

ADULT PROTECTIVE SERVICES



2008 Community Satisfaction Survey Results Report

September 22, 2008



Texas

Department of Family and Protective Services

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Adult Protective Services 2008 Community Satisfaction Survey Results Report

I. Introduction

The Texas Department of Family and Protective Services (DFPS) develops an annual community satisfaction survey in accordance with Human Resource Code, Section 48.006. The purpose is to solicit information regarding DFPS performance in providing investigative and adult protective services. The survey is sent annually to members of the judiciary community, law enforcement agencies, community organizations and resource groups, and Adult Protective Services (APS) Community Boards. The 2008 survey is the fourth survey conducted concerning community satisfaction about adult protective services.

APS uses results of the annual surveys to assess overall community engagement efforts. Results offer direction for sustaining community support and planning local community engagement initiatives to strengthen volunteer programs and enhance resource development in the community to benefit APS clients. The report does not include any confidential information.

II. Background

HHSC conducted the initial community satisfaction survey in 2004 to assess the quality of relations between APS and partner community agencies and organizations. HHSC worked with APS and a community relations workgroup to design four separate surveys for the diverse community organizations with whom APS interacts. The surveys were administered to 1) members of the judiciary, 2) law enforcement agencies, 3) community organizations, and 4) APS community boards. Surveys were available online or in paper copy format. The 2004 survey was sent to 2,023 stakeholders.

APS administered a revised version of the HHSC 2004 survey in 2006 and 2007. Questions were added, removed, and revised. APS sent the survey to 2,319 stakeholders in 2006 and 2,373 stakeholders in 2007.

III. Methodology

In preparation for the 2008 survey, APS regional management and community engagement specialists reviewed the 2007 survey items. No changes were made to the survey questions so comparisons can be made between the 2007 and 2008 results.

The 2008 questionnaire consisted of Likert scale statements and open-ended questions that measured the extent of respondent awareness of APS involvement in the community and perceptions of APS staff capability, effectiveness, and professionalism. APS administered the survey in a web-based format using SurveyMonkey, an online survey development tool. An electronic message was sent to potential respondents with instructions for accessing and completing the online survey. Individuals without access to the Internet were provided a paper copy via fax or mail.

The 2008 survey was sent to 2,035 stakeholders. The total number of surveys distributed to and received from each stakeholder group, and response rates, are shown in **Appendix 1**. The overall response rate for the 2008 survey was approximately 27%, a two percentage point increase from 2007 survey. The response rate increased for judicial and law enforcement stakeholder groups, and stayed the same for community board and community partner stakeholder groups.

Surveys returned after the May 30th deadline were excluded from the data analysis. However, APS sent the comments from all of the surveys to the regions for evaluation and implementation of changes necessary to address community concerns.

