



Partnering to Protect

2025 Adult Protective Services Community Satisfaction Survey Results Report

February 2026



TEXAS

**Department of Family
and Protective Services**

Adult Protective Services

Contents

- I. Introduction 1
- II. Background..... 1
- III. Methodology.....2
 - Survey Design..... 2
 - Survey Dissemination..... 2
- IV. Survey Results3
 - Survey Participation 3
 - Partner Sector Profiles 3
 - Judicial Sector 3
 - Law Enforcement Sector 4
 - Other Community Partners 5
 - APS Community Boards 6
 - Familiarity with APS 6
 - APS Role..... 6
 - Reporting Maltreatment 6
 - Average Satisfaction..... 7
 - Key Satisfaction Indicators 8
 - Partner Sector Comparisons..... 10
 - Partner Sector Profiles..... 11
 - Average Satisfaction 11
 - Key Satisfaction Indicators 12
- V. Conclusion..... 15
- VI. Appendix..... 16

This page is intentionally left blank.

I. Introduction

Every day, Adult Protective Services (APS), a division of the Texas Department of Family and Protective Services (DFPS), responds to allegations of abuse, neglect, and financial exploitation of vulnerable adults in the community: adults who are age 65 or older or who have a disability. APS staff investigate these allegations and provide services to clients, often in coordination with other agencies and partner organizations. APS works collaboratively with partners across the state to address the needs of clients.

A periodic, broad-based survey of an organization's partners can be useful to gain insight about the organization's performance and working relationships with partners. In accordance with the Texas Human Resource Code, Chapter 48, Section 48.006, APS surveys community stakeholders to gather information about the performance of adult protective investigations and services, for use in evaluation and implementation of improvements to address community concerns. Originally conducted annually, the survey has been biennial since 2009. The 2025 survey was the 13th conducted by APS.

This report provides a summary of results from the 2025 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 relationships with APS of:

1. law enforcement partners, including sheriffs, chiefs of police, law enforcement officers, and others in the law enforcement system;
2. judicial sector partners, including judges in courts with probate jurisdiction, prosecutors, and others who deal with legal matters involving APS clients;
3. a wide variety of other partner agencies and community organizations that 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 published 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, as directed by statute.

III. Methodology

Survey Design

Respondents qualify for the survey if they indicate that they are involved in work that serves, protects, cares for, or advocates for older adults or adults with disabilities. “Work” can be employment, volunteer work, or business ownership. Questions about category of work organization route respondents to questions most relevant to their partner sector: judicial sector, law enforcement sector, and other community partners. Respondents who indicate that they serve on an APS Community Board are able to respond to both board-related questions and work sector questions, if applicable.

The core content of the survey instrument is a series of statements to which respondents indicate their level of agreement on a scale of response choices: “strongly agree”, “agree”, “neutral”, “disagree”, and “strongly disagree”. All statements reflect a positive opinion of APS. Response choices are always listed from “strongly disagree” to “strongly agree”. These statements gauge respondent satisfaction in two main topic areas: partner working relationships with APS and the impact of APS in the community.

Statements relating to the community impact of APS are the same for all respondents. Statements dealing with APS-partner relationships are adapted to each partner sector (judicial sector, law enforcement sector, other community partners, and APS community boards). Respondents in each partner sector receive a total of eight to nine satisfaction statements.

Other survey questions ask respondents to describe their work organization, their job and tenure, and the extent of their experience with APS clients and staff. Respondents are also asked about their awareness of APS functions, the reporting of adult maltreatment, and community coordination to help vulnerable adults.

Survey Dissemination

The survey was conducted as an online questionnaire available for completion from July 21, 2025, through September 5, 2025. Invitation emails were sent to email addresses of over 4,000 external contacts. Respondents who completed the survey were provided with a generic survey link to forward to others who might have helpful input. The survey link was provided to APS and community outreach staff to share with external contacts they communicate with during the course of business over the survey period. Reminders were sent to non-respondents.

IV. Survey Results

Survey Participation

The 2025 APS Community Satisfaction Survey received 815 qualified, unique responses, a larger number than in previous surveys (see Appendix, Table 2). The number of responses received by partner sector is shown in Table 1, below.

Table 1
2025 APS Community Satisfaction Survey
Survey Responses by Partner Sector

Partner Sector	Number of Responses	Percentage of Survey Sample
Judicial Sector	156	19%
Law Enforcement Sector	98	12%
Other Community Partners	556	68%
APS Community Boards	91	11%
Survey Responses	815*	100%*

* APS Community Board members with an APS-related work role answer questions about their board and work roles within the same survey response. In this table, their responses are counted in both the board and work sector counts. Therefore, the sum of Partner Sector responses exceeds Total Responses, and the sum of sector percentages exceeds 100%.

Partner Sector Profiles

Respondents in all partner sectors were asked about the type of organization and/or services they work in, the type of job they have and their tenure in that job. Additionally, they were asked about the extent of their experience with APS clients, cases, and staff within the past year.

Judicial Sector

Agency and Job

Most of the 156 judicial sector responses to the survey reported that they worked in a county court (50%), a county attorney's office (29%) or district attorney's office (15%). Other responses came from private law and mediation firms (4%) and a handful of other organizations.

Judges (39%), county attorneys (21%), and district attorneys (14%) made up the majority of the judicial sector responses. There were also staff attorneys (8%), investigators (7%), and other staff (5%) in court and county and district attorney's offices. The remaining responses were from private attorneys and mediators (4%) and a handful of other roles.

2025 Adult Protective Services Community Satisfaction Survey

Reported job tenure ranged from 11% of responses indicating less than one year to 69% reporting five or more years in their current role. The percentage of responses reporting less than one year of job tenure was highest among county attorneys (23%) and district attorneys (18%).

