

APS

Adult Protective Services Facility Investigations Overview

The Adult Protective Services Facility Investigations Program investigates reports of abuse, neglect, and exploitation of persons with disabilities (children and adults) receiving services in state operated and/or contracted settings that serve adults and children with mental illness, intellectual disabilities, or developmental disabilities. Investigation results are sent to the facility or program administrator for appropriate action.

Total Average Filled Full Time Equivalent (FTE) Staff*

Investigators	128.9
Supervisors	22.7
Other Staff	24.3
Total Staff	175.9

Worker Demographics

Turnover Rate	22.0%
Agency Tenure:	
Less Than 1 Year	17.5%
1 - 3 Years	23.0%
Greater than 3 Years	59.5%
Entry Salary*	\$30,532.92
Average Age	42.0
Race/Ethnicity:	
African American	19.8%
Anglo	56.3%
Hispanic	23.0%
Other	0.8%

Supervisor Demographics

Turnover Rate	13.0%
Tenure as Supervisor:	
Less Than 1 Year	26.1%
1 - 3 Years	21.7%
Greater than 3 Years	52.2%
Entry Salary*	\$41,416.08
Average Age	43.1
Race/Ethnicity:	
African American	4.3%
Anglo	82.6%
Hispanic	13.0%
Other	0.0%

APS Facility Expenditures*

APS Facility Staff	\$9,837,712
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* Source: DFPS Office of Finance and
FY 2016-17 LAR (plus benefit replacement pay)



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

Statistics FY 2014

Completed APS Facility Investigations	11,387
Confirmed APS Facility Investigations	1,259

Most Common...

- **Person reporting abuse/neglect/exploitation**
Institutional Personnel (27.3%)
- **Allegation confirmed**
Neglect (60.8%)
- **Facility setting investigated**
HCS (31.2%)

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 persons receiving services in state-operated mental health and intellectual and developmental disability facilities (State Hospitals, State Supported Living Centers, and Rio Grande State Center) and/or state contracted settings (Community Centers, Home and Community-based Services programs (HCS), Texas Home Living Waiver Program, and privately-operated Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF-IID))
- After an allegation is reported to the DFPS Abuse Hotline, APS initiates investigations by notifying the facility or provider agency within one hour
- APS notifies law enforcement and the Health and Human Services Commission Office of the Inspector General (OIG) within one hour, in certain settings
- Notify OIG (Office of Inspector General) and local law enforcement if APS has cause to believe a crime may have been committed
- Refer reports to other state agencies when DFPS is not the appropriate investigating agency
- Report findings to the facility or provider
- Make referrals to the Employee Misconduct Registry of certain confirmed perpetrators
- Confidentiality of case records

Other Programmatic Information:

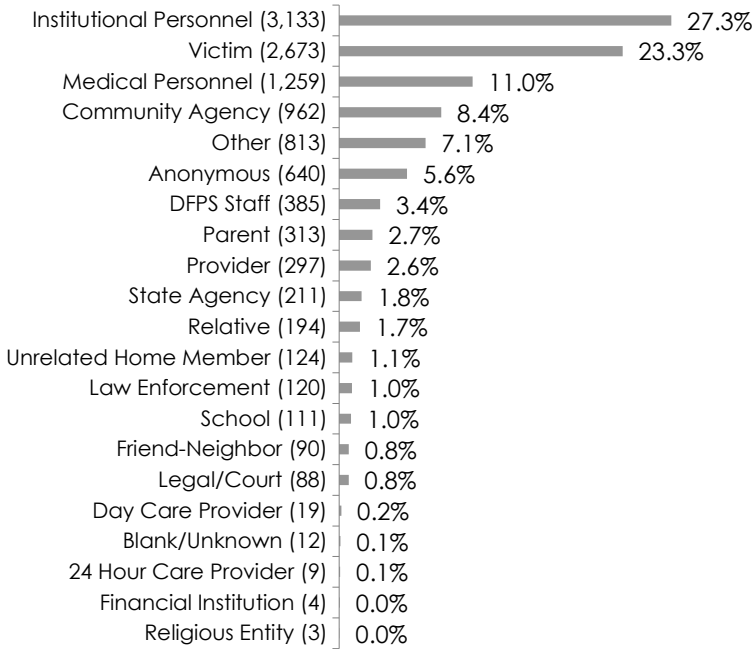
Factors Contributing to Abuse, Neglect, and Exploitation:

- Physical conditions/quality of care
- Lack of facility provider training, policy or procedures
- Staff burnout
- Staff shortages that lead to staff stress
- Inadequate case manager planning for behavioral concerns or plans of care
- Physical and mental stress of familial care giving in foster care settings

Challenges:

- Meeting Department of Justice requirements including commencement of investigations, prior case history searches, and 10 day investigation timeframes in State Supported Living Centers and Rio Grande State Center
- Requests by law enforcement or OIG that APS stop its investigation until they have finished
- Staff shortages in facilities affecting access to staff for interviews
- Lack of training and policy in place for community providers
- Inability to find private space to conduct interviews
- Increase in number of intakes with fewer investigators to conduct investigations
- Reviewing and documenting video surveillance

**Source of Report for Completed Facility Investigations
Fiscal Year 2014**



Statewide 11,460

Note: A report of abuse/neglect/exploitation may come from multiple sources.

