



Partnering to Protect

Adult Protective Services Community Satisfaction Survey Results Report

August 2024



TEXAS

**Department of Family
and Protective Services**

Adult Protective Services

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I. Introduction

Every day, Adult Protective Services (APS) responds to allegations of abuse, neglect, and exploitation of vulnerable members of the community: the elderly and adults with disabilities. APS staff investigate these allegations and provide services to clients, often in coordination with other agencies and partner organizations. APS cannot work alone and must work with partners in the community to address the needs of clients.

A periodic, broad-based partner survey can be useful to gain insight on an organization's performance and effectiveness of its working relationships with partners. In accordance with the Texas Human Resource Code, Section 48.006, APS surveys community stakeholders to gather information on the performance of adult protective investigations and services, for use in evaluation and improvement to address community concerns. Originally conducted annually, the survey has been biennial since 2009. The 2023 survey was the 12th conducted by APS.

This report provides a summary of results from the 2023 APS Community Satisfaction Survey.

II. Background

APS conducts the survey with care to be inclusive of the full range of services, organizations, service professionals, and others dedicated to the well-being of vulnerable adults in Texas. Survey questions are tailored to the work and relationship with APS of:

1. the law enforcement sector, including sheriffs, chiefs of police, law enforcement officers and others in the law enforcement system;
2. the judicial sector, including judges in courts with probate jurisdiction and prosecutors;
3. a wide variety of partner agencies and community organizations which serve or advocate for the well-being of vulnerable adults; and
4. Adult Protective Services Community Boards.

DFPS shares findings of the survey in reports on the DFPS website, at https://www.dfps.texas.gov/Adult_Protection/Survey.asp. Results are shared with regional APS management for evaluation and improvement of services and with community partners, including judges of courts with probate jurisdiction, as directed by statute.

III. Methodology

Survey Design

The core content of the survey tool is a series of satisfaction statements, eight to ten in each sector. Respondents indicate their level of agreement with statements using a scale with response options of "strongly agree", "agree", "neutral", "disagree", and "strongly disagree".

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All statements reflect a positive state or opinion of APS and response choices are always listed from “strongly disagree” to “strongly agree”. Other questions asked respondents to describe their organization, job, tenure, and experience with APS. Respondents were also asked how they report abuse, neglect, and exploitation.

Prior to 2023, the APS Community Satisfaction Survey was conducted as four separate surveys for each sector above. For the 2023 survey, the four surveys were consolidated into one. This approach helped simplify survey distribution and respondent access, streamline survey completion, and improve consistency of content across sectors.

Partner sector-specific questions from the four surveys were moved to the new consolidated survey. Question organization changed and additional skip patterns were inserted to direct respondents to content relevant to them. Most APS Community Board members have a work role related to adults who are elderly or have disabilities. In previous survey years, these board members would have had to locate and complete two different surveys. In the 2023 survey, they were able to answer questions related to both roles in one survey.

A uniform approach to question topics, types, and wording ensured all respondents received comparable opportunities for input. Questions about the respondent’s organization and job were revised to collect information relevant to APS’s partnership development initiative, Partnering to Protect. Respondents were also asked to identify community coalitions that promote the safety and dignity of older adults and adults with disabilities to further assist partnership development efforts.

Survey Dissemination

The survey was available for completion from December 26, 2023 through February 9, 2024, a period of six full weeks excluding holidays. Invitations were sent to 3,583 unique email addresses from contact lists compiled by DFPS community engagement and APS staff. Invitations were tailored to each partner sector; reminders were sent to encourage non-respondents to participate. Generic email invitations with a web-link to the survey were shared by staff with their external contacts during the course of business. Respondents completing the survey were encouraged to forward a survey link to others who might have helpful input.

Many respondents have likely taken the survey in multiple survey years, every survey sample is new. Changes in technology, survey-taking behavior, and other environmental factors affect survey distribution and participation. For these reasons, changes in results from year to year or over a span of years do not necessarily reflect change in things measured by the survey.

In 2023, APS implemented the Partnering to Protect initiative, a new approach to community partnership development. At the time of the survey, partnership engagement plans had been created and local partner contact information consolidated and refreshed. Lists of judges of courts with probate jurisdiction, county attorneys, sheriffs, and police chiefs of municipalities

larger than 30,000 population were created. These contact list enhancements were expected to increase survey participation, potentially altering the survey sample and/or results.

Consolidation of the survey tool in 2023 was also expected to increase survey participation. The reduction from four surveys to one meant that a single generic survey link could be forwarded to any partner by anyone, perhaps expanding the reach of survey invitations. The single survey and survey link may have reduced failed starts and incompletes due to respondent misdirection to a survey not relevant to them. It was also anticipated that the ability of APS board members with an APS-related work role to complete questions about both roles in one survey would result in more complete input from this group.

IV. Survey Results

Survey Participation

The 2023 APS Community Satisfaction Survey received 797 total qualified, unique responses. This was a larger number than in any previous survey (see Appendix, Table 2). Respondents qualified for the survey if they indicated that they were involved in work with older adults or adults with disabilities. “Work” could be employment, volunteer work, or business ownership.

As shown in Table 1 below, the number of survey responses increased by 40% from 2021 to 2023. Judicial sector responses more than doubled, law enforcement responses increased by 43%, and responses from other community partners increased by 62%.

As a result of this increased survey participation, the balance of sectors in the survey sample shifted from 2021 to 2023. As seen in Table 1 and Chart 1 below, the judicial sector responses increased to 18% of the sample in 2023, a larger percentage than in any previous survey. Other community partner responses increased to 64% in 2023. The 16% law enforcement share of the sample in 2023 was consistent with the sector’s share in previous surveys. The APS board responses fell to 11% of the sample in 2023.

