



**TEXAS**

Department of Family  
and Protective Services

*Adult Protective Services*

# **Adult Protective Services Quarterly Legislative Report**

**FY 2022, 3<sup>rd</sup> Quarter**

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August 1, 2022

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## Background and Summary

Senate Bill (SB) 6, 79<sup>th</sup> 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 (FY) 2022: March 1, 2022 to May 31, 2022.

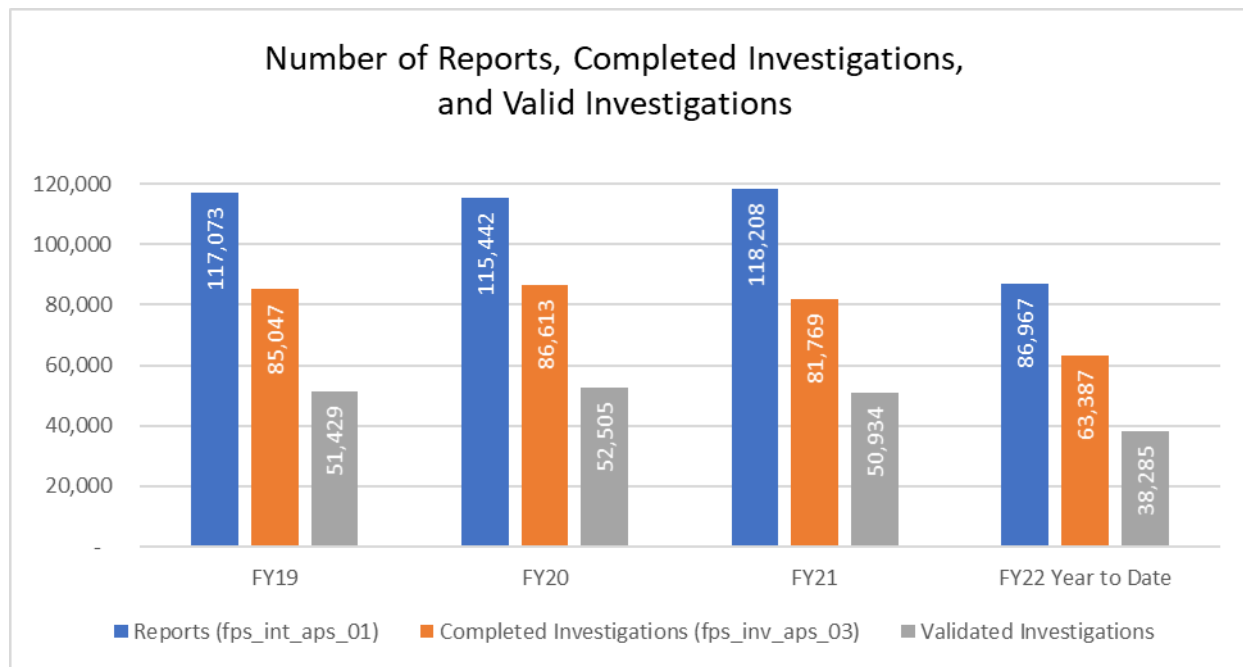


Figure 1: Number of Reports, Completed Investigations, and Valid Investigations

With the growing Texas population, including adults who are 65 or older, reports of abuse, neglect, and financial exploitation were on the rise until FY20 when the pandemic led to fewer intake reports. The dampening effect of the pandemic appears to be waning. The number of reports received during the first three quarters of FY22 are approaching pre-pandemic levels. The chart above depicts the number of APS reports received through the third quarter of FY22, as well as completed and validated investigations for FY19 through FY21.

The FY22 Q3 data appears to indicate that the number of intake reports is rising and is on pace to exceed FY21’s intake reports. This is likely related to the increase in social interactions, inflation having a negative effect on fixed incomes, and the increasing population size of the APS client base.

This quarter’s average daily caseload was 22.5, down from 25.0 last quarter. Caseloads, as with intakes, have been seasonal and are expected to rise as we enter the summer months as it has done over the past 4 fiscal years. APS will continue to monitor caseloads.

APS continues to fill the new financial exploitation units. The effects on caseloads will be evaluated in future quarters.

## APS Program Performance Report – 3<sup>rd</sup> Quarter FY22

APS caseworker annualized turnover is running higher than FY19-21. Actual turnover rose .7% from FY22Q2's 28.0% to FY22Q3's 28.7%. APS continues to monitor the turnover rate.

The APS Quality Assurance team implemented entirely new case reading standards in FY22Q3. The data produced from the new standards is not comparable to previous data; therefore, APS is starting fresh with the data points listed in Appendix C.

APS management will continue monitoring statewide and regional variations in caseload and other metrics to determine resource allocation throughout the year.

