



TEXAS
**Department of Family
and Protective Services**

Adult Protective Services

**Adult Protective Services
Quarterly Legislative Report**

FY 2022, 4th Quarter

November 1, 2022

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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 fourth quarter of Fiscal Year (FY) 2022: June 1, 2022 to August 31, 2022.

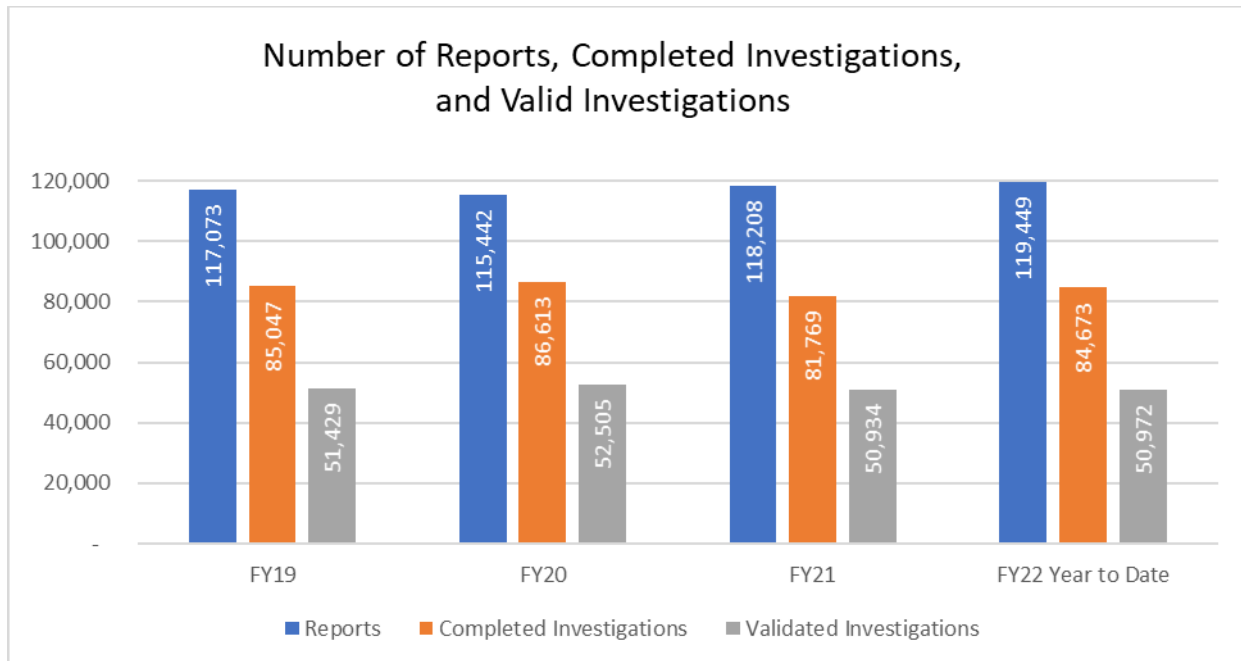


Figure 1: Number of Reports, Completed Investigations, and Valid Investigations

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 over. The number of reports received during FY22 have exceeded pre-pandemic levels. The chart above depicts the number of APS reports received in FY22, as well as completed and validated investigations for FY19 through FY21.

The FY22 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 continuing to have a negative effect on fixed incomes, and the increasing population size of the APS client base.

This quarter’s average daily caseload was 26.3, up from 22.5 last quarter. Caseloads, as with intakes, have been seasonal and were expected to rise during the summer months as it has done over the past 4 fiscal years. APS will continue to monitor caseloads.

APS has filled the new financial exploitation units. The effects on caseloads will be evaluated in future quarters.

APS caseworker annualized turnover is running significantly higher than FY19-21. Actual turnover rose 5.2% from FY22Q3 (28.7%) to Q4 (32.9%). APS continues to monitor the turnover rate. While turnover typically rises in the fourth quarter, this rise is concerning as it is coupled with high inflation and stagnant salaries.

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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 has provided the last 2 quarters of 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 in January 2022, 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 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 2020 Actual	FY 2021 Actual	FY 2022 YTD¹	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4
Number of APS Reports of Adult Abuse/Neglect/Exploitation (Output Measure 1-1-1.3) (Statewide Intake) LBB Target 117,469	115,442	118,208	119,346	29,227	28,299	29,352	32,468
Number of Completed APS In-Home Investigations (Output Measure 4-1-1.1) LBB Target 96,965	86,613	81,769	84,673	21,851	20,871	20,664	21,287
Validated APS In-Home Investigations (Output Measure 4-1-1.2) LBB Target 61,302	52,505	50,934	50,972	13,588	12,425	12,271	12,688

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

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Percent Validated APS In-Home Investigations	60.6%	58.8%	60.2%	62.2%	59.5%	59.4%	59.6%
Avg Monthly Number of APS In-Home Clients Receiving Protective Services (Explanatory Measure 4-1-1.2) LBB Target 4,051	4,542	4,589	No data this report	5,373	No data this report ²	No data this report	No data this report
Percent Adults Found to Be Abused/Neglected/Exploited Who Are Served (Outcome Measure 4-1.2) LBB Target 77.8%	80.9%	83.6%	76.0 ³ %	84.5%	82.8%	79.0%	76.0%
APS Daily Caseload Per Worker (In-Home) (Efficiency Measure 4-1-1.2) LBB Target 28.0	25.8	24.2	26.3 ⁴	29.1	25.0	22.5	26.3

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

³ FYTD is annualized

⁴ FYTD is annualized

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 YTD⁵	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4
Allocated Full Time Equivalents (FTEs)	524.9	565.1	577.0	577.0	577.0	577.0	577.0	577.0
Fiscal Year-to-Date (FYTD) Average Filled FTEs	502.1	544.3	557.4	538.3	526.3	536.5	547.2	543.2
Annualized Turnover⁶	20.7%	17.9%	22.3%	33.9%	31.9%	28.0%	28.7%	33.9%
Actual Turnover in each period (not annualized)	20.7%	17.9%	22.3%	N/A	8.0%	6.1%	7.5%	12.4%

APS Supervisors Staffing Data	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual	FY 2022 YTD⁷	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4
FTEs	84	86	84	85	85	85	85	85
FYTD Average Filled FTEs	79.0	81.0	81.3	81.6	80.8	79.3	83	83.1
Annualized Turnover⁸	7.2%	1.2%	9.6%	7.2%	14.6%	7.2%	7.8%	10.3%

⁵ Most recent FY data are considered preliminary until data is frozen in November.

⁶ Annualized turnover assumes the turnover rate will remain the same in future FY quarters as in past FY quarters.

⁷ Most recent FY data are considered preliminary until data is frozen in November.

⁸ 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.

APS Qualitative Measures	FY 2022 YTD	FY 2022 Q3	FY 2022 Q4
Client Safety	91.0%	90.8%	91.2%
Investigation Rating Scale	78.2%	76.5%	80.2%
Case Documentation	91.6%	91.4%	91.7%
Service Provision and Outcomes	79.5%	78.3%	80.7%