

# 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.

### Expenditures and Total Average Filled Full Time Equivalent (FTE) Staff\*

Total Staff	642.5
Direct Delivery Total	546.1
Direct Delivery Workers	405.8
Direct Delivery Supervisors	59.1
Direct Delivery Other	81.2
Staff Costs	\$33,269,707

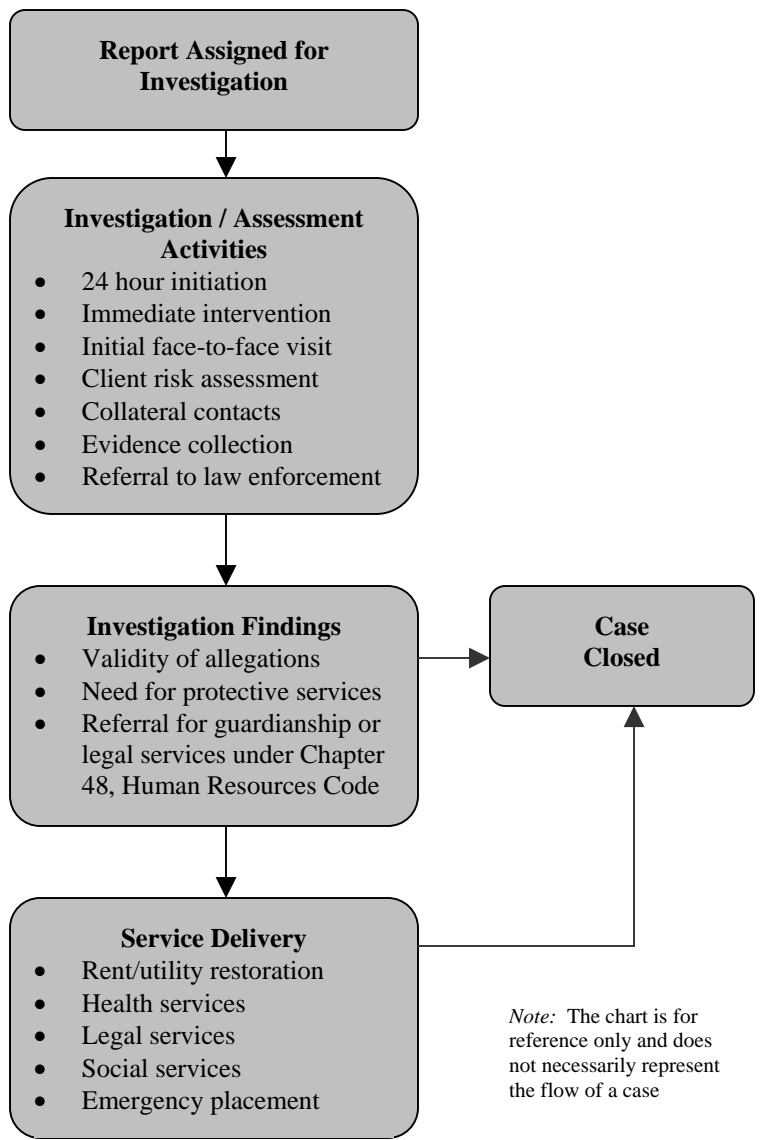
### Worker Demographics

Turnover Rate	19.7%
Tenure	
Less than 1 Year	26.1%
1 - 3 Years	33.3%
Greater than 3 Years	40.6%
Entry Salary	\$27,132.00
Average Age	41.9
Race/Ethnicity	
African-American	29.3%
Anglo	40.6%
Hispanic	27.1%
Other	3.0%

### Supervisor Demographics

Turnover Rate	5.5%
Tenure	
Less than 1 Year	4.9%
1 - 3 Years	18.1%
Greater than 3 Years	77.0%
Entry Salary	\$36,504.00
Average Age	48.3
Race/Ethnicity	
African-American	23.0%
Anglo	39.3%
Hispanic	36.1%
Other	1.6%

\*FTE is the year-to-date average FTE which is calculated by the hours paid each month



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

### Statistics FY 2006

Completed In-Home Investigations	74,737
Confirmed In-Home Investigations	51,200

### Most Common...

- **Person reporting abuse/neglect/exploitation**  
Family Member (19.1%)
- **Allegation confirmed**  
Physical Neglect (65.0%)
- **Confirmed perpetrator**  
Relationship: Adult Children (39.6%)  
Gender: Female (50.6%)  
Age: Age Over 45 (51.3%)
- **Characteristic of client**  
Gender: Female (61.9%)  
Age: Aged (52.6%)

# 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 591-595

## 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.
- Enhancing and developing community resources in an effort to increase awareness of abuse, neglect and exploitation and to address increasing needs of APS consumers
- 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 when 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.

## Other Programmatic Information:

### Factors Contributing to Abuse, Neglect, and Exploitation:

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

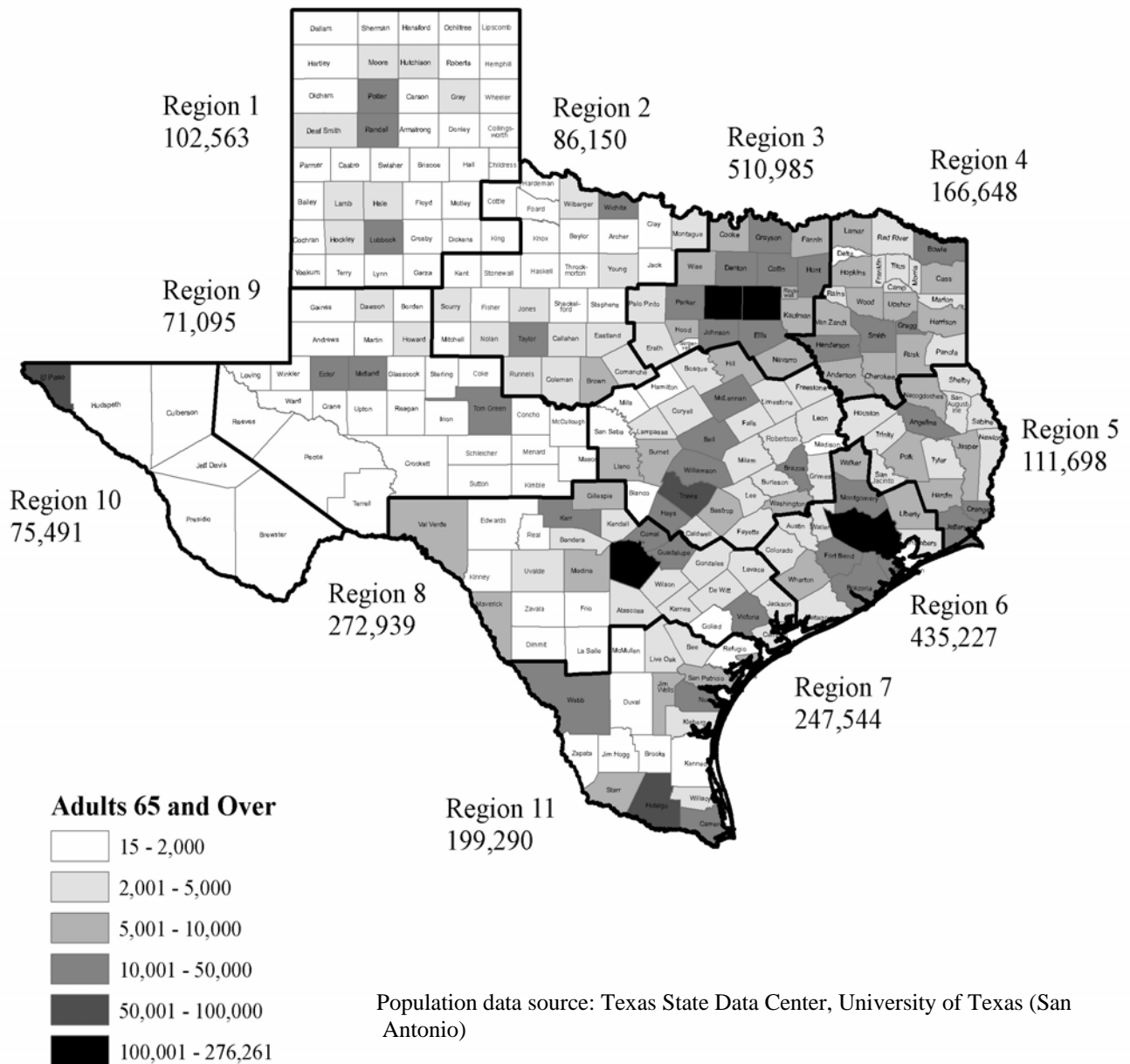
- Inadequate access to health care and costly medications
- Pathological family relationships/violence as a coping mechanism in society
- Physical and mental stress of caregiving in traditionally non-violent, caring households
- Denial of benefits, such as SSI and Medicaid, to some elderly and disabled immigrants

**Challenges:**

- Affordable and safe housing for elders and adults with disabilities
- 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
- Inadequate community services for persons discharged from state hospitals and schools
- Lack of statewide access to preventative or early intervention services such as long-term case management for elderly persons and adults with disabilities who are at risk, but not yet experiencing abuse, neglect, or exploitation
- 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