Table 1
 APS Community Satisfaction Survey
 Survey Responses by Partner Sector

Partner Sector	2021 Survey Responses	% of Total	2023 Survey Responses	% of Total	% Increase 2021 to 2023
Judicial Partners	68	12%	144*	18%	112%
Law Enforcement Partners	87	15%	124	16%	43%
Other Community Partners	318	56%	514*	64%	62%
APS Community Boards	97	17%	86*	11%	- 11%
Total Responses	570	100%	797*	100%	40%

* Of 86 APS board responses in 2023, 71 reported an APS-related work role, three in the judicial sector and 68 other community partners. These are included in board and applicable work sector counts. As a result, the sum of sector-specific counts is greater than the total and the sum of sector-specific percentages exceeds 100%.

Partner Sector Profiles

The survey asked several types of profile questions for respondents in all sectors. Respondents were asked about their organization, job position, tenure, and past experience with APS. Sector profiles resulting from responses to these questions are summarized below.

Judicial Partners

Of the 144 judicial sector responses to the survey, half (51%) reported that they work in a county court, be it probate, statutory, or a court at law. Most of the remaining responses reported that they work in a county or district attorney’s office (44%).

Most responses were from judges (37%) and county and district attorneys (37%). Other common sector roles were court investigators (9%) and prosecutors (8%). A few victim services coordinators, other court staff, and private attorneys responded as well. Most responses (70%) reported five or more years in their current role.

Most judicial sector responses (85%) reported past experience with APS court proceedings, with judges more likely than county and district attorneys to report this experience. Most responses reported experience with guardianship (62%) and orders under the Mental Health Code (56%), including for emergency detention (51%), temporary mental health services (41%), or protective custody (35%). Also frequently reported were emergency removal and protective orders (43%) and temporary protective orders in APS family violence situations (30%). Less common were authorization of APS access to records (21%) and entry to premises (15%).

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Most responses reported working with APS cases (56%) and communicating with APS staff (60%) within the past year. Frequency of past-year experience was most often once or twice a year for both APS cases (56%) and contact with staff (55%).

Law Enforcement Partners

Of the 124 law enforcement sector responses to the survey, the majority came from county sheriff (54%) and municipal police (39%) agencies. A few other local and state agencies were also represented.

Most responses (89%) were from peace officer ranks. These included officers, deputies, and investigators (19%); supervisory and command ranks (20%); and executive ranks of sheriff or chief of police (43%) and chief deputy or assistant chief (7%). Other responses came from people in victim services, records, and a handful of other roles. Most responses (60%) reported five or more years in their current role.

Most law enforcement sector responses reported experience with APS cases (87%) and communication with APS staff (86%) within the past year. Contact with APS staff was most often once or twice a year (50%).

Other Community Partners

The 514 other community partner responses to the survey came from respondents in a wide variety of organizations and services. These included but were not limited to: physical and mental health care, service coordination and referral services, long term and other residential care, other state and federal agencies, assistance with basic needs (housing, utilities, and nutrition), faith-based organizations, advocacy organizations, and financial institutions.

Respondents most often identified themselves as social workers, information and referral specialists, case workers, executive leadership, health care professionals, supervisors, educators, program managers, program specialists, or intake workers. Respondents could report more than one type of role. Most responses reported five or more years in their current role (63%).

Most other community partners reported experience with a case involving an APS client (69%) and communicating with APS staff (85%) within the past year. Work with cases was more likely to be once or twice a year (44%) than to be quarterly or at least once a month. Contact with APS staff was equally likely to be at least once a month, quarterly, or once or twice a year. Contact with APS cases and staff was more frequent in 2023.

APS Community Boards

Of the 86 APS board responses to the survey, 37% were board officers and 60% were other board members. A few former board members also responded. Most board member responses (83%) reported that outside of their APS board role they work as employee, volunteer, or business owner in an organization that relates to older adults or adults with disabilities. Of those reporting APS-related work, 4% worked in the judicial sector and the remaining 96% were other community partners.

Of current board members, most (64%) reported at least three years of APS board experience; many reported five or more years (41%). Reported frequency of board meetings in the past year was usually once a month (85%). Most responses indicated that they communicate with APS staff at least once a month (77%).

Reporting Abuse, Neglect and Exploitation

Respondents with APS-related work were asked what method they use or would use to report suspected adult abuse, neglect, or exploitation to DFPS. Response choices were the Statewide Hotline (1-800-252-5400), Internet Report (<https://www.txabusehotline.org>), Local APS contact, and Fax to APS office. Law enforcement respondents were additionally shown the choice of Law Enforcement Hotline (1-800-877-5300). Respondents could choose more than one option.

Methods of reporting varied among the three partner sectors. Most law enforcement partners indicated that they use the law enforcement hotline (84%), local APS contact (34%) and internet reporting (24%) were also indicated. Judicial sector partners were equally likely to indicate reporting to a local APS contact (52%) as by statewide hotline (51%); internet reporting was also mentioned (34%). Most other community partners reported using the statewide hotline (71%), internet reporting (47%) and local contact (43%) were also used.

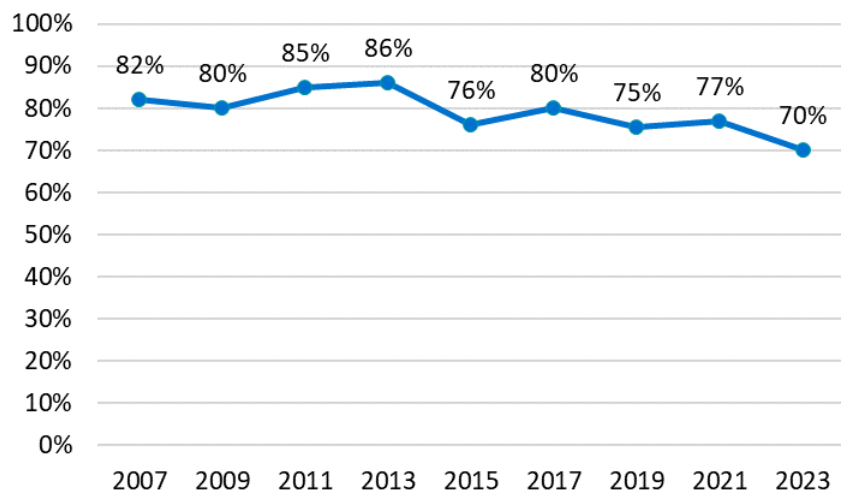
Average Satisfaction

In the 2023 APS Community Satisfaction Survey, feedback from APS partners was positive overall. As seen in Chart 1 below, in a pooled average of all satisfaction statement responses, 70% agreed (answered either “agree” or “strongly agree”) with statements reflecting positive perceptions of APS.