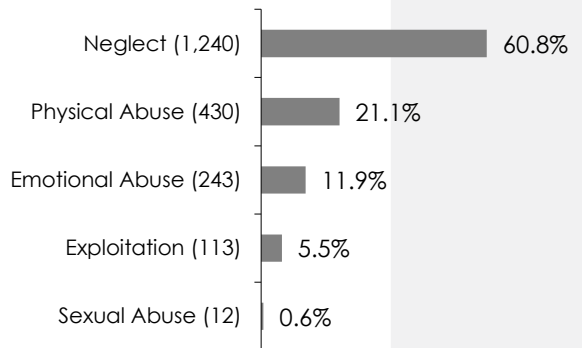
**Average Length of Completed Facility Investigations by Region
Fiscal Year 2014**

Region	Investigations	Average Days
1 Lubbock	441	14.0
2 Abilene	1,231	9.4
3 Arlington	1,453	12.3
4 Tyler	731	9.2
5 Beaumont	353	11.2
6 Houston	911	24.3
7 Austin	2,260	12.0
8 San Antonio	1,434	15.8
9 Midland	1,313	9.2
10 El Paso	340	9.8
11 Edinburg	920	11.3
Statewide	11,387	12.6

**Number of Facility Investigations Referred to Law Enforcement by Setting
Fiscal Year 2014**

Setting	Provided to Law Enforcement	
	Notification* of Investigation	Investigation Report**
State Supported Living Centers	2,284	1,916
State Hospitals	1,649	1,075
HCS	1,483	1,039
Private ICF-IID	439	277
Community Centers	244	142
State Center	137	104
Other	20	1
Total	6,256	4,554

**Types of Confirmed Allegations in Facility Investigations
Fiscal Year 2014**



Statewide 2,038

* Notification sent on investigations which involve a child or serious physical injury, sexual abuse, or death of an adult person served.

** This data includes all cases in which a final investigation report was sent regardless of investigation disposition.

Characteristics of Victims in Confirmed Facility Investigations Fiscal Year 2014

	Female		Male		Unknown		Subtotal	
	Count	% of Total	Count	% of Total	Count	% of Total	Count	% of Total
Race/Ethnicity*								
Anglo	329	19.4%	627	37.1%	0	0.0%	956	56.5%
African American	84	4.9%	218	12.9%	0	0.0%	302	17.8%
Hispanic	138	8.2%	247	14.6%	1	0.1%	386	22.9%
Native American	1	0.1%	2	0.1%	0	0.0%	3	0.2%
Asian	2	0.1%	5	0.3%	0	0.0%	7	0.4%
Other	14	0.8%	22	1.3%	1	0.1%	37	2.2%
Total Victims	568	33.5%	1,121	66.3%	2	0.2%	1,691	

Note: A completed investigation may have more than one victim.

Characteristics of Perpetrators in Confirmed Facility Investigations Fiscal Year 2014

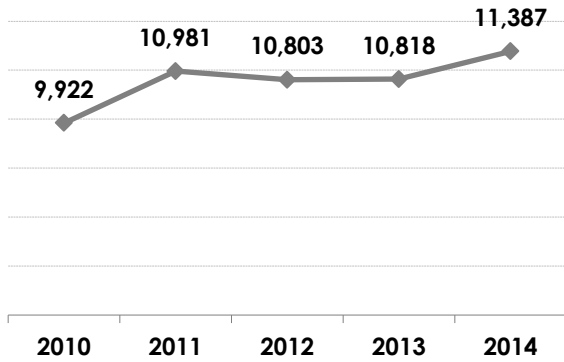
	Female		Male		Unknown		Subtotal	
	Count	% of Total	Count	% of Total	Count	% of Total	Count	% of Total
Race/Ethnicity*								
Anglo	146	11.7%	106	8.5%	0	0.0%	252	20.2%
African American	350	28.0%	226	18.1%	6	0.5%	582	46.6%
Hispanic	152	12.1%	97	7.7%	3	0.2%	252	20.0%
Native American	0	0.0%	1	0.1%	0	0.0%	1	0.1%
Asian	6	0.5%	1	0.1%	0	0.0%	7	0.6%
Other	56	4.5%	24	1.9%	76	6.1%	156	12.5%
Age								
Under 18	0	0.0%	0	0.0%	0	0.0%	0	0.0%
18-25	171	13.7%	151	12.1%	5	0.4%	327	26.2%
26-35	193	15.4%	131	10.5%	27	2.2%	351	28.1%
36-45	137	11.0%	67	5.3%	18	1.4%	222	17.7%
Over45	208	16.6%	106	8.5%	7	0.6%	321	25.7%
Unknown	1	0.1%	0	0.0%	28	2.2%	29	2.3%
Total Perpetrators	710	56.8%	455	36.4%	85	6.8%	1,250	