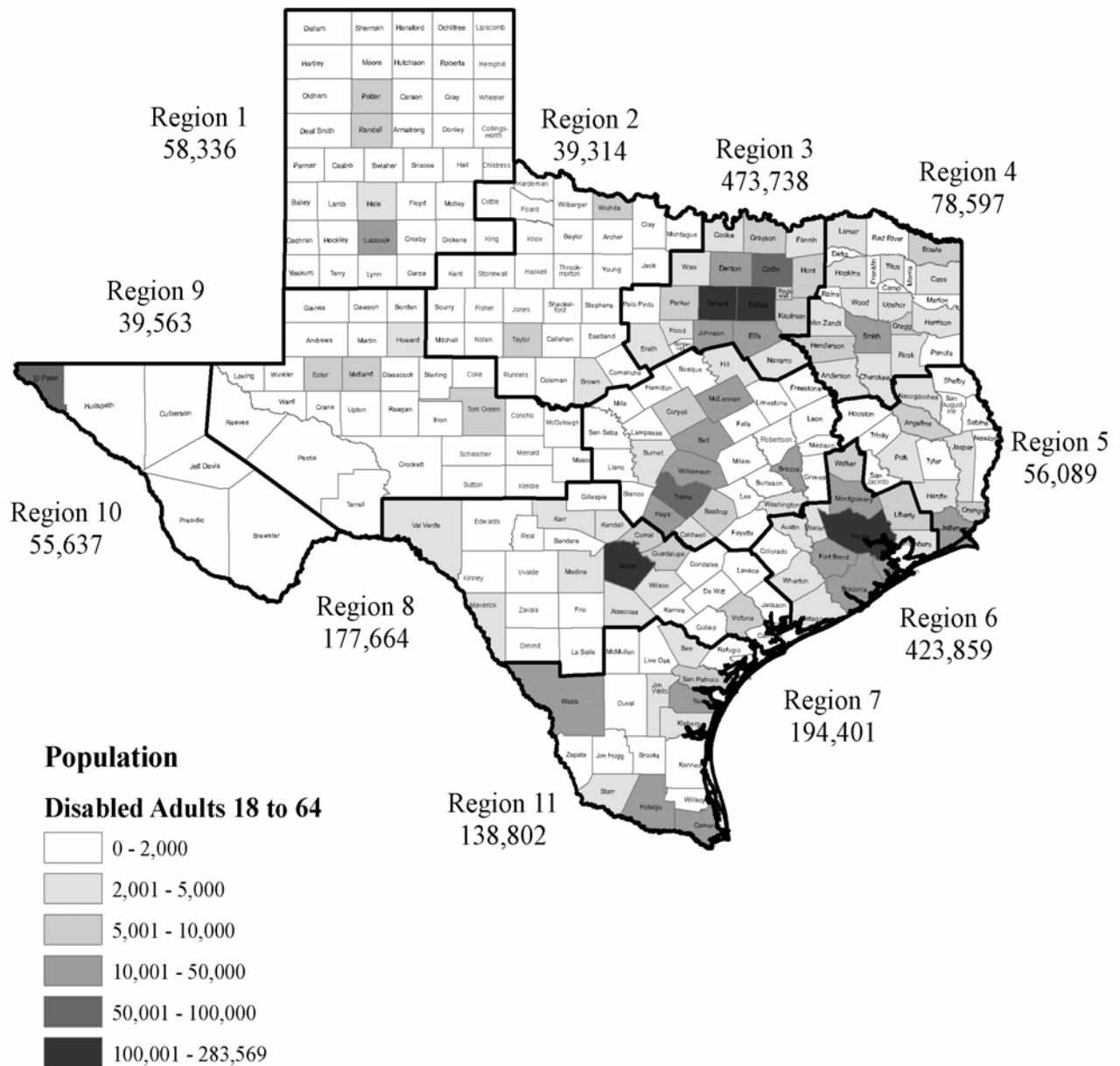
# Texas Adult Population Ages 65 Years and Over Fiscal Year 2006

State Total 2,279,630



# Texas Disabled Adult Population Ages 18 to 64 Years Fiscal Year 2006

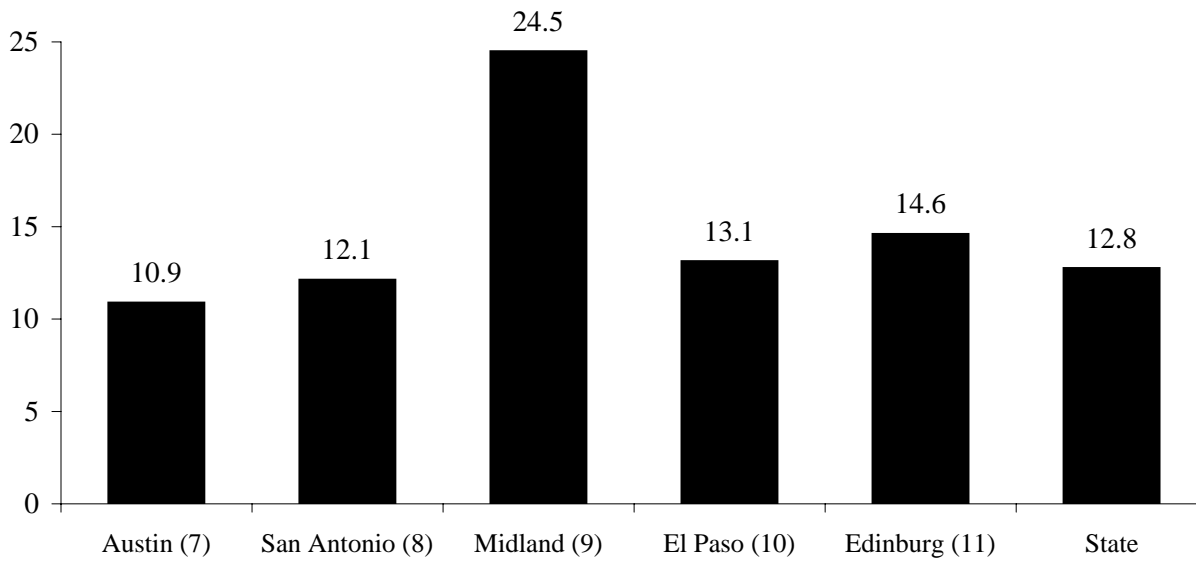
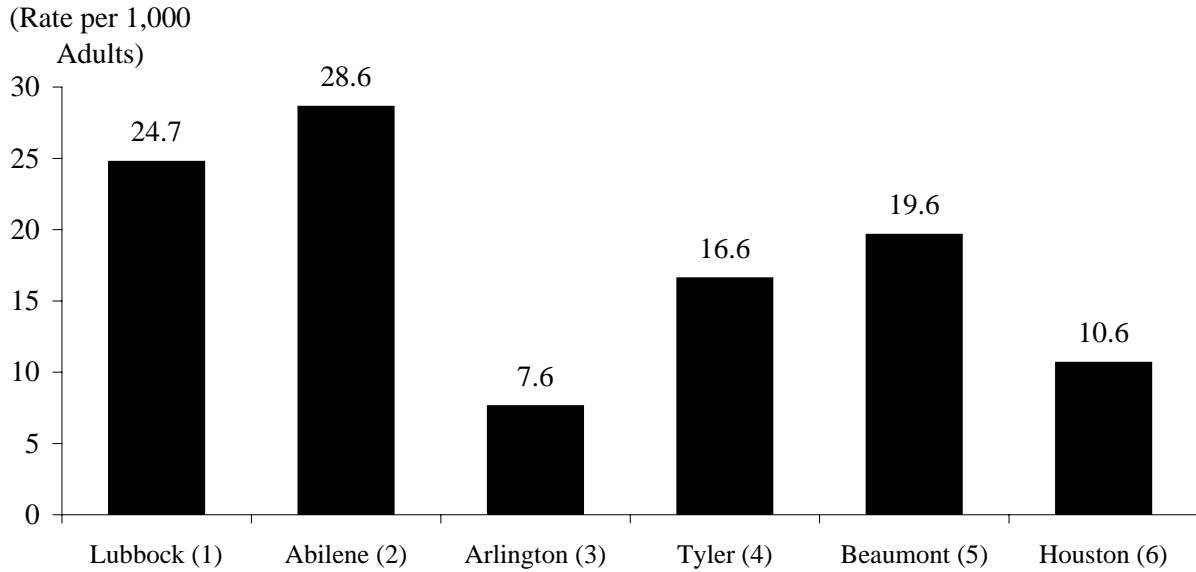
State Total 1,736,000



Population data source: Texas State Data Center, University of Texas (San Antonio)

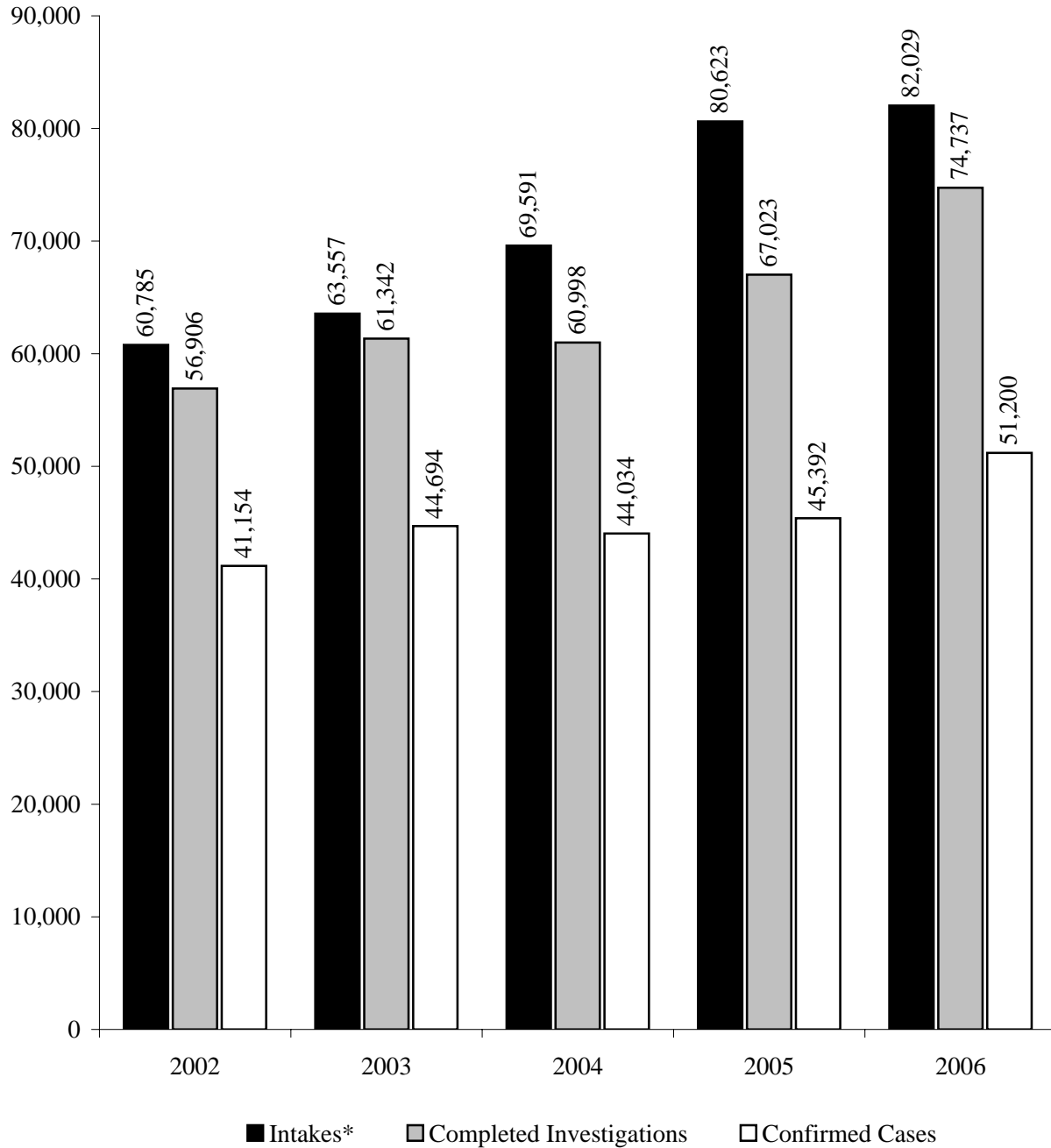
## Incidence of Maltreatment per 1,000 Adults in Texas Adult Population by Region Fiscal Year 2006

