

# APS MONTHLY REPORT TO THE DAIL COMMISSIONER

**April 2014**

To: Susan Wehry  
Commissioner, Department of Disabilities, Aging and Independent Living

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Director, Division of Licensing and Protection

Date: May 6, 2014

The Adult Protective Services (APS) program provides monthly reports at the request of the DAIL Commissioner. This is the monthly report for April 2014. The data table below and the attached charts derived from it provide information on the APS program from November 2013 to April 2014. Appendix A provides definitions for the data elements used in this report.

## **Notes on Report Data**

There are no significant positive or negative trends in the data that require action at this time. The table and charts below show workload that is variable month by month.

Average caseloads for investigators and average open cases have increased. This is a result of being down two investigators, with an investigator out on Family Medical Leave starting in March and a field supervisor serving as interim APS Program Chief. We anticipate both will be able to take on new cases beginning in June. The other staff have done a remarkable job of keeping pace.

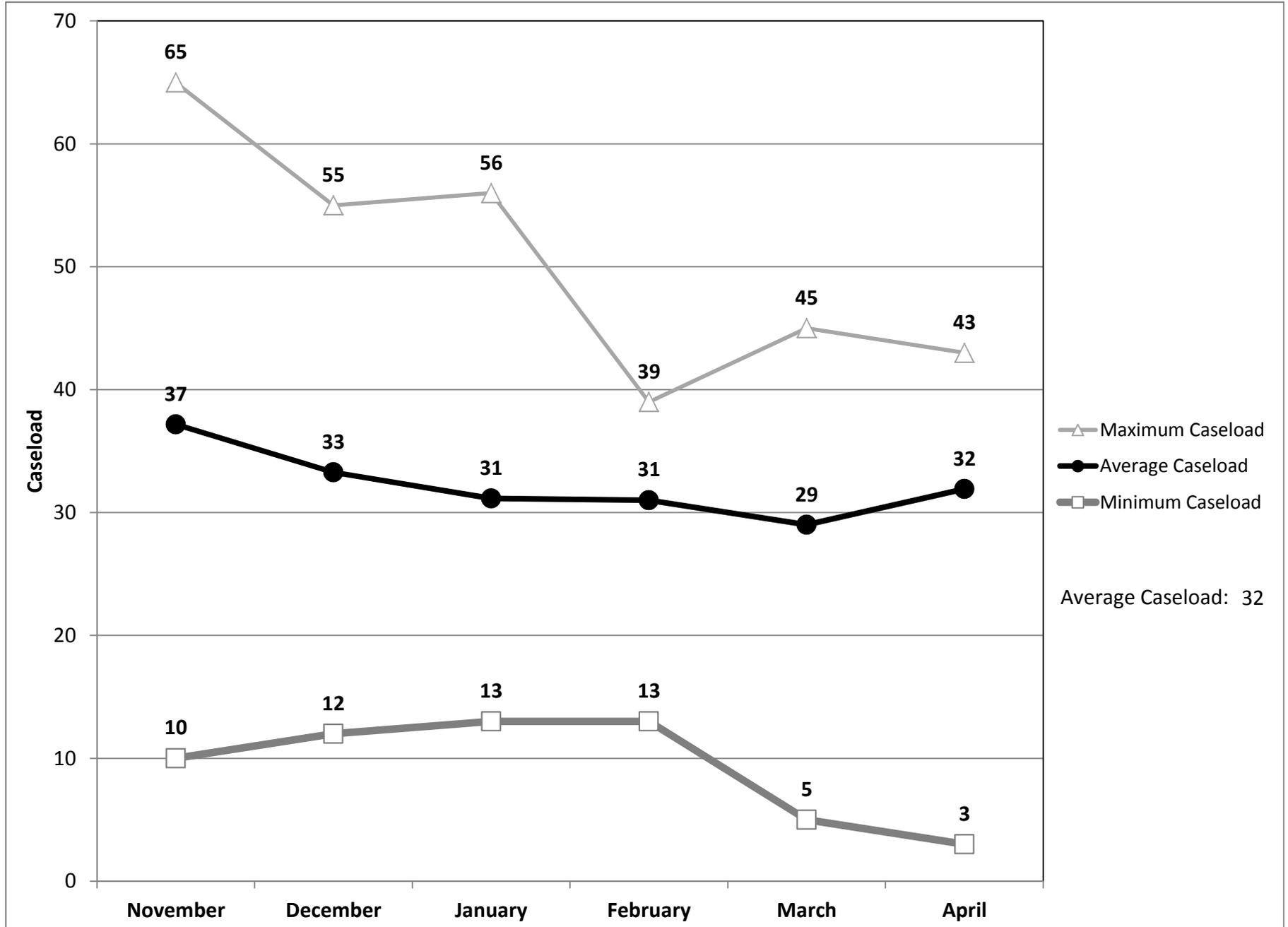
As reported last month, there is an outlier with the lowest caseload, which is for the field supervisor serving as the interim APS Program Chief.

