



TEXAS
**Department of Family
and Protective Services**

Adult Protective Services

**Adult Protective Services
Quarterly Legislative Report**

FY 2025, 4th Quarter

October 31, 2025

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Background and Summary

Senate Bill (SB) 6, 79th Regular Session (2005), requires the Adult Protective Services (APS) program to conduct a quarterly performance review. The performance data in this report is for the fourth quarter of Fiscal Year (FY) 2025: June 1, 2025, through August 31, 2025.

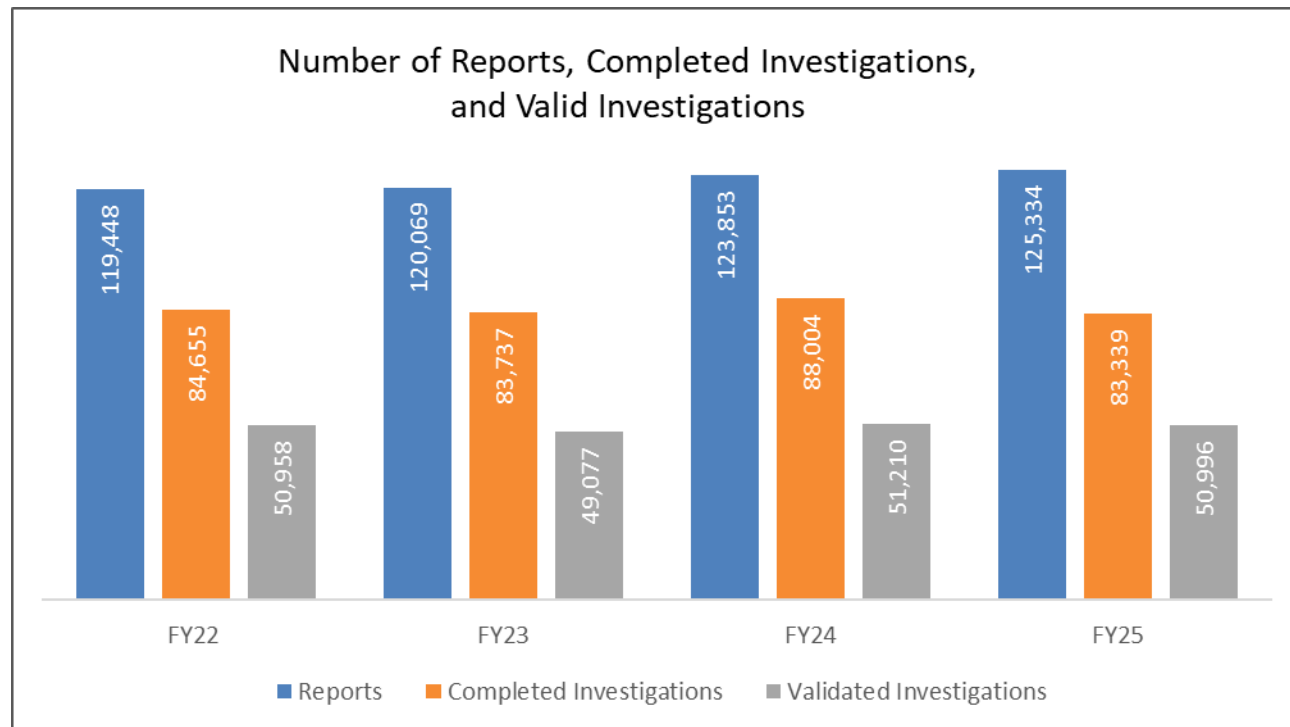


Figure 1 Number of Reports, Completed Investigations, and Valid Investigations

With the growing Texas population, including adults who are 65 or older, reports of abuse, neglect, and financial exploitation continue to rise. The chart above depicts the number of APS reports received through FY25Q4, as well as completed and validated investigations for FY22 through FY24.

APS received 1,481 more intakes during FY25 compared to FY24. The number of validated investigations and the number of clients served decreased for the same timeframe. Caseloads for FY25 decreased compared to FY24, almost reaching the LBB target of 23. APS will continue monitoring caseloads and work toward the LBB target for the average daily caseload.

All four APS qualitative measures (Client Safety, Investigation Rating Scale, Case Documentation, and Service Provision and Outcomes) improved in FY25 compared to FY24.

Appendices

Appendix A: Adult Protective Services Caseworker Performance Measures

The chart below displays APS caseworker performance on quantitative program activities. Many of these performance measures are reported to the Texas Legislative Budget Board (LBB) on a quarterly basis.

Please note, In January 2022, APS implemented the Single Stage casework model. The new model eliminated the service stage, allowing all tasks to be completed in a single investigation stage. The implementation of the new model impacted multiple traditional reporting data points, including the average monthly number of APS clients receiving services making them unavailable after FY24. A new LBB measure was created to replace Avg Monthly Number of APS In-Home Clients Served (Goal 4-1-1.2 Explanatory Measure) in FY24-25 and is included in the table below. Additionally, the Average Number of Clients Receiving APS Purchased Emergency Client Services (4.1.3 Output Measure) can no longer be accurately tracked as a Performance Measure. Therefore, Percent of Purchased Client Services has been added to this report. Purchased client services are counted after a case is closed in IMPACT and there may be additional services that are processed once the case is closed. The services reported are paid invoices.