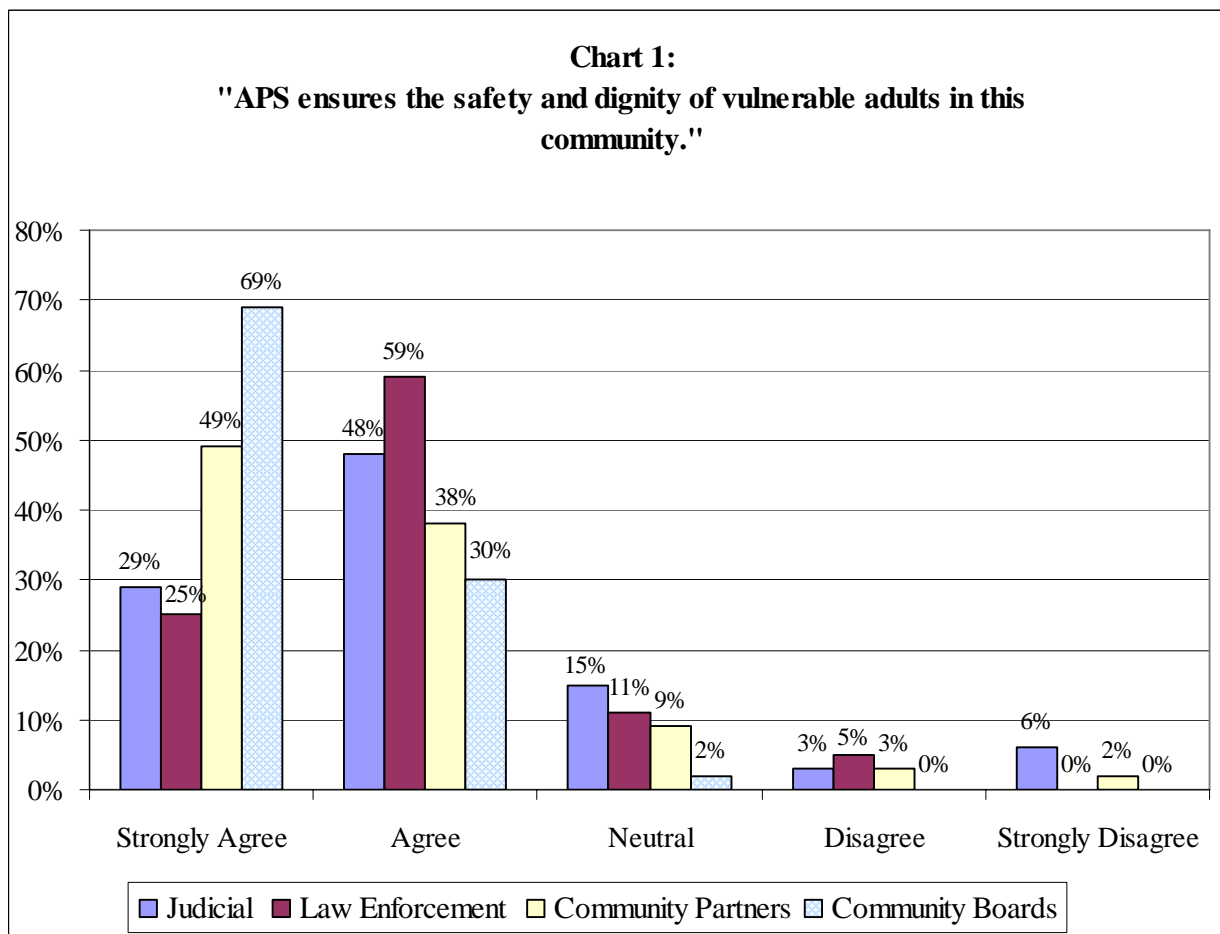
IV. Analysis of Survey Results

Many of the survey responses showed notable improvement over the last three years. Overall, the 2008 Community Satisfaction Survey results from all four stakeholder groups were positive. A majority of respondents “Strongly Agreed” or “Agreed” with all topics regarding APS performance.

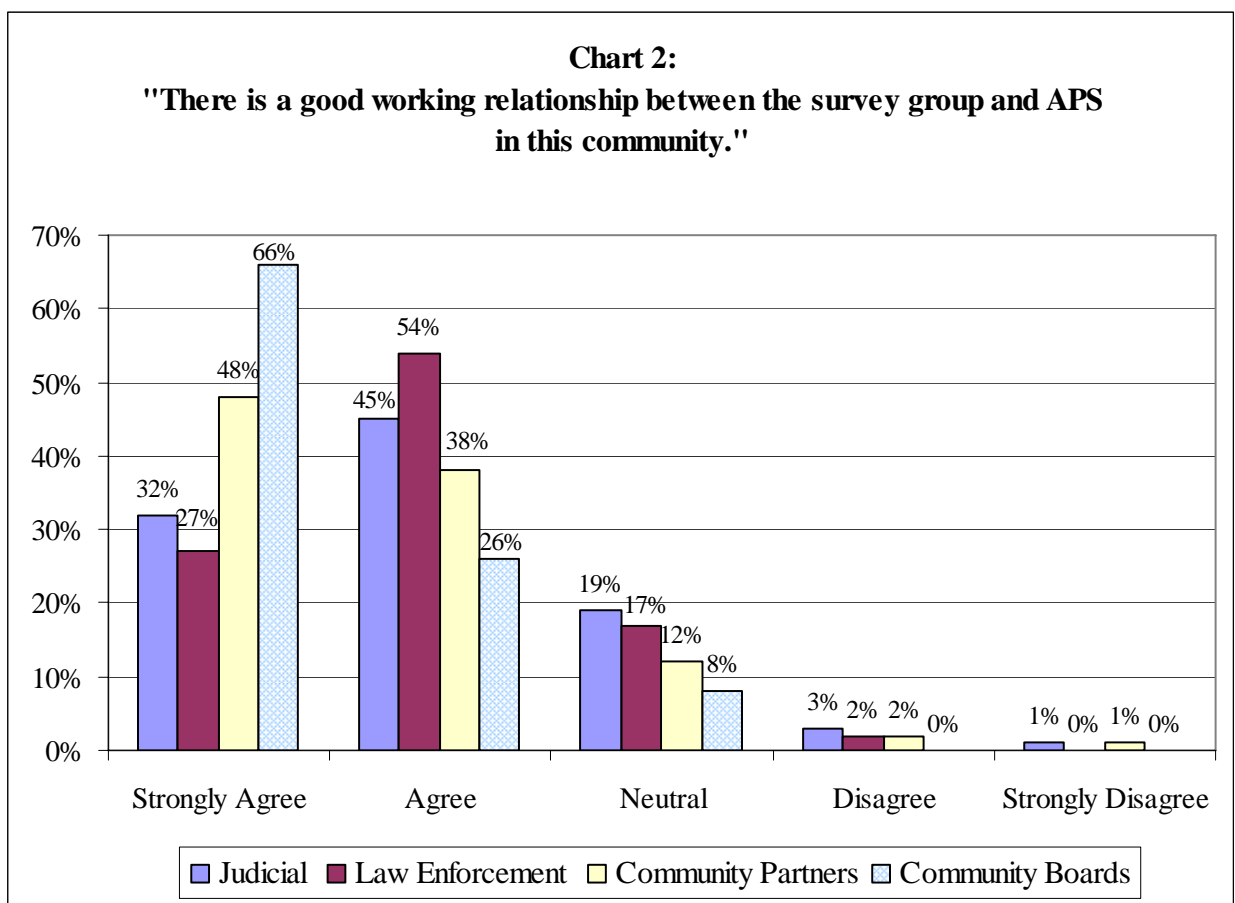
In the following sections, the survey results are summarized for each of the four stakeholder groups: Judicial Partners, Law Enforcement Agencies, Community Organizations, and APS Community Boards. The “Not Applicable” response has been removed from the analyses because the response is considered as not answering the question, or non-response, meaning it is the same as if the respondent had left the question blank.

