



**TEXAS**  
Department of Family  
and Protective Services

# **Adult Protective Services Quarterly Legislative Report**

**FY 2019, 1st Quarter**

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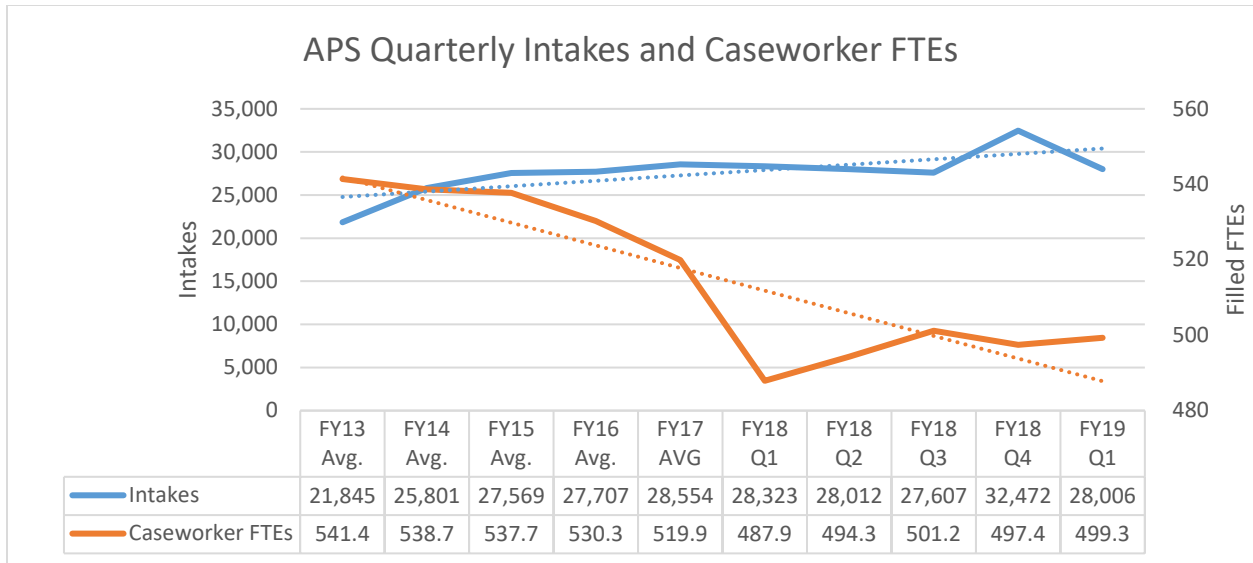
## Background and Summary

Senate Bill (S.B.) 6, 79<sup>th</sup> Regular Session (2005), requires the Adult Protective Services (APS) program to conduct a quarterly review of performance for the APS In-Home program. The performance data in this report is from September 2018 through November 2018.

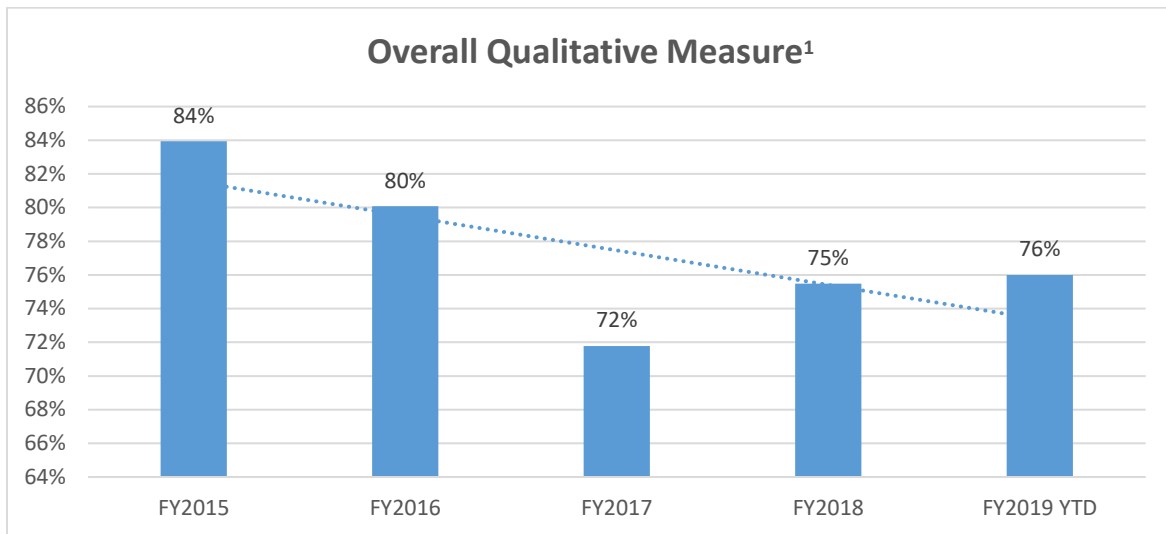
The overall trend for APS caseloads had been rising for several years, including FY 2017, when APS lost caseworker positions as intakes continued to rise. In FY 2018 intakes were up in three out of four quarters as compared to the same quarter in FY 2017. While intakes are typically high in the summer months, it is notable that in FY 2018, Q4, APS had the highest number of intakes it has ever received (32,472). First quarter intakes typically decline, and FY 2019 Q1 followed suit dropping by 14% (4,466) to 28,006, which was 1% lower than FY 2018 Q1 (28,352).

