



TEXAS

Department of Family
and Protective Services

Adult Protective Services

Adult Protective Services Quarterly Legislative Report

FY 2021, 3rd Quarter

August 1, 2021

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Background and Summary

Senate Bill (SB) 6, 79th Regular Session (2005), requires the Adult Protective Services (APS) program to conduct a quarterly performance review. The performance data in this report is for the third quarter of Fiscal Year 2021: March 1, 2020 to May 31, 2021.

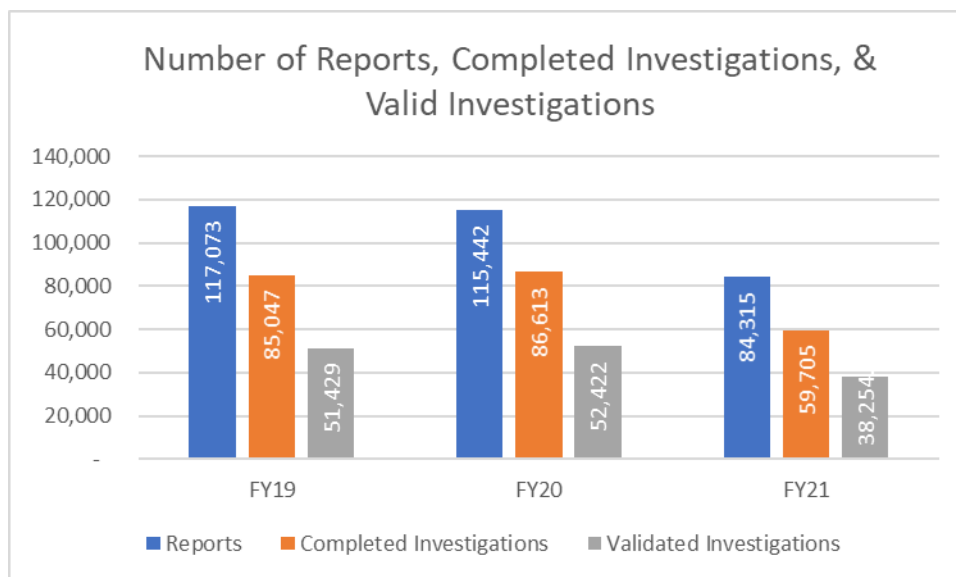


Figure 1: Number of Reports, Completed Investigations, & Valid Investigations

As the Texas population continues to grow and baby boomers get older, reports of abuse, neglect, and financial exploitation were rising until the pandemic caused fewer reports during FY20 and FY21. The chart above depicts the number of APS reports as well as completed and validated investigations for the past two fiscal years and current fiscal year to date.

The FY21Q3 data indicates a return to the number of pre-pandemic cases has begun as there has been a rise in the number of intake reports, completed investigations, and validated investigations this quarter. APS believes this is related to the increase in social interactions and reporting as the effects of the COVID-19 pandemic begin to taper off. APS remains positioned to handle any increases in intakes as vaccinations continue, the public resumes pre-COVID-19 activities, and COVID-19 restrictions are adjusted accordingly.

This quarter’s average daily caseload was 22.7, up from 22.0 last quarter, and down from FY20’s caseload of 25.8. This slight increase in caseloads has not negatively affected APS’ overall performance.

APS caseworker annualized turnover for this quarter fell 1.2% percentage points from 23.5% to 22.3%. APS continues to enjoy a stable, experienced workforce.

While the COVID-19 pandemic continued through the third quarter of FY21, caseworkers continued to conduct investigations, provide services, and monitor outcomes. APS personnel also continued to take measures in their daily work to prevent the spread of COVID-19 such as

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conducting some interviews by telephone and video conference, delivering purchased goods to clients' doorsteps in some circumstances, and wearing personal protective equipment to the greatest extent possible.

APS saw minor decreases in case documentation and service provision outcomes. Both are still above the FY21 average, as well as above FY19 and FY20's scores.

APS management will continue to monitor statewide and regional variations in caseload and other metrics to determine resource allocation throughout the year and the effects of dealing with the pandemic.

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 Performance Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 YTD ¹	FY 2021 Q1	FY 2021 Q2	FY 2021 Q3
#APS Abuse / Neglect / Exploit Reports (Goal 1-1-1.3 OP) (SWI) LBB Target 122,441	116,580	117,073	115,442	84,315	28,190	27,052	29,073
# Completed APS In-Home Investigations (Goal 4-1-1.1 OP) FY LBB Target 82,308	84,439	85,047	86,613	59,705	20,191	18,821	20,693
Validated APS In-Home Investigations (Goal 4-1-1.2 OP) LBB FY Target 47,512	49,284	51,429	52,422	38,254	13,433	11,794	13,027
Percent Validated APS In-Home investigations	58.4%	60.5%	60.5%	64.1%	66.5%	62.7%	63.0%
Avg Monthly # APS In-Home Clients Served (Goal 4-1-1.2 EX) LBB Target 4,051	4,471	4,601	4,542	4,288	4,269	4,308	4,702
Percent Abused / Neglected / Exploited Adults Served (Goal 4-1.2 OC) LBB Target 78.3%	77.7%	80.7%	80.9%	83.6%	82.9%	84.2%	83.7%
APS In-Home Daily Caseload: (Goal 4-1-1.2 EF) LBB Target 30.0	30.9	32.2	25.8	22.7	22.1	22.0	22.7

¹ Most recent FY year data are considered preliminary until data is frozen in November.

Appendix B: Staffing Data

The charts below display APS staffing data for Caseworkers and Supervisors.

APS Caseworkers Staffing Data	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 YTD	FY 2021 Q1	FY 2021 Q2	FY 2021 Q3
Allocated FTEs	527	524.9	565.1	577.0	577.0	577.0	577.0
FYTD Average Filled FTEs	494.5	502.1	544.3	557.4	557.4	550.7	553.7
Annualized Turnover²	25.2%	20.7%	17.9%	22.3%	22.3%	23.5%	22.3%
Actual Turnover in each period (not annualized)	25.2%	20.7%	17.9%	5.6%	5.6%	6.2%	5.0%

APS Supervisors Staffing Data	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 YTD	FY 2021 Q1	FY 2021 Q2	FY 2021 Q3
Allocated FTEs	84	84	86	84	84	84	84
FYTD Average Filled FTEs	79.4	79.0	81.0	80.9	80.9	80.9	80.9
Annualized Turnover¹	18.4%	7.2%	1.2%	9.6%	9.6%	12.0%	11.2%

² Annualized turnover assumes the turnover rate will remain the same in future FY quarters as in past FY quarters.

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 displays qualitative data.

APS Qualitative Measures	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 YTD	FY 2021 Q1	FY 2021 Q2	FY 2021 Q3
Alleged Victim and Client Safety	68%	64%	66%	53%	52%	55%	55%
Investigation Rating Scale	69%	66%	69%	69%	67%	72%	72%
Case Documentation	85%	73%	74%	75%	70%	80%	78%
Service Provision and Outcomes	85%	85%	86%	85%	85%	86%	83%
APS Specialist Productivity	71%	67%	73%	76%	76%	75%	84%
Overall Average³	72%	68%	71%	68%	67%	70%	75%

³ 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.