Monthly reporting on the benchmarks established by the APS Settlement is presently not available without a hand count. APS staff is working to customize Harmony for APS so that automated reporting on these benchmarks can be accomplished. These data elements will then be included in this report.

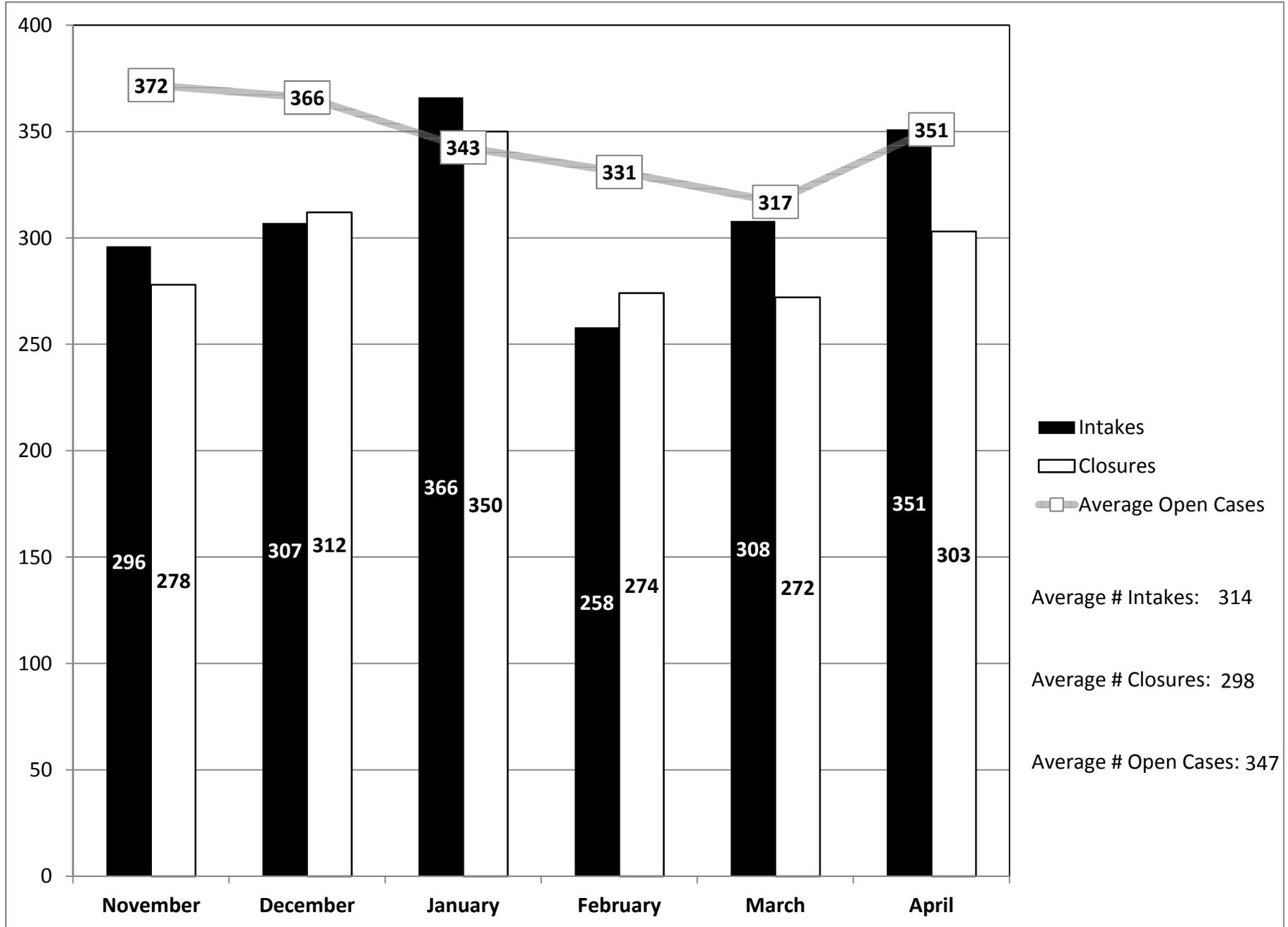
**Data Table for March 2014 APS Monthly Report to the DAIL Commissioner**

