



**TEXAS**

Department of Family  
and Protective Services

*Adult Protective Services*

# **Adult Protective Services Quarterly Legislative Report**

**FY 2019, 4th Quarter**

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November 1, 2019



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## Background and Summary

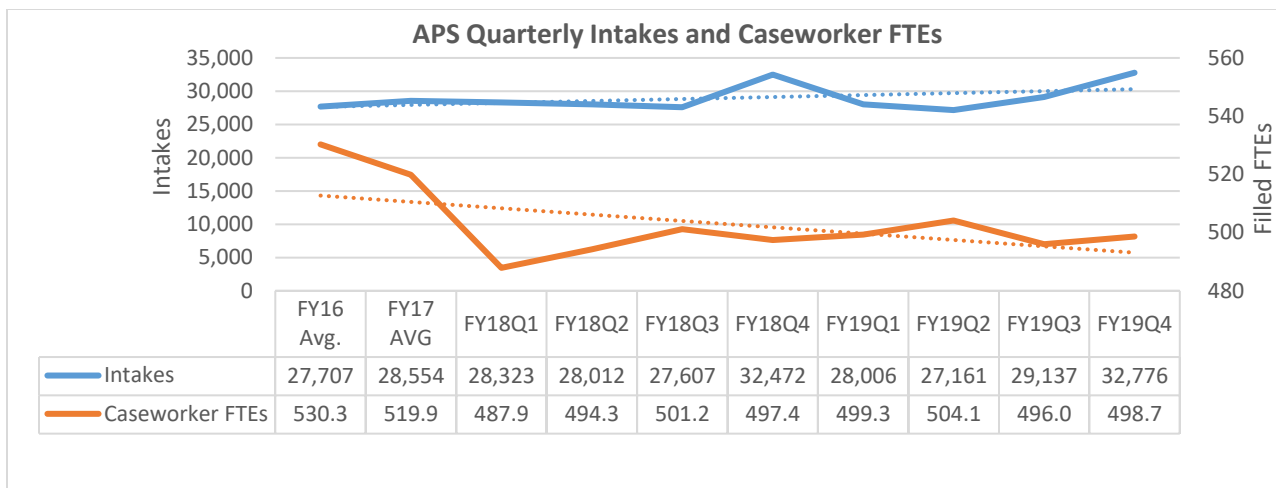
Senate Bill (SB) 6, 79<sup>th</sup> Regular Session (2005), requires Adult Protective Services (APS) to conduct a quarterly performance review. The performance data in this report is from June 2019 to August 2019.

As the Texas population grows and baby boomers grow older, APS continues to experience rises each year in reports of abuse, neglect, and financial exploitation. While APS intake totals are impacted by seasonal variation, a direct comparison of the same quarters in successive years shows three out of four quarters of fiscal year 2018 had higher intakes than the same quarters in FY 2017. FY 2019 Q1 and Q2 intakes were within 3 percent of the same period in FY 2018 and were up by 7 percent in the third quarter of FY 2019 compared to FY 2018 Q3, the previously highest third quarter. In FY 2019 Q4, APS intakes rose to 32,776, slightly above the high of FY 2018 Q4. FY 2019 intakes (117,080) were 0.6 percent higher than the total of 116,414 in FY 2018 (the most ever).