Incidence Rate



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

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

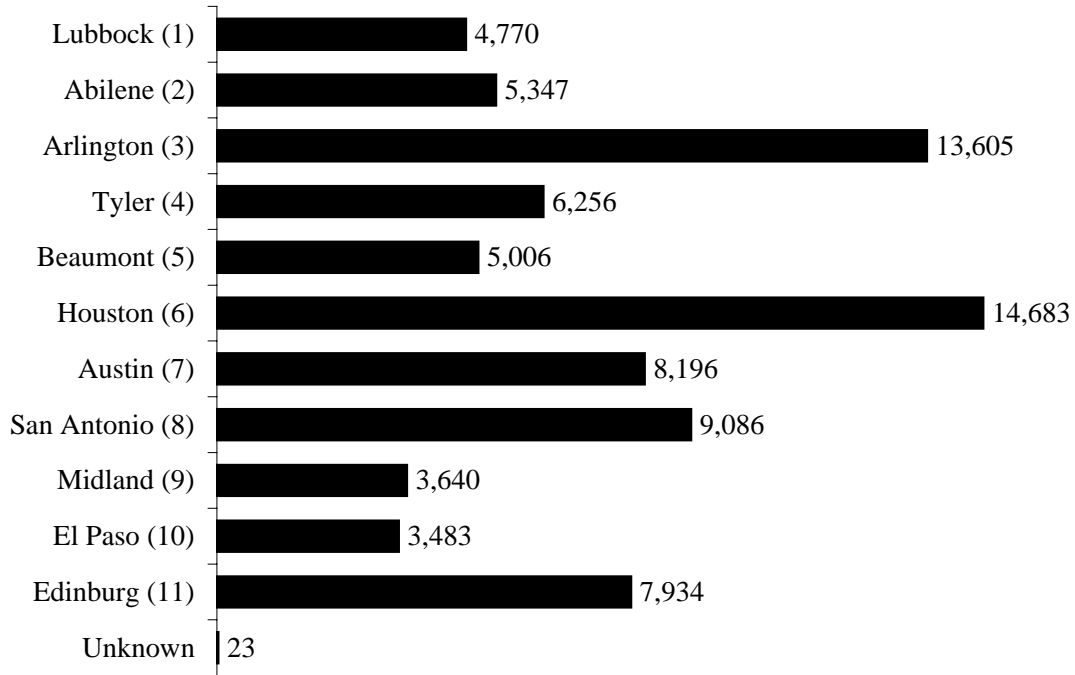


\* Intakes included by date intake closed.

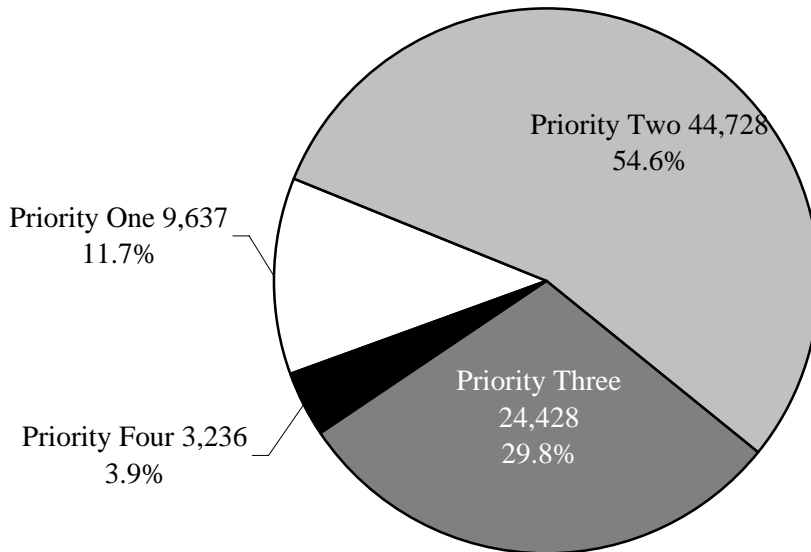
*Note: A new methodology for Completed Investigations began in FY 2005 and is not comparable to previous years.*

## APS In-Home Intake Reports\* by Region Fiscal Year 2006

State Total: 82,029



## APS Intake Reports\* by Priority Fiscal Year 2006



\* Intakes included by date intake closed.



## APS In-Home Intake Reports\* by Source Fiscal Year 2006

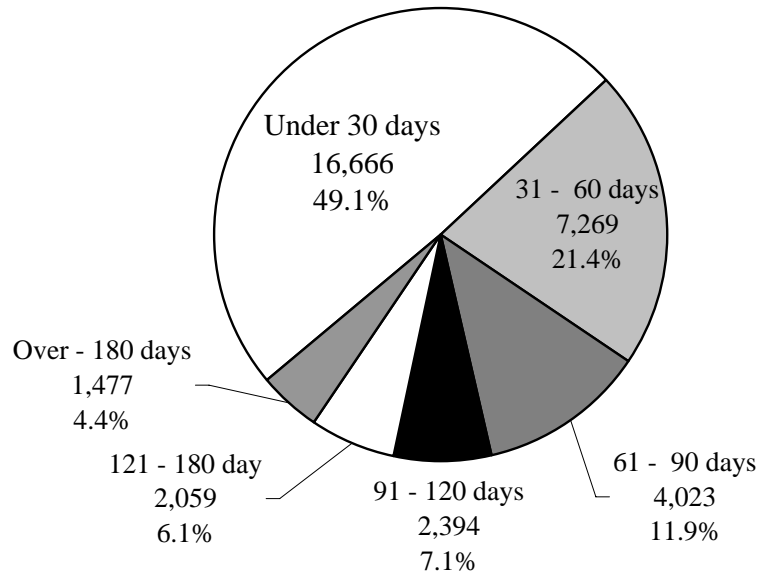
Sources	Number	Percent
Anonymous	2,134	2.6%
DFPS Staff	636	0.8%
Family Member	15,939	19.1%
Friend-Neighbor	5,322	6.4%
Healthcare Provider	11,154	13.3%
Institutional Staff	236	0.3%
Law Enforcement	3,523	4.2%
Mental Health Worker	1,523	1.8%
Nurses	3,494	4.2%
Other	6,843	8.2%
Paid Caregiver	6,655	8.0%
Physicians	679	0.8%
Psychologist	108	0.1%
Public Employee	2,792	3.3%
Self	12,419	14.9%
Social Services Staff	8,709	10.4%
Unknown	1,366	1.6%
<b>State Total</b>	<b>83,532</b>	<b>100.0%</b>

\* Intake Reports are by date completed.

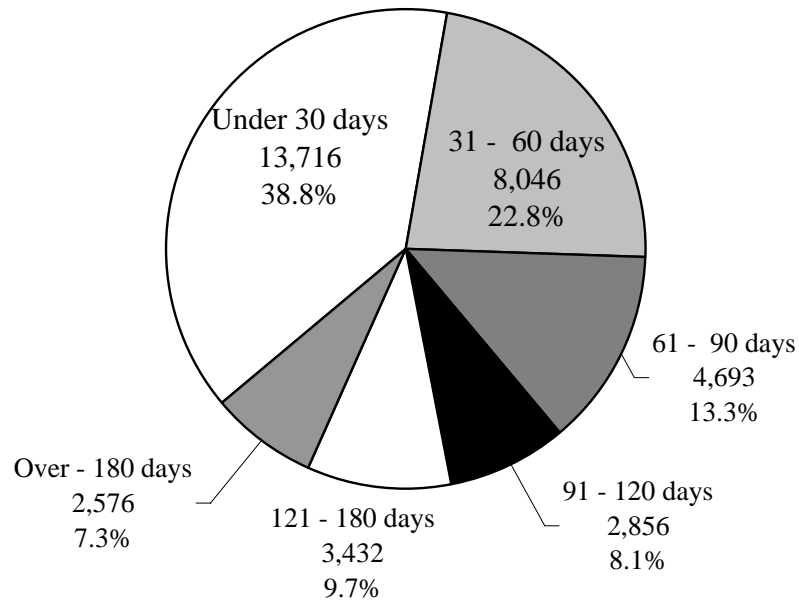
*Note:* Reports of Abuse/Neglect situations may come from multiple sources.

## Duration of APS Service Delivery Cases Closed During the Fiscal Year

### Fiscal Year 2005



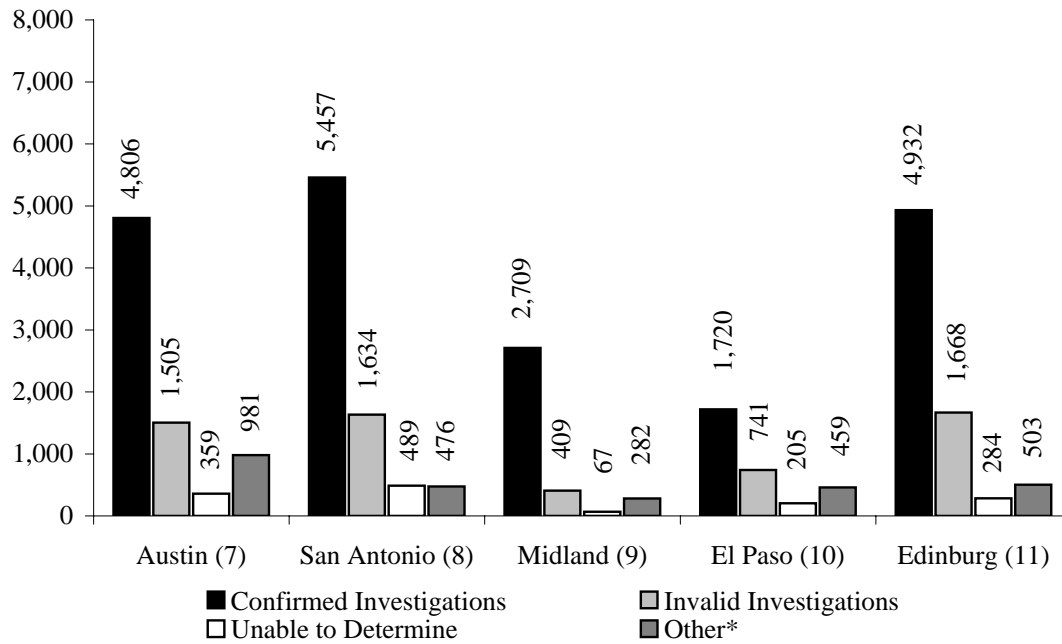
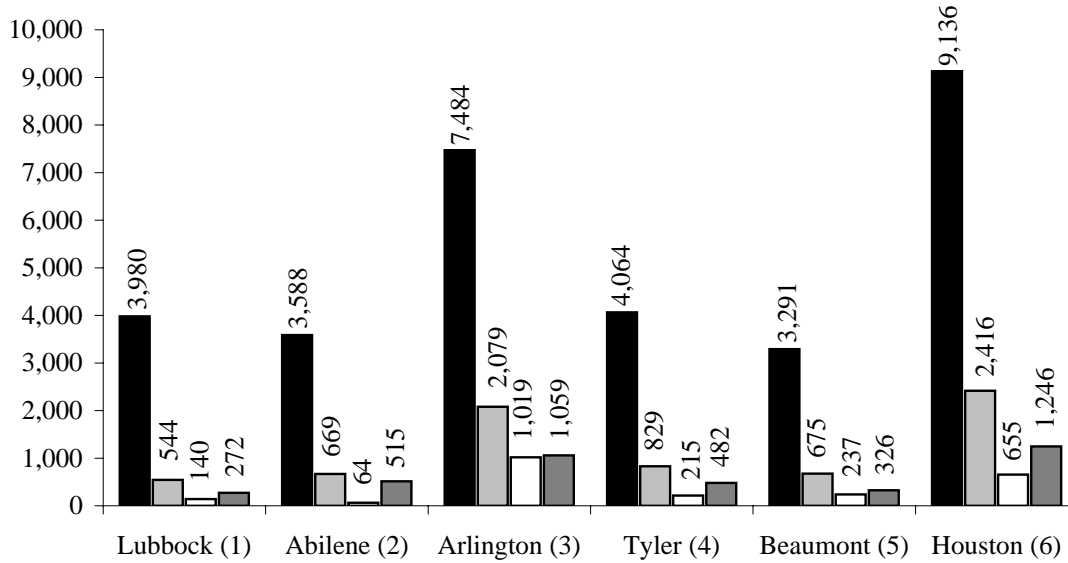
### Fiscal Year 2006



