1. Respondent Information

Name of person completing this assessment: Karl Urban
Title of person completing this assessment: APS Director of Performance and Policy Development
State: Texas
Email Address: karl.urban@dfps.state.tx.us
Telephone Number: 512/438-5518

2. APS Administrator Information

Name: Beth Engelking
Title: Assistant Commissioner
Email Address: beth.engelking@dfps.state.tx.us
Telephone Number: 512/438-5510

3. Where is your APS Program administratively located?

Is one program in a larger state agency

4. 3a) Please describe other, or add any clarifying comments on how your APS program fits within your state government:

The Texas Adult Protective Services Program is a component of the Texas Department of Family & Protective Services (DFPS). Howard Baldwin, Jr. is the DFPS Commissioner. DFPS is an agency under the authority of the Health and Human Services Executive Commissioner.

4. To whom does the APS Administrator report?

The above named agency director

5. How is APS administered in your state?

State administered (APS employees are all state employees)

7. 5a) If county-administered, which county agency administers APS?

8. 5b) If county or locally administered, does the State APS Office have oversight responsibility for local APS? For example, does the state set policy/ provided the training and/or monitor local APS services?

6. How many full-time state positions are in the APS program: (please provide full-time equivalents (FTEs), so if you have three half-time intake specialists who only accept reports for APS, you would state that you have 1.5 full-time intake positions). “Investigators/Caseworkers” refers to your APS field staff who work directly with clients; different states use different terms.

<table>
<thead>
<tr>
<th>Position</th>
<th>Number of FTEs</th>
</tr>
</thead>
<tbody>
<tr>
<td>State Administrative Staff</td>
<td>90.4</td>
</tr>
<tr>
<td>State Training Staff</td>
<td>19.3</td>
</tr>
<tr>
<td>Supervisors</td>
<td>109.7</td>
</tr>
<tr>
<td>Investigators/Caseworkers</td>
<td>693.2</td>
</tr>
<tr>
<td>Intake Staff</td>
<td></td>
</tr>
<tr>
<td>IT Staff</td>
<td>1.8</td>
</tr>
<tr>
<td>Legal Staff</td>
<td>8.8</td>
</tr>
</tbody>
</table>
7. Is this an increase or decrease from the past 5 years?
Increase

11. 7a) If increased, by what percentage (approximately):
10

12. 7b) If decreased, by what percentage (approximately):

8. Do the staff listed below work in APS only?

<table>
<thead>
<tr>
<th>Staff</th>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>State Administrative Staff</td>
<td>✅</td>
<td></td>
<td></td>
</tr>
<tr>
<td>State Training Staff</td>
<td>✅</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Supervisors</td>
<td>✅</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Investigators/Caseworkers</td>
<td>✅</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Case Workers</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Intake Staff</td>
<td>✅</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IT Staff</td>
<td>✅</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Legal Staff</td>
<td>✅</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>✅</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

14. 8a) If no, what other programs do they work in?
Other

9. What, if any, are the minimal education requirements for each position?

<table>
<thead>
<tr>
<th>Position</th>
<th>Minimal Education Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>State Admin. Staff</td>
<td>High School</td>
</tr>
<tr>
<td>State Training Staff</td>
<td>College Degree</td>
</tr>
<tr>
<td>Supervisors</td>
<td>College Degree</td>
</tr>
<tr>
<td>Investigators/Caseworkers</td>
<td>College Degree</td>
</tr>
<tr>
<td>IT Staff</td>
<td>College Degree</td>
</tr>
<tr>
<td>Intake Staff</td>
<td>College Degree</td>
</tr>
<tr>
<td>Legal Staff</td>
<td>College Degree</td>
</tr>
<tr>
<td>Other</td>
<td>College Degree</td>
</tr>
</tbody>
</table>

10. If your system is state administered, do you provide APS field staff with the following:

<table>
<thead>
<tr>
<th>Item</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smart phones (iPhone, Blackberry, Android)</td>
<td>✅</td>
<td></td>
</tr>
<tr>
<td>Cell phones (phone only)</td>
<td>✅</td>
<td></td>
</tr>
<tr>
<td>Laptops or tablet PCs</td>
<td>✅</td>
<td></td>
</tr>
<tr>
<td>State vehicles to use for work</td>
<td>✅</td>
<td></td>
</tr>
</tbody>
</table>
17. 10a) If state vehicles are not provided, are workers reimbursed for work related mileage (or public transportation fares)?
   Yes