Two survey questions were common across all four stakeholder group surveys and one question was common among three of the groups. Charts showing the results are provided below. Tables showing the results are available in **Appendix 2**.

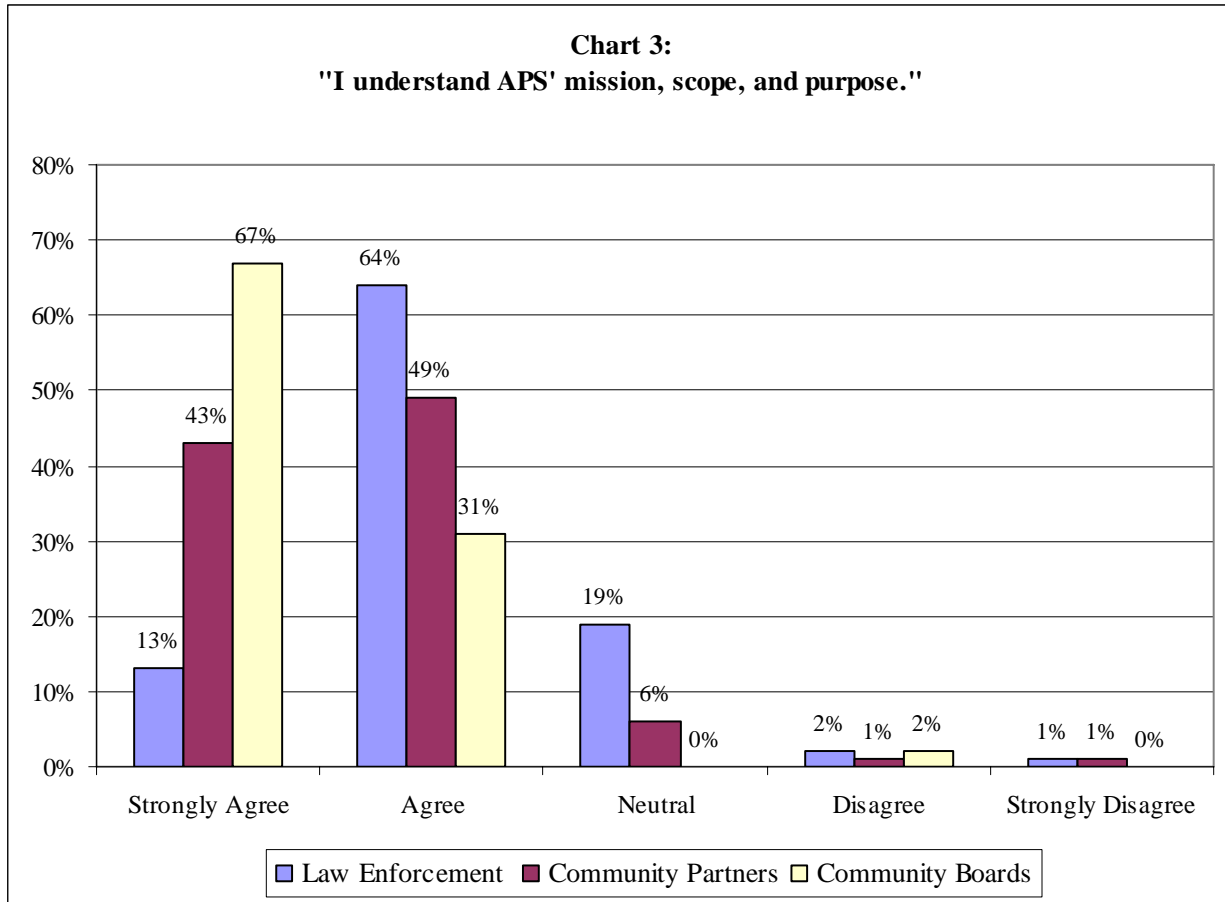
All stakeholder groups indicated their level of agreement with the statement, “APS ensures the safety and dignity of vulnerable adults in this community.” Community Board respondents had the highest level of agreement with 99% indicating they either “Strongly Agreed” or “Agreed” with the statement. Community and Law Enforcement Partners had high levels of agreement (87% and 84% respectively). The Judicial Partner group had the lowest level of agreement (77%). A sizable majority of respondents in all four stakeholder groups responded to this statement with “Strongly Agreed” or “Agreed” (Chart 1 below, and Table 2 in Appendix 2).