*Note:* Methodology changed in FY 2006 and was applied to FY 2005 and FY 2006.

## Completed APS In-Home Investigations by Region for Fiscal Year 2006

State Total: 74,737

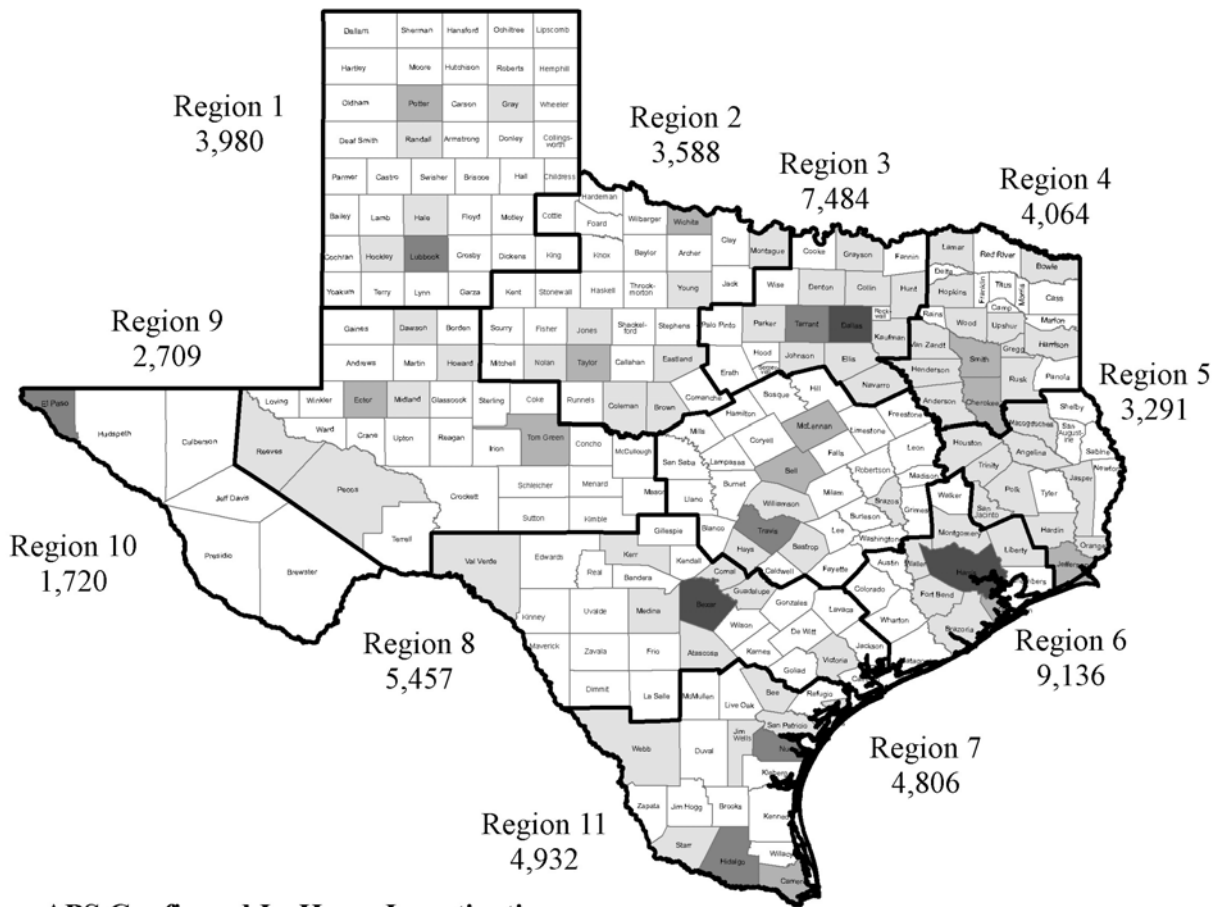


\* "Other" category refers to those investigations that workers could not complete for some reason, e.g. clients died or cases were misclassified.

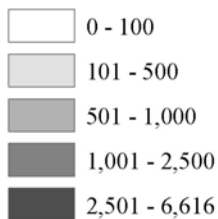
Note: 66 investigations had an "unknown" region.

# Adult Protective Services Confirmed In-Home Investigations Fiscal Year 2006

State Total 51,200



### APS Confirmed In-Home Investigations



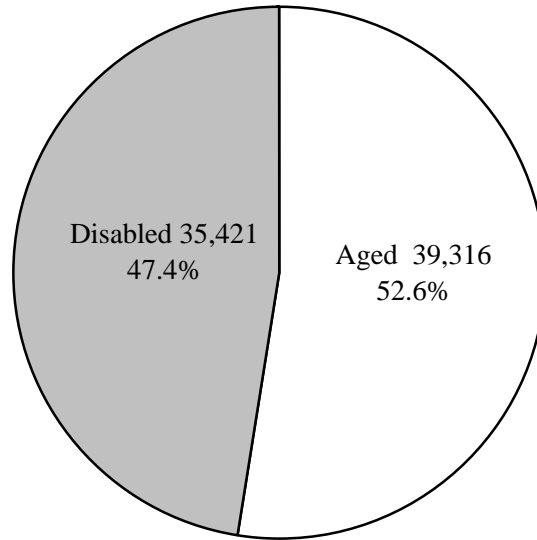
\* 33 cases were confirmed with no county designated.

*Note: The number of confirmed investigations is equal to the number of confirmed victims.*

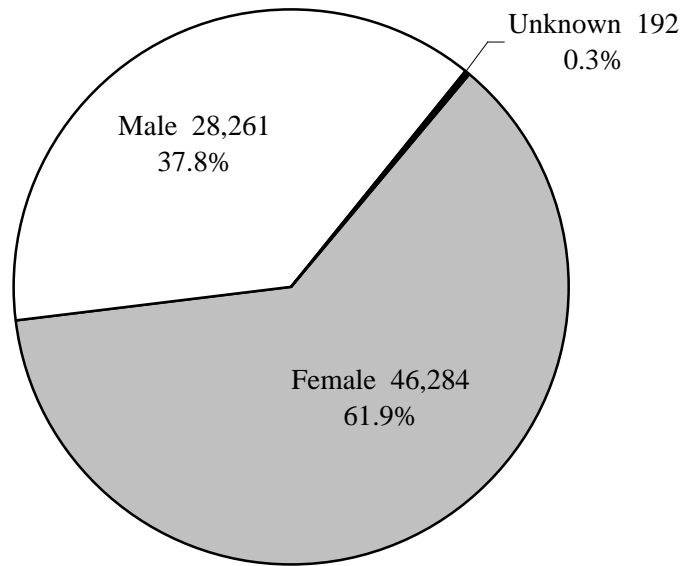
# Characteristics of APS In-Home Clients in Completed Investigations Fiscal Year 2006

State Total: 74,737

### Age and Disability



### Gender



## Race/Ethnicity of APS Clients in Completed In-Home Investigations Fiscal Year 2006

Region	Anglo	African American	Hispanic	Native American	Asian	Other	Total
Lubbock (1)	2,141	915	1,258	15	14	593	4,936
Abilene (2)	3,057	599	548	21	11	600	4,836
Arlington (3)	6,370	2,783	727	26	70	1,665	11,641
Tyler (4)	3,179	1,636	88	15	2	670	5,590
Beaumont (5)	2,407	1,434	92	12	11	573	4,529
Houston (6)	5,269	4,548	1,446	11	122	2,057	13,453
Austin (7)	4,006	1,653	967	16	47	962	7,651
San Antonio (8)	2,803	812	3,364	8	24	1,045	8,056
Midland (9)	1,525	440	1,136	5	3	358	3,467
El Paso (10)	642	142	1,969	3	19	350	3,125
Edinburg (11)	1,433	185	5,033	1	8	727	7,387
Unknown	27	14	15	0	1	9	66
<b>State Total</b>	<b>32,859</b>	<b>15,161</b>	<b>16,643</b>	<b>133</b>	<b>332</b>	<b>9,609</b>	<b>74,737</b>

## Confirmed Allegations in APS In-Home Investigation: Fiscal Year 2006

<b>Region</b>	<b>Emotional/ Verbal Abuse</b>	<b>Exploitation</b>	<b>Medical Neglect</b>	<b>Mental Health Neglect</b>	<b>Physical Abuse</b>
Lubbock (1)	221	127	888	350	97
Abilene (2)	159	113	933	308	98
Arlington (3)	570	289	1,545	927	306
Tyler (4)	168	86	779	294	86
Beaumont (5)	127	73	763	278	74
Houston (6)	571	326	2,147	893	327
Austin (7)	294	186	1,194	533	156
San Antonio (8)	345	174	1,131	598	167
Midland (9)	95	46	831	242	42
El Paso (10)	144	68	411	179	72
Edinburg (11)	335	111	969	453	154
Unknown	2	4	5	5	0
<b>State Total</b>	<b>3,031</b>	<b>1,603</b>	<b>11,596</b>	<b>5,060</b>	<b>1,579</b>