Most responses (82%) reported having had experience in the past with court proceedings involving APS clients. Such proceedings include the following, listed from most to least common with the percentage of responses reporting experience with each type of proceeding:

- Emergency orders of protective services (53%)
- Proceedings related to guardianship for an APS client (50%)
- Orders under the Mental Health Code related to APS cases (47%), including emergency detention (38%), temporary mental health services (30%), or protective custody (22%)
- Criminal proceedings involving an APS client (34%)
- Protective orders in APS family violence situations (21%)
- Authorization of APS access to records (13%) and entry to premises (12%)
- Injunction against interference with protective services (7%)

APS Experience

Experience with court proceedings involving an APS client was most often reported by court-at-law and probate judges (92%), staff attorneys (100%), and investigators (91%). Experience with proceedings involving an APS client was reported more often by district attorneys (86%) than by county attorneys (65%). District attorneys reported experience with criminal proceedings involving an APS client (82%) more often than did county attorneys (35%) and other respondents (22%).

Most judicial sector responses (71%) reported experience with APS during the past year, including experience with court proceedings involving APS clients (61%) and communication with APS staff (55%). Past-year experience with APS was most common among court-at-law and probate judges (83%) and investigators (100%) and more common among district attorneys (73%) than county attorneys (52%). A majority of county judges (69%) also reported past-year experience with APS.

Law Enforcement Sector

Agency and Job

Most of the 98 law enforcement sector responses to the survey reported that they worked in a county sheriff's office (45%) or a municipal police department (39%). The Texas Attorney General's office (10%) and a handful of other agencies were also represented.

Most responses came from peace officers (89%), including executive ranks of sheriff (27%) and police chief (9%), command and supervisory ranks (24%), detectives, and investigators (20%); and officers and deputies (7%). Other responses came from people in victim services, training, and a handful of other roles. Job tenure responses ranged from 3% of responses reporting less than

one year to 65% reporting five or more years of tenure in their current role. Five or more years' tenure was highest among responses from executive ranks (76%).

APS Experience

Most law enforcement sector responses (86%) reported having had experience with APS during the past year, including work with cases involving APS clients (83%) and communication with APS staff (80%). Past-year experience with APS was most common among police chiefs (100%), sheriffs (88%), officers and deputies (100%), and detectives and investigators (89%).

Other Community Partners

Agency and Job

In addition to the law enforcement and judicial sector responses, 556 responses to the survey came from a wide variety of community partner organizations and services, including:

- Medical care and community health programs
- Fire departments and emergency medical services
- Mental and behavioral health services
- Home health agencies
- Housing related services
- Food banks and home-delivered meal providers
- Banks and other financial institutions
- Agencies serving seniors and people with disabilities
- Services to Veterans
- Long term care institutions
- City and county senior centers
- Educational institutions
- Faith communities and faith-based organizations
- Donors of goods and services
- Advocacy organizations

Responses reported a wide variety of jobs and professions. Reported job tenure ranged from 4% of responses indicating less than one year to 67% of responses reporting five or more years in their current role. Five or more years' tenure was highest among responses from organizations providing medical care (73%) or food assistance (73%).

APS Experience

Most responses reported having had experience with APS within the last year (82%), including communication with APS staff (80%) and work with cases involving APS clients (65%). Past-year APS experience was most prevalent among responses from organizations providing medical care (90%), food support (89%), or housing assistance (87%).

APS Community Boards

Of the 91 APS community board responses to the survey, 32% were board officers and 66% were other board members. Nearly half of board responses (49%) reported tenure of two years or less on their board. Others reported three to four years (10%) and five or more years (41%) of tenure.

Frequency of board meetings was typically reported to be once a month (79%), with every other month (14%) also a common response. Most responses indicated that within the past year they communicated with APS staff at least once a month (81%). Weekly communication was reported by 15% of responses. Two percent of responses reported no contact with APS staff within the past year.

Nearly all APS board responses (95%) reported that outside of their APS board role they were involved in work that serves, protects, cares for, or advocates for older adults or adults with disabilities. “Work” could be employment, volunteer work, or business ownership. A wide variety of community organizations were represented among board responses, most commonly medical care, home health care, food support, and housing assistance.

Familiarity with APS

APS Role

All respondents were asked about their familiarity with APS and the reporting of adult maltreatment. Most responses (71%) rated themselves as “extremely” or “very” familiar with APS and its role in protecting older adults and adults with disabilities living in the community.

A majority of all four partner sector response groups rated themselves “extremely” or “very” familiar with APS. Familiarity was highest among APS community board responses, with 93% indicating they were “extremely” or “very” familiar with APS. Among the other partner sector responses, 67% of law enforcement, 55% of judicial, and 76% of other community sector responses rated themselves “extremely” or “very” familiar with APS.

Reporting Maltreatment

Survey respondents were asked which communication method they typically use or would use to report suspected abuse, neglect, or exploitation of an adult age 65 or older or an adult age 18 to 64 with disabilities to DFPS. One choice was permitted. Most responses (64%) indicated that they typically use the Texas Abuse Hotline, whether by telephone (37%) or web-based option (28%). Most other responses (24%) indicated that they call a local APS office to make their report.

Among law enforcement responses, most (58%) indicated that they use the dedicated law enforcement phone number to make an adult maltreatment report, although use of the Texas Abuse Hotline (24%) and phone call to local APS office (17%) were also commonly reported. Among judicial sector responses, half (52%) reported using the Texas Abuse Hotline but phone

calls to a local APS office (31%) or the law enforcement line (17%) were also common responses. Among other community partner responses, most (75%) reported using the Texas Abuse Hotline and most of the remainder reported calling a local APS office (23%).

Most survey responses (62%) indicated having made a report of adult abuse, neglect, or exploitation to DFPS in the past. Past reporting was more common among law enforcement (81%) and other community partner (63%) responses than among judicial sector responses (47%).

