

# APS

## Adult Protective Services In-Home Overview

The mission of Adult Protective Services is to protect the elderly and adults with disabilities from abuse, neglect, and exploitation by investigating and providing or arranging for services necessary to alleviate or prevent further maltreatment.

APS serves persons who are reported to be abused, neglected, or exploited and age 65 or older or age 18-64 with a disabling condition.

### Expenditures and Total Average Filled Full Time Equivalent (FTE) Staff

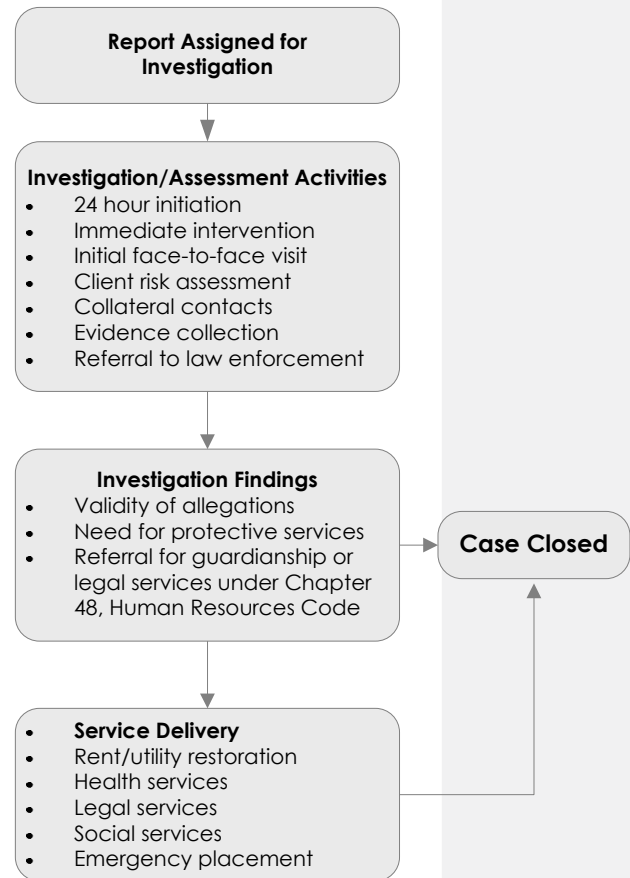
Total Staff	872.1
Direct Delivery Total	815.7
Direct Delivery Workers	575.9
Direct Delivery Supervisors	85.1
Direct Delivery Other	154.7
Staff Cost	\$47,043,826.39

### Worker Demographics

Turnover Rate	18.1%
Tenure:	
Less Than 1 Year	22.0%
1 - 3 Years	48.4%
Greater than 3 Years	29.6%
Entry Salary	\$29,881.44
Average Age	40.2
Race/Ethnicity:	
African-American	33.2%
Anglo	39.0%
Hispanic	26.2%
Other	1.5%

### Supervisor Demographics

Turnover Rate	4.0%
Tenure:	
Less Than 1 Year	2.4%
1 - 3 Years	10.6%
Greater than 3 Years	87.1%
Entry Salary	\$38,351.00
Average Age	49.2
Race/Ethnicity:	
African-American	25.9%
Anglo	44.7%
Hispanic	29.4%
Other	0.0%



*Note: The chart is for reference only and does not necessarily represent the flow of a case.*

### Statistics FY 2008

Completed In-Home Investigations	68,683
Confirmed In-Home Investigations	48,380

### Most Common...

- **Person reporting abuse/neglect/exploitation**  
Family Member (18.1%)
- **Allegation confirmed**  
Physical Neglect (61.5%)
- **Confirmed perpetrator**  
Relationship: Adult Children (40.9%)  
Gender: Female (51.1%)  
Age: Age Over 45 (49.9%)
- **Characteristic of client**  
Gender: Female (61.2%)  
Age: Age Over 65 (52.3%)

## Legal Responsibility for Adult Protective Services

### Statutory References:

**Federal: Title XX, Social Security Act**

**State: Human Resources Code, Chapters 40 and 48**

**Texas Family Code, Title V**

**Health and Safety Code, Chapter 532 and Chapters 591-595**

### Major Provisions:

- Mandatory reporting of abuse, neglect, and exploitation of adults who are elderly (defined as age 65 and older) or adults with disabilities.
- Receipt and investigation of all reports (unless patently false); initiation of investigations within 24 hours of receipt of report.
- Responsibility for investigations of abuse, neglect, and exploitation of persons receiving services in state operated mental health and mental retardation facilities (State Hospitals, State Schools, and State Centers) and/or state contracted settings (Community MH and MR Centers, Home and Community-based Services programs, and Texas Home Living Waiver Program) that serve adults and children with mental illness or mental retardation.
- Responsibility for referring reports to other state agencies when DFPS is not the appropriate investigating agency.
- Provision or arrangement of services needed to prevent or alleviate abuse, neglect and/or exploitation.
- Enhancing and developing community resources in an effort to increase awareness of abuse, neglect and exploitation and to address increasing needs of APS consumers
- Responsibility for referring adult victims of abuse, neglect and/or exploitation to the Department of Aging and Disability Services (DADS) for guardianship services when these persons appear to lack the capacity to consent to services. Guardianship is the least restrictive alternative that will ensure the person's safety and well-being when no other guardian is available.
- Assessment of factors that may indicate an adult's possible lack of capacity to consent to services and pursuit of a medical evaluation if indicated.
- Using the least restrictive alternative in the provision of protective services.
- Authority to seek court orders when necessary to gain access to the individual, to prevent interference with the provision of voluntary protective services, to provide emergency protective services, to access records or documents, and to initiate emergency protective services (e.g., a removal) after hours and on holidays without a court order.

- Requirement to notify law enforcement if APS suspects that an elderly person or adult with a disability has been abused, neglected, or exploited in a manner that constitutes a criminal offense.
- Confidentiality of case records.