18. 10b) If yes, what is the current mileage reimbursement rate? ($/mi.)
   $0.555/mile

11. Does your APS Program have a case review quality assurance system in place?
   Yes

20. 11a) If yes, are all cases reviewed (check all that apply)?
   Yes, by supervisor

12. Please provide the contact person who can provide more information about the quality controls measures

   Name: Peter Hajmasy
   Title: Performance Manager
   Email: peter.hajmasy@dfps.state.tx.us
   Phone: 512/438-3187

13. Does APS have regular, case level access to expertise/consultation from:

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attorneys</td>
<td>✔</td>
<td></td>
</tr>
<tr>
<td>Physicians</td>
<td>✔</td>
<td></td>
</tr>
<tr>
<td>Physician Assistants and/or Nurses</td>
<td>✔</td>
<td></td>
</tr>
<tr>
<td>Mental Health Professionals</td>
<td>✔</td>
<td></td>
</tr>
<tr>
<td>Forensics</td>
<td>✔</td>
<td></td>
</tr>
<tr>
<td>Accountants</td>
<td>✔</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>✔</td>
<td></td>
</tr>
</tbody>
</table>

14. If other, please specify:
   Risk, Exploitation, and Community Engagement Subject Matter Experts

15. Does your APS program track annual staff turnover rates?
   Yes

25. 15a) If yes, please provide any additional information you can:

16. Does the Program have case performance measures (benchmarks/metrics) in place (e.g. timeliness of response; supervisor involvement; recidivism rates)?
   Yes

2. Scope of APS

17. What is the age range for eligible clients?
   Other (describe): 65+; 18-64 if person has a disability

28. 17a) For clients aged 60+ or 65+ only, must the alleged victim be defined as vulnerable before APS can open the case or is anyone 60 years and older eligible for APS?
18. Your APS Program is responsible for abuse investigations in (check all that apply):
   - Community Settings
   - Care Homes/Board Homes
   - State Developmental Disability Facilities
   - State Mental Illness Facilities

19. Does APS petition for guardianship in your state?
   No

20. Do APS employees serve as guardians?
   No

21. Does your APS program serve as representative payee for Social Security/Railroad Retirement client benefits?
   No

22. The following questions are about intake:

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is your intake centralized?</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Do you have a toll free number?</td>
<td>✓</td>
<td></td>
</tr>
</tbody>
</table>

23. Do you accept reports 24 hours a day?
   Yes

23a) If available 24 hours, is the line (check all that apply):
   - Staffed
   - Online system

23b) If no, what happens to after-hours reports?

23c) Do you respond (go out on) cases 24 hours a day?
   Yes

24. What is the shortest timeframe in which APS must initiate a case?
   24 hours

25. Are investigation time frames triaged depending on allegations?
   If Yes, describe: The case is assigned a priority, based upon information received at intake.

26. Must APS complete investigations within a certain timeframe?
   No

27. Must APS close cases within a specific time frame?
   No

28. Is there required regular contact with the victim of an open case?
   Yes

44. 28a) If yes, please check all that apply:
45. 28b) If other, describe:

29. Which of the following services does APS provide to victims: (Direct=via APS personnel; Indirect=via referral to outside services)

<table>
<thead>
<tr>
<th>Service</th>
<th>Yes</th>
<th>Yes, Indirect</th>
<th>Yes, both</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Developing a case plan</td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Counseling</td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Advocacy with other systems</td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Money Management</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Legal Interventions</td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>In-home services</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Home Delivered Meals</td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Medical Services</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Placement</td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Environmental Cleanup</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

47. 29a) If indirectly through referrals, does APS continue monitoring the case after the referrals are made?
Yes, some cases

3. Budget Information

30. From the most recent state fiscal year data, please describe how much money is allocated from each funding source (answer should be dollar amount):