Average Satisfaction

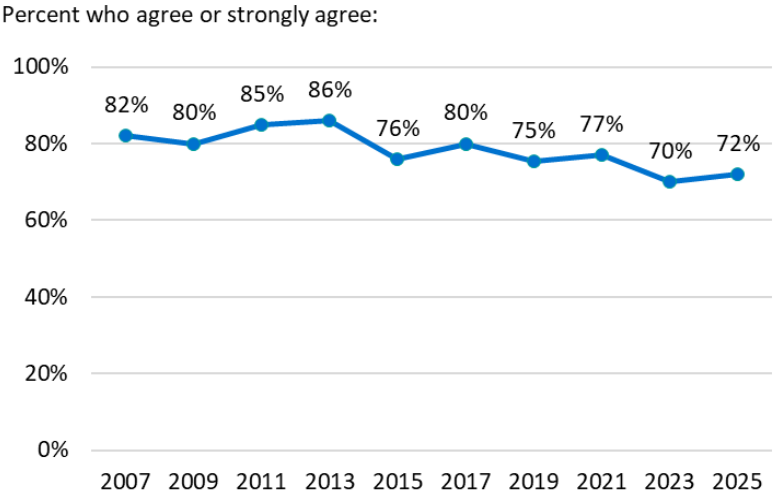
Measures

In the 2025 APS Community Satisfaction Survey, feedback from APS partners was positive overall. Among all satisfaction statement responses in the survey, the average agreement rate was 72%. This means that 72% of all satisfaction statement responses answered either “agree” or “strongly agree” with statements reflecting positive perceptions of APS. Other response choices for satisfaction statements were “neutral”, “disagree”, and “strongly disagree”. A “not applicable” choice was available for statements about case referral or coordination with APS. Any “not-applicable” responses were omitted from agreement rate calculations.

Results

Chart 1 below shows the average rate of agreement with satisfaction statements in the Community Satisfaction Survey over time. As seen in the chart, the average agreement rate increased from 70% in 2023 to 72% in 2025. The rate of “neutral” responses was 20% and the disagreement rate (answered either “disagree” or “strongly disagree”) was 8%.

Chart 1
APS Community Satisfaction Survey
Average Agreement Rate for Satisfaction Statements, 2007-2025



Considerations

In repeated surveys like the APS Community Satisfaction Survey, each year's survey sample is different from the survey sample in other years. Although some individuals might take the survey in more than one year, many factors influence the likelihood that a person will take the survey in any given year. Further, the partner sectors and types of organizations that APS works with undergo changes over time. Due to these factors, differences in survey results from one year to another do not necessarily reflect changes in APS partner opinions as a whole.

Over the survey's history, differences, and changes in certain characteristics of the survey sample have been found to correlate with differences and changes in satisfaction statement agreement rates. These sample characteristics include the relative size of partner sectors within the survey sample, levels of participation by groups of organizations and professionals, job tenure, and extent of experience with APS. Most of the time, year-to-year differences in these characteristics are not large enough to make a substantial difference in overall survey results.

However, from the 2021 survey to the 2023 survey, the number of law enforcement and judicial sector responses rose significantly, which increased these sectors' shares of the survey sample. Historically, judicial sector responses have reported less job tenure and less recent APS contact than responses from other partner sectors. Further, judicial sector and to a lesser extent law enforcement responses have reported neutral opinions more often than other partner responses do. Due to these sector characteristics, the increase in law enforcement and judicial sector shares of the survey sample drove the average agreement rate downward from 2021 to 2023.

From 2023 to 2025, the two partner sector response groups with historically the highest agreement rates—APS community boards and other community partners—increased in number of responses and overall share of the survey sample, while maintaining relatively stable agreement rates. Although the number of law enforcement responses decreased from 2023 to 2025, the average agreement rate among law enforcement responses increased from 2023 to 2025. These sample changes drove the average agreement rate upward from 2023 to 2025. The Partner Sector Comparisons section below focuses on these sector differences.

Key Satisfaction Indicators

Measures

Each of the four partner sector respondent groups was presented with eight or nine satisfaction statements. While some of the rated statements target issues specific to a particular partner sector, other statements have the same or similar language for all respondents. Statements with same or similar language for all partner sectors provide measures for key performance issues that are relevant to all partners. These performance topics include:

1. Understanding APS's mission and purpose
2. Enhancing community resources and services

2025 Adult Protective Services Community Satisfaction Survey

3. Improving the safety and dignity of vulnerable adults
4. Appropriate referrals to community partners
5. Good communication with community partners
6. Having a good working relationship with community partners

The wording of questions about the first three topics above is the same for all respondents:

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

For the other three topics, wording varies slightly by partner sector, as shown below.

4. Appropriate referrals to community partners (does not apply to APS boards):
 - "APS referrals to law enforcement are appropriate." (Law Enforcement Sector)
 - "Referrals to my organization from APS are appropriate." (Other Community Partners)
 - "APS seeks appropriate court action." (Judicial Sector)
5. Good communication with community partners:
 - "APS staff members interact positively with the board." (APS Community Boards)
 - "APS staff members interact positively with my organization." (Other Community Partners)
 - "APS staff members are prepared with information and facts when working with law enforcement on APS cases." (Law Enforcement Sector)
 - "APS provides appropriate documentation/information to support legal actions." (Judicial Sector)
6. Good working relationship with community partners:
 - "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 Sector)
 - "There is a good working relationship between the courts and APS in this community." (Judicial Sector)
 - "There is a good relationship between my organization and APS in the community." (Other Community Partners)