While FY 2018 intakes increased slightly over FY 2017, APS was able to lower its FY 2018 average daily caseload by almost 9%, ending just below the 31.4 LBB target. This is in part due to a program-wide emphasis on addressing older cases. In the latter part of FY 2018, caseload trends reversed with August 2018 average daily caseload increasing to over 36 Intakes in FY 2019 Q1 then declined significantly, but average daily caseload remained above target at 34, higher than the same period in the previous fiscal year as many cases opened in FY 2018, Q4, were still open in FY 2019.

The chart below shows quarterly intakes beginning with FY2018, Q1, and compares them to average quarterly totals for prior fiscal years, beginning with FY 2013. In FY 2013, the APS program amended the definitions of abuse, neglect, and financial exploitation to focus on the most critical allegations. The definitional changes coupled with a greater number of filled FTEs allowed APS to lower caseloads and minimize turnover. However, intakes continued to rise over the years, while APS caseworker positions were stagnant. FY 2019, Q1, intakes were nearly the same as in FY 2018, Q1, and FY 2019 projects to be at least as high as in FY 2018. Though FY 2018 caseload was slightly below the Legislative Budget Board target of 31.4, maintaining this volume of work causes stress on the program.



While many quantitative measures remain on target, the lowered amount of APS In-Home caseworkers over time and the increase in intake volume has negatively impacted the overall quality of APS casework, since FY 2015, APS quality assurance efforts have resulted in a slight increase since FY2017<sup>1</sup>:



<sup>1</sup> The methodology for the overall qualitative measure shown above was revised and implemented in November 2014, two months into FY 2015. For that reason, the FY 2015 qualitative measure is based on the last 10 months of the Fiscal Year. The overall qualitative measure combines five major components of quality investigations: safety of the alleged victim/client, quality of the investigation, case documentation, service provision and client outcomes, and caseworker productivity. See appendix B for detailed results for the five focus areas beginning with FY 2016.

As seen in Appendix B, APS experienced high caseworker turnover in FY 2018 dropping less than one percentage point from FY 2017 when it reached almost 26%. Filled caseworker positions, which averaged 520 in FY 2017, dropped below 500 in FY 2018, and in FY 2019, Q1. While several caseworkers were hired toward the end of FY 2017 and became fully trained and case-assignable in Q2 and Q3 of FY 2018, the Q4 increase in turnover percentage reversed the gain in filled positions achieved in those two quarters. . FY 2019, Q1, filled positions increased by two over FY 2018 Q4 to 499. This modest increase was insufficient to match the drop of nearly 4 workers that occurred in FY 2018, Q3.

With the higher turnover experienced in the Summer of FY 2018 the APS caseworkers hired in FY 2019, Q1, will not be fully case assignable for up to 2 quarters, leaving already strained existing workers with higher caseloads as the new workers complete their training and gain needed experience in the field. Newer caseworkers tend to be less adept than their more experienced colleagues at recognizing and proving that abuse, neglect, and financial exploitation has occurred. This typically results in a lower percentage of validated cases, lower qualitative performance, and fewer clients served.