## Appendices

### Appendix A: Adult Protective Services 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 (LBB) on a quarterly basis.

**Please note**, APS implemented Single Stage, a new casework model that allows all tasks previously completed in the investigation stage or service stage of the IMPACT database to be completed in one stage. Because of this recent change, the data for the average monthly number of APS clients receiving services is no longer available. A new LBB measure has been created to replace Avg Monthly Number of APS In-Home Clients Receiving Protective Services (Goal 4-1-1.2 Explanatory Measure) in FY24-25. Data based on this new measure will be available in future reports.

APS Performance Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual	FY 2022 Year to Date <sup>1</sup>	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3
<b>Number of APS Reports of Adult Abuse/Neglect/Exploitation (Goal 1-1-1.3 Output Measure) (Statewide Intake) LBB Target 122,441</b>	117,073	115,442	118,208	86,967	29,240	28,339	29,388
<b>Number of Completed APS In-Home Investigations (Goal 4-1-1.1 Output Measure) LBB Target 82,308</b>	85,047	86,613	81,769	42,727	21,851	20,876	20,665
<b>Validated APS In-Home Investigations (Goal 4-1-1.2 Output Measure) LBB Target 47,512</b>	51,429	52,505	50,934	26,016	13,588	12,428	12,272

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<sup>1</sup> Most recent fiscal year data are considered preliminary until data is frozen in November.

APS Program Performance Report – 3<sup>rd</sup> Quarter FY22

APS Performance Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual	FY 2022 Year to Date <sup>1</sup>	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3
<b>Percent Validated APS In-Home Investigations</b>	60.5%	60.6%	58.8%	60.9%	62.2%	59.5%	59.4%
<b>Avg Monthly Number of APS In-Home Clients Receiving Protective Services (Goal 4-1-1.2 Explanatory Measure) LBB Target 4,051</b>	4,603	4,542	4,589	4,665	5,373	No data this report <sup>2</sup>	No data this report
<b>Percent Adults Found to Be Abused/Neglected/Exploited Who Are Served (Goal 4-1.2 Outcome Measure) LBB Target 78.3%</b>	80.7%	80.9%	83.6%	82.8%	84.5%	84.0%	85.1%
<b>APS Daily Caseload Per Worker (In-Home) (Goal 4-1-1.2 Efficiency Measure) LBB Target 28.0<sup>3</sup></b>	32.2	25.8	24.2	28.3	30.1	25.0	22.5

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<sup>2</sup> The measure can no longer be calculated as of Jan 1, 2022 when APS began Single-Stage.

<sup>3</sup> Average daily caseload target was lowered to 28 during fy21

## Appendix B: Staffing Data

The charts below display APS staffing data for caseworkers and supervisors.

APS Caseworkers Staffing Data	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual	FY 2022 Year To Date <sup>4</sup>	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3
<b>Allocated Full Time Equivalent (FTEs)</b>	524.9	565.1	577.0	577.0	577.0	577.0	577.0
<b>Fiscal Year-to-Date (FYTD) Average Filled FTEs</b>	502.1	544.3	557.4	536.7	526.3	536.5	547.2
<b>Annualized Turnover<sup>5</sup></b>	20.7%	17.9%	22.3%	28.7%	31.9%	28.0%	28.7%
<b>Actual Turnover in each period (not annualized)</b>	20.7%	17.9%	22.3%	21.5%	8.0%	6.1%	7.5%

APS Supervisors Staffing Data	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual	FY 2022 YTD <sup>6</sup>	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3
<b>FTEs</b>	84	86	84	85	85	85	85
<b>FYTD Average Filled FTEs</b>	79.0	81.0	81.3	81.0	80.8	79.3	83.0
<b>Annualized Turnover<sup>7</sup></b>	7.2%	1.2%	9.6%	7.8%	14.6%	7.2%	7.8%

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<sup>4</sup> Most recent FY data are considered preliminary until data is frozen in November.

<sup>5</sup> Annualized turnover assumes the turnover rate will remain the same in future FY quarters as in past FY quarters.

<sup>6</sup> Most recent FY data are considered preliminary until data is frozen in November.

<sup>7</sup> 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 case reading 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.

**Please note**, the APS Quality Assurance team implemented entirely new case reading standards in FY22Q3. The data produced from the new standards is not comparable to previous data; therefore, APS is starting fresh with the data points listed below.

Year to Date for FY22 will only contain Q3 and Q4 data.

<b>APS Qualitative Measures</b>	<b>FY 2022 YTD</b>	<b>FY 2022 Q3</b>
<b>Client Safety</b>	90.8%	90.8%
<b>Investigation Rating Scale</b>	76.5%	76.5%
<b>Case Documentation</b>	91.4%	91.4%
<b>Service Provision and Outcomes</b>	78.3%	78.3%