Results

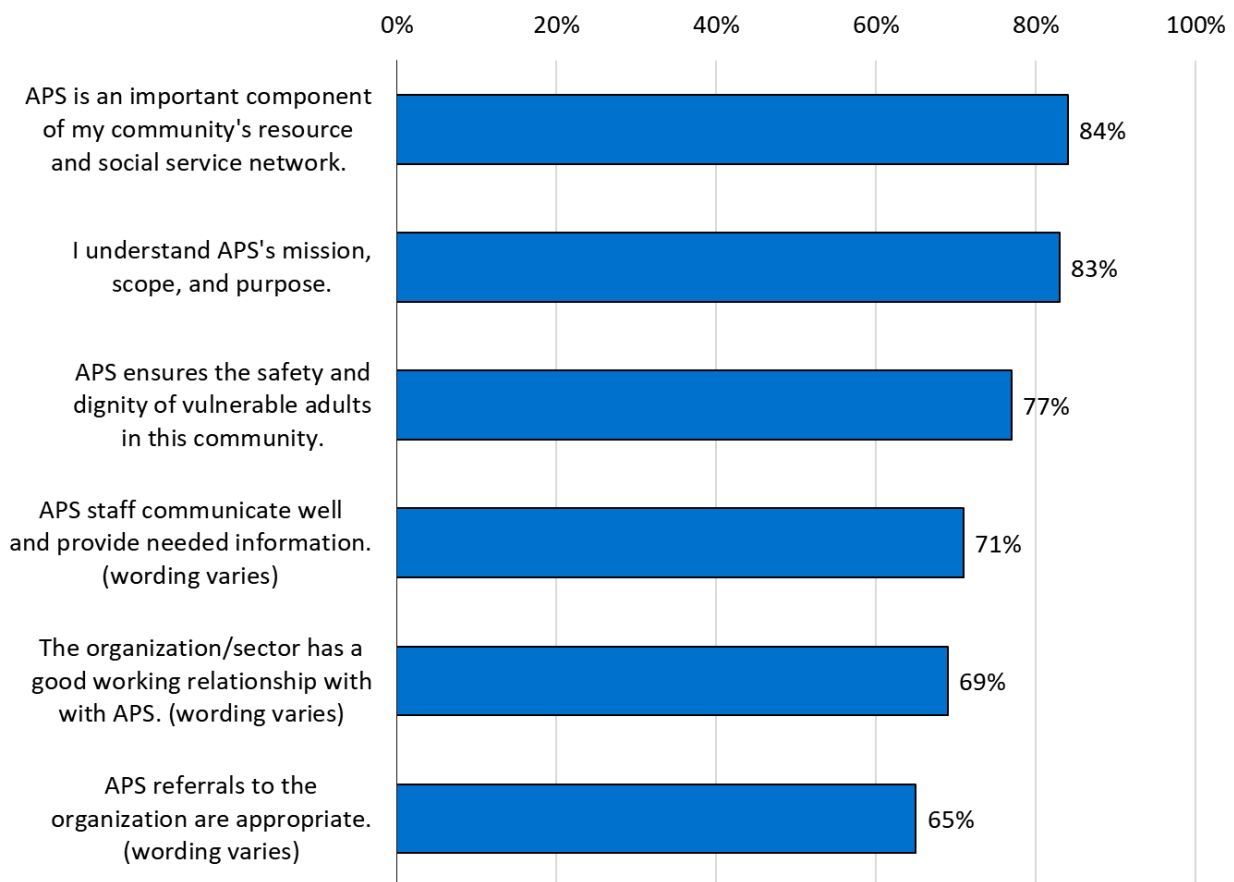
Chart 2 below summarizes 2025 survey results about these key satisfaction topics. The importance and positive impact of APS were well-recognized among APS partner responses. About eight in ten responses agreed that they understand the mission, scope, and purpose of APS (83%); that APS is an important part of their community's resource and social services network (84%); and that APS ensures the safety and dignity of vulnerable results in the community (77%).

2025 Adult Protective Services Community Satisfaction Survey

A majority of survey responses also reported a positive opinion of relationships between APS and their sector or organization. About seven in ten responses agreed that their organization or sector has a good working relationship with APS (69%) and that APS staff communicate with their organization in a positive manner or by providing needed information (71%). Most responses also indicated that APS referrals to their organization or sector are appropriate (65%).

Chart 2
2025 APS Community Satisfaction Survey
Key Satisfaction Indicators

Percent who agree or strongly agree:



Partner Sector Comparisons

A comparison of average satisfaction and key satisfaction indicator results by partner sector identifies themes prevalent across all partner sectors as well as themes more common in some partner sectors than in others. These patterns can assist with understanding APS relationships with APS community partners.

Partner Sector Profiles

Differences among partner sectors related to job tenure and experience with APS should be kept in mind when interpreting sector differences in satisfaction rates.

First, survey responses about job tenure ranged from 5% reporting less than one year to 67% reporting five or more years in their current job role. The three work sectors had similar percentages of responses reporting five or more years in their current role: 65% of law enforcement, 69% of judicial sector, and 67% of other community partner responses. However, the percentage of responses reporting less than one year of tenure was substantially higher among judicial sector responses (11%) than among law enforcement sector (3%) and other community partner responses (4%).

Second, reported prevalence of past-year experience with APS was 81% among survey responses as a whole. Past-year APS experience was less common among judicial sector responses (71%) than among law enforcement sector responses (86%), other community partner responses (82%), and APS community board responses (98%).

These lower rates of tenure and APS experience among judicial sector responses were associated with higher rates of neutral opinion and lower rates of agreement among judicial sector responses, in comparison to other partner sectors. These patterns are visible in the Average Satisfaction and Key Satisfaction Indicator results reported below. Additional details about job tenure and APS experience within each partner sector can be found in the Partner Sector Profiles section earlier in this report.

Average Satisfaction

Chart 3 below provides partner sector results for the rates of average agreement (responses of “agree” or “strongly agree”, neutral opinion (“neutral” responses), and disagreement (responses of “disagree” or “strongly disagree”). The average agreement rate for all survey responses was 72%, as described earlier. Chart 3 highlights differences among partner sectors in the average agreement rate and demonstrates how agreement rates drop when neutral opinion is more prevalent.

As in the past, average agreement with satisfaction statements was highest among APS board responses (92%). Average agreement was also high among responses from community partners other than judicial and law enforcement sectors (79%) and somewhat lower but still strong among law enforcement sector responses (69%).

As seen in Chart 3, as neutral opinion rates increase across partner sectors, agreement rates decline, to the point that among judicial sector responses, the prevalence of agreement (44%) and neutral opinion (43%) are virtually the same. Most of the reduced agreement across partner sectors from APS boards to the judicial sector is accounted for by an increase in neutral opinion, as opposed to an increase in disagreement.