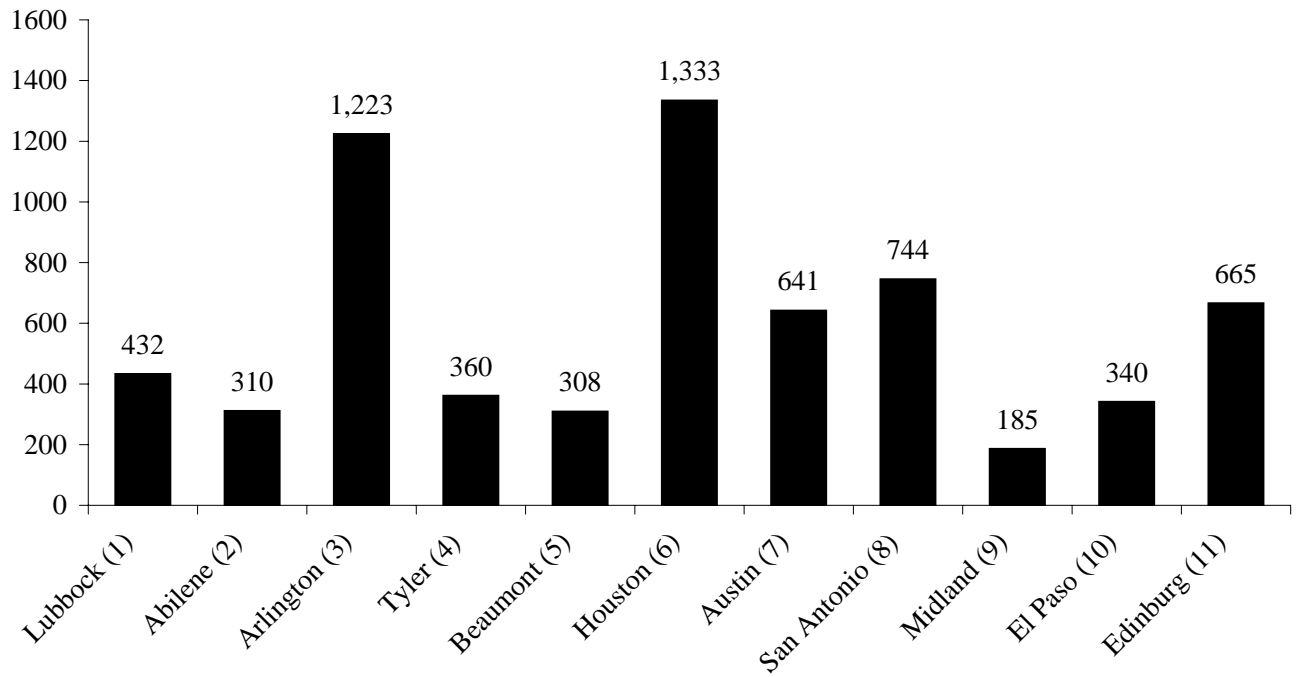
<b>Region</b>	<b>Physical Neglect</b>	<b>Suicidal Threat</b>	<b>Sexual Abuse</b>	<b>Unduplicated Confirmed Victims*</b>
Lubbock (1)	3,559	16	5	3,980
Abilene (2)	3,083	21	2	3,588
Arlington (3)	6,142	63	8	7,484
Tyler (4)	3,515	18	3	4,064
Beaumont (5)	2,844	19	2	3,291
Houston (6)	7,602	57	9	9,136
Austin (7)	4,003	27	12	4,806
San Antonio (8)	4,460	54	9	5,457
Midland (9)	2,486	13	2	2,709
El Paso (10)	1,335	20	2	1,720
Edinburg (11)	4,138	35	7	4,932
Unknown	30	0	0	33
<b>State Total</b>	<b>43,197</b>	<b>343</b>	<b>61</b>	<b>51,200</b>

\* 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 Victims of Family Violence in Confirmed Investigations Fiscal Year 2006

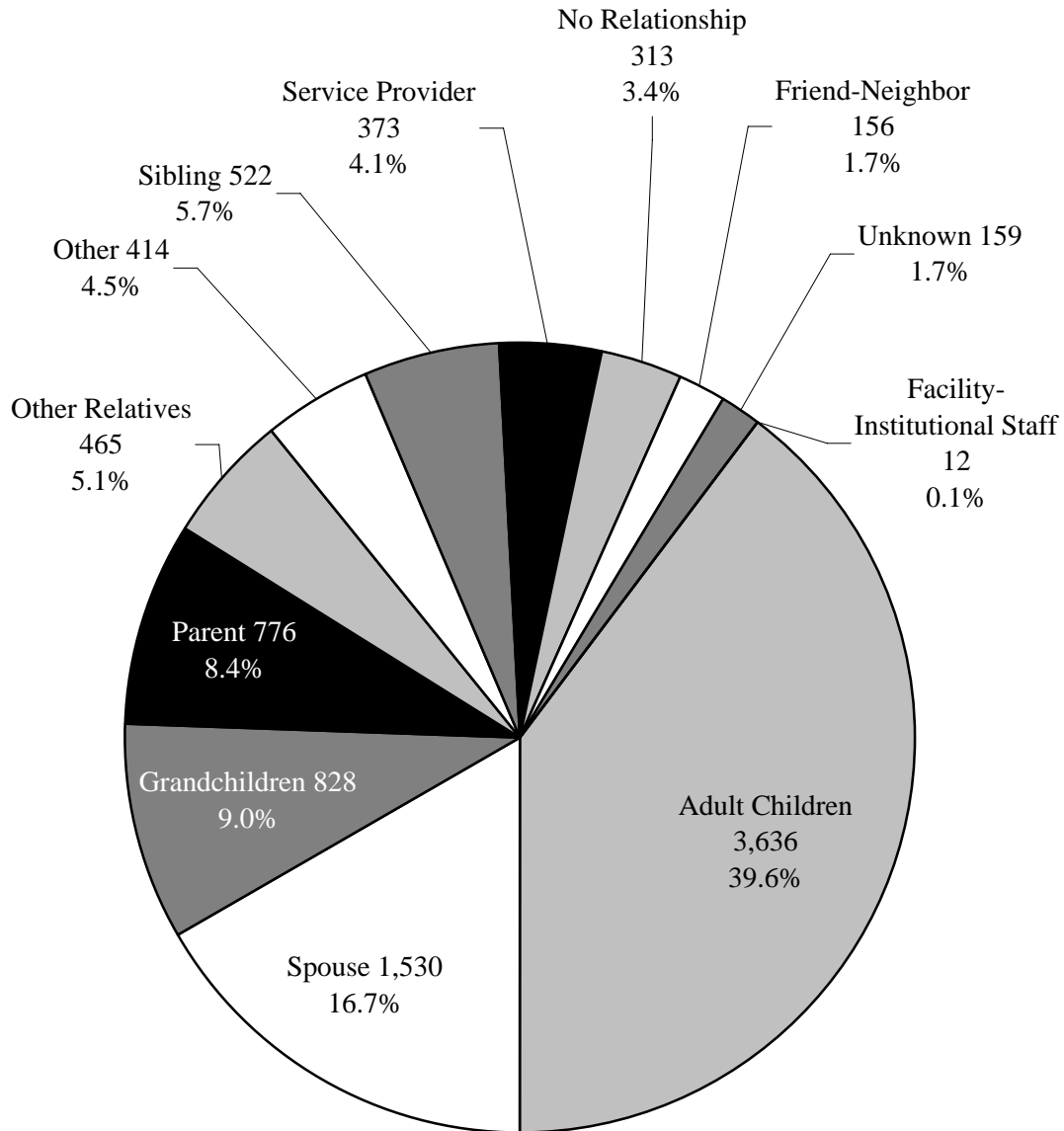
State Total: 6,545\*



\*Total includes four clients with an unknown region.



## Perpetrators in Confirmed In-Home Cases Fiscal Year 2006



*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 2006

State Total: 9,184

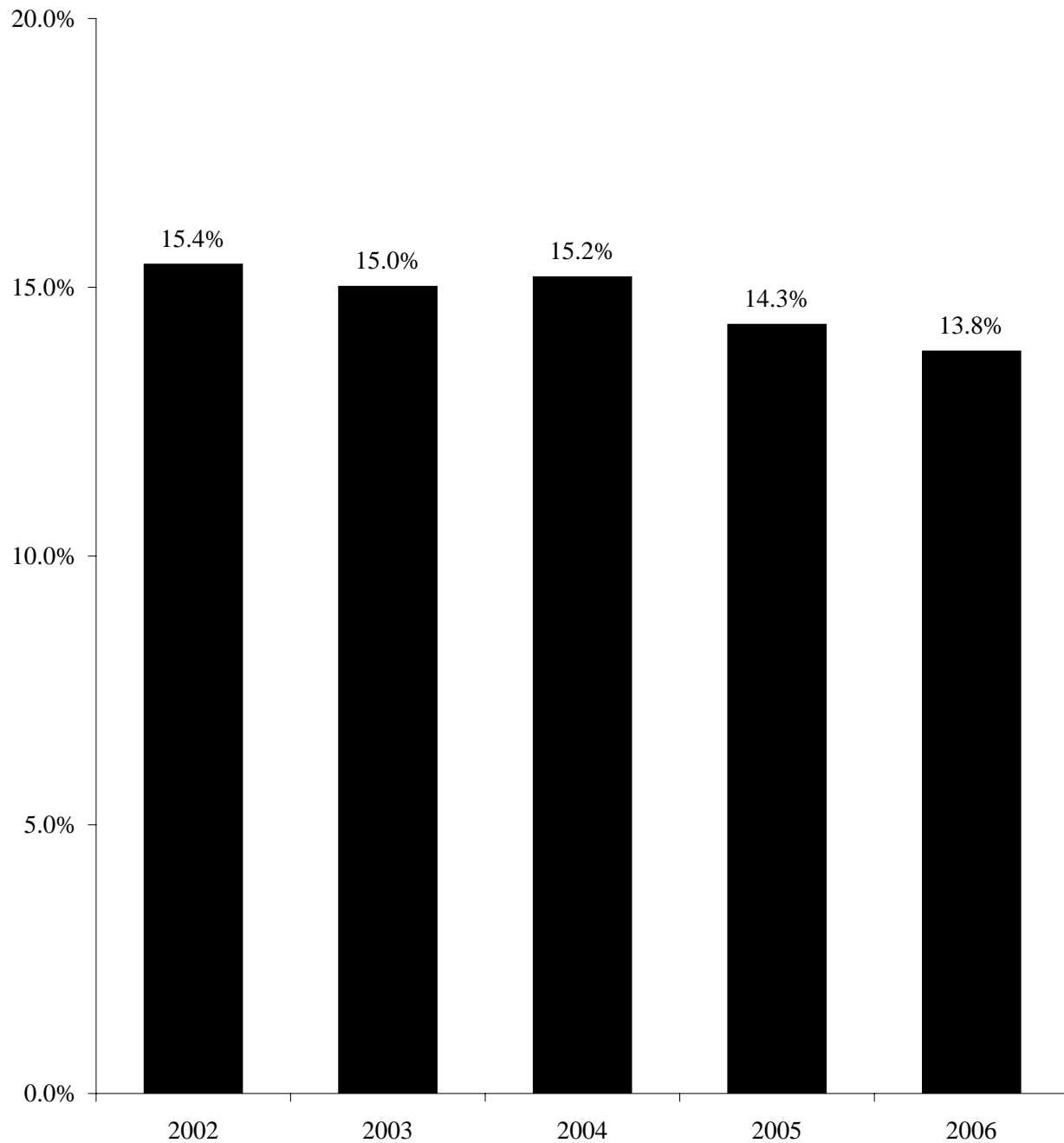
Characteristic	Female		Male		Unknown		Total		
	N	%	N	%	N	%	N	%	
<b>Age</b>									
Under 18	218	2.4%	304	3.3%	0	0.0%	522	5.7%	
18-25	324	3.5%	321	3.5%	3	0.0%	648	7.0%	
26-35	650	7.1%	475	5.2%	11	0.1%	1,136	12.4%	
36-45	1,098	12.0%	1,018	11.1%	6	0.1%	2,122	23.1%	
Over 45	2,340	25.5%	2,353	25.6%	17	0.2%	4,710	51.3%	
Unknown	19	0.2%	16	0.2%	11	0.1%	46	0.5%	
<b>Marital Status</b>									
Married	1,160	12.6%	1,270	13.8%	1	0.0%	2,431	26.5%	
Widowed	123	1.3%	53	0.6%	2	0.0%	178	1.9%	
Separated	123	1.3%	100	1.1%	0	0.0%	223	2.4%	
Divorced	283	3.1%	239	2.6%	1	0.0%	523	5.7%	
Single	322	3.5%	431	4.7%	0	0.0%	753	8.2%	
Unknown	2,432	26.5%	2,105	22.9%	44	0.5%	4,581	49.9%	
N/A (Under 18)	206	2.2%	289	3.1%	0	0.0%	495	5.4%	
<b>Ethnicity</b>									
Anglo	1,698	18.5%	1,881	20.5%	2	0.0%	3,581	39.0%	
African American	824	9.0%	681	7.4%	1	0.0%	1,506	16.4%	
Hispanic	1,145	12.5%	1,075	11.7%	6	0.1%	2,226	24.2%	
Native American	2	0.0%	4	0.0%	0	0.0%	6	0.1%	
Asian	12	0.1%	12	0.1%	1	0.0%	25	0.3%	
Other	968	10.5%	834	9.1%	38	0.4%	1,840	20.0%	
Total Perpetrators	4,649	50.6%	4,487	48.9%	48	0.5%	9,184	100.0%	