APS continues to monitor intake volume and average daily caseload to determine the impact of higher average daily caseloads and high intake levels on program performance. The improvements made in average daily caseload in FY 2018 focused on addressing older cases. This effort drove down caseloads in the first half of that fiscal year. Without an equal or greater effort in FY 2019 or a decrease in intakes, daily caseloads will remain at high levels in FY 2019.

APS is implementing innovative approaches to support caseworkers as they gain experience in the field. APS established a mentor program that matches newer APS specialists with tenured workers with whom they meet weekly who help them develop effective casework skills. The program was piloted in the DFW district, has expanded to the Houston district, and is scheduled to roll out statewide by the end FY 2019. Early feedback on the program shows workers performing better in classroom training, feeling supported, and staying with APS. In the South district, APS has begun a caseworker productivity pilot that provides new hires the necessary training to help them complete elements of casework earlier in their tenure. Both of these initiatives will help workers provide quality services for the larger caseloads they will face and will help to lower turnover as the workers find more success in their jobs. Lower turnover will result in fewer vacancies, which may help APS lower caseloads in FY 2019 and beyond.

## Appendices

### Appendix A: APS Caseworker Performance Measures

The chart below displays APS caseworker performance on quantitative program activities. Many of these performance measures are reported to the Texas Legislative Budget Board.

APS IN-HOME PROGRAM LBB Measures and Internal Data	Actual FY 2016	Actual FY 2017	Actual FY 2018	FY 2019 YTD	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4
<b>FYTD</b> #APS Abuse/ Neglect /Exploit Reports (Goal 01-01-01.03 OP (SWI) LBB Target 120,924	110,826	114,091	116,414	28,006	28,006			
<b>Quarterly</b> #APS Abuse/ Neglect/ Exploit Reports	110,826	114,091	116,414	28,006	28,006			
<b>FYTD</b> # Completed APS In-Home Investigations (Goal 04-01-01.01 OP) FY LBB Target 91,924	83,534	84,712	84,463	22,342	22,342			
<b>Quarterly</b> # Completed APS In-Home Investigations	83,534	84,712	84,463	22,342	22,342			
<b>FYTD</b> Validated APS In- Home Investigations (Goal 04-01-01.02 OP) LBB FY Target 58,290 & Percent validated APS In-Home investigations	51,608 (61.8% Valid)	51,314 (60.6% Valid)	49,308 (58.4% Valid)	13,748 (61.5% Valid)	13,748 (61.5% Valid)			



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<b>APS IN-HOME PROGRAM LBB Measures and Internal Data</b>	<b>Actual FY 2016</b>	<b>Actual FY 2017</b>	<b>Actual FY 2018</b>	<b>FY 2019 YTD</b>	<b>FY 2019 Q1</b>	<b>FY 2019 Q2</b>	<b>FY 2019 Q3</b>	<b>FY 2019 Q4</b>
<b>Quarterly Validated APS In-Home Investigations &amp; Percentage validated In-Home investigations</b>	<b>51,608 (61.8% Valid)</b>	<b>51,314 (60.6% Valid)</b>	<b>49,308 (58.4% Valid)</b>	<b>13,748 (61.5% Valid)</b>	<b>13,748 (61.5% Valid)</b>			
<b>Avg Monthly # APS In-Home Clients Served (Goal 04-01-01.02 EX) LBB Target 6,623 &amp; Percent Abused/Neglected/Exploited Adults Served (Goal 04-01.02 OC) LBB Target 76.8%</b>	<b>6,253 (77.9% Served)</b>	<b>6,195 (79.3% Served)</b>	<b>4,068 (77.7% Served)</b>	<b>4,963 (81.5% Served)</b>	<b>4,963 (81.5% Served)</b>			
<b>FYTD APS In-Home Daily Caseload: (Goal 04-01-01.02 EF) LBB Target 31.4</b>	<b>31.4</b>	<b>33.8</b>	<b>30.9</b>	<b>34.2</b>	<b>34.2</b>			
<b>Quarterly APS In-Home Daily Caseload (3 month)</b>	<b>31.4</b>	<b>33.8</b>	<b>30.9</b>	<b>34.2</b>	<b>34.2</b>			

## Appendix B: Staffing Data

The charts below display APS staffing data for:

- In-Home Caseworkers
- In-Home Supervisors
- Combination of All In-Home Staff

<b>APS IN-HOME CASEWORKERS Performance Indicators</b>	<b>FY 2017 Actual</b>	<b>FY 2018 Actual</b>	<b>FY 2019 YTD</b>	<b>FY 2019 Q1</b>	<b>FY 2019 Q2</b>	<b>FY 2019 Q3</b>	<b>FY 2019 Q4</b>
<b>Allocated FTEs</b>	744*	527	527	527			
<b>FYTD Average Filled FTEs</b>	519.9	494.5	499.3	499.3			
<b>Quarterly Average Filled FTEs</b>	519.9	494.5	499.3	499.3			
<b>Year-to-Date Case Carrying Staff</b>	458.3	442.2	439.1	439.1			
<b>Quarterly Case Carrying Staff</b>	458.3	442.2	439.1	439.1			
<b>Case Carrying staff Ratio</b>	88.2%	89.4%	87.9%	87.9%			
<b>Annualized Turnover</b>	25.9%	25.2%	23.9%	23.9%			
<b>Non Annualized Turnover</b>	25.9%	25.2%	6.0%	6.0%			

\* Includes APS Provider Investigations

<b>APS IN-HOME SUPERVISORS Performance Indicators</b>	<b>FY 2017 Actual</b>	<b>FY 2018 Actual</b>	<b>FY 2019 YTD</b>	<b>FY 2019 Q1</b>	<b>FY 2019 Q2</b>	<b>FY 2019 Q3</b>	<b>FY 2019 Q4</b>
<b>Allocated FTEs</b>	117*	84	84	84			
<b>FYTD Average Filled FTEs</b>	82.4	79.4	77.5	77.5			
<b>Quarterly Filled FTEs</b>	82.4	79.4	77.5	77.5			
<b>Annualized Turnover</b>	2.7%	18.4%	4.9%	4.9%			
<b>Non Annualized Turnover</b>	2.7%	18.4%	1.2%	1.2%			

\* Includes APS Provider Investigations

<b>APS IN-HOME SUPERVISORS Performance Indicators</b>	<b>FY 2017 Actual</b>	<b>FY 2018 Actual</b>	<b>FY 2019 YTD</b>	<b>FY 2019 Q1</b>	<b>FY 2019 Q2</b>	<b>FY 2019 Q3</b>	<b>FY 2019 Q4</b>
<b>Allocated FTEs</b>	855.2	771.5	785.2	855.2			
<b>FYTD Average Filled FTEs</b>	788.6	733.2	732.5	732.5			
<b>Quarterly Filled FTEs</b>	788.6	733.2	732.5	732.5			
<b>Annualized Turnover</b>	20.80%	21.90%	19.6%	19.6%			
<b>Non Annualized Turnover</b>	20.80%	21.90%	4.9%	4.9%			

\* Includes APS Provider Investigations

The turnover calculation methodology mirrors the official method used by the State Auditor’s Office. This report shows the actual turnover rate for each quarter-there has been no attempt to project an annual rate based on a quarter’s performance. Annual turnover will be calculated at the conclusion of the fiscal year. For the quarterly results, data reflects activity that took place in each specific quarter. The end of year rate is calculated by dividing the total number of terminations in the year by the average number of filled positions during the year.

## **Appendix C: Qualitative Data**

Qualitative data is calculated from casereading scores entered by APS quality assurance specialists. There are 5 qualitative measures. Each measure is comprised of a group of sub items related to the APS function being measured. The chart below display qualitative data.

<b>APS INVESTIGATION Qualitative Measures</b>	<b>Actual FY 2017</b>	<b>Actual FY 2018</b>	<b>FY 2019 Q1</b>
<b>Alleged Victim and Client Safety</b>	<b>66%</b>	<b>68%</b>	<b>67%</b>
<b>Investigation Rating Scale</b>	<b>71%</b>	<b>69%</b>	<b>71%</b>
<b>Case Documentation</b>	<b>81%</b>	<b>85%</b>	<b>80%</b>
<b>Service Provision and Outcomes</b>	<b>81%</b>	<b>85%</b>	<b>89%</b>
<b>APS Specialist Productivity</b>	<b>68%</b>	<b>71%</b>	<b>74%</b>
<b>Overall Average</b>	<b>72%</b>	<b>75%</b>	<b>76%</b>