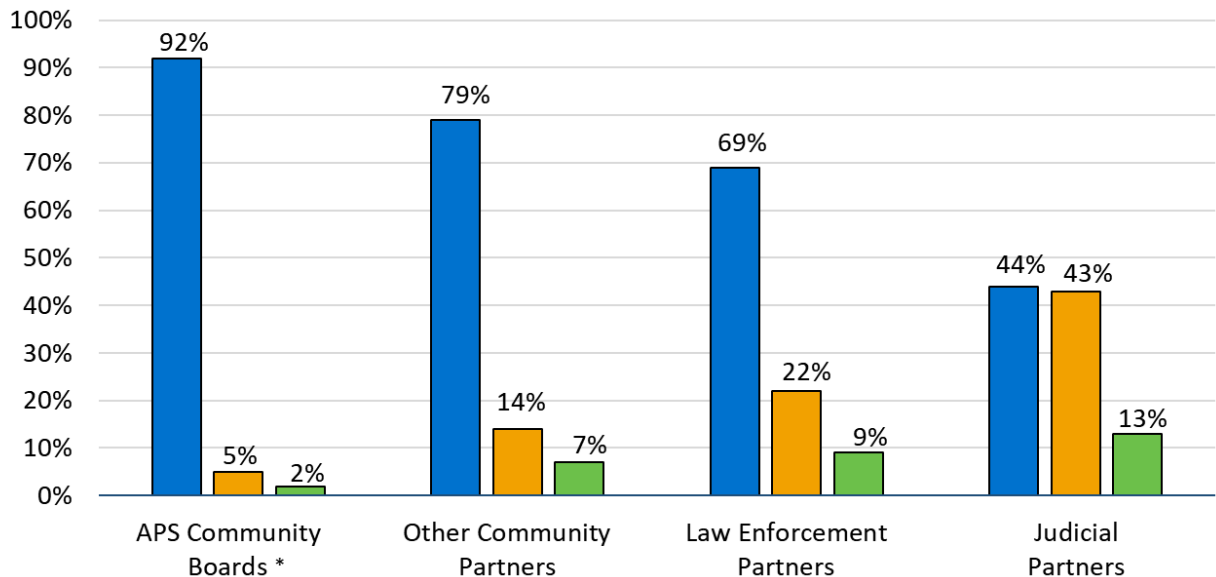
Chart 3

2025 APS Community Satisfaction Survey
Average Satisfaction 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:



*The sum of percentages in whole numbers does not equal 100% for Board responses due to rounding.

Key Satisfaction Indicators

Comparison of partner sector results for key satisfaction statements highlight commonalities and differences of opinion among partner sector groups. Charts 4 and 5 below illustrate these differences in satisfaction results among the four partner sectors:

Chart 4 illustrates levels of partner sector agreement with the first three key satisfaction statements, which relate to APS’s importance to the community:

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

As seen in the chart, the majority of all partner sector responses agreed with all three statements. As in the past, the highest rates of agreement were among APS board responses (a range of 92% to 99% agreement with the three statements), followed by other community partner responses (84% to 90% agreement), then law enforcement responses (75% to 82% agreement) and finally judicial sector responses (53% to 67% agreement).

Chart 4
 2025 APS Community Satisfaction Survey
 Key Satisfaction Indicators: APS Impact
 By Partner Sector

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

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

Percent who agree or strongly agree:

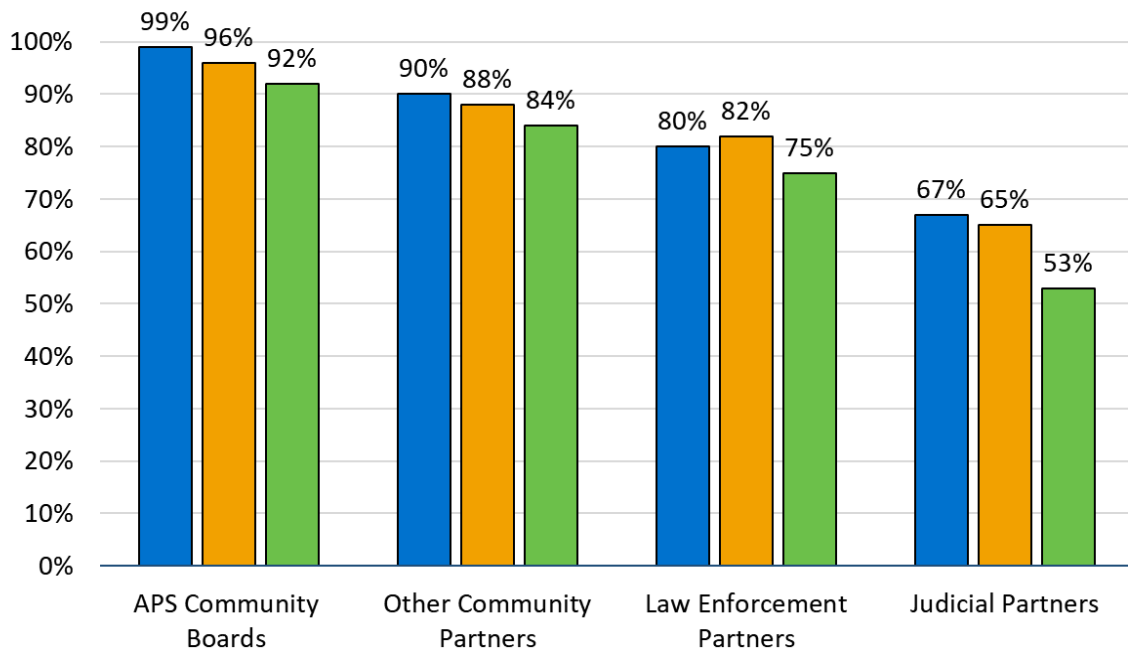


Chart 5 illustrates levels of partner sector agreement on the second three key satisfaction indicators, which relate to APS’s relationship with partners:

4. Appropriate referrals to community partners
5. Good communication with community partners
6. Good working relationship with community partners

As seen in Chart 5, a majority of APS board, law enforcement, and other community partner responses agreed with all statements applicable to them. As with the other key indicators, highest rates of agreement were among APS board responses (90% and 95% agreement with the two indicators relevant to boards), followed by other community partner responses (74% to 77% agreement), then law enforcement responses (63% to 82% agreement) and finally judicial sector responses (32% to 40% agreement).