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

Region	FY 2005 Average Days	FY 2006 Average Days
Lubbock (1)	46.3	42.7
Abilene (2)	30.5	37.0
Arlington (3)	56.3	65.2
Tyler (4)	45.5	63.6
Beaumont (5)	44.3	53.5
Houston (6)	50.5	56.7
Austin (7)	58.8	54.7
San Antonio (8)	61.5	91.7
Midland (9)	33.4	42.3
El Paso (10)	76.6	54.8
Edinburg (11)	50.1	45.4
Unknown	42.4	63.1
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State Average	51.3	57.8

Note: Methodology changed in FY06 and was applied to FY05 and FY06.

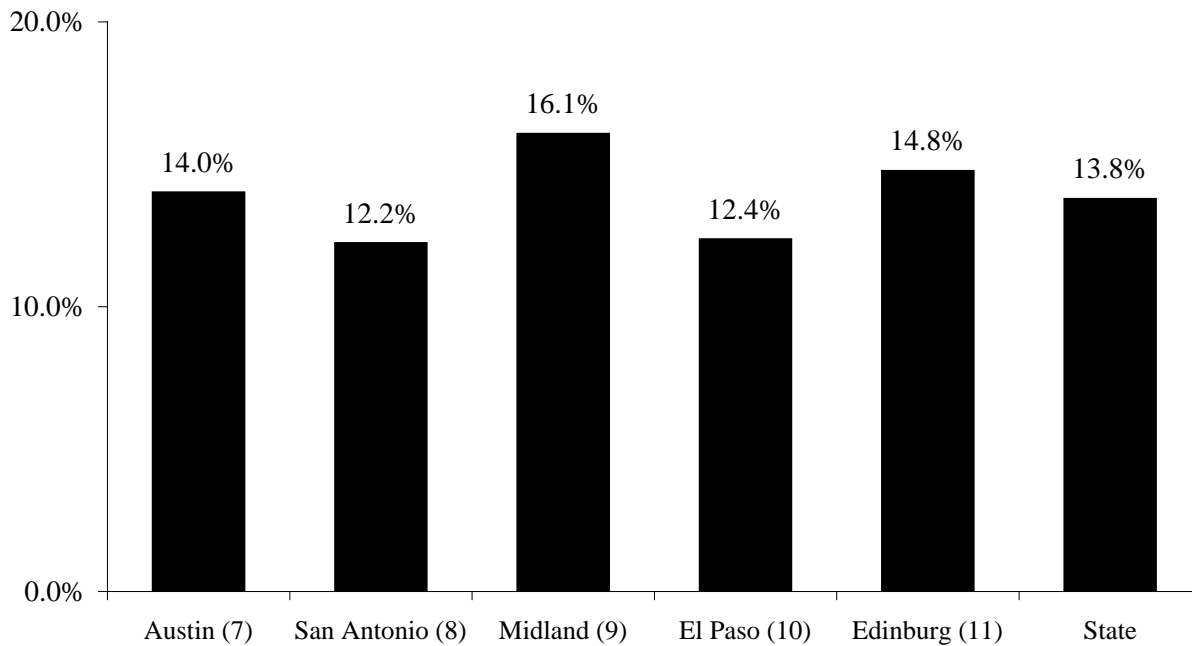
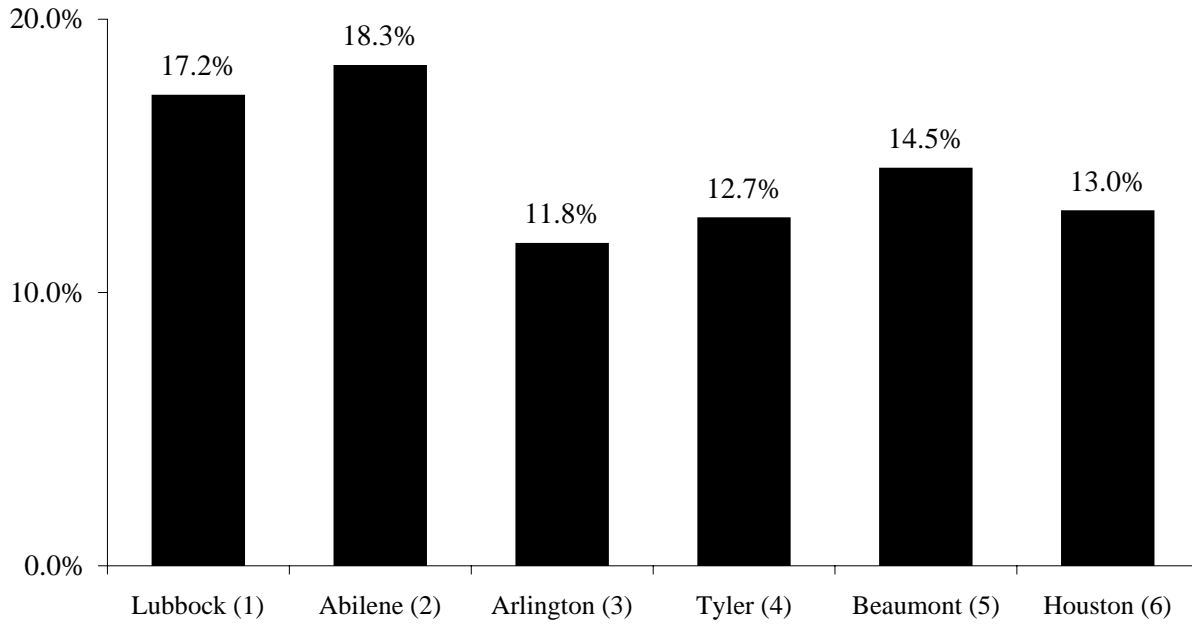
## Recidivism\* of APS In-Home Cases by Fiscal Year



\* 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: A new logic for recidivism was implemented during FY 2005 for all fiscal years. Recidivism numbers will not match past publications prior to FY 2005.

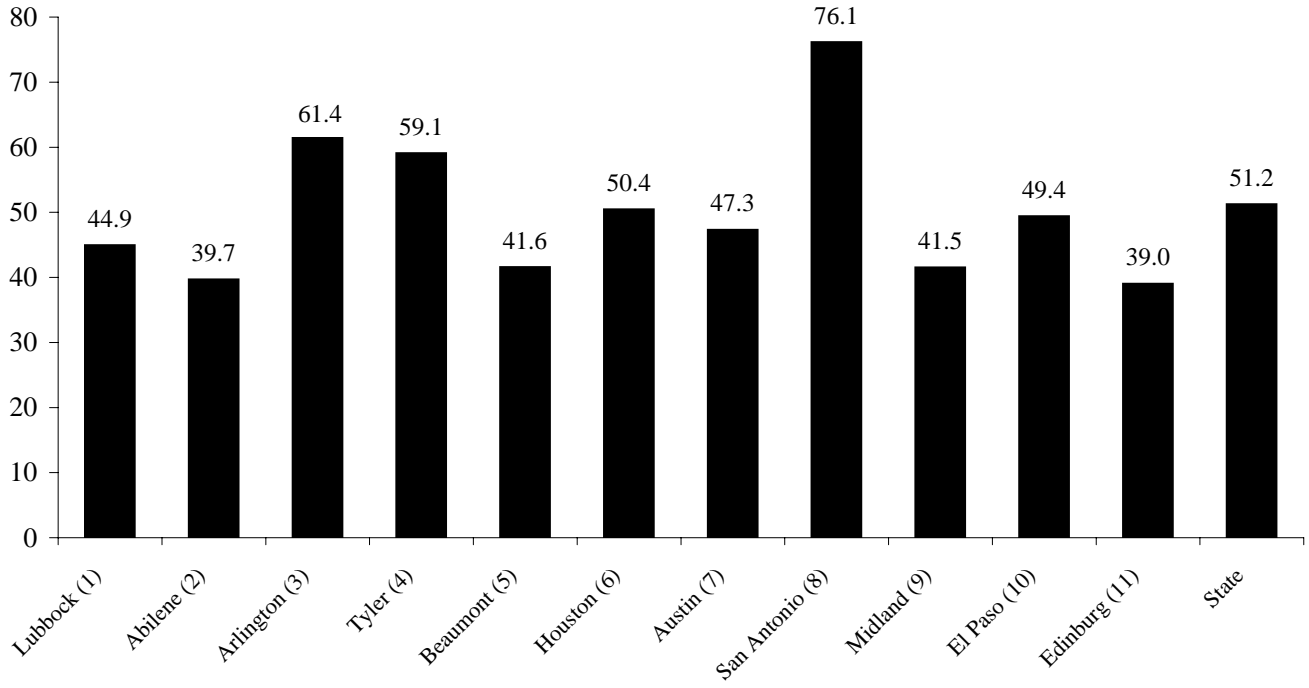
## Recidivism\* of APS In-Home Cases by Region Fiscal Year 2006