Chart 1

2023 APS Community Satisfaction Survey
Average Satisfaction Statements

Percent who agree or strongly agree:



Changes in survey samples should also be kept in mind. Concurrent with changes from 2021 to 2023 in sector composition and decreases in job tenure and experience with APS (see Survey Participation and Partner Sector Profiles above), rates of “neutral” response to satisfaction statements increased in partner groups with the largest decreases in APS experience. As neutral rates trended up over time or across sectors, agreement rates declined.

Key Satisfaction Indicators

Among the satisfaction statements in the APS Community Satisfaction Survey are five with same or similar language for all sectors. These statements measure key issues for all partners:

1. Communicating the APS mission, scope, and purpose
2. Enhancing community resources and services
3. Ensuring the safety and dignity of vulnerable adults
4. Coordinating with community partners through appropriate referrals
5. Achieving a good working relationship with community partners

Wording of statements are identical in all partner sectors for the first three topics above. For the second two statements, wording varies slightly by partner sector, as outlined below.

Good working relationship:

- “The board has a good working relationship with APS.” (APS Community Boards)
- “There is a good working relationship between law enforcement and APS in this community.” (Law Enforcement Partners)

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- “There is a good working relationship between the courts and APS in this community.” (Judicial Partners)
- “There is a good relationship between my organization and APS in the community.” (Other Community Partners)

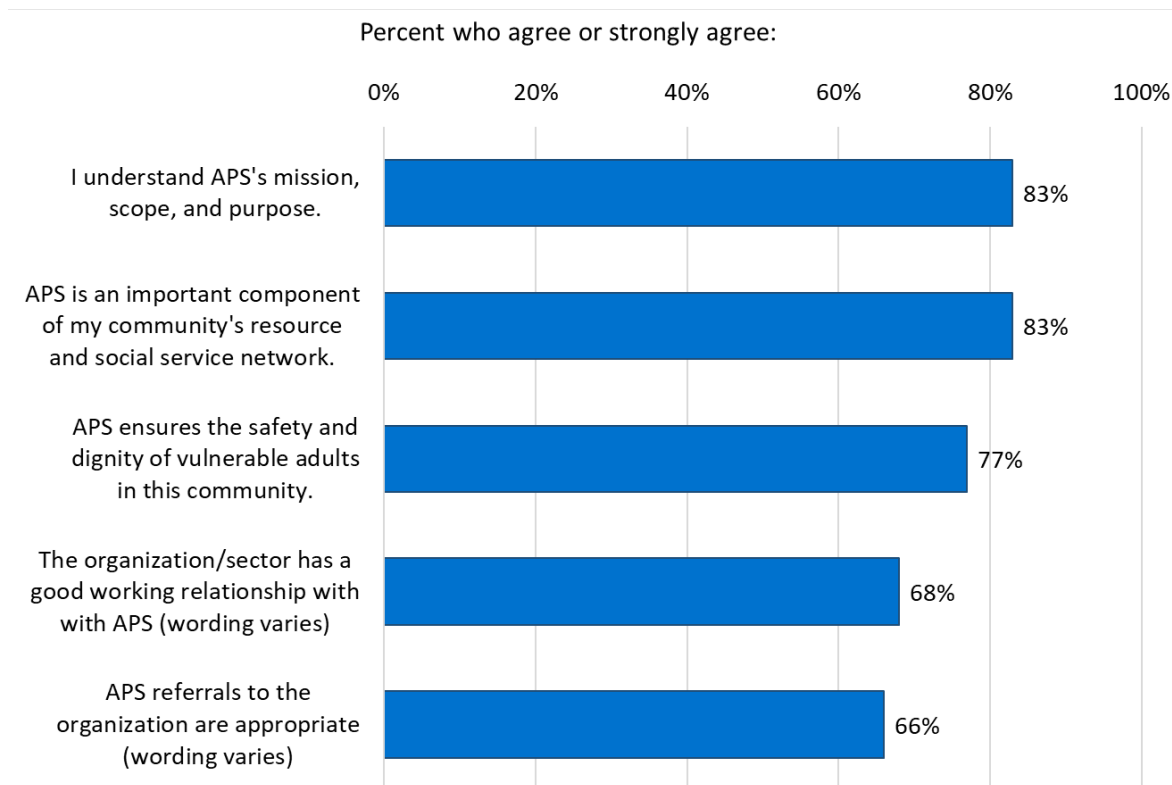
Appropriate referrals (does not apply to APS boards):

- “APS referrals to law enforcement are appropriate.” (Law Enforcement Partners)
- “APS seeks appropriate court action.” (Judicial Partners)
- “Referrals to my organization from APS are appropriate.” (Other Community Partners)

Chart 2 below provides 2023 survey results on the key indicator statements. The results suggest that the mission and importance of APS is well-recognized among APS partners. About eight in 10 responses agreed that they understand the mission, scope, and purpose of APS (83%); that APS is an important part of their community’s resource and social services network (83%); and that APS ensures the safety and dignity of vulnerable results in the community (77%).

