

**Department of Family and Protective Services**  
**Adult Protective Services**  
**Program Performance Report**  
**4th Quarter FY 2012 - October 2012**

**Background and Summary**

Senate Bill 6, passed during the 79<sup>th</sup> Texas Legislature, requires the Adult Protective Services (APS) Program to conduct a quarterly review of performance for the APS In-Home program.

Intakes and completed investigations are slightly below last fiscal year. Case durations continue to generally decrease, without negatively affecting the quality of casework. Caseworker turnover is higher in FY 2012 (18.4%) than FY 2011 (16.7%).

**Investigation and Service Delivery Performance – 4th Quarter FY 2012**

The following table provides an overview of the APS In-Home program statewide performance indicators and benchmarks for all four quarters of FY 2012. After two years of high growth, APS intakes were flat in FY 2012, well below the benchmark. Data indicate intakes are below last fiscal year and the FY 2012 target. Completed investigations are slightly below the target (87,506 compared to 87,605). APS is receiving a large percentage of intakes that meet the definition of abuse, neglect and exploitation and need to be investigated. Confirmed investigations are above the target (68.1% compared to a target of 64.8%) and have remained fairly consistent over each quarter of the fiscal year.

In FY 2012, case durations continued to decline in both investigation and service delivery, although the average days in investigations slightly increased in the fourth quarter over the third quarter, while declining during the third quarter. Lower case durations decreased the average daily caseload, from 31.0 through FY 2011 to 29.6 cases through 2012, which is below the FY 2012 benchmark.

<b>Performance Indicators</b>	<b>FY 2011 Actual</b>	<b>FY 2012 Benchmark</b>	<b>FY 2012 1st Qtr</b>	<b>FY 2012 2nd Qtr</b>	<b>FY 2012 3rd Qtr</b>	<b>FY 2012 4th Qtr</b>	<b>FY 2012 YTD</b>
Average Hold Time Statewide Intake Phone Calls	7.3	8.7	8.6	8.5	10.1	6.3	8.5
Number of APS Reports of adult abuse/neglect/exploitation	108,529	126,718	26,012	25,925	26,150	29,113	107,200
Number of Completed APS Investigations	87,741	87,605	22,467	21,630	20,479	22,930	87,506
Number (percent) of Confirmed APS Investigations	58,068 (66.2%)	56,778 (64.8%)	15,199 (67.7%)	14,737 (68.1%)	13,943 (68.1%)	15,734 (68.6%)	59,613 (68.1%)
Average Days per Investigation Stage	43.9	50	42.2	41.0	38.1	39.1	40.1
Average Days per Service Delivery Stage	42.9	60	38.8	40.4	39.4	38.5	39.3
Average Daily Caseload per Worker	31.0	35.1	30.9	28.6	28.0	30.8	29.6

### **Employee Performance – 4th Quarter FY 2012**

The following table provides an overview of employee performance indicators and benchmarks. APS met or exceeded performance benchmarks for all of the investigation, risk assessment and delivery of protective services measures. The two quality assurance scales - Investigation and Client Intervention are roll-up scores for nine and seven individual case reading standards respectively. They remain well above the benchmarks. Statewide Intake has recently converted to a new tracking system. What was originally a single task, “appropriately obtains and documents detailed information from reporters,” has been separated into two tasks, one for obtaining the information, and one for documentation (these are tasks 1 & 2 in the table, below). A new performance category - “provided appropriate customer service” - (task 5 in the table below) has been added. All fourth quarter 2012 performance indicators are at or above their levels for this time last year.

<b>SWI Performance Indicators</b>	<b>FY 2011 Actual *</b>	<b>FY 2012 Benchmark</b>	<b>FY 2012 1st Qtr</b>	<b>FY 2012 2nd Qtr</b>	<b>FY 2012 3rd Qtr</b>	<b>FY 2012 4th Qtr</b>	<b>FY 2012 YTD</b>
Appropriately obtains detailed information from reporters (Task 1 - Interviewing)	94.0%	90-92%	Data not available	97.3%	94.7%	96.3%	97.3%
Appropriately documents detailed information from reporters (Task 2 - Documenting)	94.0%	90-92%	Data not available	96.3%	95.3%	95.7%	96.3%
Assesses and prioritizes reports of abuse/neglect accurately (Task 3 - Assessing)	97.5%	92-94%	Data not available	97.6%	94.3%	96.3%	97.6%
Accurately distributes reports, information and inquiries within timeframes (Task 4 - Processing)	98.5%	92-94%	Data not available	99.3%	99.3%	100%	99.3%
Provided appropriate Customer Service (Task 5 - Customer Service)	Data not established	Data not established	Data not available	98.0%	98.0%	98.7%	98%

\*Data are from the first two quarters of FY 2011, prior to implementation of the new SWI tracking system. The new system came online on December 1, 2011; hence data for the first quarter of FY 2012 are unavailable.