### Other Programmatic Information:

#### Factors Contributing to Abuse, Neglect, and Exploitation:

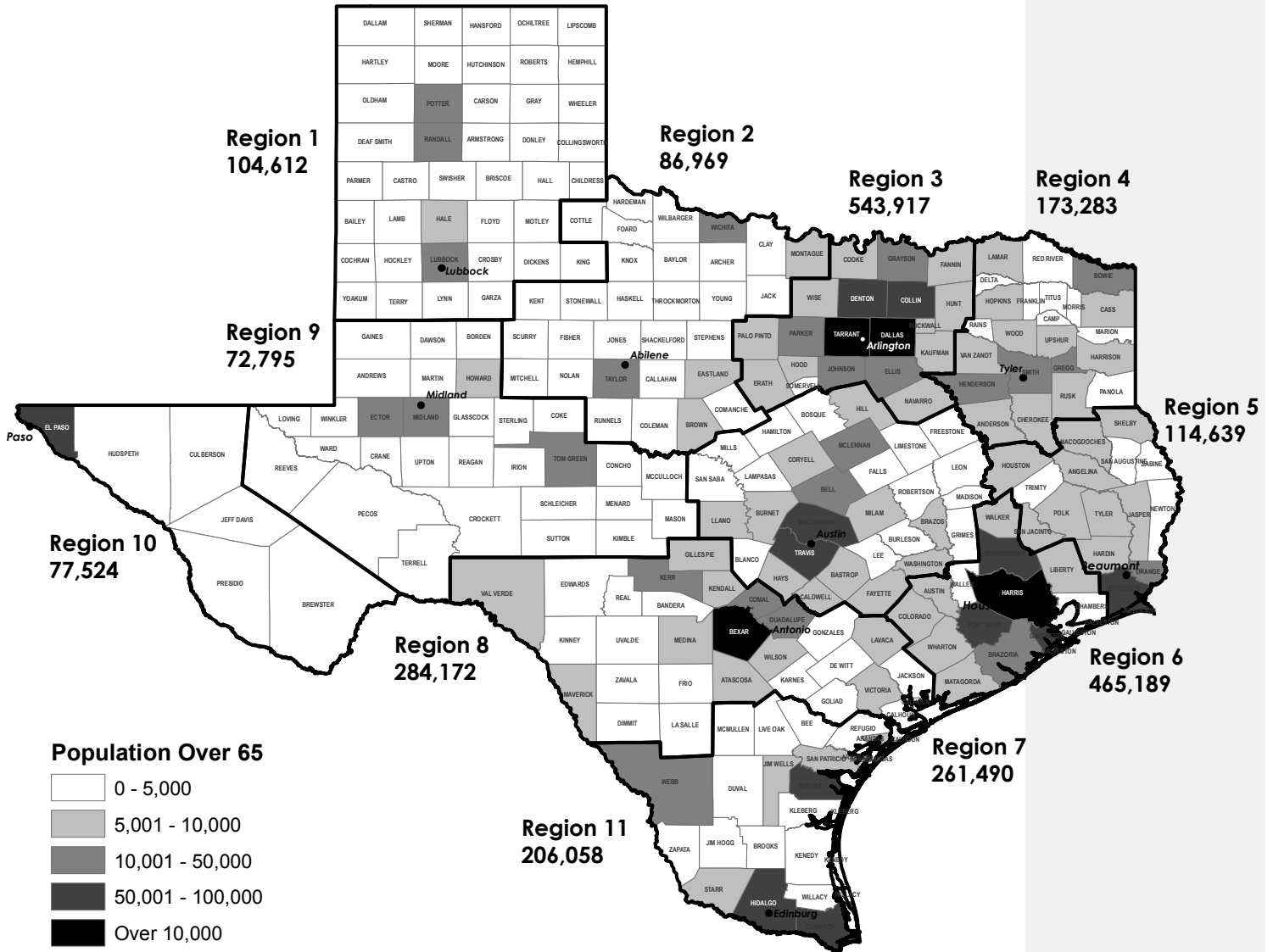
- Aging population
- Growing number of younger persons with disabilities
- Alcohol and drug dependency
- Poverty
- Lack of affordable housing and high costs of utility bills
- De-institutionalization of persons who are mentally ill and/or mentally retarded when community support is not adequate
- Inadequate access to health care and costly medications
- Pathological family relationships/violence as a coping mechanism in society
- Physical and mental stress of caregiving in traditionally non-violent, caring households
- Denial of benefits, such as SSI and Medicaid, to some elderly and disabled immigrants

#### Challenges:

- Affordable and safe housing for elders and adults with disabilities
- Waiting lists and other limitations in the availability of in-home care and home health care
- Shortage of resources to serve persons denied long-term care and other benefits under welfare reform
- Gaps in surrogate decision-making processes for incapacitated persons in hospitals, nursing homes and community-based settings
- Inadequate community services for persons discharged from state hospitals and schools
- Lack of statewide access to preventative or early intervention services such as long-term case management for elderly persons and adults with disabilities who are at risk, but not yet experiencing abuse, neglect, or exploitation
- Hiring and maintaining a skilled workforce while the availability of caseworkers and specialized geriatric social work training is not keeping pace with the ever-increasing number of older Americans

# **Texas Adult Population Ages 65 and Over Fiscal Year 2008**

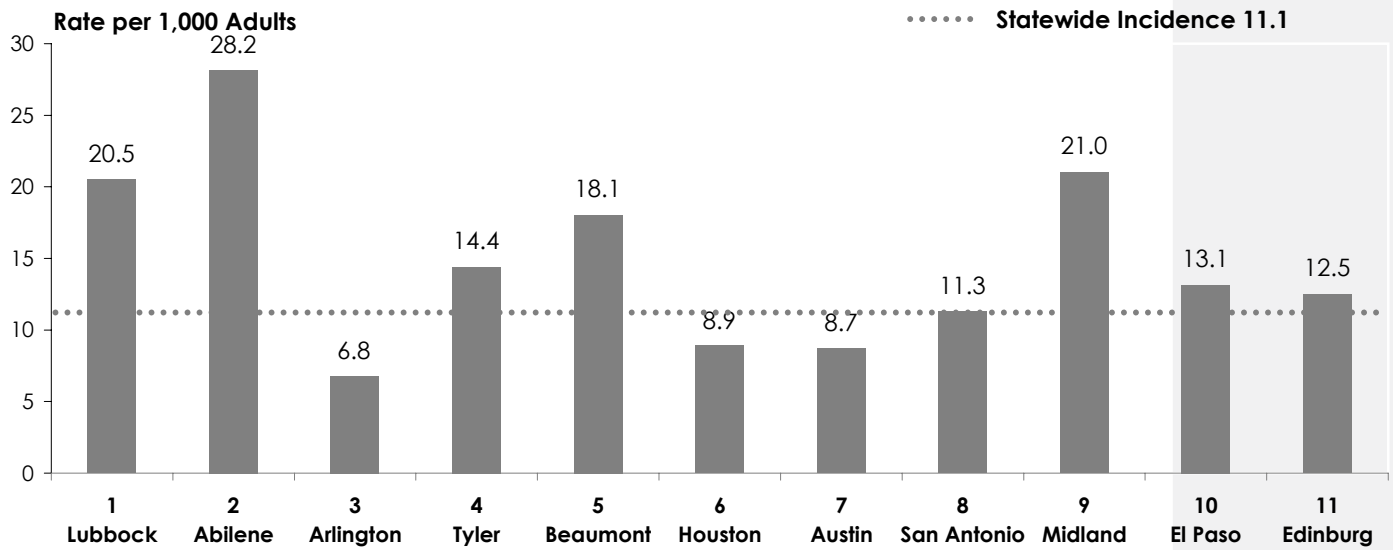
State Total: 2,390,648



Population Data Source: Texas State Data Center, University of Texas (San Antonio)