All stakeholder groups indicated their level of agreement with the statement, “There is a good working relationship between [the survey group] and APS in this community.” Again, the Community Board respondents reported the highest levels of agreement (92%). Community and Law Enforcement Partners indicated high levels of agreement as well (86% and 81% respectively). And 77% of Judicial Partner respondents indicated that they “Strongly Agreed” or “Agreed” with the statement. Historically, Law Enforcement and Judicial respondents have slightly lower levels of agreement than respondents from the Community Partner and Community Board stakeholder groups (Chart 2 below, and Table 3 in Appendix 2).



Community Board Members, Community Partners, and Law Enforcement Partners indicated their levels of agreement with the statement, “I understand APS’ mission, scope, and purpose.” Community Board Members and Community Partners reported high levels of agreement (98% and 92% respectively). Law Enforcement respondents reported less agreement (77%), but still represented a sizeable majority (Chart 3 below, and Table 4 in Appendix 2).



Survey respondents commented on how APS could further ensure the safety and dignity of vulnerable adults in their communities. Examples of comments received include:

“Continue to cultivate and network with other members of the aging network to be sure that they are aware of as many needs as possible and as many solutions as possible.”

“APS already is an active, responsive partner in providing services and alleviating abuse, neglect, and exploitation of the elderly and disabled.”

“APS staff does what they can with the resources they have. However, there needs to be more funding and resources available to ensure the safety and dignity of vulnerable adults in the community.”

“Continue to educate the community about APS and the services the agency offers. You would be surprised to know that people may not know that APS also assists with people of disabilities – APS appears to be perceived by some people as just for the elderly.”

For each stakeholder group, an analysis of responses to each question is provided, followed by an analysis of percent agreement over time (2006, 2007, and 2008 survey responses). Percent agreement was calculated by combining “Strongly Agree” and “Agree” responses to get a percentage of the total. “Neutral”, “Disagree”, and “Strongly Disagree” responses were considered non-agreement responses. The “Not Applicable” responses were not counted in the percent agreement calculations. The “Not Applicable” response has been removed from the analyses because the response is considered as not answering the question, or non-response, meaning it is the same as if the respondent had left the question blank.

Judicial Results

The judicial partner responses to Likert scale statements in the 2008 survey are displayed in the table in **Appendix 3**. Respondents identified their level of agreement with each statement. Response categories ranged from “Strongly Agree” to “Strongly Disagree” and included a “Neutral” and “Not Applicable” category. The number and percentage of respondents in each response category for these statements are shown in the **Appendix 3** (Table 5).

The majority of judicial respondents reported that APS cases “Rarely” or “Sometimes” appear before their court (39% and 29%, respectively). The courts most often hear *APS legal proceedings for Emergency Detention Under the Mental Health Code Related to APS Cases* (95% of judicial respondents), *APS Emergency Removal and Protective Services Order* (94% of judicial respondents), and *Temporary Court Ordered Mental Health Services Under the Mental Health Code Related to APS Cases* (91% of judicial respondents). The data indicated that the majority of respondents (approximately 68% up to 77%) either “Agreed” or “Strongly Agreed” with all of the statements as shown in **Appendix 3**.

Table 6 provided in **Appendix 4** compares the percent agreement of judicial responses for the 2006, 2007, and 2008 surveys. The percentage of respondents who “Agreed” or “Strongly Agreed” with the statement, *“APS ensures the safety and dignity of vulnerable adults in this community”* increased by eleven percentage points from 2007 to 2008 (66% and 77%, respectively). The percentage of respondents who agreed with the statement, *“There is a good working relationship between the courts and APS in this community”* increased six percentage points from 2007 to 2008 (71% and 77%, respectively).

Law Enforcement Results

The law enforcement partner responses to Likert scale statements in the 2008 survey are displayed in the table in **Appendix 5**. Respondents identified their level of agreement with each statement. Response categories ranged from “Strongly Agree” to “Strongly Disagree” and included a “Neutral” and “Not Applicable” category. The number and percentage of respondents in each response category for these statements are shown in the **Appendix 5** (Table 7).

The majority of law enforcement respondents reported that they “Rarely” or “Sometimes” work with the local APS office (20% and 61%, respectively). The data indicated that the majority of respondents (approximately 60% up to 85%) either “Agreed” or “Strongly Agreed” with all of the statements as shown in **Appendix 5**. Approximately 85% of respondents “Agreed” or “Strongly Agreed” with the statement, *“APS staff members are prepared with information and facts when working with law enforcement on APS cases.”*

Table 8 provided in **Appendix 6** compares the percent agreement of law enforcement responses for the 2006, 2007, and 2008 surveys. Percentages either increased or stayed the same for all items. The percentage of respondents who agreed with the statement, *“APS ensures the safety and dignity of vulnerable adults in this community”* increased seven percentage points from 2007 to 2008 (77% and 84%, respectively).

