

# State of Adult Protective Services Baseline Assessment - 2012

Response ID: 217 Data

## 1. State of Adult Protection Services Baseline Assessment

### 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.

	Number of FTEs
State Administrative Staff	90.4
State Training Staff	19.3
Supervisors	109.7
Investigators/Caseworkers	693.2
Intake Staff	
IT Staff	1.8
Legal Staff	8.8

Other

115

**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?**

	Yes	No	N/A
State Administrative Staff		<input checked="" type="checkbox"/>	
State Training Staff		<input checked="" type="checkbox"/>	
Supervisors	<input checked="" type="checkbox"/>		
Investigators/Caseworkers	<input checked="" type="checkbox"/>		
Case Workers			
Intake Staff			<input checked="" type="checkbox"/>
IT Staff		<input checked="" type="checkbox"/>	
Legal Staff	<input checked="" type="checkbox"/>		
Other		<input checked="" type="checkbox"/>	

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

Other

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

	Minimal Education Requirements
State Admin. Staff	High School
State Training Staff	College Degree
Supervisors	College Degree
Investigators/Caseworkers	College Degree
IT Staff	College Degree
Intake Staff	College Degree
Legal Staff	College Degree
Other	College Degree

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

	Yes	No
Smart phones (iPhone, Blackberry, Android)		<input checked="" type="checkbox"/>
Cell phones (phone only)	<input checked="" type="checkbox"/>	
Laptops or tablet PCs	<input checked="" type="checkbox"/>	
State vehicles to use for work		<input checked="" type="checkbox"/>

**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:**

	Yes	No
Attorneys	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Physicians	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Physician Assistants and/or Nurses	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Mental Health Professionals	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Forensics	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Accountants	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**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:**

	Yes	No
Is your intake centralized?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Do you have a toll free number?	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**34. 22a) If yes to either above, is the APS intake line combined with another program's intake (such as CPS or aging services)?**

Yes

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

Yes

**36. 23a) If available 24 hours, is the line (check all that apply):**

Staffed  
Online system

**37. 23b) If no, what happens to after-hours reports?**

**38. 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:**

	Daily	Weekly	Monthly
In person			✓
By Phone			✓
Other			

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)

	Yes	Yes, Indirect	Yes, both	No
Developing a case plan			✓	
Counseling			✓	
Advocacy with other systems			✓	
Money Management		✓		
Legal Interventions			✓	
In-home services		✓		
Home Delivered Meals		✓		
Medical Services		✓		
Placement			✓	
Environmental Cleanup		✓		

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):

	State Funds	SSBG	OAA	Medicaid (TCM)	County Funds	Department of Justice	Other Local	Other	Information not Available
State	\$35,049,270	\$25,854,466						\$5,612,884	
County*									
Other (describe)									
Other									
TOTAL	\$35,049,270	\$25,854,466						\$5,612,884	
Amount over or under previous year. Indicate under with a minus sign.	-\$1,476,510	\$1,049,896						\$273,982	

**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.**

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

**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.**

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

**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:

	Investigator/Caseworker	Supervisor
Statute	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
State Policy	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Local Policy		
Not Required		
Other (explain):		

### 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



Aging Process  
Disabilities Information

**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)

	Investigator/Caseworker (Pre-Hire, pre-service)	Investigator/Caseworker (Ongoing, in-service)_	Supervisor
Directly by APS Program Staff	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Via contract with University or other entity*		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
In a classroom	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Online (e-learning)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
On the Job	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other**	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

**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

Team Coordinator Name : John Aleman  
Email : john.aleman@dfps.state.tx.us  
Phone : 512/864-6034

**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): Memorana 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?**

	Perpetrators	Victims
Notification of allegations		
Notification of substantiation decision		
Right to appeal		

Hearing	<input checked="" type="checkbox"/>	
Other		

**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](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

<b>Region:</b>	United States
<b>Region:</b>	TX
<b>City:</b>	Austin
<b>Postal Code:</b>	78751
<b>Long &amp; Lat:</b>	Lat: 30.3106, Long:-97.722702