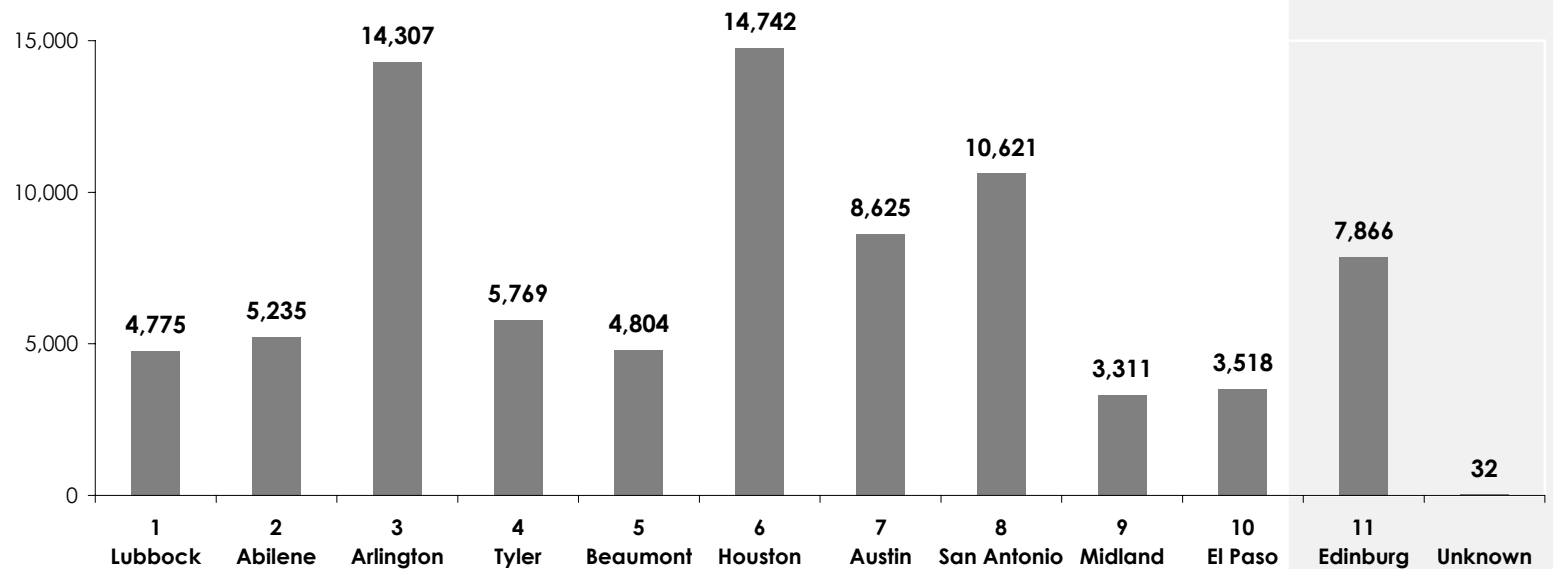


### Incidence of Maltreatment per 1,000 Adults in Texas Adult Population by Region Fiscal Year 2008

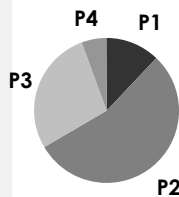


*Note: Calculations are based on the percent of confirmed APS in-home investigations. Unreported incidences are not reflected.*

### APS In-Home Intake Reports by Region Fiscal Year 2008 State Total: 83,605



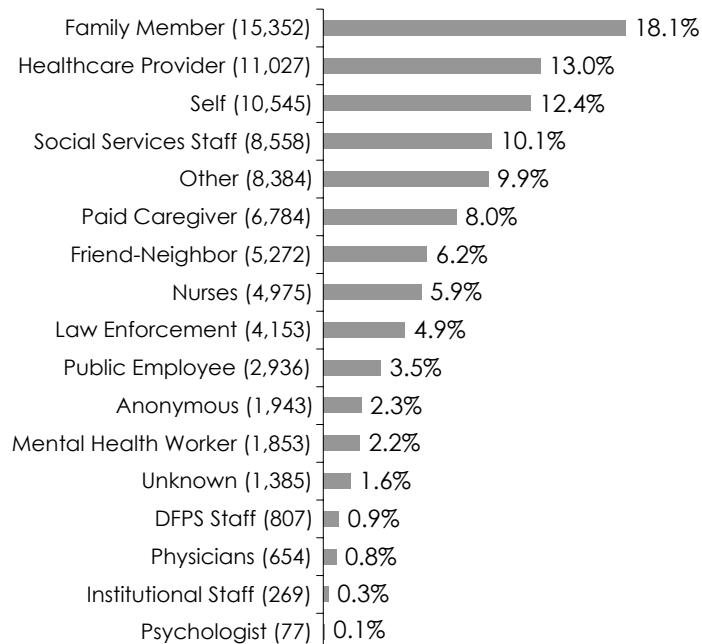
### APS Intake Reports by Priority Fiscal Year 2008



Priority	Intakes	%
P1	10,175	12.2%
P2	45,394	54.3%
P3	23,443	28.0%
P4	4,593	5.5%
Total	83,605	100%

*Note: Intakes included by the date intake closed.*

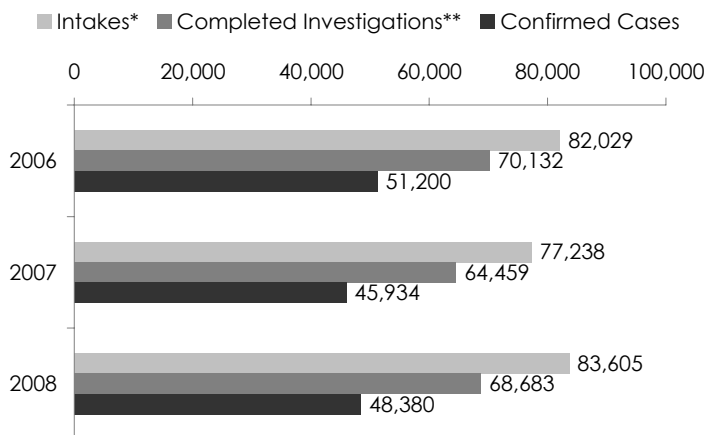
### APS In-Home Intake Reports\* by Source Fiscal Year 2008