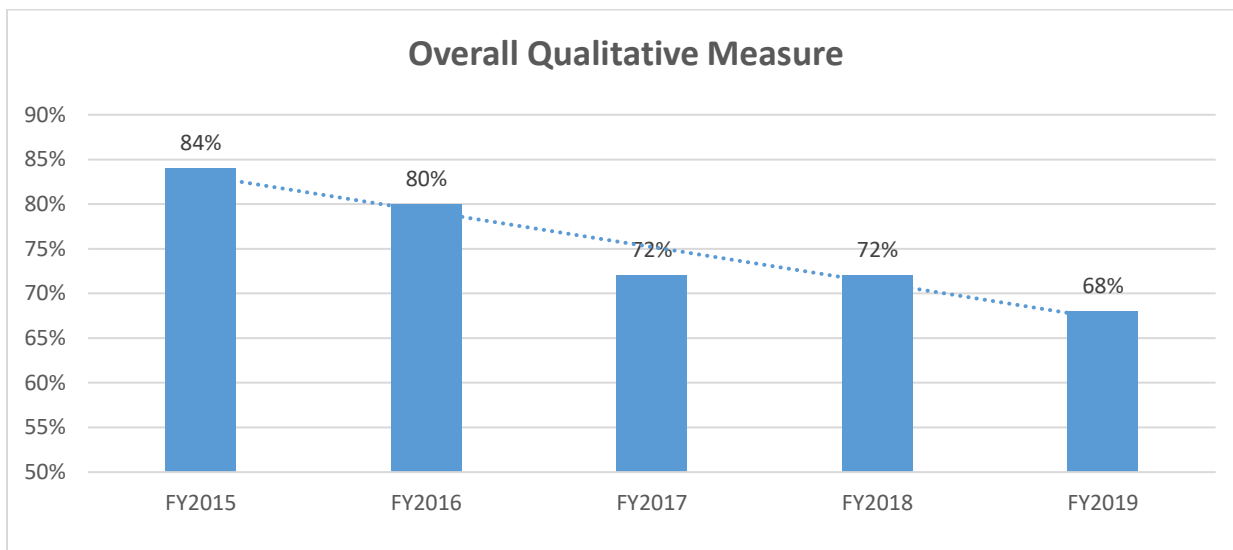
As APS intakes rise and staffing remains relatively flat, average daily caseload increases. Extensive FY 2018 effort to close older cases led to an average daily caseload 30.9, slightly below the 31.4 target established in the General Appropriations Act. FY 2019 Q1 caseloads increased to 34.2, then dipped -- as seasonally expected -- to 30.0 in Q2 and 30.6 in Q3. The expected seasonal increase in summer intakes led to a fourth quarter daily caseload of 33.5, which brought the full FY 2019 up to 32.2, 3.6 percent higher than the FY 2019 target. APS management expects the addition of 33 new caseworker positions approved by the 86<sup>th</sup> Texas Legislature in 2019 to change the upward trend in caseload in FY 2020 once the new workers are trained and receive a full complement of cases.

The following chart shows quarterly intakes beginning with FY 2018 Q1 and compares them to filled positions for prior fiscal years beginning with FY 2016. 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 full-time equivalent (FTEs) allowed APS to lower caseloads and minimize turnover. However, intakes continued to rise over the years while APS caseworker positions were stagnant through FY 2019 Q4.

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While many quantitative measures remain on target, the lower amount of APS caseworkers over time and the increase in intake volume has negatively impacted the overall quality of APS casework. APS quality assurance efforts helped case quality hold steady at 72 percent in FY 2018. However, the influx of new workers replacing more tenured workers in the summer of FY 2018 led to a decline in case quality through the first three quarters of FY2019, reaching its lowest point of 64 percent in FY 2019 Q3. As new workers have stayed and become more tenured, FY 2019 Q4 APS overall quality improved to 67 percent. Three quality measures rose, and two remained unchanged. (See Appendix C).



APS continues to monitor intake volume, average daily caseload, and other data to evaluate the impact those factors have on program performance.