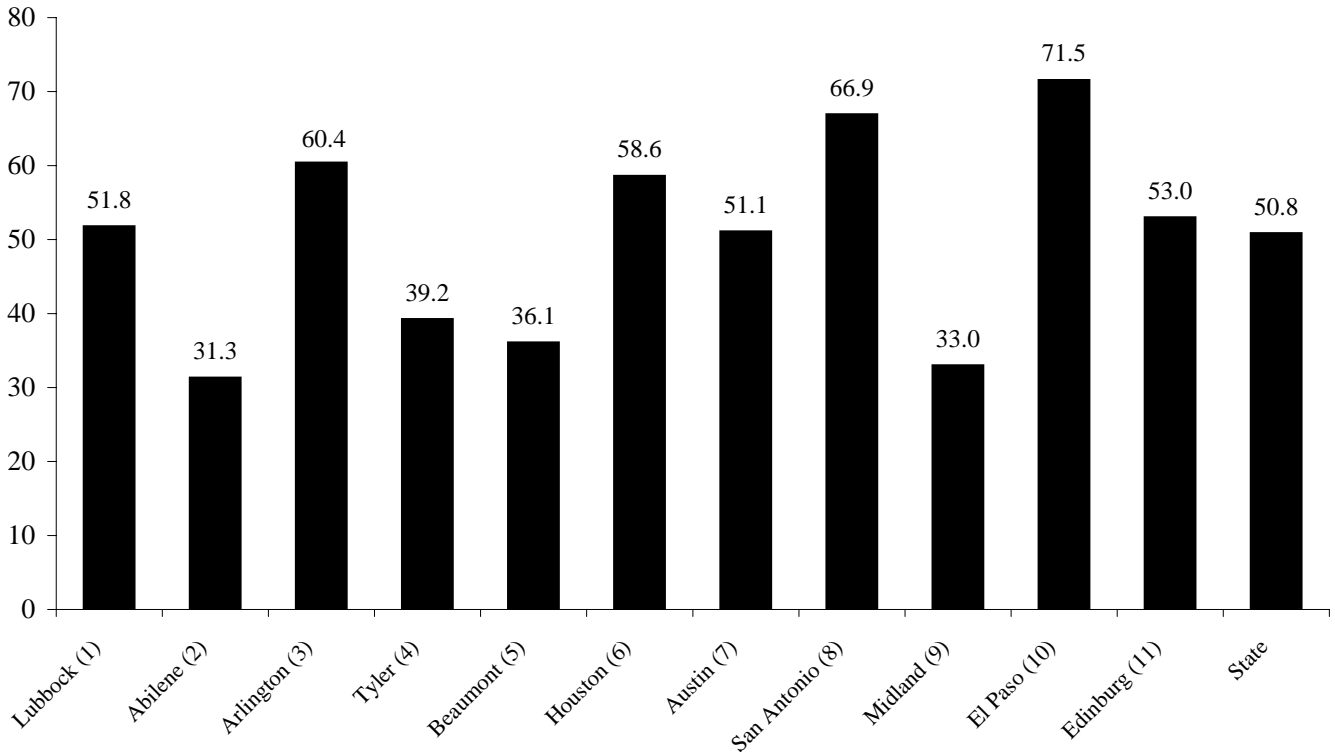
\* Recidivism is a measure of the percentage of APS Clients referred to the APS system more than once during the fiscal year, including clients who refused services and were re-referred.

# APS Daily Caseloads

Fiscal Year 2006



Fiscal Year 2005



# 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.

### Expenditures and Total Average Filled Full Time Equivalent (FTE) Staff\*

Total Staff	106.7
Direct Delivery Total	102.1
Direct Delivery Workers	79.7
Direct Delivery Supervisors	13.2
Direct Delivery Other	9.2
Staff Costs	\$5,143,442

### Worker Demographics

Turnover Rate	19.7%
Tenure	
Less than 1 Year	18.5%
1 - 3 Years	27.6%
Greater than 3 Years	53.9%
Entry Salary	\$27,132.00
Average Age	43.4
Race/Ethnicity	
African-American	13.2%
Anglo	61.8%
Hispanic	25.0%
Other	0.0%

### Supervisor Demographics

Turnover Rate	5.5%
Tenure	
Less than 1 Year	0.0%
1 - 3 Years	21.4%
Greater than 3 Years	78.6%
Entry Salary	\$36,504.00
Average Age	47.7
Race/Ethnicity	
African-American	7.1%
Anglo	71.5%
Hispanic	21.4%
Other	0.0%

\*FTE is the year-to-date average FTE which is calculated by the hours paid each month

**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

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

### Statistics FY 2006

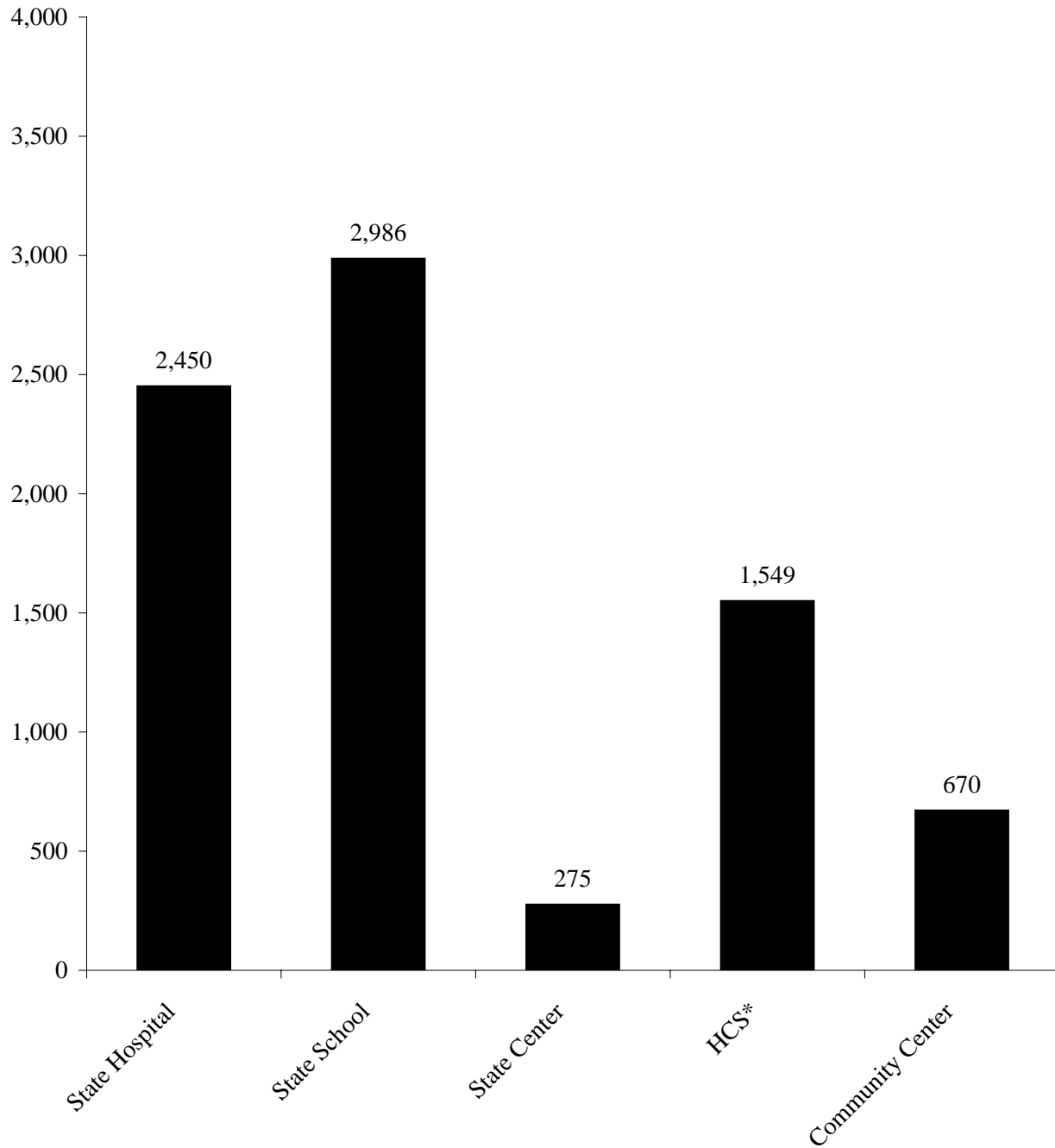
Completed MH & MR Investigations	7,930
Confirmed MH & MR Investigations	800

### Most Common...

- **Person reporting abuse/neglect/exploitation**  
Self (30.0%)
- **Allegation confirmed**  
Neglect (40.8%)
- **MH & MR setting investigated**  
State School (37.7%)