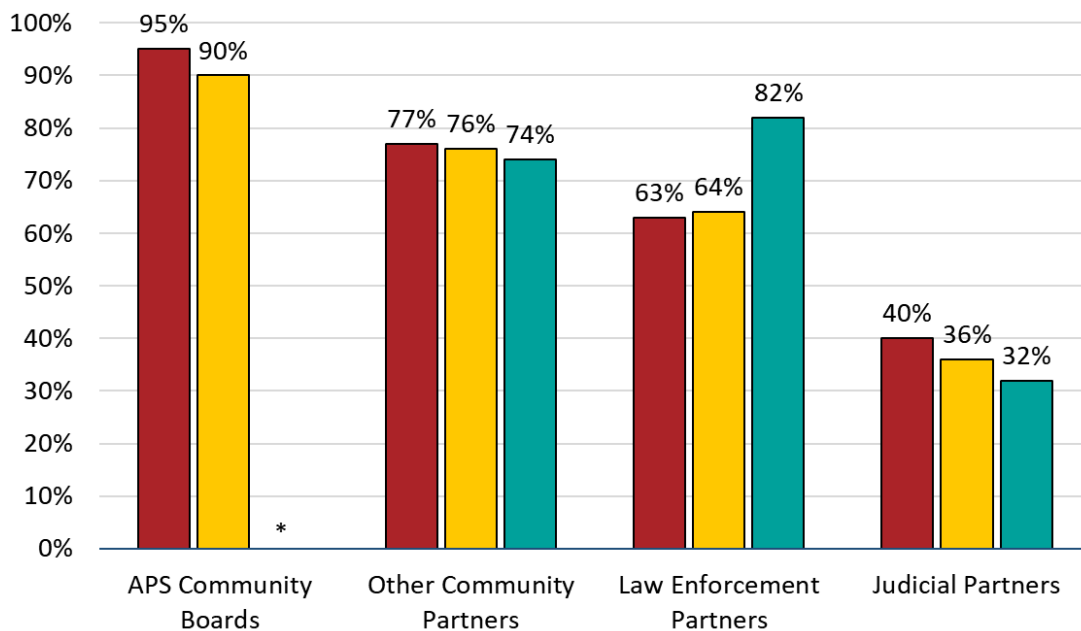
Chart 5

2025 APS Community Satisfaction Survey
 Key Satisfaction 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:

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

Percent who agree or strongly agree:



* Referrals do not apply to APS boards.

A few distinctive patterns emerge from the partner sector variations illustrated in Charts 4 and 5. One pertains to the rate on appropriate referrals from APS (Chart 5). Among law enforcement sector responses, the referral satisfaction rate is substantially higher than law enforcement satisfaction rates on the other two performance topics. Further, the referral satisfaction rate is substantially higher among law enforcement sector responses than among the other two sector response groups.

Another distinctive pattern is higher rates of agreement with statements reflecting confidence in APS’s importance to the community (Chart 4) than rates of agreement reflecting satisfaction with working relationships with APS (Chart 5). Finally, agreement rates are typically high among board, law enforcement, and other community partner responses, but not among judicial sector responses, particularly on topics related to working relationships with APS.

V. Conclusion

The 13th iteration of the APS Community Satisfaction Survey was successfully conducted in 2025, fulfilling statutory mandates and providing APS with invaluable information on how APS collaborates with professionals and communities to protect vulnerable adults from abuse, neglect, and exploitation. Over 800 survey responses represented a broad cross-section of partner sectors and communities across Texas.

As in past years of the survey, partner feedback was positive overall in 2025. Results suggest that partner confidence in the importance and impact of APS in the community is a program strength. Results also suggest that most partners have a positive opinion of working relationships between APS and their sector or organization, although there are areas for improvement. Satisfaction with APS appears to be very high among APS boards, very strong overall among other community sector partners, and strong in the law enforcement sector on many measures. Judicial sector responses provided high rates of neutral opinion, lowering agreement rates on satisfaction measures.

Over many years, the APS Community Satisfaction Surveys have given APS, its stakeholders, and the public insight about APS partner working relationships, APS services, and APS impact in communities. For APS and DFPS community engagement staff, the survey results have provided data for planning, evaluation, and partner development work. The survey is expected to have an increasingly important role in statewide and local efforts to strengthen community collaboration, through the APS Partnering to Protect initiative.

This report of key findings from the 2025 APS Community Satisfaction Survey is 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.

VI. Appendix

Table 1
 2004 – 2025 APS Community Satisfaction Survey
 Survey Contacts by Partner Sector

Year	Judicial Sector	Law Enforcement Sector	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
2025	978	620	2,657	198*	4,359

Table 2
2004 – 2025 APS Community Satisfaction Survey
Survey Responses by Partner Sector

Year	Judicial Sector	Law Enforcement Sector	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
2025	156	98	556	91*	815

* Beginning in 2023, survey changes allowed APS Community Board members to respond to questions about their board and work roles in one survey; previously, separate surveys were used. Contact counts also reflect both board and work sector roles. In Tables 1 and 2, board members with APS-related work are counted in both board and work sector counts. Accordingly, Total Responses exceed the sum of Partner Sector counts.

Table 3
 2025 APS Community Satisfaction Survey
 Average Agreement with Satisfaction Statements

Percent who agree or strongly agree:

Year	Judicial Sector	Law Enforcement Sector	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%
2025	44%	69%	79%	92%	72%

Table 4
 2025 APS Community Satisfaction Survey
 Partner Comparisons on Key Satisfaction Indicators

Percent who agree or strongly agree:

Key Satisfaction Indicator	Judicial Sector	Law Enforcement Sector	Other Community Partners	APS Community Boards	All Responses
APS is an important component of my community's resource and social service network.	67%	80%	90%	99%	84%
I understand APS's mission, scope, and purpose.	65%	82%	88%	96%	83%
APS ensures the safety and dignity of vulnerable adults in this community.	53%	75%	84%	92%	77%
APS staff communicate well and provide needed information. (wording varies)	40%	63%	77%	95%	71%
The organization has a good working relationship with APS. (wording varies)	36%	64%	76%	90%	69%
APS referrals to the organization or sector are appropriate. (wording varies)	32%	82%	74%	*	65%

* Referrals do not apply to APS Community Boards.

