

APS

Adult Protective Services Facility Investigations Overview

The Adult Protective Services Facility 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, intellectual disabilities, or developmental disabilities. Investigation results are sent to the facility or program administrator for appropriate action.

Total Average Filled Full Time Equivalent (FTE) Staff

Caseworkers	121.5
Supervisors	22.7
Other Staff	24.2
Total APS Facility Staff	168.4

Worker Demographics

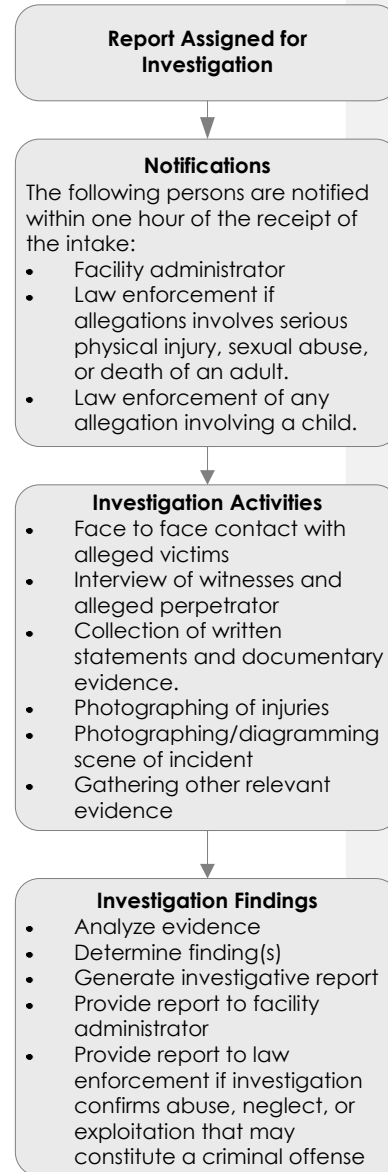
Turnover Rate	24.1%
Agency Tenure:	
Less Than 1 Year	7.8%
1 - 3 Years	28.7%
Greater than 3 Years	63.5%
Entry Salary	\$29,932.92
Average Age	41.2
Race/Ethnicity:	
African-American	16.5%
Anglo	57.4%
Hispanic	26.1%
Other	0.0%

Supervisor Demographics

Turnover Rate	4.4%
Agency Tenure:	
Less Than 1 Year	4.5%
1 - 3 Years	0.0%
Greater than 3 Years	95.5%
Entry Salary	\$38,145.96
Average Age	45.7
Race/Ethnicity:	
African-American	9.1%
Anglo	77.3%
Hispanic	13.6%
Other	0.0%

APS Facility Expenditures

APS Facility Staff	\$9,569,597
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Note: This chart is for reference only and does not necessarily represent the flow of a case.

Statistics FY 2012

Completed MH&ID Investigations	10,803
Confirmed MH&ID Investigations	1,259

Most Common...

- **Person reporting abuse/neglect/exploitation**
Institutional Personnel (28.6%)
- **Allegation confirmed**
Neglect (59.4%)
- **MH&ID setting investigated**
State Supported Living Centers (34.5%)

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 persons receiving services in state-operated mental health and intellectual and developmental disability facilities (State Hospitals, State Supported Living Centers, and Rio Grande State Center) and/or state contracted settings (Community Centers, Home and Community-based Services programs, Texas Home Living Waiver Program, and privately-operated Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF-IID)).
- After an allegation is reported to the DFPS Abuse Hotline, APS initiates investigations by notifying the facility or provider agency within one hour. APS also notifies law enforcement and the Health and Human Services Commission Office of Inspector General (OIG) within one hour, if necessary. .
- Refer reports to other state agencies when DFPS is not the appropriate investigating agency
- Notify OIG(Office of Inspector General) and local law enforcement if APS has cause to believe a crime may have been committed
- Report findings to the facility or provider
- Make referrals to the Employee Misconduct Registry of certain confirmed perpetrators
- Confidentiality of case records

Other Programmatic Information:

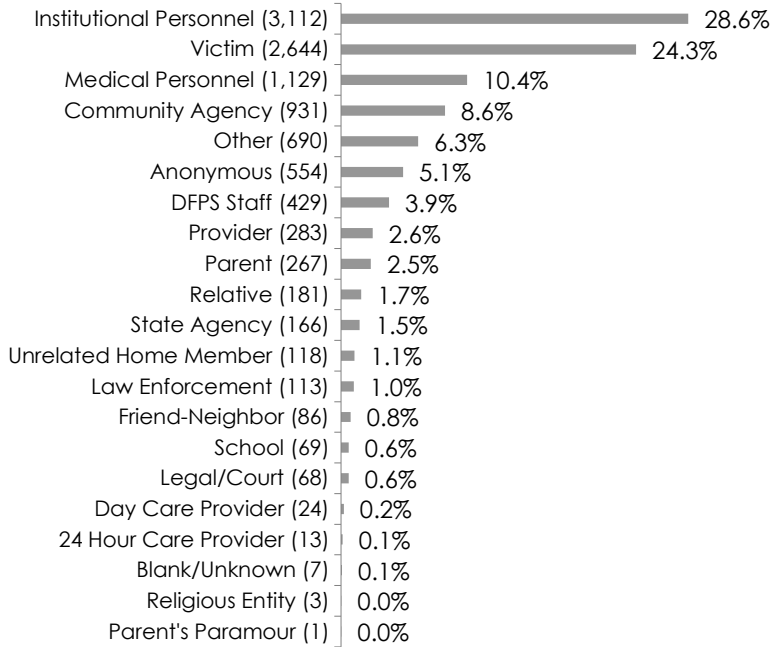
Factors Contributing to Abuse, Neglect, and Exploitation:

- Physical Conditions/Quality of Care
- Lack of facility/ provider training, policy or procedures
- Staff burnout
- Staff shortages that lead to staff stress
- Inadequate case manager planning for behavioral concerns or plans of care
- Physical and mental stress of familial care giving in foster care settings

Challenges:

- Meeting Department of Justice requirements including commencement of investigations, prior case history searches, and 10 day investigation timeframes in State Supported Living Centers and Rio Grande State Center
- Requests by Law Enforcement or OIG that APS stop its investigation until they have finished
- Staff shortages in facilities affecting access to staff for interviews
- Lack of training and policy in place for community providers
- Inability to find private space to conduct interviews
- Increase in number of intakes with fewer investigators to conduct investigations

**Completed Facility Investigations
by Source of Report
Fiscal Year 2012**



Note: A report of abuse/neglect/exploitation may come from multiple sources.

**Average Length of Completed
Facility Investigations by Region
Fiscal Year 2012**

Region	Investigations	Average Days
1 Lubbock	416	13.6
2 Abilene	1,452	7.0
3 Arlington	1,098	11.3
4 Tyler	689	8.5
5 Beaumont	318	11.2
6 Houston	734	14.6
7 Austin	2,483	11.4
8 San Antonio	1,225	14.2
9 Midland	1,216	9.2
10 El Paso	275	9.4
11 Edinburg	897	8.9
State	10,803	10.7

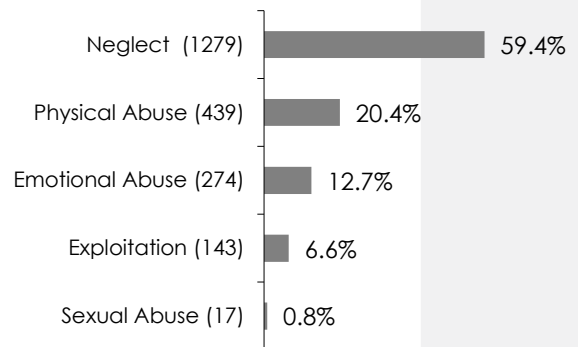
**Number of Facility Investigations Referred
to Law Enforcement by Setting
for Fiscal Year 2012**

Setting	Law Enforcement Provided	
	Notification of Investigation*	Investigation Report**
State Supported Living Centers	2,258	1,698
State Hospitals	1,456	636
HCS Homes	1,182	426
Private ICF-IID	457	188
Community Centers	216	72
State Centers	112	70
Other	12	1
Total	5,693	3,091

* Notification sent on investigations which involve a child or serious physical injury, sexual abuse, or death of an adult person served.

** This data includes all cases in which a final investigation report was sent regardless of investigation disposition.

**Types of Confirmed Allegations in Facility Investigations
Fiscal Year 2012**



Characteristics of Victims in Confirmed Facility Investigations Fiscal Year 2012

Characteristic	Female		Male		Unknown		Subtotal	
	N	% of Total	N	% of Total	N	% of Total	N	% of Total
Race/Ethnicity								
Anglo	344	19.8%	636	36.6%	3	0.2%	983	56.6%
African American	78	4.5%	201	11.6%	0	0.0%	279	16.1%
Hispanic	137	7.9%	269	15.5%	1	0.1%	407	23.4%
Native American	1	0.1%	1	0.1%	0	0.0%	2	0.1%
Asian	6	0.3%	5	0.3%	0	0.0%	11	0.6%
Other	27	1.6%	27	1.6%	2	0.1%	56	3.2%
Total Victims	593	34.1%	1,139	65.5%	6	0.3%	1,738	100.0%

* As recommended by the Health and Human Services Commission (HHSC) to ensure consistency across all HHSC agencies, in 2012, the Department of Family and Protective Services (DFPS) adopted the HHSC methodology on how to categorize race and ethnicity. As a result, data broken down by race/ethnicity in 2012 and after is not directly comparable to race/ethnicity data in 2011 and before.

Note: A completed investigation may have more than one victim.

