



TEXAS
**Department of Family
and Protective Services**

Adult Protective Services

**Adult Protective Services
Quarterly Legislative Report**

FY 2024, 1st Quarter

February 1, 2024

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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 first quarter of Fiscal Year (FY) 2024: September 1, 2023, to November 30, 2023.

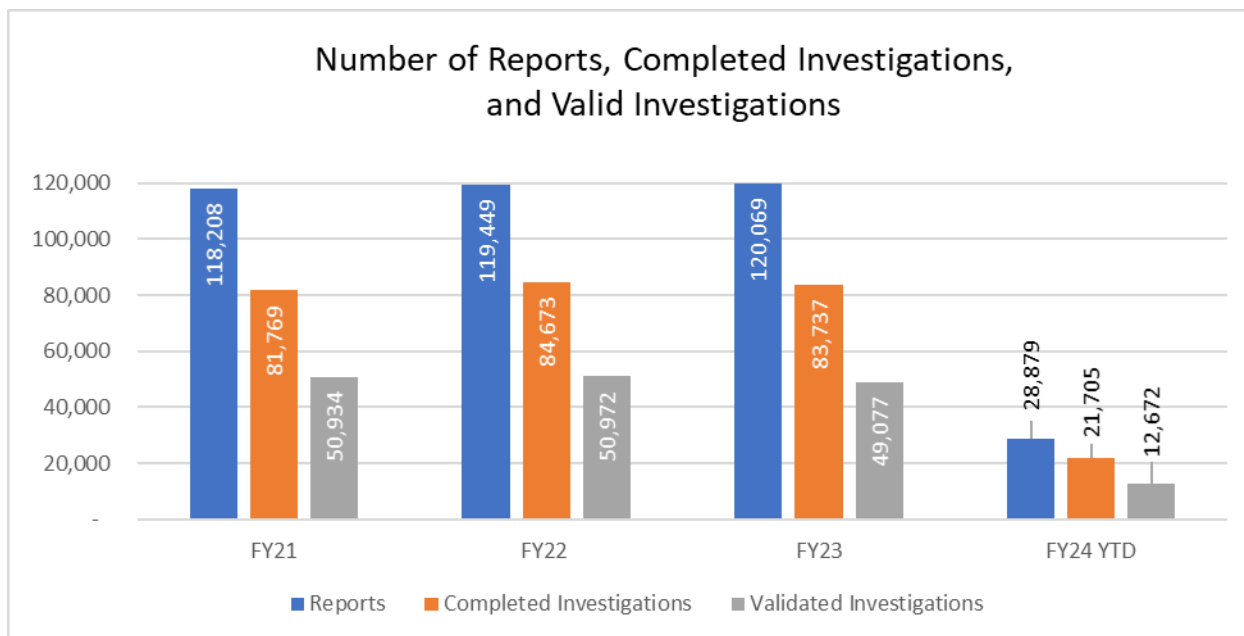


Figure 1 Number of Reports, Completed Investigations, and Valid Investigations

With the growing Texas population, including adults who are 65 or older, reports of abuse, neglect, and financial exploitation continue to rise. The chart above depicts the number of APS reports received FY24Q1, as well as completed and validated investigations for FY21 through FY23.

As expected, the number of intakes decreased from last quarter when intakes spiked due to the summer months. This decrease in intakes has helped lower the average daily caseload after it had been increasing for the previous few quarters. While the number of intakes has decreased, the validation rate has remained similar to previous periods and the percentage of clients receiving services has increased. APS continues to implement internal procedures to help with vacancy workloads across the state. APS will continue to monitor caseloads and is working towards the new LBB target of 22 for the average daily caseload.

While APS supervisor turnover has remained low and steady, APS caseworker turnover rose slightly to 34.8% in the first quarter.

At the beginning of this fiscal year, APS implemented its new training model, Training While Working, which allows new hires to become highly competent at specific initial case actions before being trained on other requirements so the trainee can assist their colleagues as soon as possible while increasing their knowledge and skills. It is too soon to evaluate the effects of this training model on average daily caseloads and turnover, but APS is monitoring its efficacy.