<table>
<thead>
<tr>
<th>Source</th>
<th>State Funds</th>
<th>SSBG</th>
<th>OAA</th>
<th>Medicaid (TCM)</th>
<th>County Funds</th>
<th>Department of Justice</th>
<th>Other Local</th>
<th>Other</th>
<th>Information not Available</th>
</tr>
</thead>
<tbody>
<tr>
<td>State</td>
<td>$35,049,270</td>
<td>$25,854,466</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$5,612,884</td>
</tr>
<tr>
<td>County*</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other (describe)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOTAL</td>
<td>$35,049,270</td>
<td>$25,854,466</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$5,612,884</td>
</tr>
<tr>
<td>Amount over or under previous year. Indicate under with a minus sign.</td>
<td>-$1,476,510</td>
<td>$1,049,896</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$273,982</td>
</tr>
</tbody>
</table>
31. Please provide any additional budgetary information:

Budget amounts are based on the most recent state fiscal year 2011 data. The primary federal funding sources for the state Adult Protective Services program is Title XX and Medicaid administrative claiming (not TCM). State Medicaid matching funds are included at the administrative match rate of 50 percent.

4. Report Information - Statewide Report Totals

32. For the previous year, please provide the number of statewide report totals by age of vulnerable adult if possible; by total numbers if age breakdown is not available.

<table>
<thead>
<tr>
<th>Age</th>
<th>Self-Neglect</th>
<th>Physical Abuse</th>
<th>Emotional Abuse</th>
<th>Sexual Abuse</th>
<th>Neglect by others</th>
<th>Financial abuse</th>
<th>Other abuse (describe below)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age 60+</td>
<td>52,412</td>
<td>5,573</td>
<td>10,845</td>
<td>171</td>
<td>11,814</td>
<td>12,760</td>
<td>171</td>
<td>93,575</td>
</tr>
<tr>
<td>Age 18-59</td>
<td>38,568</td>
<td>5,701</td>
<td>6,520</td>
<td>832</td>
<td>5,962</td>
<td>5,042</td>
<td>5,962</td>
<td>62,625</td>
</tr>
<tr>
<td>Total</td>
<td>90,980</td>
<td>11,274</td>
<td>17,365</td>
<td>1,003</td>
<td>17,776</td>
<td>17,802</td>
<td>17,776</td>
<td>156,200</td>
</tr>
</tbody>
</table>

33. If other, please describe:

34. Is the total number of statewide reports an increase or decrease from the past 5 years?

Increase

51. 34a) If increase, by what percentage (approximately):

30

52. 34b) If decrease, by what percentage (approximately):

35. Please provide the number of statewide substantiated report totals by age of vulnerable adult if possible; by total numbers if age breakdown is not available.

<table>
<thead>
<tr>
<th>Age</th>
<th>Number Substantiated (60+)</th>
<th>Number Substantiated (18-59)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Self-Neglect</td>
<td>33,496</td>
<td>25,138</td>
<td>56,654</td>
</tr>
<tr>
<td>Physical Abuse</td>
<td>678</td>
<td>639</td>
<td>1317</td>
</tr>
<tr>
<td>Emotional Abuse</td>
<td>1,274</td>
<td>542</td>
<td>1,816</td>
</tr>
<tr>
<td>Sexual Abuse</td>
<td>4</td>
<td>28</td>
<td>32</td>
</tr>
<tr>
<td>Neglect by others</td>
<td>1,127</td>
<td>449</td>
<td>1,576</td>
</tr>
<tr>
<td>Financial abuse</td>
<td>686</td>
<td>154</td>
<td>840</td>
</tr>
<tr>
<td>Other abuse (describe below)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>37,265</td>
<td>24,970</td>
<td>62,235</td>
</tr>
</tbody>
</table>

36. If other, please describe:

37. Is the total the number of statewide substantiated report an increase or decrease from the past 5 years?
Increase

56. 37a) If increase, by what percentage (approximately):

10

57. 37b) If decrease, by what percentage (approximately):

38. What is the statewide average caseload (including new and ongoing cases) for Investigators/Caseworkers?

31

39. Is the statewide average caseload per caseworker/investigators an increase or decrease over the past 5 years?

Decrease

60. 39a) If increase, by what percentage (approximately):

61. 39b) If decrease, by what percentage (approximately):

40

40. If the program is state-administered, what is the average ratio (e.g. 1:10) of:

Supervisors to Investigators/Caseworkers : 1:6.2

41. Does your state law mandate reporting of suspected adult abuse to APS?

Yes

64. 41a) If yes, is reporting mandated for:

All vulnerable adults aged 18+

65. 41b) If yes, in your state, who is a mandated reporter?