Survey results also suggest that a majority of partners have a positive opinion of working relationships between APS and their sector or organization. Nearly 7 out of 10 responses agreed that their organization or sector has a good working relationship with APS (68%) and that APS referrals to their organization or sector are appropriate (66%).

Chart 2
 2023 APS Community Satisfaction Survey
 Agreement with Key Satisfaction Indicators



Sector Comparisons

Comparison of survey results by partner sector is important to identify perceptions similarly prevalent among all partners and those more common in some sectors than others. Sector comparisons also help identify issues that contribute to higher or lower partner satisfaction.

Average Satisfaction

Chart 3 below provides results by sector for the percentages of responses to all satisfaction statements that indicated agreement ("Agree" or Strongly Agree"), neutral opinion ("Neutral"), and disagreement ("Disagree" or "Strongly Disagree"). As in the past, agreement with satisfaction statements was highest among APS boards (93%).

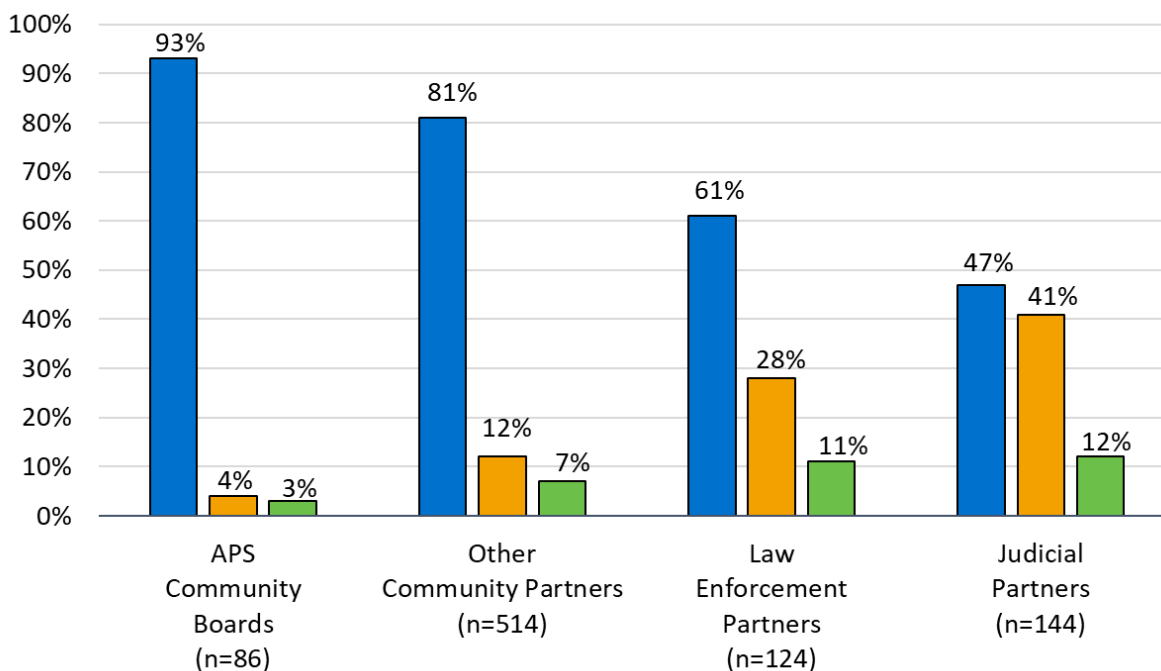
Chart 3 also shows how lower rates of average agreement occur with higher rates of neutral opinion, which ranged from 4% in APS boards to 41% in the judicial sector. Most of the reduced agreement from sector to sector is accounted for by increases in neutral opinion. Disagreement with statements varied less among sectors (3% to 12%) than agreement or neutral opinion.

Chart 3
 2023 APS Community Satisfaction Survey
 Average Satisfaction Statements
 By Partner Sector

Legend for vertical bars listed from left to right within each partner group:

■ Agree or Strongly Agree ■ Neutral ■ Disagree or Strongly Disagree

Percentage of Responses:



Key Indicators

Sector-specific results on key indicators highlight contrasts of opinion among partner groups, as seen in Charts 4 and 5 below. Chart 4 contrasts sector results on agreement with statements related to APS’s mission and importance to the community: “I understand APS’s mission, scope and purpose.” “APS is an important component of my community’s resource and social service network.” And “APS ensures the dignity and safety of vulnerable adults in this community.”

Chart 4 shows that a majority of responses in all partner sectors agreed with all three statements. As in the past, highest agreement was among APS boards (range of 91% to 94%) and other community partners (range of 87% to 91%).

Chart 4
 2023 APS Community Satisfaction Survey
 Key Indicators: APS Mission, Importance, and Impact
 By Partner Sector

Legend for vertical bars from left to right within each partner group listed along the bottom axis:

- I understand APS's mission, scope and purpose.
- APS is an important component of my community's resource and social service network.
- APS ensures the safety and dignity of vulnerable adults in this community.

Percent who agree or strongly agree:

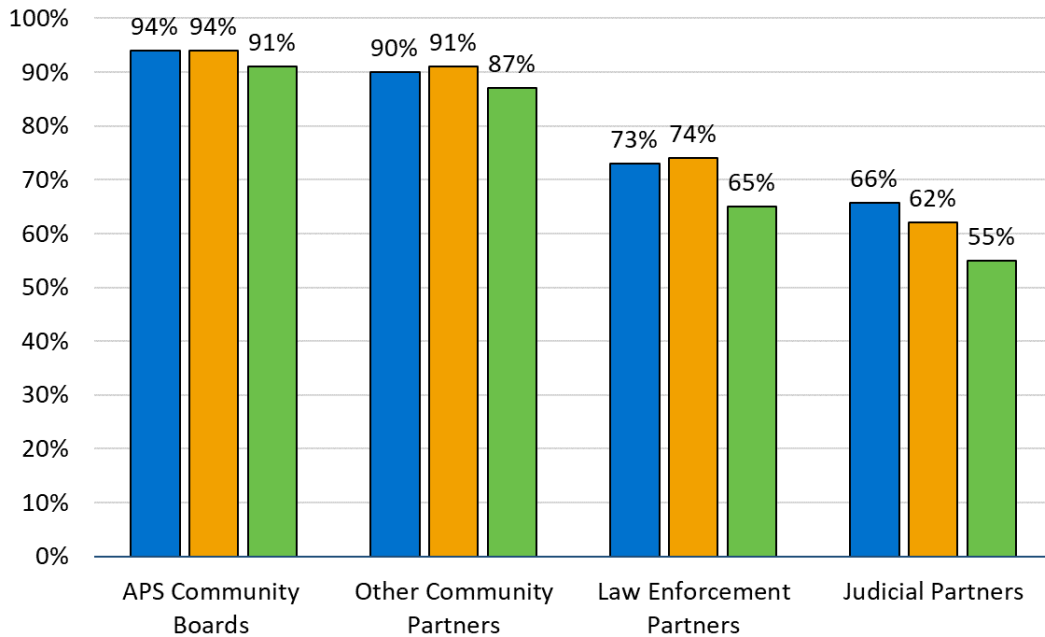


Chart 5 below contrasts sector results on agreement with statements related to APS’s working relationships with partners, including the appropriateness of APS referrals to the organization. Wording of these items is detailed in the Key Indicators section. Chart 5 also provides results for composite indicators on APS staff’s communication with partners and knowledge of partner procedures. Details of these composite items are provided in the Appendix, Table 4.

As seen in Chart 5, a majority of APS board, law enforcement, and other community partner responses agreed with all statements applicable to them. Highest agreement was among APS boards (93% and 96%) and other community partners (range of 71% to 79%).

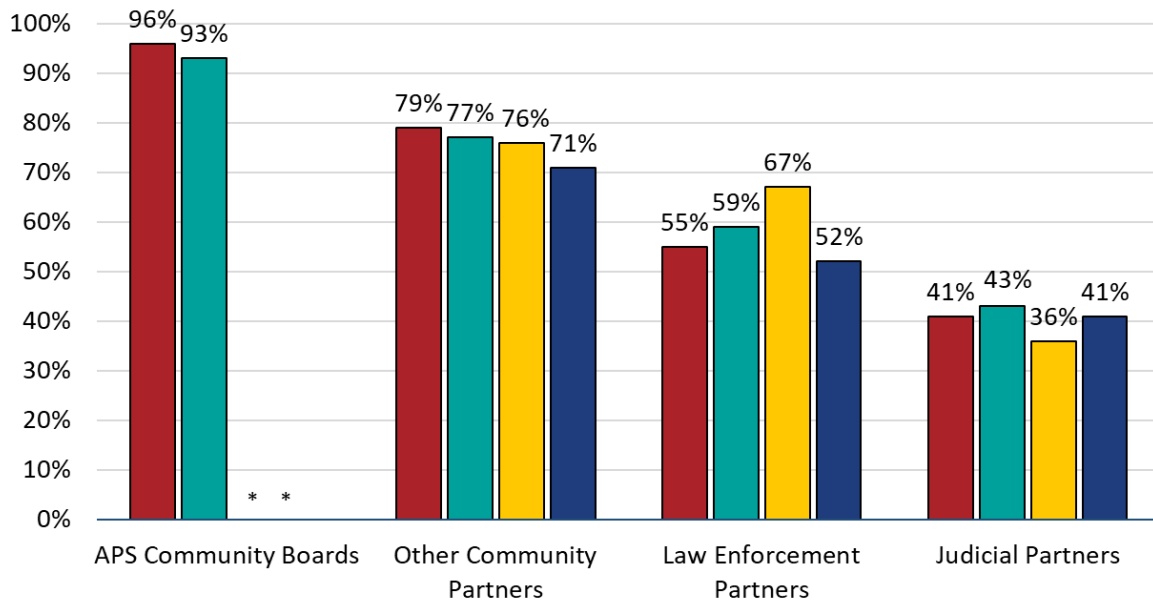
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Chart 5
2023 APS Community Satisfaction Survey
Key Indicators: Working Relationship with APS
By Partner Sector

Legend for vertical bars from left to right within each partner group listed along the bottom axis:

- The organization/sector has a good working relationship with APS
- APS staff communicate well and provide needed information
- APS referrals to the organization are appropriate
- APS staff understand the partner organization's procedures

Percent who agree or strongly agree:



* The referral and procedures items do not apply to APS Community Boards.

V. Conclusion

Average satisfaction was positive overall in 2023. Key satisfaction indicator results suggest that partner beliefs in the importance of APS in the community and that APS ensures the safety and dignity of vulnerable adults is a major program strength. Results also suggest that a solid majority of partners have a positive opinion of working relationships between APS and their sector or organization, although there are areas of improvement in certain partner sectors. Results suggest that satisfaction with APS is extremely high among APS boards and very strong overall among other community sector partners.

Over many years, the APS Community Satisfaction Surveys have provided APS, its stakeholders, and the public with useful information on APS partner working relationships, perceptions of APS services and impact in communities. This report of key findings from the 2023 APS Community Satisfaction Survey joins previous survey reports published on the DFPS website, at https://www.dfps.texas.gov/Adult_Protection/Survey.asp. Community partners including judges of courts with probate jurisdiction also receive the results, as directed by statute.

For APS and agency community engagement staff, the APS Community Satisfaction Survey results have always provided data useful in planning, evaluation and partner development work. This is particularly true for the 2023 survey. With survey adaptations to meet the information needs of the APS Partnering to Protect initiative, survey results will help APS staff better understand partner perspectives on key program strengths and areas for improvement. The survey is expected to have increasingly important role in the future as statewide and local efforts continue to strengthen community collaboration.