APS Performance Measure	FY2022 Actual	FY2023 Actual	FY2024 Actual	FY2025 YTD ¹	FY2025 Q1 ²	FY2025 Q2 ²	FY2025 Q3 ²	FY2025 Q4 ²
Number of APS Reports of Adult Abuse/Neglect/Exploitation (Output Measure 1-1-1.3) (Statewide Intake) LBB Target 120,594	119,448	120,069	123,687	125,334	29,467	29,611	31,670	34,587
Number of Completed APS In-Home Investigations (Output Measure 4-1-1.1) LBB Target 85,038	84,655	83,737	88,031	83,339	20,412	19,827	20,869	22,231
Validated APS In-Home Investigations (Output Measure 4-1-1.2) LBB Target 49,888	50,958	49,077	51,221	50,996	12,292	12,261	12,837	13,606
Percent Validated APS In-Home Investigations	60.2%	58.6%	58.2%	61.2%	60.2%	61.8%	61.5%	61.2%
Percent Adults Found to Be Abused/Neglected/Exploited Who Are Served (Outcome Measure 4-1.2) LBB Target 85.0%	76.0%	83.0%	83.8%	83.6%	84.6%	83.1%	83.8%	82.9%
Average Monthly Number of APS Clients Served (Explanatory Measure 4.1.1) LBB Target 3,286	NA	NA	3,309	3,295	3,215	3,134	3,335	3,496

¹ FYTD is annualized

² Most recent fiscal year data are considered preliminary until data is frozen in November

APS Daily Caseload Per Worker (In-Home) (Efficiency Measure 4-1-1.2) LBB Target 23.0	26.3	27.0	24.5	23.5	23.4	23.6	23.2	23.5
Percent of Purchased Client Services Remaining	NA	NA	NA	32.6%	92.1%	78.0%	52.5%	32.6%

Appendix B: Staffing Data

The charts below display APS staffing data for caseworkers and supervisors.

APS Caseworkers Staffing Data	FY2022 Actual	FY2023 Actual	FY2024 Actual	FY2025 YTD³	FY2025 Q1⁴	FY2025 Q2⁴	FY2025 Q3²	FY2025 Q4²
Appropriated Full Time Equivalents (FTEs)	577	574.9	577.6	594.8	594.8	594.8	594.8	594.8
Average Filled FTEs Fiscal Year-to-Date (FYTD Actual)	538.3	524.1	563.1	565.1	576.2	571.3	558.3	554.7
Annualized Turnover⁵	33.9%	33.1%	29.1%	25.6%	21.9%	24.6%	25.7%	25.6%
Actual Turnover in each period (not annualized)	33.9%	33.1%	29.1%	25.6%	5.5%	12.3%	19.3%	25.6%

APS Supervisors Staffing Data	FY2022 Actual	FY2023 Actual	FY2024 Actual	FY2025 YTD³	FY2025 Q1⁴	FY2025 Q2⁴	FY2025 Q3²	FY2025 Q4²
Appropriated FTEs	85	85	86	89	89	89	89	89
Average Filled FTEs (FYTD Actual)	81.6	84.2	86.3	87.2	85.5	87.4	88	87.9
Annualized Turnover⁵	10.3%	4.7%	9.5%	3.5%	0.0%	5.3%	3.5%	3.5%

FTE reporting logic has been updated to include expenses associated with all funding sources. This methodology is consistent with logic utilized for the DFPS’s Monthly Financial Report.

³ FYTD is annualized

⁴ Most recent fiscal year data are considered preliminary until the data is frozen in November.

⁵ Annualized turnover assumes the turnover rate will remain the same in future FY quarters as in past FY quarters

Appendix C: Qualitative Data

Qualitative data is calculated from case reading scores entered by APS quality assurance specialists for four qualitative measures. Each measure is comprised of a group of sub-items related to the function being measured. The chart below displays qualitative data.

Please note, the APS Quality Assurance team implemented entirely new case reading standards in FY22Q3. The data produced from the new standards is not comparable to previous data; therefore, APS is starting fresh with the data points listed below.

FY22 only contains Q3 and Q4 data.

APS Qualitative Data	FY2022 Actual	FY2023 Actual	FY2024 Actual	FY2025 YTD	FY2025 Q1	FY2025 Q2	FY2025 Q3	FY2025 Q4
Client Safety	91.0%	91.7%	92.4%	93.2%	92.3%	93.6%	93.5%	93.3%
Investigation Rating Scale	78.2%	81.1%	80.9%	83.2%	81.7%	83.5%	83.7%	83.6%
Case Documentation	91.6%	89.5%	92.2%	92.6%	90.6%	92.8%	93.2%	93.4%
Service Provision and Outcomes	79.5%	83.4%	86.5%	88.3%	89.1%	89.5%	87.1%	87.8%