3 Years	5	6.7%
4 Years	4	5.4%
5 Years	7	9.5%
6 - 9 Years	15	20.3%
10 - 15 Years	11	14.9%
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State Total	74	100.0%

Average Worker Tenure in APS In-Home Program Fiscal Year 2005

Tenure	Workers	Percentage
Under 1 Year	142	38.2%
1 Year	34	9.1%
2 Years	13	3.5%
3 Years	26	7.0%
4 Years	22	5.9%
5 Years	15	4.0%
6 - 9 years	60	16.1%
10 - 21 years	60	16.1%
State Total	372	100.0%