Community Partner Results

The community partner responses to Likert scale statements in the 2008 survey are displayed in the table in **Appendix 7**. Respondents identified their level of agreement with each statement. Response categories ranged from “Strongly Agree” to “Strongly Disagree” and included a “Neutral” and “Not Applicable” category. The number and percentage of respondents in each response category for these statements are shown in the **Appendix 7** (Table 9).

The majority of community partner respondents reported that their agency “Sometimes” or “Often” interacts with APS (40% and 42%, respectively). The data indicated that the majority of respondents (approximately 75% up to 97%) either “Agreed” or “Strongly Agreed” with all of the statements as shown in **Appendix 7**. Approximately 97% of community partner respondents “Agreed” or “Strongly Agreed” with the statement, *“APS is an important component of my community’s resource and social service network.”*

Table 10 provided in **Appendix 8** compares the percent agreement of community partner responses for the 2006, 2007, and 2008 surveys. For the most part, percent agreement stayed the same between 2007 and 2008 for the community partner survey. Percentages went down slightly for two items and went up slightly for four items. One item remained the same. The statements, *“APS workers understand my agency’s purpose and guidelines”* and *“There is a good working relationship between my agency and APS in this community”* show slight declines in agreement over 2006, 2007, and 2008.

Community Board Member Results

The community board member responses to Likert scale statements in the 2008 survey are displayed in the table in **Appendix 9**. Respondents identified their level of agreement with each statement. Response categories ranged from “Strongly Agree” to “Strongly Disagree” and included a “Neutral” and “Not Applicable” category. The number and percentage of respondents in each response category for these statements are shown in the **Appendix 9** (Table 11).

The data indicated that the majority of respondents (approximately 89% up to 99%) either “Agreed” or “Strongly Agreed” with all of the statements as shown in **Appendix 9**. The community board survey respondents reported the highest levels of “Strongly Agree” across all respondent groups. Approximately 99% of respondents reported that they “Agreed” or “Strongly Agreed” with the statement, “*APS ensures the safety and dignity of vulnerable adults in this community.*” Approximately 98% of respondents reported that they “Agreed” or “Strongly Agreed” with the statements, “*APS is an important component of my community’s resource network.*” and “*I understand APS’ mission, scope, and purpose.*”

Table 12 provided in **Appendix 10** compares the percent agreement of community board member responses for the 2006, 2007, and 2008 surveys. There was a very slight decrease in percentage points across time for four of the community board member survey items. There was an increase in percentage points across time for four of the survey items. Between 2007 and 2008, there was an eleven percentage point increase in the percent of respondents who “Agreed” or “Strongly Agreed” with the statement, “*APS staff members understand my board’s mission and purpose*” and a seven percentage point increase for the statement, “*APS ensures the safety and dignity of vulnerable adults in this community.*”

V. Accomplishments in Fiscal Year 2008

The Community Initiative Specialists who work with the civic, volunteer and faith-based communities, and the Resource and External Relations Specialists who work with judicial, law enforcement and other service providers, continued building new community partnerships and strengthening existing collaborations during the last fiscal year.

APS collaborates with civic and faith-based communities to increase community support for APS clients. During this past year, APS community engagement staff worked with local community boards and organizations to provide needed resources for clients. Examples include community boards organizing fundraising events to provide blankets to needy clients in the winter and fans in the summer months, as well as donating supplies to the emergency resource rooms around the state. Community Initiative Specialists (CIS) worked with community members interested in forming new volunteer boards around the state. Community members in Victoria, Cameron and Willacy counties, Waco and the San Angelo area all met this past fiscal year to discuss forming their own community boards.

Texas Partners for Adult Protective Services (TxPAPS), the first APS statewide organization for Texas, was established as a non-profit organization with 501 (c)(3) status. The first official meeting of the organization was held at the APS Conference in November, 2007. TxPAPS serves as a resource to APS and APS clients. The focus of this statewide organization is helping to improve the lives of adults who are abused, neglected or exploited in Texas by developing resources and providing assistance to local boards who support APS. In order for local community boards to be affiliated with the statewide organization, the local boards must obtain a 501 (c)(3) status. Several community boards decided to obtain their non-profit status in order to join with TxPAPS.

APS strives to increase collaborations with judicial and law enforcement professionals and other service providers to improve case outcomes for clients. During this past fiscal year, the Resource and External Relations Specialists (RERS) worked closely with professionals from the mental health field around the state to discuss issues related to client services and possible changes in how APS and mental health professionals work together. Several RERS staff completed the basic instructor course for the Texas Commission on Law Enforcement. This certification will allow the RERS to provide continuing education to law enforcement personnel on a regular basis. APS also increased training with local code enforcement officers around the state.

APS is a member of the Texas Family Violence Interagency Collaborative (TFVIC), which includes representatives from CPS, HHSC and the Texas Council on Family Violence. TFVIC exists to support Texas communities in becoming free from family violence by providing coordination of services through enhanced interagency collaboration. Individual APS regional staff are liaisons with the domestic violence shelters throughout the state. A meeting of all APS liaisons and domestic violence shelter providers took place in September 2007 to educate each other on what their programs provide and how the agencies can best work together to help mutual clients. The APS liaison and domestic violence shelter providers within each region then met quarterly to update each other on training needs and issues surrounding domestic violence.