VI. Appendix

Table 1
2004 – 2023 APS Community Satisfaction Survey
Survey Contacts by Partner Sector

Year	Judicial Partners	Law Enforcement Partners	Other Community Partners	APS Community Boards	Total Contacts
2004	331	589	1,087	16	2,023
2006	349	601	1,124	245	2,319
2007	381	521	1,196	275	2,373
2008	290	411	1,078	256	2,035
2009	370	479	1,097	281	2,227
2011	400	552	1,282	243	2,477
2013	380	589	1,180	239	2,388
2015	396	664	1,461	247	2,768
2017	238	444	1,079	106	1,867
2019	451	758	1,709	239	3,157
2021	497	478	1,442	195	2,612
2023	839	543	2,091	193*	3,584

Table 2
2004 – 2023 APS Community Satisfaction Survey
Survey Responses by Partner Sector

Year	Judicial Partners	Law Enforcement Partners	Other Community Partners	APS Community Boards	Total Responses
2004	67	177	529	8	781
2006	58	106	242	46	452
2007	82	101	344	66	593
2008	90	89	304	60	543
2009	43	51	242	45	381
2011	44	120	288	78	530
2013	38	69	241	55	403
2015	70	113	301	104	588
2017	40	72	315	95	522
2019	34	88	391	89	602
2021	68	87	318	97	570
2023	144	124	514	86*	797*

*In Tables 1 and 2 above, APS board members with an APS-related work role are counted in both the APS board count and the relevant work sector count. Thus, Total counts exceed the sum of the four partner sector counts.

Table 3
 2023 APS Community Satisfaction Survey
 Average Agreement with Satisfaction Statements
 Percent who agree or strongly agree:

Year	Judicial Partners	Law Enforcement Partners	Other Community Partners	APS Community Boards	All Responses
2007	72%	73%	88%	92%	82%
2008	74%	75%	88%	94%	83%
2009	70%	74%	86%	87%	80%
2011	94%	70%	84%	94%	85%
2013	84%	80%	86%	92%	86%
2015	62%	71%	81%	89%	76%
2017	80%	67%	81%	93%	80%
2019	62%	59%	77%	90%	75%
2021	63%	65%	80%	91%	77%
2023	47%	61%	81%	93%	70%

Table 4a
 2023 APS Community Satisfaction Survey
 Partner Comparisons on Key Indicators
 Percent who agree or strongly agree:

Indicator	Judicial Partners	Law Enforcement Partners	Other Community Partners	APS Community Boards	All Responses
I understand APS's mission, scope, and purpose.	66%	73%	90%	94%	83%
APS is an important component of my community's resource and social service network.	62%	74%	91%	94%	83%
APS ensures the safety and dignity of vulnerable adults in this community.	55%	65%	87%	91%	77%
The organization has a good working relationship with APS	41%	55%	79%	96%	68%
Staff communicate well and provide needed information	43%	59%	77%	93%	66%
APS referrals to the organization are appropriate.	36%	67%	76%	*	66%
APS staff understand the organization's procedures.	41%	52%	71%	*	60%

* The referral and procedures items do not apply to APS Community Boards.

Table 4b
 2023 APS Community Satisfaction Survey
 Statements in Partner Comparisons on Key Indicators

Indicator	Judicial Partners	Law Enforcement Partners	Other Community Partners	APS Community Boards
The organization has a good working relationship with APS.	“There is a good working relationship between the courts and APS in this community.”	“There is a good working relationship between law enforcement and APS in this community.”	“There is a good working relationship between my organization and APS in the community.”	“The board has a good working relationship with APS.”
APS referrals to the organization are appropriate.	“APS seeks appropriate court action.”	“APS referrals to law enforcement are appropriate.”	“Referrals to my organization from APS are appropriate.”	*
Staff communicate well and provide needed information.	“APS caseworkers are prepared in dealings with the court.” “Attorneys representing APS are prepared in dealings with the court.” “APS provides appropriate documentation/information to support legal actions requested.”	“APS staff members are prepared with information and facts when working with law enforcement on APS cases.”	“APS staff members interact positively with my organization.” “APS is responsive to referrals from my organization.”	“APS staff members interact positively with the board.”
APS staff understand the partner organization’s procedures.	“APS staff understand the court’s procedures and guidelines.”	“APS caseworkers understand law enforcement protocols and guidelines.” “APS workers know how to engage law enforcement in APS cases.” “APS workers know when to engage law enforcement in APS cases.”	“APS staff members understand my organization’s purpose and guidelines.”	*

* The referral and procedures items do not apply to APS Community Boards.

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Table 5
 2023 APS Community Satisfaction Survey
 APS Community Boards
 Percentage (Number)

Item	Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total Responses
<u>Relationship Items:</u>							
1	APS staff members regularly attend board meetings/events.	69% (58)	24% (20)	5% (4)	0% (0)	2% (2)	84
2	APS staff members interact positively with the board.	75% (63)	18% (15)	4% (3)	2% (2)	1% (1)	84
3	APS staff members understand my board's mission and purpose.	74% (62)	20% (17)	4% (3)	1% (1)	1% (1)	84
4	The board is aware of the needs and priorities of the APS population in the community.	70% (59)	24% (20)	5% (4)	0% (0)	1% (1)	84
5	As a board member, I feel valued by APS for my contributions to the community.	67% (56)	24% (20)	8% (7)	0% (0)	1% (1)	84
6	The board has a good working relationship with APS.	74% (62)	23% (19)	2% (2)	0% (0)	1% (1)	84
<u>Impact Items:</u>							
1	APS is an important component of my community's resource and social service network.	60% (49)	33% (27)	2% (2)	1% (1)	2% (2)	81
2	I understand APS's mission, scope, and purpose.	67% (54)	27% (22)	4% (3)	0% (0)	2% (2)	81
3	APS ensures the safety and dignity of vulnerable adults in this community.	60% (49)	31% (25)	4% (3)	2% (2)	2% (2)	81

The sum of percentages for all responses on a statement may not equal 100%, due to rounding.