*\*A report of abuse/neglect may come from multiple sources.*

*Note: Intakes included by the date intake closed.*

### APS In-Home Intakes, Completed Investigations, and Confirmed Cases Fiscal Years 2006 - 2008

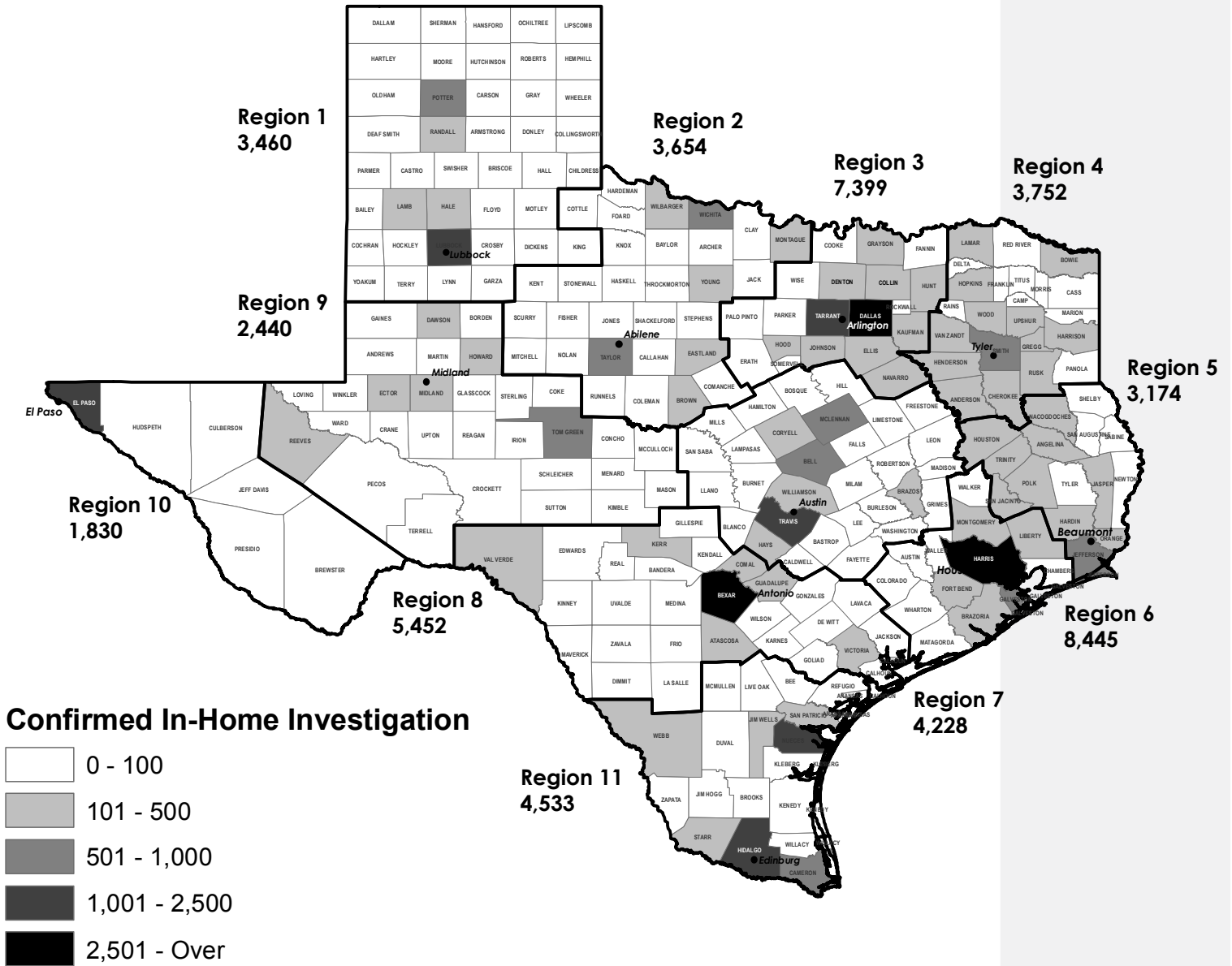


*\* Intakes included by date intake closed*

*\*\* Completed Investigations use the FY 08-09 LBB Performance Measure definition and do not include "Other" closure reasons. Therefore, counts for FY 2006 will not match previous year Data Book.*

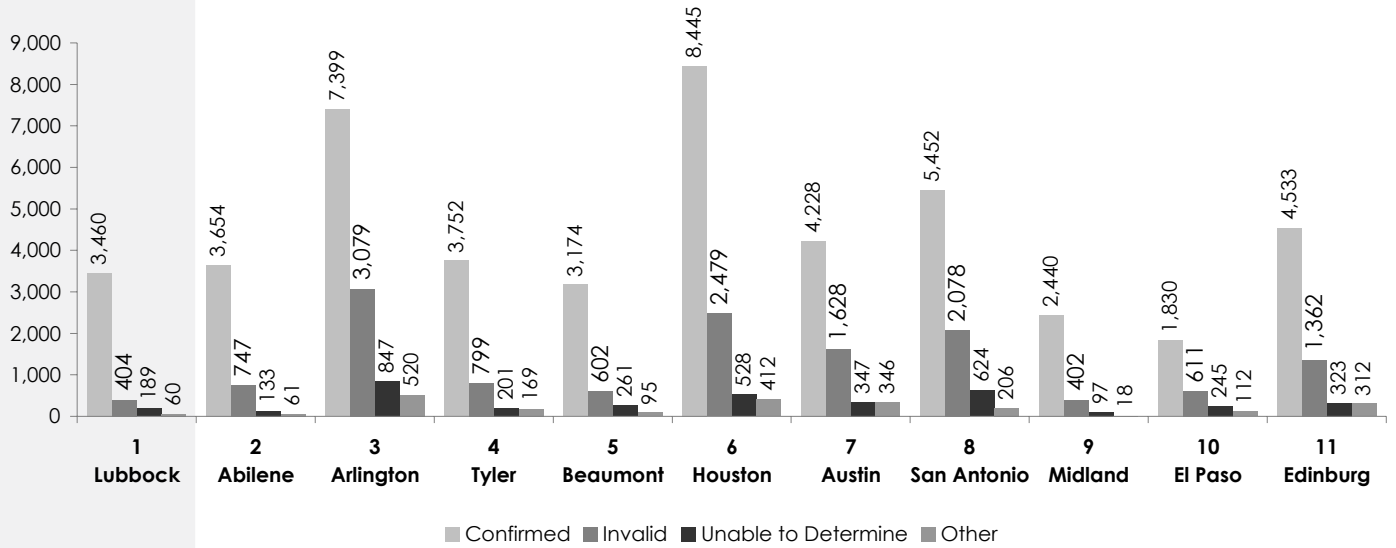
## Adult Protective Services Confirmed In-Home Investigations Fiscal Year 2008