All persons

5. Case Level APS Data Collected Statewide

42. Does your state have an automated (computerized) data system for APS?

Yes

43. Does county (or local) case level data feed into the state data system?

Not applicable

44. Which of the following pieces of data do you collect at the state level (check all that apply)?

Number of reports
Individual allegations
Reporter type (family, neighbor, social worker, etc.)
Victim age
Victim gender
Victim Ethnicity
Victim’s residence type (home; senior housing; assisted living; board and care; foster care; nursing home, etc.)
Relationship of victim to abuser
Abuser age
Abuser gender
Abuser relationship to victim
Risk assessment
Interventions offered/provided
Days case remains open
Reason for case closure
Client Outcomes

45. Please check all assessment tools used: (check all that apply)
   CARE (Client Assessment and Risk Evaluation)

46. If automated, what type of data system does your state use?
   Purchased from outside vendor (may have been customized for your state)

71. 46a) If purchased, from what company?
   The company was originally called Anderson Consulting. They are now known as Accenture.

47. Is the data system APS only or integrated with other systems
   Integrated with other systems

73. 47a) If integrated, is it with:
   Child Protective Services

48. Does the system keep track of all reports/cases involving the same client over time?
   Yes

49. How recently did you adopt your automated data system?
   more than 10 years ago

50. Is your automated data system web based?
   Yes

51. Does your automated data system allow for case notes?
   Yes

6. Training Information

52. APS-Specific training is required by:

<table>
<thead>
<tr>
<th></th>
<th>Investigator/Casework</th>
<th>Supervisor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statute</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>State Policy</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Local Policy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Not Required</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other (explain):</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

53. How much pre-service (new worker) APS-specific training is provided for investigators/caseworkers?
   Other (explain): more than 4 weeks/160 hours

54. What type of content is provided in APS-specific training (check all that apply)?
   Policy
   Intake
   Investigations
   Casework
   Worker Safety
   Communications/interviewing
   Legal issues
55. How much in-service (existing staff) training is provided for investigators/caseworkers per year?

Other (describe): 18 hours per year is legislatively mandated; up to 120 training hours are available, including an annual conference.

82. 55a) What content does APS-specific In-services training include (check all that apply)?

- Policy
- Intake
- Investigations
- Case Management
- Data Systems
- Documentation
- Worker Safety
- Communications/interviewing
- Legal issues
- Aging Process
- Disabilities Information

Other (describe): When to request capacity assessments to be performed by professionals external to APS.

56. Does your program provide training for APS supervisors?

Yes, APS supervisors attend APS-specific supervisory training.

84. 56a) If yes, What content does APS-specific supervisor training include (check all that apply)?

- Policy
- Team Building
- Personnel Issues/Management
- Case Management
- Data Systems
- Documentation
- Worker Safety
- Communications/interviewing
- Legal issues
- Working with other agencies

57. How is the majority of your APS training provided?

If more than one method is used to train, please check all the methods that apply (e.g. classroom and online).

<table>
<thead>
<tr>
<th>Method</th>
<th>Investigator/Caseworker (Pre-Hire, pre-service)</th>
<th>Investigator/Caseworker (Ongoing, in-service)</th>
<th>Supervisor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Directly by APS Program Staff</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Via contract with University or other entity*</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>In a classroom</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Online (e-learning)</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>On the Job</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Other**</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
</tbody>
</table>

58. Specify

*entity: Contracted professionals (physicians, psychologists, practitioners, etc.).

**other: Guest speakers from other agencies and entities.
59. Do you have APS specific/dedicated trainers?
Yes, on staff

60. Is there a certification process?
Yes, for investigators/caseworkers
Yes, for supervisors

89. 60a) If yes, is certification based on testing?
No

61. What is the annual training budget?
Total: $1,220,688

7. Multidisciplinary Teams

62. Does APS participate on multi-disciplinary teams?
Yes

92. 62a) How many multi-disciplinary teams within the state does APS participate in (estimated)?
40+

93. 62b) Are multi-disciplinary teams required by:
State statute

94. 62c) How are multi-disciplinary teams funded?
Not funded
Local funds

95. 62d) If multi-disciplinary teams receive federal funding, please check all that apply:

96. 62e) What organizations/professionals regularly participate in multi-disciplinary teams?
Law Enforcement
Legal/Courts/Criminal Justice
Domestic Violence
Medical
Mental Health
Developmental Disabilities
Financial
Coroner
Animal Control/Humane Society
Varies according to the cases under review
Other (Describe): An extensive array of community based providers and agencies.