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Table 6
 2007 - 2023 APS Community Satisfaction Survey
 APS Community Boards
 Percentage Agreement

Item	Statement	2007	2008	2009	2011	2013	2015	2017	2019	2021	2023
<u>Relationship Items:</u>											
1	APS staff members regularly attend board meetings/events.	93%	92%	90%	88%	91%	83%	85%	84%	87%	93%
2	APS staff members interact positively with the board.	96%	94%	86%	95%	92%	88%	96%	90%	92%	93%
3	APS staff members understand my board's mission and purpose.	78%	89%	71%	88%	83%	81%	89%	92%	89%	94%
4	The board is aware of the needs and priorities of the APS population in the community.	95%	94%	93%	97%	92%	90%	96%	89%	91%	94%
5	As a board member, I feel valued by APS for my contributions to the community.	89%	90%	80%	92%	92%	82%	88%	83%	87%	90%
6	The board has a good working relationship with APS.	94%	93%	81%	93%	96%	90%	96%	90%	88%	96%
<u>Impact Items:</u>											
1	APS is an important component of my community's resource and social service network.	97%	98%	91%	97%	96%	96%	92%	93%	98%	94%
2	I understand APS's mission, scope, and purpose.	98%	98%	98%	100%	96%	96%	97%	94%	99%	94%
3	APS ensures the safety and dignity of vulnerable adults in this community.	91%	98%	95%	99%	94%	93%	95%	91%	94%	91%

Percentages shown represent the combined percentage of all responses to the survey item who chose "Agree" or "Strongly Agree".

Table 7
 2023 APS Community Satisfaction Survey
 Judicial Partners
 Percentage (Number)

Item	Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total Responses
<u>Relationship Items:</u>							
1	APS seeks appropriate court action.	6% (8)	30% (42)	46% (64)	8% (11)	9% (13)	138
2	APS provides appropriate documentation/information to support legal actions requested.	8% (11)	36% (49)	43% (60)	4% (6)	9% (12)	138
3	APS caseworkers are prepared in dealings with the court.	11% (15)	33% (45)	49% (68)	1% (2)	6% (8)	138
4	APS staff members are prepared when testifying in court.	12% (16)	29% (40)	54% (75)	1% (1)	4% (6)	138
5	Attorneys representing APS are prepared in dealings with the court.	12% (17)	29% (40)	54% (74)	1% (1)	4% (6)	138
6	APS staff understand the court’s procedures and guidelines.	9% (12)	33% (45)	49% (67)	4% (6)	6% (8)	138
7	There is a good working relationship between the courts and APS in this community.	15% (21)	26% (36)	43% (60)	6% (8)	9% (13)	138
<u>Impact Items:</u>							
1	I understand APS’s scope, mission, and purpose.	13% (18)	53% (72)	26% (36)	5% (7)	3% (4)	137
2	APS is an important component of my community’s resources and social service network.	22% (30)	40% (55)	19% (26)	7% (10)	12% (16)	137
3	APS ensures the safety and dignity of vulnerable adults in this community.	13% (18)	42% (58)	26% (36)	9% (12)	9% (13)	137

The sum of percentages for all responses on a statement may not equal 100%, due to rounding.

Appendix - 2023 Adult Protective Services Community Satisfaction Survey

Table 8
 2007 – 2023 APS Community Satisfaction Survey
 Judicial Partners
 Percentage Agreement

Item	Statement	2007	2008	2009	2011	2013	2015	2017	2019	2021	2023
<u>Relationship Items:</u>											
1	APS seeks appropriate court action.	70%	69%	69%	93%	85%	62%	85%	52%	52%	36%
2	APS provides appropriate documentation / information to support legal actions requested.	76%	74%	70%	97%	86%	60%	92%	55%	58%	43%
3	APS caseworkers are prepared in dealings with the court.	73%	75%	75%	93%	78%	65%	77%	55%	57%	43%
4	APS staff members are prepared when testifying in court.	78%	74%	77%	93%	85%	58%	69%	55%	54%	41%
5	Attorneys representing APS are prepared in dealings with the court.	71%	75%	61%	93%	91%	56%	85%	55%	65%	41%
6	APS staff understand the court’s procedures and guidelines.	*	*	*	*	*	*	85%	71%	57%	41%
7	There is a good working relationship between the courts and APS in this community.	71%	77%	75%	94%	82%	75%	69%	58%	55%	41%
<u>Impact Items:</u>											
1	I understand APS’s scope, mission, and purpose.	*	*	*	*	*	*	85%	71%	82%	66%
2	APS is an important component of my community’s resource and social service network.	*	*	*	*	*	*	77%	81%	80%	62%
3	APS ensures the safety and dignity of vulnerable adults in this community.	66%	77%	64%	93%	78%	56%	77%	65%	72%	55%

Percentages shown represent the combined percentage of all responses to the survey item who chose “Agree” or “Strongly Agree”.

*Item added in 2017, providing a comparable indicator for all sectors.

