



**TEXAS**  
**Department of Family  
and Protective Services**  

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*Adult Protective Services*

**Adult Protective Services  
Quarterly Legislative Report**

**FY 2024, 4<sup>th</sup> Quarter**

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November 1, 2024

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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 fourth quarter of Fiscal Year (FY) 2024: June 1, 2024, to August 31, 2024.

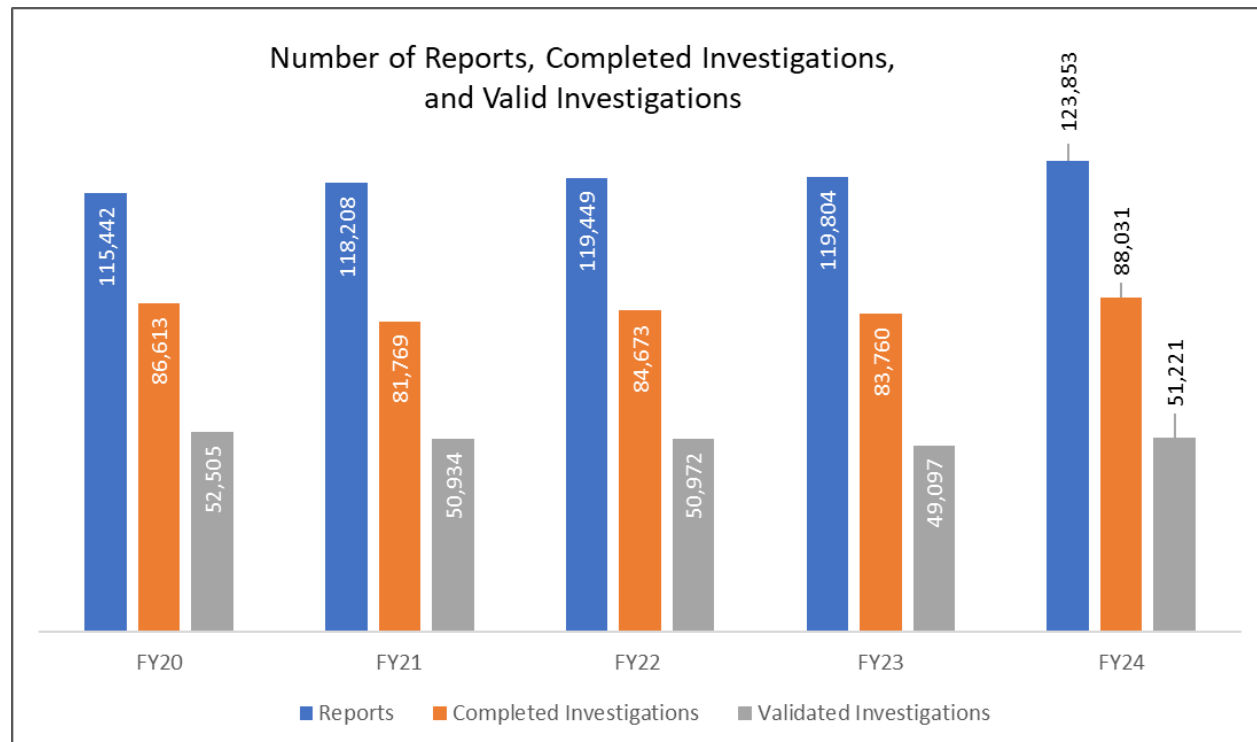


Figure 1 Number of Reports, Completed Investigations, and Valid Investigations

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 through FY24Q4, as well as completed and validated investigations for FY21 through FY23.

Intakes rose by 7% over the previous quarter and the number of validated investigations and clients served increased. Caseloads increased in the fourth quarter after decreasing the first three quarters of FY24. Historically, intakes and caseloads increase during the summer months. APS will continue to monitor caseloads and is working towards the new LBB target of 22 for the average daily caseload.

At the beginning of this fiscal year, APS implemented its new training model, Training While Working (TWW). In TWW, designated training supervisors teach new hires to become highly competent at specific initial case actions before being trained on other casework requirements. This allows the trainee to assist their colleagues as soon as possible while increasing their knowledge and skills. Periodic evaluations of the model are being conducted. Early findings suggest the model is successful at giving new hires a realistic casework experience sooner and returning them to their regular units prepared to complete case contacts. APS will continue to monitor the efficacy of this training model and make adjustments as needed.

All four qualitative measures improved over the past quarter. Improvements may be due, in part, to temporary measures put in place to address vacancies across the state and previous efforts.

**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 was 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 in the table below.

| APS Performance Measure   | FY 2021 Actual | FY 2022 Actual | FY 2023 Actual | FY 2024 YTD <sup>1</sup> | FY 2024 Q1 <sup>2</sup> | FY 2024 Q2 <sup>3</sup> | FY 2024 Q3 <sup>4</sup> | FY 2024 Q4 <sup>2</sup> |
|---|----------------|----------------|----------------|--------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| <b>Number of APS Reports of Adult Abuse/Neglect/Exploitation (Output Measure 1-1-1.3) (Statewide Intake) LBB Target 117,469</b> | 118,208        | 119,449        | 120,069        | 123,853                  | 28,879                  | 29,449                  | 31,580                  | 33,945                  |
| <b>Number of Completed In-Home Investigations (Output Measure 4-1-1.1) LBB Target 96,965</b>                                    | 81,769         | 84,673         | 86,737         | 88,031                   | 21,698                  | 21,829                  | 21,175                  | 23,330                  |
| <b>Validated APS In-Home Investigations (Output Measure 4-1-1.2) LBB Target 61,302</b>  | 50,934         | 50,972         | 49,077         | 51,221                   | 12,667                  | 12,637                  | 12,447                  | 13,471                  |

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<sup>1</sup> FYTD is annualized.