97. 62f) What is the purpose of this multi-disciplinary work?
case reviews (financial abuse, for example)
public awareness
policy initiatives
training

63. Are there elder fatality review teams in place in your state?
Yes

99. 63a) If yes, please provide the locations and contact information for the primary coordinator, if available.
Location: several
64. Has your program executed agreements to facilitate cross-county, cross-state or interagency cooperation?
Yes

101. 64a) What form of agreements has your program entered into (check all that apply)?
inter-agency cooperative agreements (specify agency): Texas Department of Aging and Disability Services; The Texas Department of State Health Services
other (explain): Memoranda of Understanding with various universities and other entities.

65. How much of a barrier are confidentiality restrictions to multi-disciplinary and interagency work?
Moderately significant barrier

66. Is APS required to report cases to law enforcement?
Yes

104. 66a) If yes, in which cases do you report to law enforcement?
Cases upon being reported where there is indication of criminal activity
Substantiated cases with evidence of criminal activity

67. Does your state have an APS abuser registry?
Yes, operated by another agency

106. 67a) If yes, is the abuser registry required by state statute?
Yes

107. 67b) If yes, is the abuser registry:
Integrated with other registries
For paid abusers only
Accessible to other agencies
Required to be checked by home health care agencies, long term care facilities, etc. before hiring
Accessible to the general public

108. 67c) other registries
health care provider
other (describe): CANRS

109. 67d) What is the annual budget for the registry?
unknown

110. 67e) Who can be contacted for more information about the registry?
Name: Alice Kessner
Email: alice.kessner@dfps.state.tx.us
Phone: 512/438-2586

111. 67f) What due process does APS afford the alleged perpetrator and victim?

<table>
<thead>
<tr>
<th></th>
<th>Perpetrators</th>
<th>Victims</th>
</tr>
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<tbody>
<tr>
<td>Notification of allegations</td>
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<tr>
<td>Notification of substantiation decision</td>
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<td></td>
</tr>
<tr>
<td>Right to appeal</td>
<td>✔️</td>
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</tbody>
</table>
112. 67g) If other, please describe:

68. Has your APS program conducted any broad-based, multi-faceted public awareness campaigns (e.g., billboards, public service announcements, etc. – not just program brochures)?

Yes, APS Program Campaign

114. 68a) If yes, do you have any World Elder Abuse Awareness Day (WEAAD) materials or activities developed?

No

115. 68b) If yes, please provide contact information for the person we can follow-up with to learn more information:

Name: Rachel Wilson
Title: Community Engagement Specialist
Phone: 210/871-3036
Email: rachel.wilson@dfps.state.tx.us

69. If your state published an annual APS report, please provide a link:

http://www.dfps.state.tx.us/About/Data_Books_and_Annual_Reports/2011/default.asp

8. Open Ended

70. What are the three biggest improvements your APS program has implemented in the past five years?

1. Implementation of "As You Go" documentation using tablet PCs as part of agency-wide initiative to adopt mobile casework models.
2. Continued reduction of in-home durations in both investigations and service delivery stages, which has allowed for relatively stable caseloads.
3. Implementation of electronic statements in Facility investigations using tablet PCs.

71. What are the three biggest challenges facing APS in your state?

1. Meeting requirements of the Settlement Agreement with the Department of Justice regarding safety of residents of state-operated developmental disability facilities.
2. High growth rates in intakes in both the in-home and facility programs, coupled with a relatively small budget cut for FY 2012 - FY 2013.
3. The changing dynamic of the APS workforce: long-tenured workers and supervisors not comfortable with working in a mobile environment coupled with newer workers comfortable with the work environment but with less interest in long-term work with the agency.

72. Is there anything you want to tell us about your APS Program which we failed to ask?

APS is considering ways to change who we serve and how we serve them by tightening up definitions of what constitutes ANE and by adding more structured assessment and decision-making processes in in-home casework practice.

Response Location

<table>
<thead>
<tr>
<th>Region:</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
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