* As recommended by the Health and Human Services Commission (HHSC) to ensure consistency across all HHSC agencies, in 2012, the Department of Family and Protective Services (DFPS) adopted the HHSC methodology on how to categorize race and ethnicity. As a result, data broken down by race/ethnicity in 2012 and after is not directly comparable to race/ethnicity data in 2011 and before.

Note: Each victim may have more than one perpetrator.

Each perpetrator may have more than one victim.

Completed Facility Investigations by Fiscal Year



Completed Facility Investigations by Setting Fiscal Year 2014

Setting	Completed Investigations
HCS	3,552
State Supported Living Centers	3,342
State Hospitals	2,710
Private ICF-IID	1,011
Community Centers	573
State Center	199
Total	11,387

Disposition of Completed Facility Investigations by Setting and Region Fiscal Year 2014

Setting	Confirmed		Unconfirmed		Inconclusive		Unfounded		Other		Blank		Subtotal	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Community Centers	67	0.6%	225	2.0%	83	0.7%	0	0.0%	137	1.2%	61	0.5%	573	5.0%
HCS	516	4.5%	1,646	14.5%	467	4.1%	20	0.2%	653	5.7%	250	2.2%	3,552	31.2%
Private ICF-IID	133	1.2%	411	3.6%	122	1.1%	3	0.0%	223	2.0%	119	1.0%	1,011	8.9%
State Center	7	0.1%	140	1.2%	8	0.1%	8	0.1%	35	0.3%	1	0.0%	199	1.8%
State Hospitals	158	1.4%	1,368	12.0%	171	1.5%	80	0.7%	604	5.3%	329	2.9%	2,710	23.8%
SSLCs	378	3.3%	1,819	16.0%	210	1.8%	327	2.8%	454	4.0%	154	1.4%	3,342	29.3%
State Total	1,259	11.1%	5,609	49.3%	1,061	9.3%	438	3.8%	2,106	18.5%	914	8.0%	11,387	

Region	Confirmed		Unconfirmed		Inconclusive		Unfounded		Other		Blank		Subtotal	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%
1 Lubbock	90	0.8%	190	1.7%	63	0.5%	10	0.1%	84	0.7%	4	0.0%	441	3.8%
2 Abilene	122	1.1%	594	5.2%	95	0.8%	51	0.5%	295	2.6%	74	0.7%	1,231	10.9%
3 Arlington	151	1.3%	633	5.6%	149	1.3%	27	0.2%	167	1.5%	326	2.9%	1,453	12.8%
4 Tyler	59	0.5%	349	3.1%	44	0.4%	2	0.0%	24	0.2%	253	2.2%	731	6.4%
5 Beaumont	76	0.7%	182	1.6%	36	0.3%	7	0.1%	19	0.2%	33	0.3%	353	3.2%
6 Houston	109	1.0%	481	4.2%	100	0.9%	15	0.1%	91	0.8%	115	1.0%	911	8.0%
7 Austin	275	2.4%	1,199	10.5%	167	1.5%	183	1.6%	371	3.3%	65	0.6%	2,260	19.9%
8 San Antonio	133	1.2%	659	5.8%	224	2.0%	3	0.0%	390	3.4%	25	0.2%	1,434	12.6%
9 Midland	121	1.0%	738	6.5%	74	0.6%	19	0.2%	358	3.1%	3	0.0%	1,313	11.4%
10 El Paso	45	0.4%	166	1.4%	54	0.5%	5	0.0%	66	0.6%	4	0.0%	340	2.9%
11 Edinburg	78	0.7%	418	3.7%	55	0.5%	116	1.0%	241	2.1%	12	0.1%	920	8.1%
State Total	1,259	11.1%	5,609	49.3%	1,061	9.3%	438	3.8%	2,106	18.5%	914	8.0%	11,387	

Note: "Other" and "Blank" include cases referred back to the provider or closed at intake because they do not meet the definitions of abuse, neglect, or financial exploitation and therefore are not investigated.