State Total: 48,380



*Note: 13 confirmed investigations did not have a county designated.*

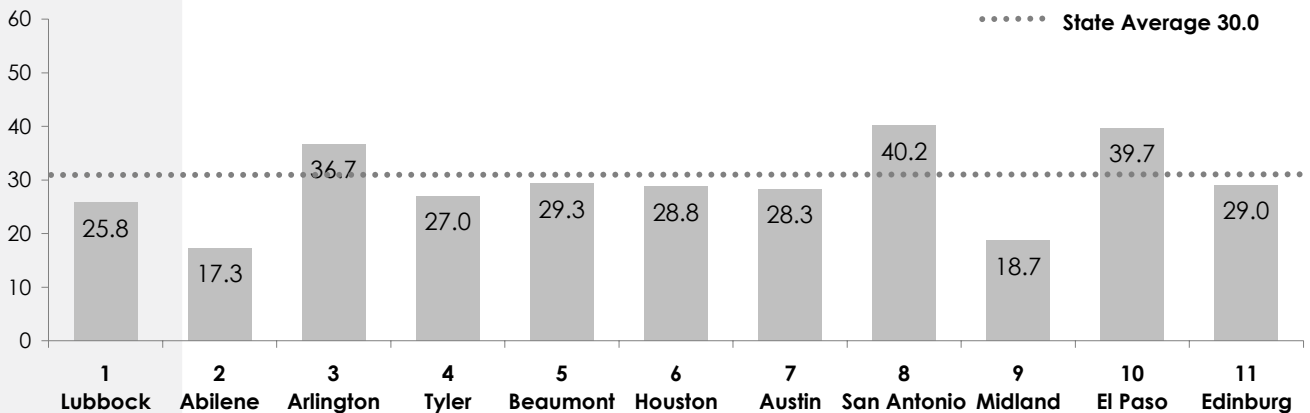
**Completed APS In-Home Investigations by Region**  
**Fiscal Year 2008**  
**State Total: 68,683**



\* "Other" category refers to those investigations that workers could not complete for some reason, e.g. clients died or cases were misclassified.

Note: 19 investigations had an "unknown" region. Of those, 13 were Confirmed, 5 were Invalid, 0 were Unable to Determine and 1 was Other.

**APS Daily Caseload**  
**Fiscal Year 2008**





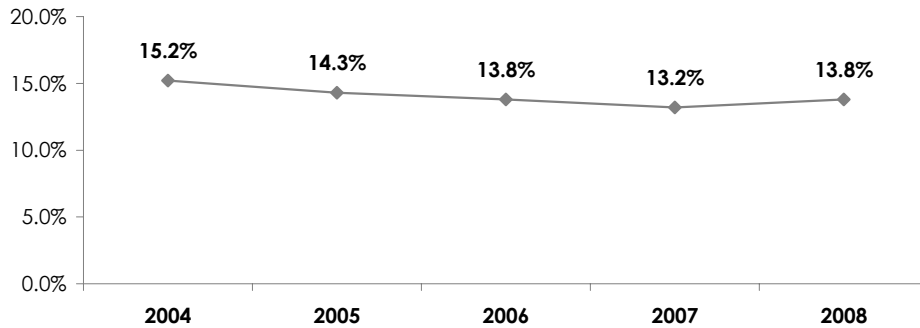
**Completed APS In-Home Investigations by Region and Disposition  
Fiscal Year 2008**

Region	Average Length (Days)	Invalid	Valid Progressed*	Valid Not Progressed	Unable to Determine	Other**	Region Subtotal	0	5,000	10,000
1 Lubbock	37.8	404	3,277	183	189	60	4,113			
2 Abilene	23.5	747	2,957	697	133	61	4,595			
3 Arlington	63.2	3,079	4,152	3,247	847	520	11,845			
4 Tyler	45.2	799	3,264	488	201	169	4,921			
5 Beaumont	46.1	602	2,657	517	261	95	4,132			
6 Houston	51.1	2,479	6,501	1,944	528	412	11,864			
7 Austin	52.3	1,628	3,150	1,078	347	346	6,549			
8 San Antonio	63.4	2,078	4,395	1,057	624	206	8,360			
9 Midland	29.5	402	2,150	290	97	18	2,957			
10 El Paso	71.7	611	1,206	624	245	112	2,798			
11 Edinburg	47.9	1,362	4,025	508	323	312	6,530			
Unknown	41.4	5	6	7	0	1	19			
State	51.0	14,196	37,740	10,640	3,795	2,312	68,683			

\* Valid investigations in which the client requires services are "progressed" into the service delivery stage.

\*\* "Other" category refers to those investigations that workers could not complete for some reason, e.g. clients died or cases were misclassified.

**Recidivism\* of APS In-Home Cases  
Fiscal Years 2004-2008**

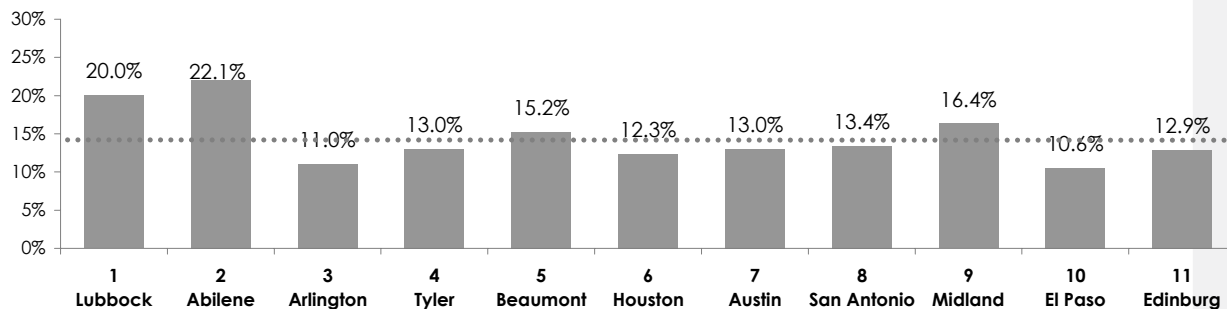


\* Recidivism is a measure of the percentage of APS clients referred to the APS system more than once during the fiscal year, including clients who refused services and were re-referred.

Note: A new logic for recidivism was implemented during FY 2005 for all fiscal years. Recidivism numbers will not match past publications prior to FY 2005.