Each May is Older Americans Month and Elder Abuse Prevention Month. APS staff work with community partners to educate the public on different topics surrounding abuse, neglect and exploitation. Conferences and symposiums held during Fiscal Year 2008 included the Amarillo Senior Ambassador's Elder Conference, Subtle Stealing: Elders Losing Everything Through Undue Influence Conference in Arlington, Aging Well in our Community Without Abuse, Neglect and Exploitation in Houston, and the 5th Annual Caregiver Conference in San Antonio.

VI. Action Plans for Fiscal Year 2009

APS shares the community satisfaction survey results with each APS region for evaluation by regional management and implementation of necessary changes to address community concerns. In addition, the community satisfaction survey report is shared with the presiding judge of the statutory probate courts in the region and courts with jurisdiction over probate matters in the

region, community board members, and other survey respondents who indicated they would like to receive a final survey report.

APS regional community engagement plans for state Fiscal Year 2009 will focus on increased collaborations with the financial community and mental health professionals and other service providers who work with the same client population APS serves. Local advisory boards and coalitions are invaluable partners in protecting older adults and persons with disabilities from abuse, neglect and exploitation, and APS specialists will continue to support and strengthen these boards and coalitions around the state.

APS will continue to address the issues that are important to protecting older adults and individuals with disabilities in Texas through public awareness campaigns. There will be two 2009 campaigns. The campaign during Elder Abuse Prevention Month in May will focus on general education about abuse and neglect. The October campaign will focus media attention on financial exploitation with a new campaign geared toward educating the public about financial exploitation of people who are elderly or disabled.

Quarterly reviews of regional action plans, by state office and the regions, will ensure regions are progressing on the goals set forth by APS management. The quarterly evaluations will provide the community engagement teams an opportunity to identify initiatives that are thriving and initiatives that need further development. Action plans will be reviewed at the end of the fiscal year and new plans will be developed and implemented based on the successes and challenges identified in the previous year.

VII. Conclusion

The APS 2008 Community Satisfaction Survey results show that APS community engagement efforts are effective and continue to improve. The results reinforce the continued need for local outreach efforts with the community to best serve abused, neglected and exploited people who are elderly and disabled in Texas. These survey results also provide an opportunity for APS to gain valuable insight into making improvements and strengthening partnerships with civic and professional partners, at the local and state level, to protect the most vulnerable adults in Texas. Throughout Fiscal Year 2009, APS will use activities identified in the Action Plans section of this report, and in regional plans, to continue to assess, strengthen, and improve relationships with our community partners.

VIII. Appendices

Appendix 1: 2008 Survey Response Rates

Appendix 2: Comparing Group Responses to Individual Survey Items

Appendix 3: 2008 Judicial Survey Results

Appendix 4: Comparison of 2006, 2007, and 2008 Judicial Survey Results

Appendix 5: 2008 Law Enforcement Survey Results

Appendix 6: Comparison of 2006, 2007, and 2008 Law Enforcement Survey Results

Appendix 7: 2008 Community Partner Survey Results

Appendix 8: Comparison of 2006, 2007, and 2008 Community Partner Survey Results

Appendix 9: 2008 Community Board Survey Results

Appendix 10: Comparison of 2006, 2007, and 2008 Community Board Survey Results

APPENDIX 1: 2008 SURVEY RESPONSE RATES

Table 1				
2008 Response Rate by Group				
	Total # of Surveys Distributed	Total # of Surveys Returned	Response Rate	% of all Surveys Received, by Group
Judicial Partners	290	90	31.03%	16.57%
Law Enforcement Agents	411	89	21.65%	16.39%
Community Partners	1078	304	28.20%	55.99%
Community Board Members	256	60	23.44%	11.05%
Total	2035	543	26.68%	100.00%

APPENDIX 2: COMPARING GROUP RESPONSES TO INDIVIDUAL SURVEY ITEMS

Table 2					
2008 Item Analysis by Group					
<i>Survey Question:</i>					
<i>APS ensures the safety and dignity of vulnerable adults in this community.</i>					
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Judicial	21 (29%)	35 (48%)	11 (15%)	2 (3%)	4 (6%)
Law Enforcement	21 (25%)	49 (59%)	9 (11%)	4 (5%)	0 (0%)
Community Partners	134 (49%)	104 (38%)	25 (9%)	7 (3%)	5 (2%)
Community Boards	37 (69%)	16 (30%)	1 (2%)	0 (0%)	0 (0%)

Table 3					
2008 Item Analysis by Group					
<i>Survey Question:</i>					
<i>There is a good working relationship between the survey group and APS in this community.</i>					
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Judicial	24 (32%)	33 (45%)	14 (19%)	2 (3%)	1 (1%)
Law Enforcement	23 (27%)	46 (54%)	14 (17%)	2 (2%)	0 (0%)
Community Partners	131 (48%)	102 (38%)	32 (12%)	4 (2%)	2 (1%)
Community Boards	35 (66%)	14 (26%)	4 (8%)	0 (0%)	0 (0%)

Table 4					
2008 Item Analysis by Group					
<i>Survey Question:</i>					
<i>I understand APS' mission, scope, and purpose.*</i>					
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Law Enforcement	11 (13%)	53 (64%)	16 (19%)	2 (2%)	1 (1%)
Community Partners	121 (43%)	136 (49%)	18 (6%)	3 (1%)	2 (1%)
Community Boards	37 (67%)	17 (31%)	0 (0%)	1 (2%)	0 (0%)

* This question did not appear on the Judicial Partners survey.