# Completed Investigations by MH & MR Setting Fiscal Year 2006

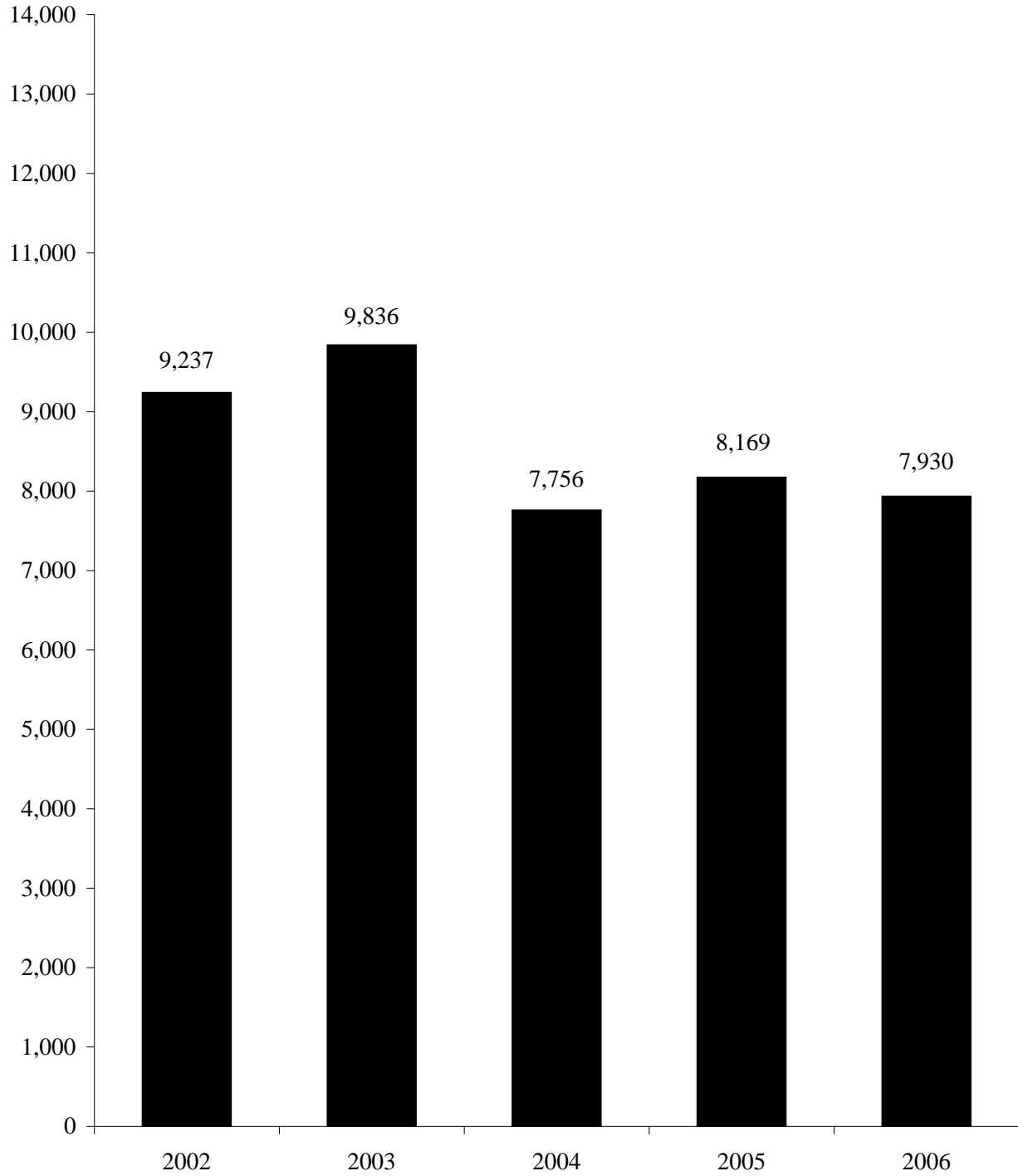
State Total: 7,930



\* Home and community based services.

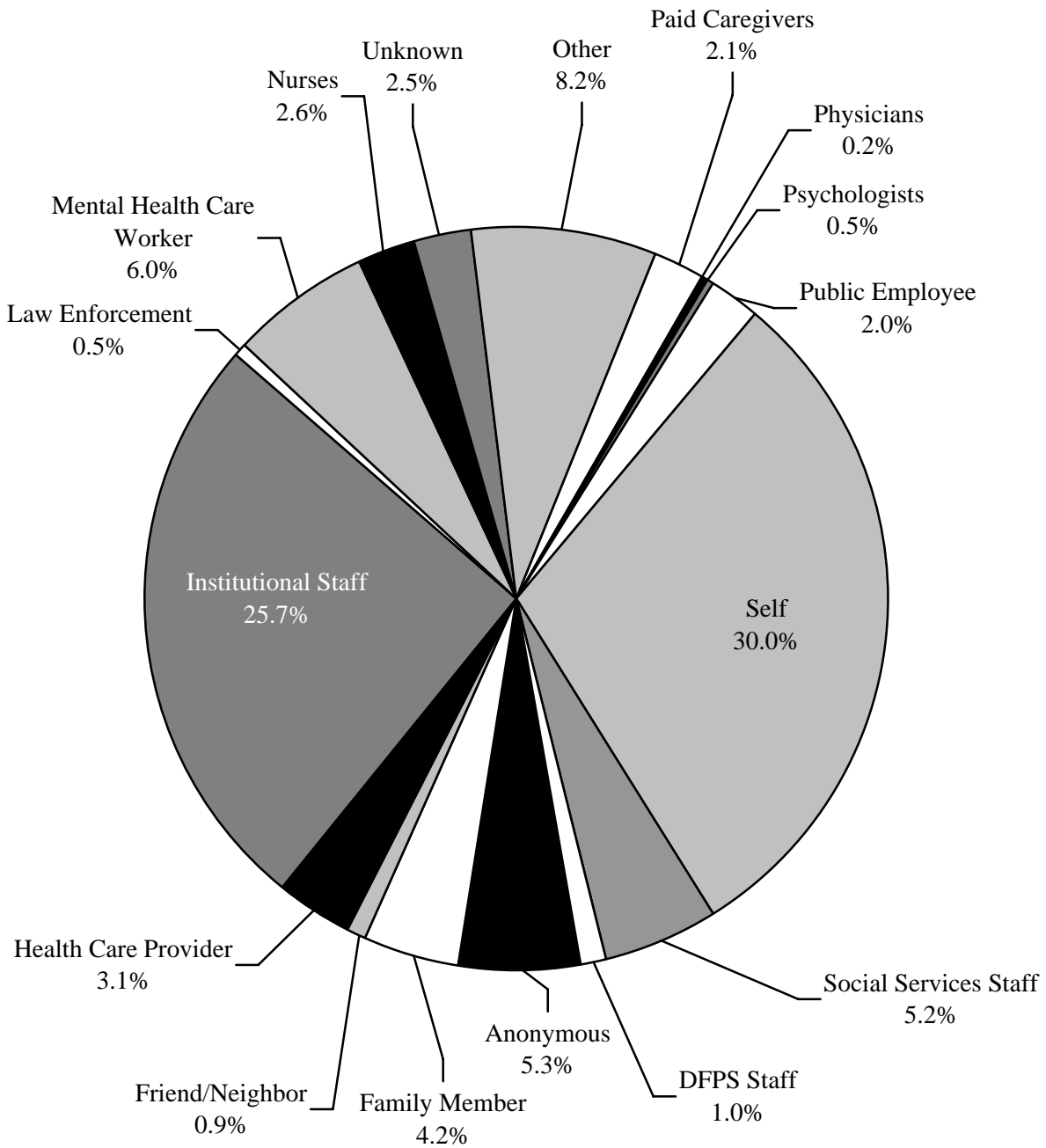


## Completed Investigations in MH & MR Settings by Fiscal Year



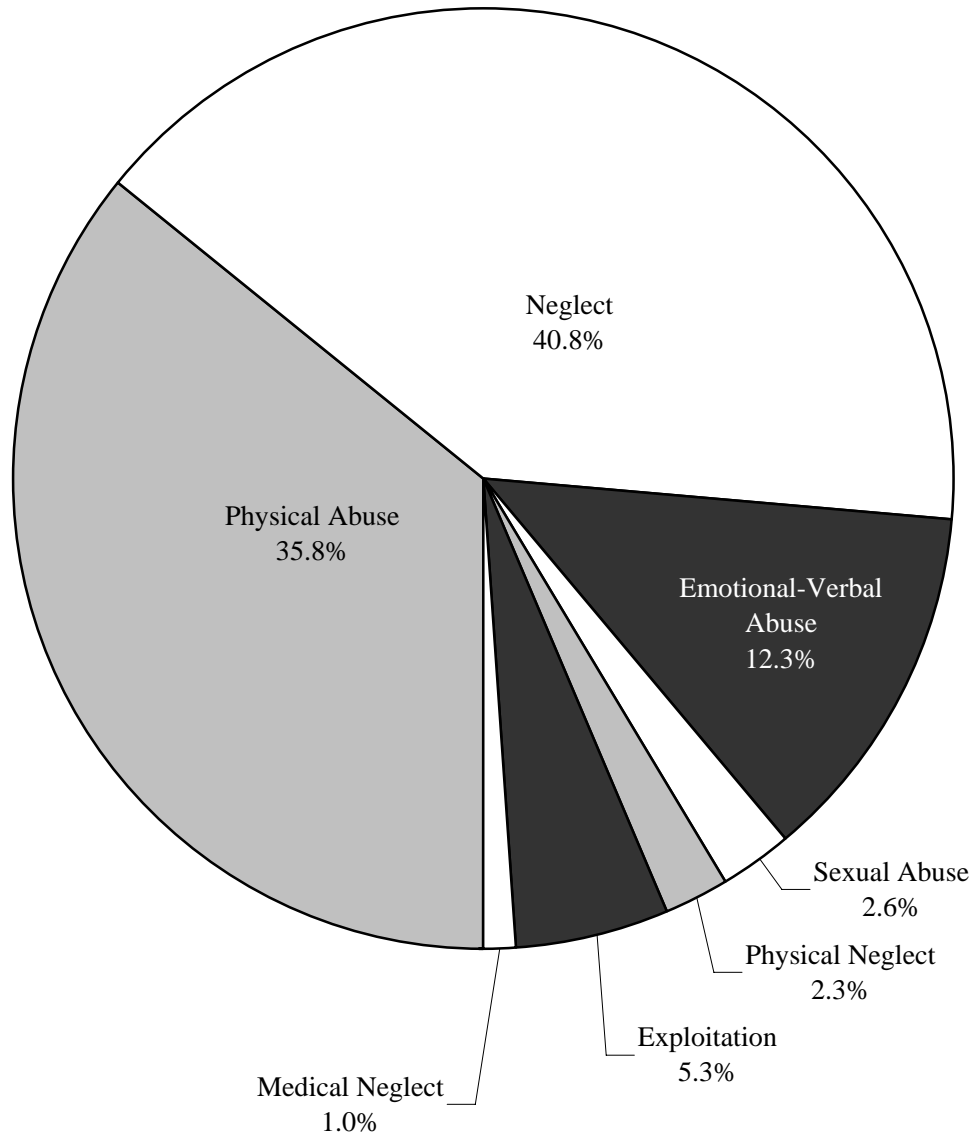
# Completed Investigations in MH & MR Settings by Source of Report Fiscal Year 2006

Total Reporters: 8,054



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

# Types of Abuse Confirmed in MH & MR Settings Fiscal Year 2006



## Average Length of MH & MR Investigations by Region Fiscal Year 2006

<b>Region</b>	<b>Days</b>
Lubbock (1)	9.0
Abilene (2)	11.3
Arlington (3)	5.7
Tyler (4)	9.5
Beaumont (5)	11.1
Houston (6)	15.7
Austin (7)	10.0
San Antonio (8)	11.9
Midland (9)	11.4
El Paso (10)	9.3
Edinburg (11)	12.5
Unknown	12.5
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State Average	10.5