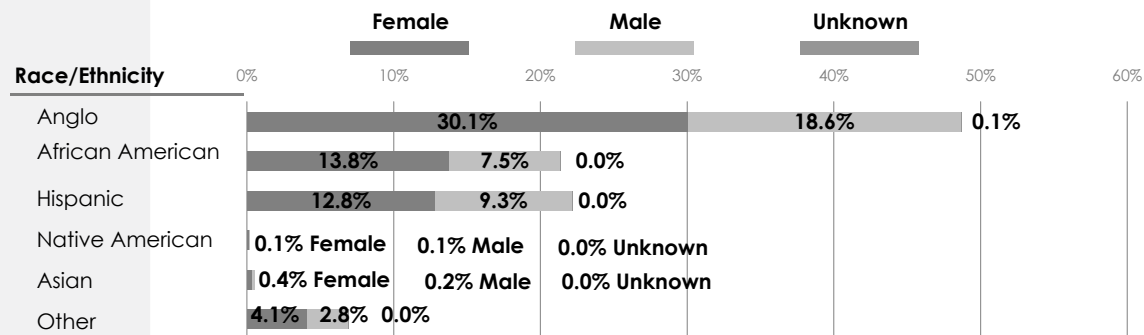
**Recidivism\* of APS In-Home Cases by Region  
Fiscal Year 2008**

..... Statewide 13.8%

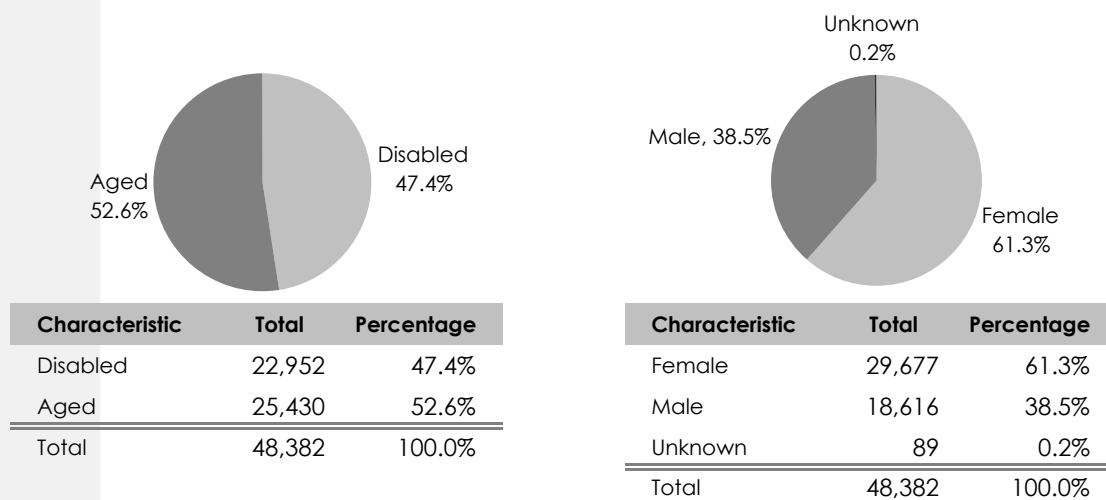


**Characteristics of Confirmed APS Victims in  
Completed In-Home Investigations  
Fiscal Year 2008**

	Female		Male		Unknown		Subtotal	
	N	% of Total	N	% of Total	N	% of Total	N	% of Total
<b>Race/Ethnicity</b>								
Anglo	14,559	30.1%	8,981	18.6%	36	0.1%	23,576	48.7%
African American	6,680	13.8%	3,651	7.5%	18	0.0%	10,349	21.4%
Hispanic	6,213	12.8%	4,498	9.3%	17	0.0%	10,728	22.2%
Native American	66	0.1%	33	0.1%	0	0.0%	99	0.2%
Asian	175	0.4%	87	0.2%	1	0.0%	263	0.5%
Other	1,984	4.1%	1,366	2.8%	17	0.0%	3,367	7.0%
<b>Total Victims</b>	<b>29,677</b>	<b>61.3%</b>	<b>18,616</b>	<b>38.5%</b>	<b>89</b>	<b>0.2%</b>	<b>48,382</b>	<b>100.0%</b>



**In-Home Confirmed Victims in Completed Investigations  
Fiscal Year 2008**



**Perpetrator Characteristics in Confirmed APS In-Home Investigations  
(Characteristic as % of Total Confirmed Perpetrators\*)  
Fiscal Year 2008**

<b>Age</b>	<b>Female</b>		<b>Male</b>		<b>Unknown</b>		<b>Subtotal</b>	
	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>
Under 18	242	2.5%	326	3.4%	1	0.0%	569	5.9%
18-25	371	3.8%	361	3.7%	1	0.0%	733	7.6%
26-35	714	7.4%	587	6.1%	4	0.0%	1,305	13.5%
36-45	1,177	12.1%	986	10.2%	11	0.1%	2,174	22.4%
Over 45	2,443	25.2%	2,418	24.9%	19	0.2%	4,880	50.3%
Unknown	15	0.2%	9	0.1%	16	0.2%	40	0.4%

<b>Race/Ethnicity</b>	<b>Female</b>		<b>Male</b>		<b>Unknown</b>		<b>Subtotal</b>	
	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>
Anglo	2,049	21.1%	2,108	21.7%	4	0.0%	4,161	42.9%
African American	995	10.3%	774	8.0%	1	0.0%	1,770	18.2%
Hispanic	1,187	12.2%	1,172	12.1%	2	0.0%	2,361	24.3%
Native American	9	0.1%	4	0.0%	0	0.0%	13	0.1%
Asian	30	0.3%	17	0.2%	1	0.0%	48	0.5%
Other	692	7.1%	612	6.3%	44	0.5%	1,348	13.9%