APPENDIX 3: 2008 JUDICIAL SURVEY RESULTS

**Table 5
2008 Judicial Survey Responses***

		Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree	
		%	N	%	N	%	N	%	N	%	N
1	APS seeks appropriate court action.	23%	17	45%	33	25%	18	6%	4	1%	1
2	APS provides appropriate documentation/information to support legal actions requested.	23%	17	51%	38	20%	15	5%	4	0%	0
3	APS caseworkers are prepared in dealings with the court.	27%	20	48%	35	21%	15	3%	2	1%	1
4	APS staff members are prepared when testifying in court.	28%	19	46%	32	22%	15	3%	2	1%	1
5	DFPS attorneys are prepared in dealings with the court	22%	13	53%	31	22%	13	2%	1	2%	1
6	There is a good working relationship between the courts and APS in this community	32%	24	45%	33	19%	14	3%	2	1%	1
7	APS ensures the safety and dignity of vulnerable adults in this community.	29%	21	48%	35	15%	11	3%	2	6%	4

* Percentages may not equal 100% due to rounding.

N = Count of responses in each category

**APPENDIX 4:
COMPARISON OF 2006, 2007, AND 2008 JUDICIAL SURVEY RESULTS**

Table 6 Comparison of 2006, 2007, and 2008 Judicial Survey Responses*							
		2006		2007		2008	
		% Agreement	N	% Agreement	N	% Agreement	N
1	APS seeks appropriate court action.	-	-	70%	45	69%	50
2	APS provides appropriate documentation/information to support legal actions requested.	-	-	76%	48	74%	55
3	APS caseworkers are prepared in dealings with the court.	74%	36	73%	46	75%	55
4	APS staff members are prepared when testifying in court.	73%	35	78%	45	74%	51
5	DFPS attorneys are prepared in dealings with the court	61%	28	71%	37	75%	44
6	There is a good working relationship between the courts and APS in this community	74%	37	71%	46	77%	57
7	APS ensures the safety and dignity of vulnerable adults in this community.	-	-	66%	43	77%	56

* Percentages may not equal those in Table 5 due to rounding.

N = Count of "Agree" and "Strongly Agree" responses

APPENDIX 5: 2008 LAW ENFORCEMENT SURVEY RESULTS

Table 7											
2008 Law Enforcement Survey Responses*											
		Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree	
		%	N	%	N	%	N	%	N	%	N
1	APS staff members are prepared with information and facts when working with law enforcement on APS cases.	19%	16	66%	55	12%	10	2%	2	0%	0
2	APS caseworkers understand law enforcement protocols and guidelines.	11%	9	49%	41	28%	23	8%	7	4%	3
3	Referrals to law enforcement from APS are appropriate.	20%	16	57%	47	18%	15	4%	3	1%	1
4	APS workers know how to engage law enforcement in APS cases.	13%	11	54%	45	25%	21	5%	4	2%	2
5	APS workers know when to engage law enforcement in APS cases.	10%	8	59%	48	21%	17	5%	4	6%	5
6	There is a good working relationship between law enforcement and APS in this community.	27%	23	54%	46	17%	14	2%	2	0%	0
7	I understand APS' mission, scope and purpose.	13%	11	64%	53	19%	16	2%	2	1%	1
8	APS ensures the safety and dignity of vulnerable adults in this community.	25%	21	59%	49	11%	9	5%	4	0%	0

* Percentages may not equal 100% due to rounding.

N = Count of responses in each category

**APPENDIX 6:
COMPARISON OF 2006, 2007, AND 2008 LAW ENFORCEMENT SURVEY RESULTS**

Table 8							
Comparison of 2006, 2007, and 2008 Law Enforcement Survey Responses*							
		2006		2007		2008	
		% Agreement	N	% Agreement	N	% Agreement	N
1	APS staff members are prepared with information and facts when working with law enforcement on APS cases.	72%	71	84%	80	86%	71
2	APS caseworkers understand law enforcement protocols and guidelines.	43%	43	60%	56	60%	50
3	Referrals to law enforcement from APS are appropriate.	-	-	74%	68	77%	63
4	APS workers know how to engage law enforcement in APS cases.	53%	53	66%	62	68%	56
5	APS workers know when to engage law enforcement in APS cases.	49%	49	68%	63	68%	56
6	There is a good working relationship between law enforcement and APS in this community.	69%	68	80%	75	81%	69
7	I understand APS' mission, scope and purpose.	-	-	75%	71	77%	64
8	APS ensures the safety and dignity of vulnerable adults in this community.	-	-	77%	72	84%	70

* Percentages may not equal those in Table 7 due to rounding.