Table 5
 2025 APS Community Satisfaction Survey
 Statements for Key Satisfaction Indicators on Working Relationships

Key Satisfaction Indicator	Judicial Sector	Law Enforcement Sector	Other Community Partners	APS Community Boards
APS staff communicate well and provide needed information. (wording varies)	“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 staff members interact positively with the board.”
The organization has a good working relationship with APS. (wording varies)	“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 or sector are appropriate. (wording varies)	“APS seeks appropriate court action.”	“APS referrals to law enforcement are appropriate.”	“Referrals to my organization from APS are appropriate.”	*

* Referrals do not apply to APS Community Boards.

Appendix - 2025 Adult Protective Services Community Satisfaction Survey

Table 6
 2025 APS Community Satisfaction Survey
 APS Community Boards

Percentage (Number):

Item	Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total Responses
Relationship Items:							
1	APS staff members regularly attend board meetings/events.	56% (49)	36% (31)	5% (4)	1% (1)	2% (2)	87
2	APS staff members interact positively with the board.	64% (56)	31% (27)	2% (2)	0% (0)	2% (2)	87
3	APS staff members understand my board's mission and purpose.	57% (50)	36% (31)	5% (4)	0% (0)	2% (2)	87
4	The board is aware of the needs and priorities of the APS population in the community.	63% (55)	29% (25)	6% (5)	0% (0)	2% (2)	87
5	As a board member, I feel valued by APS for my contributions to the community.	57% (50)	25% (22)	13% (11)	2% (2)	2% (2)	87
6	The board has a good working relationship with APS.	61% (53)	29% (25)	8% (7)	0% (0)	2% (2)	87
Impact Items:							
1	I understand APS's mission, scope, and purpose.	62% (52)	35% (29)	2% (2)	0% (0)	1% (1)	84
2	APS is an important component of my community's resource and social service network.	67% (56)	32% (27)	0% (0)	0% (0)	1% (1)	84
3	APS ensures the safety and dignity of vulnerable adults in this community.	65% (55)	26% (22)	6% (5)	1% (1)	1% (1)	84

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

Appendix - 2025 Adult Protective Services Community Satisfaction Survey

Table 7
 2007 - 2025 APS Community Satisfaction Survey
 APS Community Boards

Percentage Agreement:

Item	Statement	2007	2008	2009	2011	2013	2015	2017	2019	2021	2023	2025
Relationship Items:												
1	APS staff members regularly attend board meetings/events.	93%	92%	90%	88%	91%	83%	85%	84%	87%	93%	92%
2	APS staff members interact positively with the board.	96%	94%	86%	95%	92%	88%	96%	90%	92%	93%	95%
3	APS staff members understand my board's mission and purpose.	78%	89%	71%	88%	83%	81%	89%	92%	89%	94%	93%
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%	92%
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%	83%
6	The board has a good working relationship with APS.	94%	93%	81%	93%	96%	90%	96%	90%	88%	96%	90%
Impact Items:												
1	I understand APS's mission, scope, and purpose.	98%	98%	98%	100%	96%	96%	97%	94%	99%	94%	96%
2	APS is an important component of my community's resource and social service network.	97%	98%	91%	97%	96%	96%	92%	93%	98%	94%	99%
3	APS ensures the safety and dignity of vulnerable adults in this community.	91%	98%	95%	99%	94%	93%	95%	91%	94%	91%	92%

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

Appendix - 2025 Adult Protective Services Community Satisfaction Survey

Table 8
 2025 APS Community Satisfaction Survey
 Judicial Sector

Percentage (Number):

Item	Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total Responses
Relationship Items:							
1	APS seeks appropriate court action.	12% (16)	20% (28)	48% (67)	10% (14)	10% (14)	139
2	APS provides appropriate documentation/information to support legal actions requested.	9% (13)	30% (42)	47% (65)	7% (10)	6% (9)	139
3	APS caseworkers are prepared in dealings with the court.	11% (15)	23% (32)	58% (81)	4% (5)	4% (6)	139
4	Attorneys representing APS are prepared in dealings with the court.	12% (16)	27% (37)	58% (81)	1% (1)	3% (4)	139
5	APS staff understand the court’s procedures and guidelines.	8% (11)	27% (37)	56% (78)	4% (5)	6% (8)	139
6	There is a good working relationship between the courts and APS in this community.	12% (16)	24% (34)	47% (65)	9% (13)	8% (11)	139
Impact Items:							
1	I understand APS’s scope, mission, and purpose.	21% (29)	44% (61)	24% (34)	8% (11)	3% (4)	139
2	APS is an important component of my community’s resources and social service network.	27% (38)	40% (55)	19% (26)	11% (15)	4% (5)	139
3	APS ensures the safety and dignity of vulnerable adults in this community.	17% (24)	35% (49)	29% (40)	13% (18)	6% (8)	139

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

Appendix - 2025 Adult Protective Services Community Satisfaction Survey

Table 9
 2007 – 2025 APS Community Satisfaction Survey
 Judicial Sector

Percentage Agreement:

Item	Statement	2007	2008	2009	2011	2013	2015	2017	2019	2021	2023	2025
Relationship Items:												
1	APS seeks appropriate court action.	70%	69%	69%	93%	85%	62%	85%	52%	52%	36%	32%
2	APS provides appropriate documentation / information to support legal actions requested.	76%	74%	70%	97%	86%	60%	92%	55%	58%	43%	40%
3	APS caseworkers are prepared in dealings with the court.	73%	75%	75%	93%	78%	65%	77%	55%	57%	43%	34%
4	Attorneys representing APS are prepared in dealings with the court.	71%	75%	61%	93%	91%	56%	85%	55%	65%	41%	38%
5	APS staff understand the court’s procedures and guidelines.	*	*	*	*	*	*	85%	71%	57%	41%	35%
6	There is a good working relationship between the courts and APS in this community.	71%	77%	75%	94%	82%	75%	69%	58%	55%	41%	36%
Impact Items:												
1	I understand APS’s scope, mission, and purpose.	*	*	*	*	*	*	85%	71%	82%	66%	65%
2	APS is an important component of my community’s resource and social service network.	*	*	*	*	*	*	77%	81%	80%	62%	67%
3	APS ensures the safety and dignity of vulnerable adults in this community.	66%	77%	64%	93%	78%	56%	77%	65%	72%	55%	53%

Percentages shown represent the combined percentage of responses to the survey item that chose “Agree” or “Strongly Agree”. This percentage has decreased as the percentage of responses choosing “neutral” has increased.