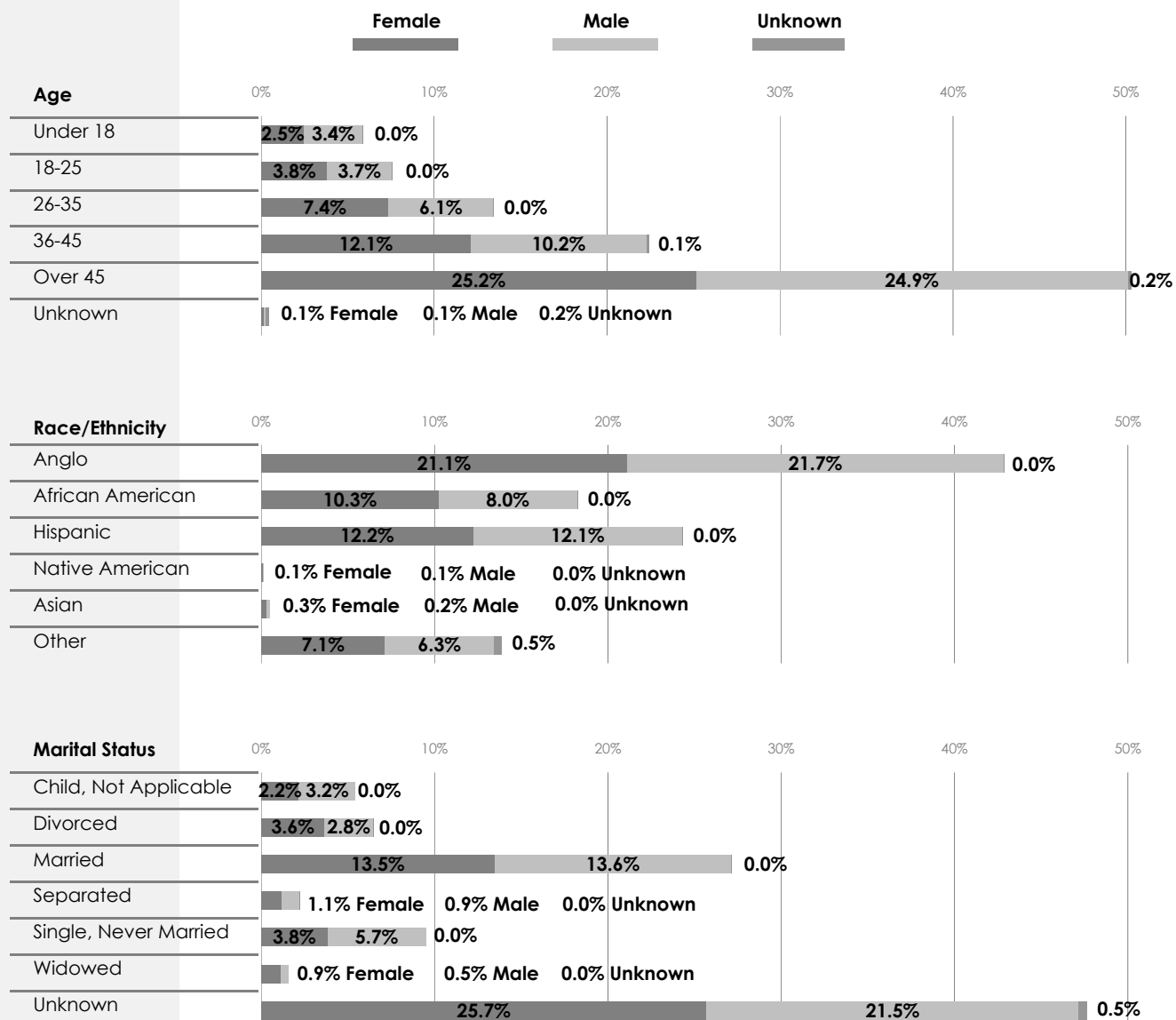
  

<b>Marital Status</b>	<b>Female</b>		<b>Male</b>		<b>Unknown</b>		<b>Subtotal</b>	
	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>
Child, Not Applicable	212	2.2%	314	3.2%	0	0.0%	526	5.4%
Divorced	354	3.6%	273	2.8%	1	0.0%	628	6.5%
Married	1,307	13.5%	1,324	13.6%	4	0.0%	2,635	27.2%
Separated	114	1.2%	101	1.0%	1	0.0%	216	2.2%
Single, Never Married	372	3.8%	549	5.7%	0	0.0%	921	9.5%
Widowed	110	1.1%	42	0.4%	0	0.0%	152	1.6%
Unknown	2,493	25.7%	2,084	21.5%	46	0.5%	4,623	47.7%

<b>Total</b>	<b>4,962</b>	<b>51.1%</b>	<b>4,687</b>	<b>48.3%</b>	<b>52</b>	<b>0.5%</b>	<b>9,701</b>	<b>100.0%</b>
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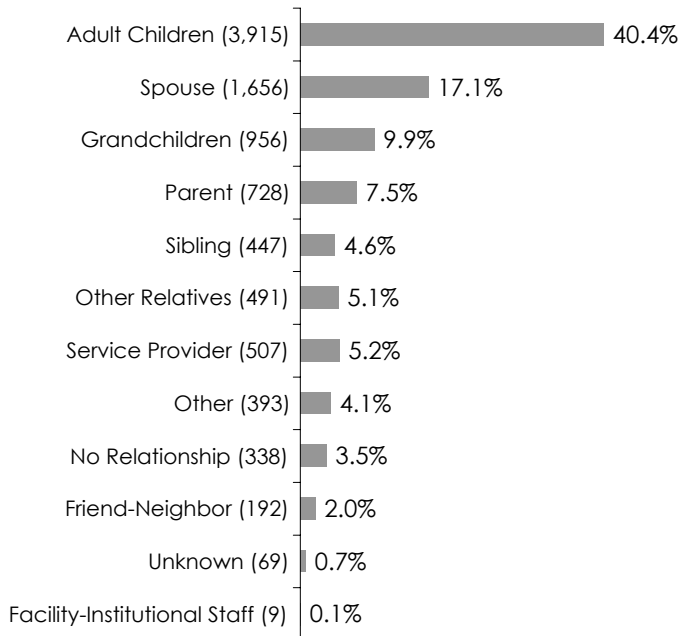
**Perpetrator Characteristics in Confirmed APS In-Home Investigations  
(Characteristic as % of Total Confirmed Perpetrators)  
Fiscal Year 2008**



\* Does not include self as perpetrator.

Note: Each victim may have more than one perpetrator at the end of an investigation.

### Perpetrators in Confirmed In-Home Investigations Fiscal Year 2008



*Note: Each victim may have more than one perpetrator at the end of the investigation.*

### Number of Referrals Made to Law Enforcement in Completed APS In-Home Cases by Region Fiscal Year 2008

Setting	Referrals
1 Lubbock	213
2 Abilene	208
3 Arlington	595
4 Tyler	264
5 Beaumont	148
6 Houston	1,584
7 Austin	1,125
8 San Antonio	234
9 Midland	179
10 El Paso	174
11 Edinburg	354
Unknown	2
State Total	5,080

*\* Referral may have been made in previous fiscal year*

### APS Victims of Family Violence in Confirmed Investigations by Region Fiscal Year 2008

Setting	Victims
1 Lubbock	394
2 Abilene	354
3 Arlington	1,368
4 Tyler	462
5 Beaumont	397
6 Houston	1,515
7 Austin	675
8 San Antonio	947
9 Midland	232
10 El Paso	402
11 Edinburg	675
State Total	7,423*