<b>INVESTIGATION Performance Indicators</b>	<b>FY 2011 Actual</b>	<b>FY 2012 Benchmark</b>	<b>FY2012 1st Qtr</b>	<b>FY 2012 2nd Qtr</b>	<b>FY 2012 3rd Qtr</b>	<b>FY 2012 4th Qtr</b>	<b>FY 2012 YTD</b>
Percentage of cases initiated within 24 hours	94.6%	94-95%	94.8%	94.8%	95.4%	95.3%	95.0%
Percentage of cases in which the initial client face-to-face visit occurred within the appropriate timeframe	91.4%		92.1%	91.8%	92.3%	92.6%	91.1%
Investigation Rating Scale	90.7%	80-86%	91.4%	90.4%	90.8%	91.8%	91.2%

<b>RISK ASSESSMENT Performance Indicators</b>	<b>FY 2011 Actual</b>	<b>FY 2012 Benchmark</b>	<b>FY 2012 1st Qtr</b>	<b>FY 2012 2nd Qtr</b>	<b>FY 2012 3rd Qtr</b>	<b>FY 2012 4th Qtr</b>	<b>FY 2012 YTD</b>
Thoroughness of problem identification	81.6%	80-86%	84.7%	85.0%	84.5%	86.3%	85.0%
Adequacy of supporting documentation	92.8%	80-86%	86.1%	89.9%	88.9%	89.2%	89.2%

<b>DELIVERY OF PROTECTIVE SERVICES Performance Indicators</b>	<b>FY 2011 Actual</b>	<b>FY 2012 Benchmark</b>	<b>FY 2012 1st Qtr</b>	<b>FY 2012 2nd Qtr</b>	<b>FY 2012 3rd Qtr</b>	<b>FY 2012 4th Qtr</b>	<b>FY 2012 YTD</b>
Client Intervention Scale	94.1%	80-86%	96.3%	95.0%	95.4%	96.0%	95.7%

### Staffing - 3rd Quarter FY 2012

The following table provides information on the total number of FTEs, filled FTEs, and turnover rates. These indicators provide regional and state office management with additional information to explain variations in performance. During the fourth quarter of FY 2012, the In-Home caseworker turnover rate was 4.1% and 3.4% for supervisors, representing a drop from the prior quarter. Turnover in FY 2012 is at a higher overall rate than in FY 2011.

<b>IN-HOME CASEWORKERS Performance Indicators</b>	<b>FY 2011 Actual</b>	<b>FY 2012 1st Qtr</b>	<b>FY 2012 2<sup>nd</sup> Qtr</b>	<b>FY 2012 3rd Qtr</b>	<b>FY 2012 4th Qtr</b>	<b>FY 2012 YTD</b>
Year-to-Date Average Filled FTEs	568.9	549.5	539.8	536.7	537.3	540.8
Turnover	16.7%	4.2%	5.2%	5.0%	4.1%	18.4%

<b>IN-HOME SUPERVISORS Performance Indicators</b>	<b>FY 2011 Actual</b>	<b>FY 2012 1st Qtr</b>	<b>FY 2012 2<sup>nd</sup> Qtr</b>	<b>FY 2012 3rd Qtr</b>	<b>FY 2012 4th Qtr</b>	<b>FY 2012 YTD</b>
Year-to-Date Average Filled FTEs	84.9	86.1	86.8	84.2	83.5	85.2
Turnover	7.9%	0.0%	1.1%	4.5%	3.4%	9.1%

<b>ALL IN-HOME STAFF Performance Indicators</b>	<b>FY 2011 Actual</b>	<b>FY 2012 1st Qtr</b>	<b>FY 2012 2<sup>nd</sup> Qtr</b>	<b>FY 2012 3rd Qtr</b>	<b>FY 2012 4th Qtr</b>	<b>FY 2012 YTD</b>
Total FTEs Appropriated	890	890	890	890	890	890
YTD Average FTEs Filled	844	838.2	832.8	825.7	827.0	830.9
Turnover	14.4%	3.5%	4.2%	4.4%	4.1%	16.2%