Compared to the last fiscal year, APS saw improvement in three of the four qualitative measures (Client Safety, Case Documentation, and Service Provision – Outcomes). APS remained steady in the Investigations measure.

APS management will continue monitoring statewide and regional variations in caseload and other metrics to determine resource allocation throughout the new fiscal 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 Served (Goal 4-1-1.2 Explanatory Measure) in FY24-25 and is included below.

APS Performance Measure	FY 2021 Actual	FY 2022 Actual	FY 2023 Actual	FY 2024 YTD ¹	FY 2024 Q1 ²
Number of APS Reports of Adult Abuse/Neglect/Exploitation (Output Measure 1-1-1.3) (Statewide Intake) LBB Target 117,469	118,208	119,449	120,069	28,879	28,879
Number of Completed APS In-Home Investigations (Output Measure 4-1-1.1) LBB Target 96,965	81,769	84,673	86,737	21,705	21,705
Validated APS In-Home Investigations (Output Measure 4-1-1.2) LBB Target 61,302	50,934	50,972	49,077	12,672	12,672

¹ FYTD is annualized.

² Most recent fiscal year data are considered preliminary until data is frozen in November.

APS Performance Measure	FY 2021 Actual	FY 2022 Actual	FY 2023 Actual	FY 2024 YTD¹	FY 2024 Q1²
Percent Validated APS In-Home Investigations	58.8%	60.2%	58.6%	58.4%	58.4%
Percent Adults Found to Be Abused/Neglected/Exploited Who Are Served (Outcome Measure 4-1.2) LBB Target 77.8%	83.6%	76.0%	83.0%	84.3%	84.3%
Average Monthly Number of APS Clients Served (Explanatory Measure 4.1.1) LBB Target 3,286	NA	NA	NA	3,278	3,278
APS Daily Caseload Per Worker (In-Home) (Efficiency Measure 4-1-1.2) LBB Target 22.0 (As of FY24. Previous LBB Target 28.0)	24.2	26.3	26.3	25.4	25.4

Appendix B: Staffing Data

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

APS Caseworkers Staffing Data	FY 2021 Actual	FY 2022 Actual	FY 2023 Actual	FY 2024 YTD³	FY 2024 Q1
Allocated Full Time Equivalents (FTEs)	577.0	577.0	574.9	577.8	577.8
Average Filled FTEs Fiscal Year-to-Date (FYTD)	557.4	538.3	524.1	549.6	549.6
Annualized Turnover⁴	22.3%	33.9%	33.1%	34.8%	34.8%
Actual Turnover in each period (not annualized)	22.3%	33.9%	33.1%	8.7%	8.7%

APS Supervisors Staffing Data	FY 2021 Actual	FY 2022 Actual	FY 2023 Actual	FY 2024 YTD³	FY 2024 Q1
FTEs	84.0	85.0	85.0	85.0	86.0
Average Filled FTEs FYTD	81.3	81.6	84.2	84.2	86.9
Annualized Turnover⁵	9.6%	10.3%	4.7%	4.5%	4.5%

FTE reporting logic has been updated to include expenses associated with all funding sources. This methodology is consistent with logic utilized for the DFPS’s Monthly Financial Report.

³ Most recent FY data are considered preliminary until data is frozen in November.

⁴ Annualized turnover assumes the turnover rate will remain the same in future FY quarters as in past FY quarters.

⁵ 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 four 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.

FY22 only contains Q3 and Q4 data.

APS Qualitative Measures	FY 2022 Actual	FY 2023 Actual	FY 2024 Q1
Client Safety	91.0%	91.7%	93.0%
Investigation Rating Scale	78.2%	81.1%	81.0%
Case Documentation	91.6%	89.5%	91.2%
Service Provision and Outcomes	79.5%	83.4%	86.6%