<sup>2</sup> Most recent fiscal year data are considered preliminary until data is frozen in November.

<sup>3</sup> Most recent fiscal year data are considered preliminary until data is frozen in November.

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

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| <b>APS Performance Measure</b>   | <b>FY 2021 Actual</b> | <b>FY 2022 Actual</b> | <b>FY 2023 Actual</b> | <b>FY 2024 YTD<sup>1</sup></b> | <b>FY 2024 Q1<sup>2</sup></b> | <b>FY 2024 Q2<sup>3</sup></b> | <b>FY 2024 Q3<sup>4</sup></b> | <b>FY 2024 Q4<sup>2</sup></b> |
|--|-----------------------|-----------------------|-----------------------|--------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|
| <b>Percent Validated APS In-Home Investigations</b>  | 58.8%                 | 60.2%                 | 58.6%                 | 58.2%                          | 58.4%                         | 57.9%                         | 58.8%                         | 57.7%                         |
| <b>Percent Adults Found to Be Abused/Neglected/Exploited Who Are Served (Outcome Measure 4-1.2)<br/>LBB Target 77.8%</b>               | 83.6%                 | 76.0%                 | 83.0%                 | 83.8%                          | 84.3%                         | 84.2%                         | 83.0%                         | 83.8%                         |
| <b>Average Monthly Number of APS Clients Served (Explanatory Measure 4.1.1)<br/>LBB Target 3,286</b>                                   | NA                    | NA                    | NA                    | 3,309                          | 3,278                         | 3,279                         | 3,179                         | 3,500                         |
| <b>APS Daily Caseload Per Worker (In-Home) (Efficiency Measure 4-1-1.1)<br/>LBB Target 22.0, as of FY24 (Previous LBB Target 28.0)</b> | 24.2                  | 26.3                  | 26.3                  | 24.2                           | 26.8                          | 24.1                          | 21.8                          | 25.3                          |

**Appendix B: Staffing Data**

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

| <b>APS Caseworkers Staffing Data</b>                   | <b>FY 2021 Actual</b> | <b>FY 2022 Actual</b> | <b>FY 2023 Actual</b> | <b>FY 2024 YTD<sup>5</sup></b> | <b>FY 2024 Q1</b> | <b>FY 2024 Q2</b> | <b>FY 2024 Q3</b> | <b>FY 2024 Q4</b> |
|--|-----------------------|-----------------------|-----------------------|--------------------------------|-------------------|-------------------|-------------------|-------------------|
| <b>Allocated Full Time Equivalents (FTEs)</b>          | 577.0                 | 577.0                 | 574.9                 | 577.6                          | 577.8             | 577.8             | 577.8             | 576.8             |
| <b>Average Filled FTEs Fiscal Year-to-Date (FYTD)</b>  | 557.4                 | 538.3                 | 524.1                 | 563.1                          | 549.6             | 558.8             | 573.8             | 570.8             |
| <b>Annualized Turnover<sup>6</sup></b>                 | 22.3%                 | 33.9%                 | 33.1%                 | 29.1%                          | 34.8%             | 30.5%             | 28.7%             | 29.1%             |
| <b>Actual Turnover in each period (not annualized)</b> | 22.3%                 | 33.9%                 | 33.1%                 | 29.1%                          | 8.5%              | 6.7%              | 6.5%              | 7.5%              |

| <b>APS Supervisors Staffing Data</b>   | <b>FY 2021 Actual</b> | <b>FY 2022 Actual</b> | <b>FY 2023 Actual</b> | <b>FY 2024 YTD<sup>3</sup></b> | <b>FY 2024 Q1</b> | <b>FY 2024 Q2</b> | <b>FY 2024 Q3</b> | <b>FY 2024 Q4</b> |
|--|-----------------------|-----------------------|-----------------------|--------------------------------|-------------------|-------------------|-------------------|-------------------|
| <b>FTEs</b>                            | 84.0                  | 85.0                  | 85.0                  | 86.0                           | 86.0              | 86.0              | 86.0              | 86.0              |
| <b>Average Filled FTEs FYTD</b>        | 81.3                  | 81.6                  | 84.2                  | 86.3                           | 86.9              | 87.9              | 84.0              | 86.6              |
| <b>Annualized Turnover<sup>7</sup></b> | 9.6%                  | 10.3%                 | 4.7%                  | 9.5%                           | 4.5%              | 6.2%              | 7.8%              | 9.5%              |

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.

<sup>5</sup> Most recent FY data are considered preliminary until data is frozen in November.

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

<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 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.

| <b>APS Qualitative Measures</b>       | <b>FY 2022<br/>Actual</b> | <b>FY 2023<br/>Actual</b> | <b>FY 2024<br/>YTD</b> | <b>FY 2024<br/>Q1</b> | <b>FY 2024<br/>Q2</b> | <b>FY 2024<br/>Q3</b> | <b>FY 2024<br/>Q4</b> |
|---------------------------------------|---------------------------|---------------------------|------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <b>Client Safety</b>                  | 91.0%                     | 91.7%                     | 92.3%                  | 93.0%                 | 91.9%                 | 91.1%                 | 93.6%                 |
| <b>Investigation Rating Scale</b>     | 78.2%                     | 81.1%                     | 80.9%                  | 81.0%                 | 79.7%                 | 79.6%                 | 83.4%                 |
| <b>Case Documentation</b>             | 91.6%                     | 89.5%                     | 92.2%                  | 91.2%                 | 91.9%                 | 92.0%                 | 93.5%                 |
| <b>Service Provision and Outcomes</b> | 79.5%                     | 83.4%                     | 86.5%                  | 86.6%                 | 85.0%                 | 85.4%                 | 89.1%                 |