*\*Total includes 2 from out of state*

**Confirmed Allegations in APS In-Home Investigations by Type of Abuse/Neglect  
Fiscal Year 2008**

Region	Emotional/ Verbal Abuse	Exploitation	Medical Neglect	Mental Health Neglect	Physical Abuse	Physical Neglect
1 Lubbock	195	99	947	497	80	3,137
2 Abilene	160	95	812	340	113	3,160
3 Arlington	573	330	1,670	841	355	5,866
4 Tyler	204	119	690	298	133	3,184
5 Beaumont	179	97	738	314	93	2,702
6 Houston	713	323	2,225	1,104	370	7,087
7 Austin	269	213	1,304	682	187	3,384
8 San Antonio	475	264	1,233	655	250	4,371
9 Midland	112	67	697	352	59	2,214
10 El Paso	198	65	476	230	87	1,371
11 Edinburg	321	100	972	584	167	3,868
Unknown	1	0	7	4	1	11
<b>State Total</b>	<b>3,400</b>	<b>1,772</b>	<b>11,771</b>	<b>5,901</b>	<b>1,895</b>	<b>40,355</b>

Region	Suicidal Threat	Sexual Abuse	Total	% by Region	Unduplicated Confirmed Victims*	% Unduplicated by Region
1 Lubbock	34	3	4,992	7.6%	3,460	7.2%
2 Abilene	27	2	4,709	7.2%	3,654	7.6%
3 Arlington	77	12	9,724	14.8%	7,399	15.3%
4 Tyler	28	5	4,661	7.1%	3,752	7.8%
5 Beaumont	27	0	4,150	6.3%	3,174	6.6%
6 Houston	63	7	11,892	18.1%	8,445	17.5%
7 Austin	47	2	6,088	9.3%	4,229	8.7%
8 San Antonio	53	9	7,310	11.1%	5,453	11.3%
9 Midland	13	1	3,515	5.4%	2,440	5.0%
10 El Paso	36	1	2,464	3.8%	1,830	3.8%
11 Edinburg	47	4	6,063	9.2%	4,533	9.4%
Unknown	0	0	24	0.0%	13	0.0%
<b>State Total</b>	<b>452</b>	<b>46</b>	<b>65,592</b>	<b>100.0%</b>	<b>48,382</b>	<b>100.0%</b>

\* Victims have been unduplicated by investigation stage.

**Duration of APS In-Home Investigation and  
Service Delivery Cases Closed  
During Fiscal Year 2008**

Days	Cases	%
Under 30	15,982	43.6%
31-60	9,116	24.9%
61-90	4,904	13.4%
91-120	2,789	7.6%
121-180	2,475	6.7%
181-366*	1,314	3.6%
Over 1 Year	98	0.3%
<b>Total</b>	<b>36,678</b>	<b>100.0%</b>

\*Leap Year

### Non-Purchased Client Services Delivered for APS In-Home Cases by Region Fiscal Year 2008

Region	Social Casework	Other Government Agency	Legal	Total
1 Lubbock	3,843	358	5	4,206
2 Abilene	2,868	204	38	3,110
3 Arlington	4,473	202	41	4,716
4 Tyler	3,710	241	8	3,959
5 Beaumont	2,781	201	6	2,988
6 Houston	8,071	370	12	8,453
7 Austin	3,799	238	15	4,052
8 San Antonio	5,237	288	16	5,541
9 Midland	2,220	140	14	2,374
10 El Paso	1,458	140	44	1,642
11 Edinburg	4,706	208	19	4,933
Unknown	10	0	0	8
State Total	43,176	2,590	218	45,984

**Note:** Clients in confirmed cases may receive more than one service.

**Social Casework** - Actions taken by the caseworker to provide assistance to a victim of abuse, neglect or exploitation, in such areas as counseling/education, assistance with benefits, and mediation. These actions may include referrals to community organizations that provide direct services to the client.

**Other Government Agency** - This term is used to describe services that were provided by another government agency. For example, the client was referred to the Social Security Administration, or the Texas Department of Aging and Disability Services in order to resolve abuse, neglect or exploitation.

**Legal** - Legal actions that are taken as a result of Adult Protective Services involvement. An example would be Emergency Order for Protective Services.

### Purchased Client Services Delivered in APS In-Home Confirmed Cases by Region Fiscal Year 2008

Region	Assistance	Environment	Medical	Other	Residential	Services	Total
1 Lubbock	\$ 278,034.96	\$ 217,624.54	\$ 57,156.20	\$ 7,860.00	\$ 18,369.29		\$ 579,044.99
2 Abilene	\$ 218,369.03	\$ 85,853.87	\$ 142,101.98	\$ 14,534.75	\$ 14,123.60		\$ 474,983.23
3 Arlington	\$ 409,382.71	\$ 193,655.69	\$ 205,093.98	\$ 15,700.00	\$ 147,786.56	\$ 1,311.50	\$ 972,930.44
4 Tyler	\$ 202,928.10	\$ 67,912.37	\$ 156,718.91	\$ 9,141.70	\$ 15,471.37		\$ 452,172.45
5 Beaumont	\$ 151,196.61	\$ 116,550.67	\$ 119,052.22	\$ 6,660.85	\$ 17,119.60		\$ 410,579.95
6 Houston	\$ 623,671.90	\$ 285,678.64	\$ 135,243.95	\$ 15,404.75	\$ 37,713.76	\$ 300.00	\$ 1,098,013.00
7 Austin	\$ 117,167.73	\$ 29,149.02	\$ 72,344.25		\$ 63,154.28		\$ 281,815.28
8 San Antonio	\$ 278,644.08	\$ 120,406.63	\$ 157,202.72	\$ 500.00	\$ 164,050.98	\$ 35.00	\$ 720,839.41
9 Midland	\$ 103,821.50	\$ 121,540.35	\$ 49,543.85	\$ 8,020.00	\$ 14,364.57		\$ 297,290.27
10 El Paso	\$ 82,136.15	\$ 35,801.32	\$ 52,344.46	\$ 4,605.80	\$ 161,975.90	\$ 420.00	\$ 337,283.63
11 Edinburg	\$ 251,046.83	\$ 130,145.83	\$ 96,718.88	\$ 380.00	\$ 160,815.18	\$ 181.80	\$ 639,288.52
State Total	\$ 2,716,399.60	\$ 1,404,318.93	\$ 1,243,521.40	\$ 82,807.85	\$ 814,945.09	\$ 2,248.30	\$ 6,264,241.17

**Note:** Clients in confirmed cases may receive more than one service.

Examples of the above described services may include:

**Assistance** - utilities, rent, personal care services and transportation, etc.

**Environment** - animal control, extermination, appliances, and home repair, etc.

**Medical** - medical supplies, medication, and adaptive equipment, etc.

**Residential** - temporary room and board, emergency shelter and adult foster care, etc.

**Services** - home delivered meals and emergency response services, etc.