N = Count of "Agree" and "Strongly Agree" responses

APPENDIX 7: 2008 COMMUNITY PARTNER SURVEY RESULTS

**Table 9
2008 Community Partner Survey Responses***

		Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree	
		%	N	%	N	%	N	%	N	%	N
1	APS is an important component of my community's resource and social service network.	60%	166	37%	104	2%	5	1%	2	1%	2
2	Referrals to my agency from APS are appropriate.	45%	116	46%	119	8%	21	1%	2	0%	1
3	APS is responsive to referrals from my agency.	43%	113	44%	117	9%	24	3%	7	2%	5
4	APS workers understand my agency's purpose and guidelines.	35%	94	40%	109	17%	45	7%	19	1%	3
5	I understand APS' mission, scope and purpose.	43%	121	49%	136	6%	18	1%	3	1%	2
6	There is a good working relationship between my agency and APS in this community.	48%	131	38%	102	12%	32	2%	4	1%	2
7	APS ensures the safety and dignity of vulnerable adults in this community.	49%	134	38%	104	9%	25	3%	7	2%	5

* Percentages may not equal 100% due to rounding.

N = Count of responses in each category

**APPENDIX 8:
COMPARISON OF 2006, 2007, AND 2008 COMMUNITY PARTNER SURVEY RESULTS**

Table 10							
Comparison of 2006, 2007, and 2008 Community Partners Survey Responses*							
		2006		2007		2008	
		% Agreement	N	% Agreement	N	% Agreement	N
1	APS is an important component of my community's resource and social service network.	89%	207	95%	302	97%	270
2	Referrals to my agency from APS are appropriate.	-	-	90%	256	91%	235
3	APS is responsive to referrals from my agency.	-	-	85%	250	87%	230
4	APS workers understand my agency's purpose and guidelines.	82%	187	78%	240	75%	203
5	I understand APS' mission, scope and purpose.	-	-	92%	292	92%	257
6	There is a good working relationship between my agency and APS in this community.	88%	203	85%	264	86%	233
7	APS ensures the safety and dignity of vulnerable adults in this community.	84%	193	88%	277	87%	238

* Percentages may not equal those in Table 9 due to rounding.

N = Count of "Agree" and "Strongly Agree" responses

APPENDIX 9: 2008 COMMUNITY BOARD SURVEY RESULTS

**Table 11
2008 Community Board Survey Responses***

		Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree	
		%	N	%	N	%	N	%	N	%	N
1	APS is an important component of my community's resource network.	76%	42	22%	12	0%	0	2%	1	0%	0
2	APS staff members understand my board's mission and purpose.	56%	29	33%	17	12%	6	0%	0	0%	0
3	I understand APS' mission, scope and purpose.	67%	37	31%	17	0%	0	2%	1	0%	0
4	The board has a good working relationship with APS.	66%	35	26%	14	8%	4	0%	0	0%	0
5	APS staff members interact positively with the board.	66%	35	28%	15	6%	3	0%	0	0%	0
6	APS staff members regularly attend board meetings/events.	69%	36	23%	12	8%	4	0%	0	0%	0
7	The board is aware of the needs and priorities of the APS population in the community.	62%	32	33%	17	6%	3	0%	0	0%	0
8	As a board member, I feel valued by APS for my contributions to the community.	62%	32	29%	15	10%	2	0%	0	0%	0
9	APS ensures the safety and dignity of vulnerable adults in this community.	69%	37	30%	16	2%	1	0%	0	0%	0

* Percentages may not equal 100% due to rounding.

N = Count of responses in each category

**APPENDIX 10:
COMPARISON OF 2006, 2007, AND 2008 COMMUNITY BOARD
SURVEY RESULTS**

Table 12							
Comparison of 2006, 2007, and 2008 Community Board Survey Responses*							
		2006		2007		2008	
		% Agreement	N	% Agreement	N	% Agreement	N
1	APS is an important component of my community's resource network.	90%	36	97%	56	98%	54
2	APS staff members understand my board's mission and purpose.	83%	33	78%	43	89%	46
3	I understand APS' mission, scope and purpose.	-	-	98%	58	98%	54
4	The board has a good working relationship with APS.	-	-	94%	49	93%	49
5	APS staff members interact positively with the board.	95%	38	96%	52	94%	50
6	APS staff members regularly attend board meetings/events.	93%	37	93%	50	92%	48
7	The board is aware of the needs and priorities of the APS population in the community.	90%	36	95%	52	94%	49
8	As a board member, I feel valued by APS for my contributions to the community.	-	-	89%	48	90%	47
9	APS ensures the safety and dignity of vulnerable adults in this community.	-	-	91%	52	98%	53

* Percentages may not equal those in Table 11 due to rounding.

N = Count of "Agree" and "Strongly Agree" responses