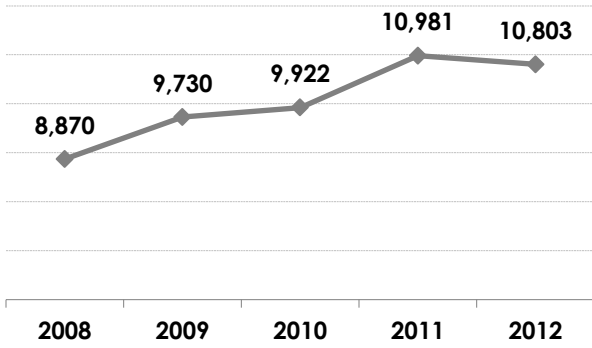
Characteristics of Perpetrators in Confirmed Facility Investigations Fiscal Year 2012

Characteristic	Female		Male		Unknown		Subtotal	
	N	% of Total	N	% of Total	N	% of Total	N	% of Total
Race/Ethnicity								
Anglo	171	12.2%	100	7.1%	4	0.3%	275	19.5%
African American	364	25.9%	204	14.5%	7	0.5%	575	40.9%
Hispanic	176	12.5%	152	10.8%	3	0.2%	331	23.5%
Native American	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Asian	4	0.3%	2	0.1%	0	0.0%	6	0.4%
Other	46	3.3%	32	2.3%	142	10.1%	220	15.6%
Age								
Under 18	0	0.0%	0	0.0%	1	0.1%	1	0.1%
18-25	189	13.4%	178	12.7%	11	0.8%	378	26.9%
26-35	206	14.6%	137	9.7%	27	1.9%	370	26.3%
36-45	135	9.6%	77	5.5%	31	2.2%	243	17.3%
Over45	230	16.3%	96	6.8%	20	1.4%	346	24.6%
Unknown	1	0.1%	2	0.1%	66	4.7%	69	4.9%
Total	761	54.1%	490	34.8%	156	11.1%	1,407	100.0%

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Note: Each victim may have more than one perpetrator.
Each perpetrator may have more than one victim.

Completed Facility Investigations by Fiscal Year



Completed Facility Investigations by Setting Fiscal Year 2012

Setting	Completed Investigations
State Supported Living Centers	3,724
State Hospitals	2,693
HCS	2,623
Private ICF-IID	1,048
Community Centers	536
State Centers	179
Total	10,803

Disposition of Completed Facility Investigations by Setting Fiscal Year 2012

Setting	Confirmed		Unconfirmed		Inconclusive		Unfounded		Other		Blank		Subtotal	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Community Center	98	0.9%	203	1.9%	79	0.7%	3	0.0%	78	0.7%	75	0.7%	536	5.0%
HCS	452	4.2%	1,199	11.1%	367	3.4%	19	0.2%	372	3.4%	214	2.0%	2,623	24.3%
Private ICFs/IID	169	1.6%	375	3.5%	130	1.2%	4	0.0%	209	1.9%	161	1.5%	1,048	9.7%
State Center	22	0.2%	134	1.2%	10	0.1%	0	0.0%	4	0.0%	9	0.1%	179	1.7%
State Hospital	126	1.2%	1,293	12.0%	138	1.3%	120	1.1%	563	5.2%	453	4.2%	2,693	24.9%
SSLC	392	3.6%	1,829	16.9%	179	1.7%	529	4.9%	467	4.3%	328	3.0%	3,724	34.5%
State Total	1,259	11.7%	5,033	46.6%	903	8.4%	675	6.2%	1,693	15.7%	1,240	11.5%	10,803	100.0%

Region	Confirmed		Unconfirmed		Inconclusive		Unfounded		Other		Blank		Subtotal	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
1 Lubbock	113	1.0%	166	1.5%	56	0.5%	8	0.1%	68	0.6%	5	0.0%	416	3.9%
2 Abilene	146	1.4%	712	6.6%	81	0.7%	84	0.8%	237	2.2%	192	1.8%	1,452	13.4%
3 Arlington	178	1.6%	508	4.7%	116	1.1%	26	0.2%	88	0.8%	182	1.7%	1,098	10.2%
4 Tyler	33	0.3%	275	2.5%	41	0.4%	4	0.0%	5	0.0%	331	3.1%	689	6.4%
5 Beaumont	70	0.6%	148	1.4%	37	0.3%	1	0.0%	31	0.3%	31	0.3%	318	2.9%
6 Houston	124	1.1%	303	2.8%	125	1.2%	2	0.0%	36	0.3%	144	1.3%	734	6.8%
7 Austin	206	1.9%	1,048	9.7%	168	1.6%	399	3.7%	428	4.0%	234	2.2%	2,483	23.0%
8 San Antonio	117	1.1%	637	5.9%	109	1.0%	23	0.2%	312	2.9%	27	0.2%	1,225	11.3%
9 Midland	118	1.1%	562	5.2%	79	0.7%	33	0.3%	401	3.7%	23	0.2%	1,216	11.3%
10 El Paso	52	0.5%	131	1.2%	17	0.2%	3	0.0%	69	0.6%	3	0.0%	275	2.5%
11 Edinburg	102	0.9%	543	5.0%	74	0.7%	92	0.9%	18	0.2%	68	0.6%	897	8.3%
State Total	1,259	11.7%	5,033	46.6%	903	8.4%	675	6.2%	1,693	15.7%	1,240	11.5%	10,803	100.0%

Note: "Other" and "Blank" include cases referred back to the provider or closed at intake because they do not meet the definitions of abuse, neglect, or exploitation and therefore are not investigated.