Appendix - 2023 Adult Protective Services Community Satisfaction Survey

Table 9
 2023 APS Community Satisfaction Survey
 Law Enforcement Partners
 Percentage (Number)

Item	Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total Responses
<u>Relationship Items:</u>							
1	APS referrals to law enforcement are appropriate.	17% (20)	50% (58)	27% (31)	6% (7)	0% (0)	116
2	APS staff members are prepared with information and facts when working with law enforcement on APS cases.	14% (16)	46% (53)	28% (33)	10% (12)	2% (2)	116
3	APS caseworkers understand law enforcement protocols and guidelines.	8% (9)	40% (46)	39% (45)	11% (13)	3% (3)	116
4	APS workers know how to engage law enforcement in APS cases.	14% (16)	41% (47)	33% (38)	10% (12)	3% (3)	116
5	APS workers know when to engage law enforcement in APS cases.	12% (14)	41% (48)	32% (37)	11% (13)	3% (4)	116
6	There is a good working relationship between law enforcement and APS in this community.	14% (16)	41% (48)	31% (36)	10% (12)	3% (4)	116
<u>Impact Items:</u>							
1	I understand APS’s mission, scope, and purpose.	13% (15)	59% (67)	19% (22)	6% (7)	2% (2)	113
2	APS is an important component of my community’s resource and social service network.	30% (34)	44% (50)	20% (23)	3% (3)	3% (3)	113
3	APS ensures the safety and dignity of vulnerable adults in this community.	21% (24)	43% (49)	24% (27)	9% (10)	3% (3)	113

The sum of percentages for all responses on a statement may not equal 100%, due to rounding.

Appendix - 2023 Adult Protective Services Community Satisfaction Survey

Table 10
 2007 - 2023 APS Community Satisfaction Survey
 Law Enforcement Partners
 Percentage Agreement

Item	Statement	2007	2008	2009	2011	2013	2015	2017	2019	2021	2023
<u>Relationship Items:</u>											
1	APS referrals to law enforcement are appropriate.	74%	77%	80%	72%	81%	74%	85%	59%	73%	67%
2	APS staff members are prepared with information and facts when working with law enforcement on APS cases.	84%	86%	78%	74%	84%	72%	68%	64%	68%	59%
3	APS caseworkers understand law enforcement protocols and guidelines.	60%	60%	63%	58%	69%	59%	38%	35%	41%	47%
4	APS workers know how to engage law enforcement in APS cases.	66%	68%	74%	66%	76%	69%	56%	53%	55%	54%
5	APS workers know when to engage law enforcement in APS cases.	68%	68%	73%	64%	78%	67%	53%	46%	49%	53%
6	There is a good working relationship between law enforcement and APS in this community.	80%	81%	75%	73%	84%	73%	79%	57%	64%	55%
<u>Impact Items:</u>											
1	I understand APS’s mission, scope, and purpose.	75%	77%	70%	75%	83%	74%	73%	71%	72%	73%
2	APS is an important component of my community’s resource and social service network.	*	*	*	*	*	*	82%	84%	87%	74%
3	APS ensures the safety and dignity of vulnerable adults in this community.	77%	84%	78%	74%	88%	82%	73%	65%	76%	65%

Percentages shown represent the combined percentage of all responses to the survey item who chose “Agree” or “Strongly Agree”.

*Item added in 2017, providing a comparable indicator for all sectors.

Appendix - 2023 Adult Protective Services Community Satisfaction Survey

Table 11
 2023 APS Community Satisfaction Survey
 Other Community Partners
 Percentage (Number)

Item	Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total Responses
<u>Relationship Items:</u>							
1	Referrals to my organization from APS are appropriate.	41% (155)	36% (136)	16% (63)	3% (10)	5% (18)	382*
2	APS is responsive to referrals from my organization.	36% (152)	38% (159)	15% (63)	6% (26)	5% (19)	419*
3	APS staff members interact positively with my organization.	44% (198)	36% (164)	13% (58)	3% (12)	4% (19)	451*
4	APS staff members understand my organization’s purpose and guidelines.	35% (160)	36% (161)	16% (74)	6% (29)	6% (27)	451*
5	There is a good relationship between my organization and APS in the community.	42% (190)	37% (168)	14% (62)	2% (10)	5% (21)	451*
<u>Impact Items:</u>							
1	I understand APS's mission, scope, and purpose.	38% (181)	52% (245)	7% (34)	1% (6)	2% (9)	475
2	APS is an important component of my community's resource and social service network.	47% (224)	44% (209)	5% (24)	2% (8)	2% (10)	475
3	APS ensures the safety and dignity of vulnerable adults in this community.	43% (203)	44% (209)	8% (39)	2% (9)	3% (15)	475

The sum of percentages for all responses on a statement may not equal 100%, due to rounding.

*“Not Applicable” was a response option. Total Responses excludes the “Not Applicable” responses and are used in calculating the percentages in the table.

Appendix - 2023 Adult Protective Services Community Satisfaction Survey

Table 12
 2007 - 2023 Community Satisfaction Survey
 Other Community Partners
 Percentage Agreement

Item	Statement	2007	2008	2009	2011	2013	2015	2017	2019	2021	2023
<u>Relationship Items:</u>											
1	Referrals to my organization from APS are appropriate.	90%	91%	90%	87%	87%	78%	81%	80%	78%	76%
2	APS is responsive to referrals from my organization.	85%	87%	80%	81%	83%	75%	74%	74%	74%	74%
3	APS staff members interact positively with my organization.	*	*	*	*	*	*	80%	77%	78%	80%
4	APS staff members understand my organization’s purpose and guidelines.	78%	75%	76%	74%	78%	75%	71%	67%	71%	71%
5	There is a good relationship between my organization and APS in the community.	85%	86%	83%	81%	85%	80%	79%	72%	77%	79%
<u>Impact Items:</u>											
1	I understand APS's mission, scope, and purpose.	92%	92%	95%	91%	88%	87%	88%	85%	91%	90%
2	APS is an important component of my community's resource and social service network.	95%	97%	91%	93%	94%	89%	89%	86%	88%	91%
3	APS ensures the safety and dignity of vulnerable adults in this community.	88%	87%	87%	81%	86%	84%	83%	75%	79%	87%

Percentages shown represent the combined percentage of all responses to the survey item who chose “Agree” or “Strongly Agree”.

*Item added in 2017, providing a comparable indicator for all sectors.