



House Human Services Committee

Adult Protective Services (APS) Reform

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Accomplishments

HHSC made 252 recommendations to reform the APS Program.

- 89 (35%) recommendations have been completed.
- 138 (55%) recommendations are scheduled for completion by September 2005.
- 13 (5%) recommendations are planned but not started.

All recommendations are scheduled to be completed by January 2006.

Risk Assessment

HHSC and APS developed prototype

- 1st pre-test completed June 2004
- 2nd pre-test completed February 2005

Pilot will begin in El Paso in May 2005

- Pilot will involve an automated version of the risk assessment model on mobile tablet computers.

Contract with University of Texas for external review

Full rollout expected summer 2005

Staffing

Implemented new regional structure 1/01/2005:

- Transitioned from 5 districts to 9 regions.
- Supervisor and caseworker positions added in each region.
- Subject matter experts added in each region:
 - Exploitation and Investigations;
 - Risk and Self-neglect;
 - Community Initiatives, and
 - Resource and External Relations.

Technology

Implement Mobile Technology

- DFPS issued an RFP for Tablet PCs December 2004.
 - Instant access to case information for workers in the field
 - Increased worker efficiency
- Tablet PCs will be piloted in El Paso May 2005.
- Statewide deployment by August 2005.

Improve Current Automation Systems

- Improve worker access to accurate case information in IMPACT.
- Modify IMPACT to support mobile technology.

Investigations and Service Delivery

Developed and implemented new requirements:

- Conducting a thorough investigation
- Supervisor checkpoints that must occur in each case
- Early notification to law enforcement if a caseworker suspects criminal activity

Training

- Revised and extended curriculum
- Implemented competency based model
- Extended training
- Enhanced modules on mental health and financial exploitation
- Guided field experience
- Hired 10 training staff in regions to facilitate access