



TEXAS
**Department of Family
and Protective Services**

Adult Protective Services

**Adult Protective Services
Quarterly Legislative Report**

FY 2025, 1st Quarter

February 1, 2025

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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) 2025: September 1, 2024, to November 30, 2024.

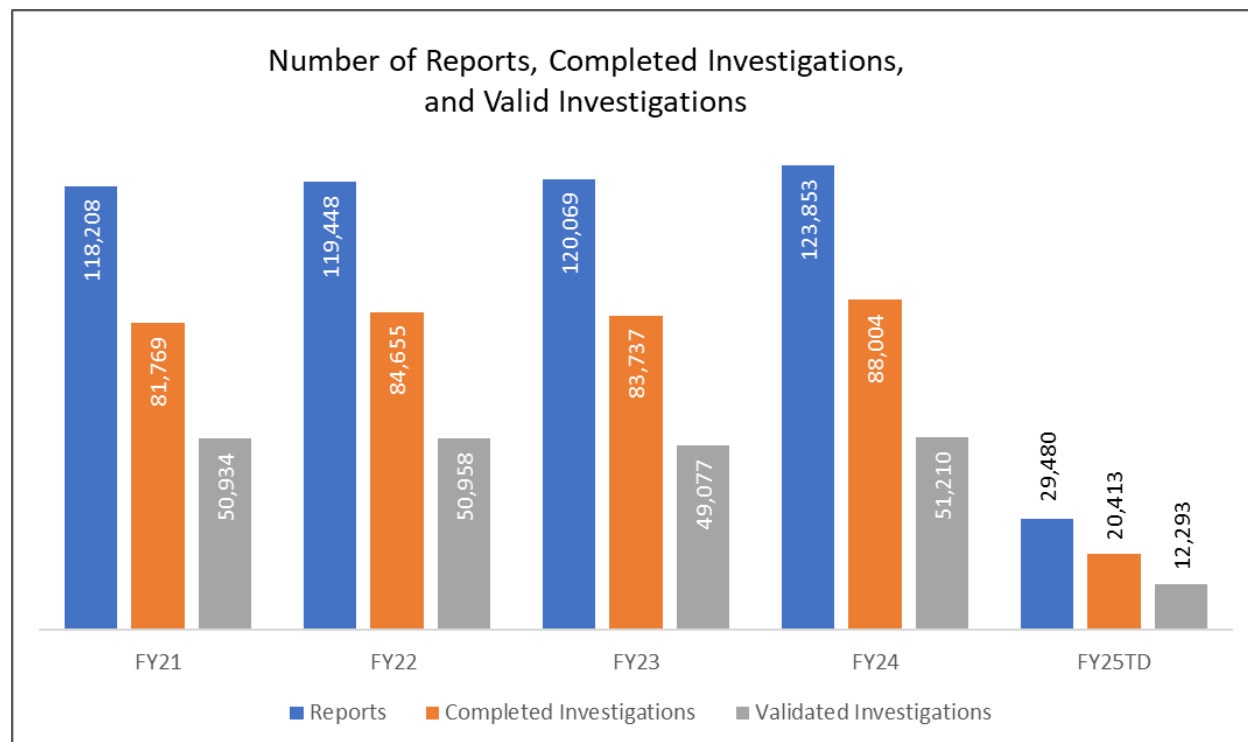


Figure 1 Number of Reports, Completed Investigations, and Valid Investigations

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 FY25Q1, as well as completed and validated investigations for FY21 through FY24.

Intakes decreased 13% from the previous quarter and the number of validated investigations and clients served decreased. Caseloads decreased from FY24Q4 to FY25Q1, which is typical for the months immediately following the summer months when intakes are higher. APS will continue to monitor caseloads and is working towards the new LBB target of 23 for the average daily caseload.

At the beginning of FY24, 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 training 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 is currently exploring TWW revisions to further strengthen trainee development.

Compared to the last fiscal year, APS saw improvement in two of the four qualitative measures (Investigation, and Service Provision-Outcomes).

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	FY2021 Actual	FY2022 Actual	FY2023 Actual	FY2024 Actual	FY2025 YTD¹	FY2025 Q1²
Number of APS Reports of Adult Abuse/Neglect/Exploitation (Output Measure 1-1-1.3) (Statewide Intake) LBB Target 120,594	118,208	119,448	120,069	123,853	29,480	29,480
Number of Completed APS In-Home Investigations (Output Measure 4-1-1.1) LBB Target 85,038	81,769	84,655	83,737	88,004	20,413	20,413
Validated APS In-Home Investigations (Output Measure 4-1-1.2) LBB Target 49,888	50,934	50,958	49,077	51,210	12,293	12,293
Percent Validated APS In-Home Investigations	58.8%	60.2%	58.6%	58.2%	60.2%	60.2%
Percent Adults Found to Be Abused/Neglected/Exploited Who Are Served (Outcome Measure 4-1.2) LBB Target 85.0%	83.6%	76.0%	83.0%	83.8%	84.6%	84.6%
Average Monthly Number of APS Clients Served (Explanatory Measure 4.1.1) LBB Target 3,286	NA	NA	NA	3,245	3,215	3,215
APS Daily Caseload Per Worker (In-Home) (Efficiency Measure 4-1-1.2) LBB Target 23.0	24.2	26.3	27.0	24.5	23.4	23.4

¹ FYTD is annualized

² Most recent fiscal 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	FY2021 Actual	FY2022 Actual	FY2023 Actual	FY2024 Actual	FY2025 YTD³	FY2025 Q1⁴
Appropriated Full Time Equivalents (FTEs)	577	577	574.9	577.6	594.8	594.8
Average Filled FTEs Fiscal Year-to-Date (FYTD Actual)	557.4	538.3	524.1	563.1	576.2	576.2
Annualized Turnover⁵	22.3%	33.9%	33.1%	29.1%	22.3%	22.3%
Actual Turnover in each period (not annualized)	22.3%	33.9%	33.1%	29.1%	5.6%	5.6%

APS Supervisors Staffing Data	FY2021 Actual	FY2022 Actual	FY2023 Actual	FY2024 Actual	FY2025 YTD³	FY2025 Q1
Appropriated FTEs	84	85	85	86	89	89
Average Filled FTEs (FYTD Actual)	81.3	81.6	84.2	86.3	85.5	85.5
Annualized Turnover⁵	9.6%	10.3%	4.7%	9.5%	0.0%	0.0%

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 FYTD is annualized

⁴ Most recent fiscal year data are considered preliminary until data is frozen in November.

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.

	FY2022 Actual	FY2023 Actual	FY2024 Actual	FY2025 YTD	FY2025 Q1
Client Safety	91.0%	91.7%	92.3%	92.3%	92.3%
Investigation Rating Scale	78.2%	81.1%	80.9%	81.6%	81.6%
Case Documentation	91.6%	89.5%	92.2%	90.5%	90.5%
Service Provision and Outcomes	79.5%	83.4%	86.5%	89.1%	89.1%