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

Appendix - 2025 Adult Protective Services Community Satisfaction Survey

Table 10
 2025 APS Community Satisfaction Survey
 Law Enforcement Sector

Percentage (Number):

Item	Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total Responses
Relationship Items:							
1	APS referrals to law enforcement are appropriate.	29% (26)	53% (48)	14% (13)	3% (3)	0% (0)	90
2	APS staff members are prepared with information and facts when working with law enforcement on APS cases.	20% (18)	43% (39)	28% (26)	6% (5)	2% (2)	90
3	APS caseworkers understand law enforcement protocols and guidelines.	10% (9)	40% (36)	37% (33)	10% (9)	3% (3)	90
4	APS workers know how to engage law enforcement in APS cases.	13% (12)	49% (44)	23% (21)	7% (6)	8% (7)	90
5	APS workers know when to engage law enforcement in APS cases.	14% (13)	44% (40)	29% (26)	6% (5)	7% (6)	90
6	There is a good working relationship between law enforcement and APS in this community.	24% (22)	40% (36)	23% (21)	4% (4)	8% (7)	90
Impact Items:							
1	I understand APS's mission, scope, and purpose.	19% (17)	63% (56)	13% (12)	4% (4)	0% (0)	89
2	APS is an important component of my community's resource and social service network.	38% (34)	42% (37)	13% (12)	2% (2)	4% (4)	89
3	APS ensures the safety and dignity of vulnerable adults in this community.	30% (27)	45% (40)	15% (13)	7% (6)	3% (3)	89

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

Appendix - 2025 Adult Protective Services Community Satisfaction Survey

Table 11
 2007 - 2025 APS Community Satisfaction Survey
 Law Enforcement Sector

Percentage Agreement:

Item	Statement	2007	2008	2009	2011	2013	2015	2017	2019	2021	2023	2025
Relationship Items:												
1	APS referrals to law enforcement are appropriate.	74%	77%	80%	72%	81%	74%	85%	59%	73%	67%	82%
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%	63%
3	APS caseworkers understand law enforcement protocols and guidelines.	60%	60%	63%	58%	69%	59%	38%	35%	41%	47%	50%
4	APS workers know how to engage law enforcement in APS cases.	66%	68%	74%	66%	76%	69%	56%	53%	55%	54%	62%
5	APS workers know when to engage law enforcement in APS cases.	68%	68%	73%	64%	78%	67%	53%	46%	49%	53%	59%
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%	64%
Impact Items:												
1	I understand APS’s mission, scope, and purpose.	75%	77%	70%	75%	83%	74%	73%	71%	72%	73%	82%
2	APS is an important component of my community’s resource and social service network.	*	*	*	*	*	*	82%	84%	87%	74%	80%
3	APS ensures the safety and dignity of vulnerable adults in this community.	77%	84%	78%	74%	88%	82%	73%	65%	76%	65%	75%

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

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

Appendix - 2025 Adult Protective Services Community Satisfaction Survey

Table 12
 2025 APS Community Satisfaction Survey
 Other Community Partners

Percentage (Number):

Item	Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total Responses
Relationship Items:							
1	Referrals to my organization from APS are appropriate.	40% (146)	34% (126)	17% (63)	4% (13)	6% (21)	369*
2	APS is responsive to referrals from my organization.	38% (154)	35% (143)	17% (68)	5% (20)	6% (24)	409*
3	APS staff members interact positively with my organization.	48% (213)	28% (125)	16% (71)	3% (15)	4% (16)	440*
4	APS staff members understand my organization's purpose and guidelines.	35% (154)	34% (150)	20% (88)	8% (37)	4% (17)	446*
5	There is a good relationship between my organization and APS in the community.	44% (197)	32% (143)	17% (74)	4% (16)	4% (16)	446*
Impact Items:							
1	I understand APS's mission, scope, and purpose.	34% (164)	54% (263)	10% (47)	1% (6)	1% (7)	487
2	APS is an important component of my community's resource and social service network.	45% (218)	45% (219)	7% (36)	2% (8)	1% (6)	487
3	APS ensures the safety and dignity of vulnerable adults in this community.	40% (197)	44% (212)	12% (58)	2% (9)	2% (11)	487

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

*"Not Applicable" was a response option. "Not Applicable" responses are excluded from Total Responses and not used in calculating percentages.

Appendix - 2025 Adult Protective Services Community Satisfaction Survey

Table 13
 2007 - 2025 Community Satisfaction Survey
 Other Community Partners

Percentage Agreement:

Item	Statement	2007	2008	2009	2011	2013	2015	2017	2019	2021	2023	2025
Relationship Items:												
1	Referrals to my organization from APS are appropriate.	90%	91%	90%	87%	87%	78%	81%	80%	78%	76%	74%
2	APS is responsive to referrals from my organization.	85%	87%	80%	81%	83%	75%	74%	74%	74%	74%	73%
3	APS staff members interact positively with my organization.	*	*	*	*	*	*	80%	77%	78%	80%	77%
4	APS staff members understand my organization’s purpose and guidelines.	78%	75%	76%	74%	78%	75%	71%	67%	71%	71%	68%
5	There is a good relationship between my organization and APS in the community.	85%	86%	83%	81%	85%	80%	79%	72%	77%	79%	76%
Impact Items:												
1	I understand APS's mission, scope, and purpose.	92%	92%	95%	91%	88%	87%	88%	85%	91%	90%	88%
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%	90%
3	APS ensures the safety and dignity of vulnerable adults in this community.	88%	87%	87%	81%	86%	84%	83%	75%	79%	87%	84%

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

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