## 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
FYTD #APS Abuse/ Neglect /Exploit Reports (Goal 01-01-01.03 OP) (SWI) LBB Target 120,924	110,826	114,091	116,414	117,080	28,006	55,167	84,304	117,080
Quarterly #APS Abuse/ Neglect/ Exploit Reports	110,826	114,091	116,414	117,080	28,006	27,161	29,137	32,776
FYTD # Completed APS In-Home Investigations (Goal 04-01-01.01 OP) FY LBB Target 91,924	83,534	84,712	84,463	85,054	22,340	41,577	62,580	85,054
Quarterly # Completed APS In-Home Investigations	83,534	84,712	84,463	21,272	22,340	19,237	21,003	22,474
FYTD 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)	51,439 (60.5% Valid)	13,747 (61.5% Valid)	25,199 (62.8% Valid)	38,009 (61.2% Valid)	51,450 (60.5% Valid)
Quarterly Validated APS In-Home Investigations & Percentage validated In-Home investigations	51,608 (61.8% Valid)	51,314 (60.6% Valid)	49,308 (58.4% Valid)	12,860 (62.8% Valid)	13,747 (63.7% Valid)	11,452 (59.5% Valid)	12,810 (61% Valid)	13,441 (59.8% 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>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>3,113 (77.9% Served)</b>	<b>3,130 (79.3% Served)</b>	<b>2,908 (77.7% Served)</b>	<b>3,184 (80.7% Served)</b>	<b>3,438 (81.5% Served)</b>	<b>2,804 (80.5% Served)</b>	<b>3,145 (80% served)</b>	<b>3,349 (81% 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>32.2</b>	<b>34.2</b>	<b>32.1</b>	<b>31.6</b>	<b>32.2</b>
<b>Quarterly APS In-Home Daily Caseload (3 month)</b>	<b>31.4</b>	<b>33.8</b>	<b>30.9</b>	<b>32.2</b>	<b>34.2</b>	<b>30.1</b>	<b>31.1</b>	<b>33.5</b>



## Appendix B: Staffing Data

The charts below display APS staffing data for:

- In-Home Caseworkers
- In-Home Supervisors

<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<sup>1</sup></b>	569	527	524.9	524	524	525.7	526
<b>FYTD Average Filled FTEs</b>	519.9	494.5	502.1	499.3	501.7	499.8	502.1
<b>Quarterly Average Filled FTEs</b>	519.9	494.5	501.7	499.3	504.1	496	509.1
<b>Year-to-Date Case Carrying Staff</b>	458.3	442.2	439.1	439.1	445	445.3	447.0
<b>Quarterly Case Carrying Staff</b>	458.3	442.2	439.1	439.1	450.9	445.9	458.4
<b>Case Carrying staff Ratio</b>	88.2%	89.4%	86.8%	87.9%	85.7%	84.3%	87.2%
<b>Annualized Turnover</b>	25.9%	25.2%	22.5%	23.9%	22.5%	21.4%	20.7%
<b>Non Annualized Turnover<sup>2</sup></b>	25.9%	25.2%	N/A	6.0%	5.3%	4.8%	4.6%

<sup>1</sup> At the beginning of FY 2018, Provider Investigations moved from DFPS to HHSC. The total from FY 2017 above counts only the APS In-Home caseworkers and not Provider Investigations investigators, supervisors, and staff who moved to HHSC the following fiscal year.

<sup>2</sup> The non-annualized turnover methodology mirrors the official method used by the State Auditor’s Office. 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.

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<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>	86	84	84	84	84	84	84
<b>FYTD Average Filled FTEs</b>	82.4	79.4	79	77.5	79	79.8	80.6
<b>Quarterly Filled FTEs</b>	82.4	79.4	79	77.5	80.5	81.5	82.8
<b>Annualized Turnover</b>	2.7%	18.4%	4.9%	4.9%	7.3%	7.3%	7.2
<b>Non Annualized Turnover</b>	2.7%	18.4%	N/A	1.2%	2.4%	1.9%	1.7

## Appendix C: Qualitative Data

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

APS Investigations Qualitative Measures	Actual FY 2017	Actual FY 2018	FY 2019 YTD	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4
Alleged Victim and Client Safety	66%	68%	64%	67%	63%	60%	63%
Investigation Rating Scale	71%	69%	66%	71%	68%	61%	63%
Case Documentation	81%	85%	73%	80%	70%	71%	71%
Service Provision and Outcomes	81%	85%	85%	89%	82%	81%	85%
APS Specialist Productivity	68%	71%	67%	74%	67%	64%	64%
Overall Average <sup>3</sup>	72%	72%	68%	73%	68%	64%	67%

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<sup>3</sup> The overall qualitative average is based on the scoring of 27 questions for each casereading. Each standard above has a different number of questions, so the overall average differs from the average of the five standards in this table.