Month	November	December	January	February	March	April
Intakes Entered	296	307	366	258	308	351
All Closed Contacts	181	177	222	153	183	211
Closed Contacts Referred to S&C	88	82	100	77	104	107
Intakes Referred for Investigation	106	122	144	102	120	125
Completed Investigations	97	135	128	121	89	92
Substantiated Investigations	11	14	12	22	6	16
Unsubstantiated Investigations	86	121	116	99	83	76
Perpetrators placed on registry	8	4	11	4	8	16
Total Open Cases (Average)	372	366	343	331	317	351
Caseload (Average)	37	33	31	31	29	32
Minimum Investigator Caseload	10	12	13	13	5	3
Maximum Investigator Caseload	65	55	56	39	45	43

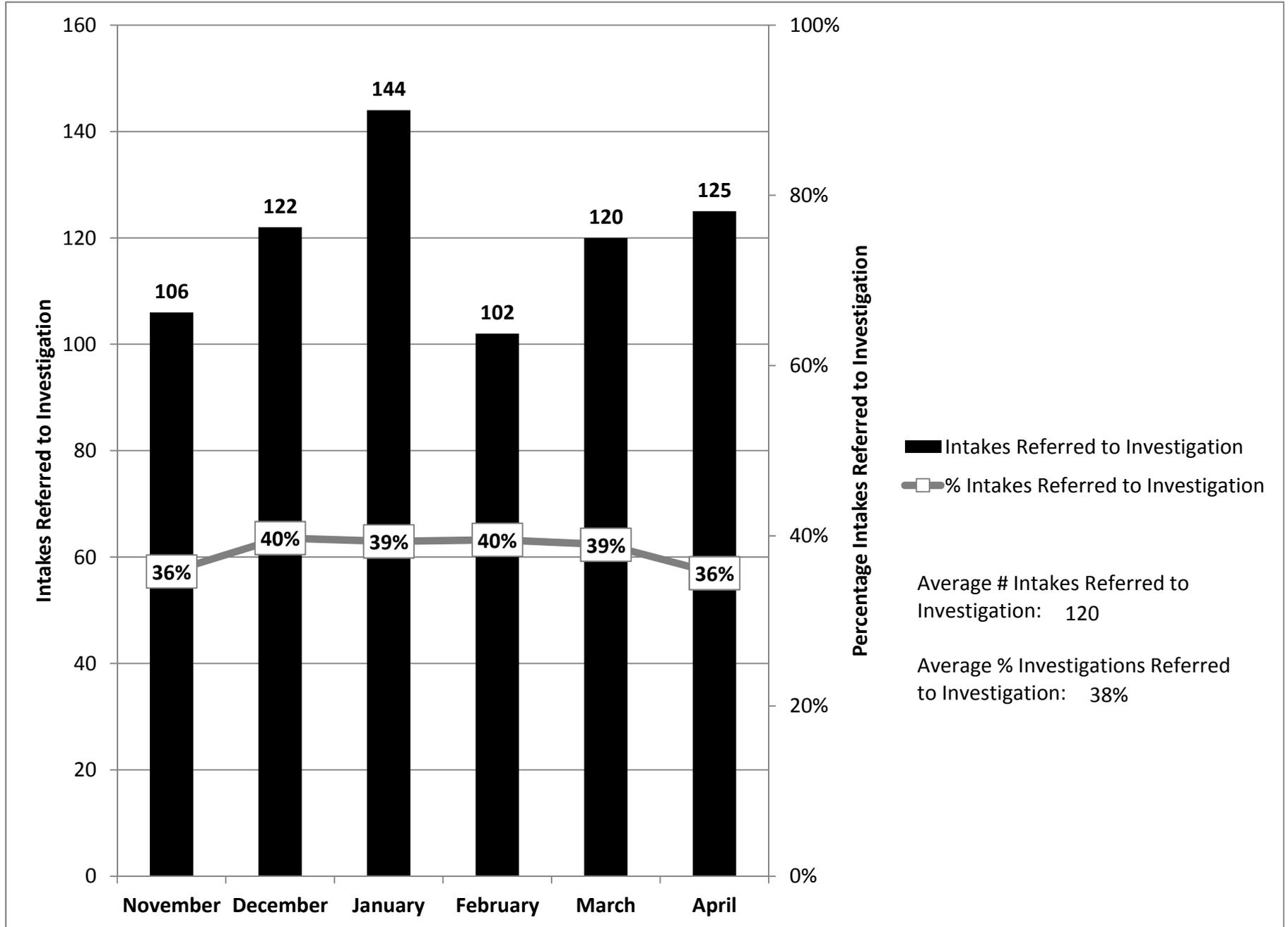
**Chart 1: Minimum, Maximum and Average Caseload Past Six Months**



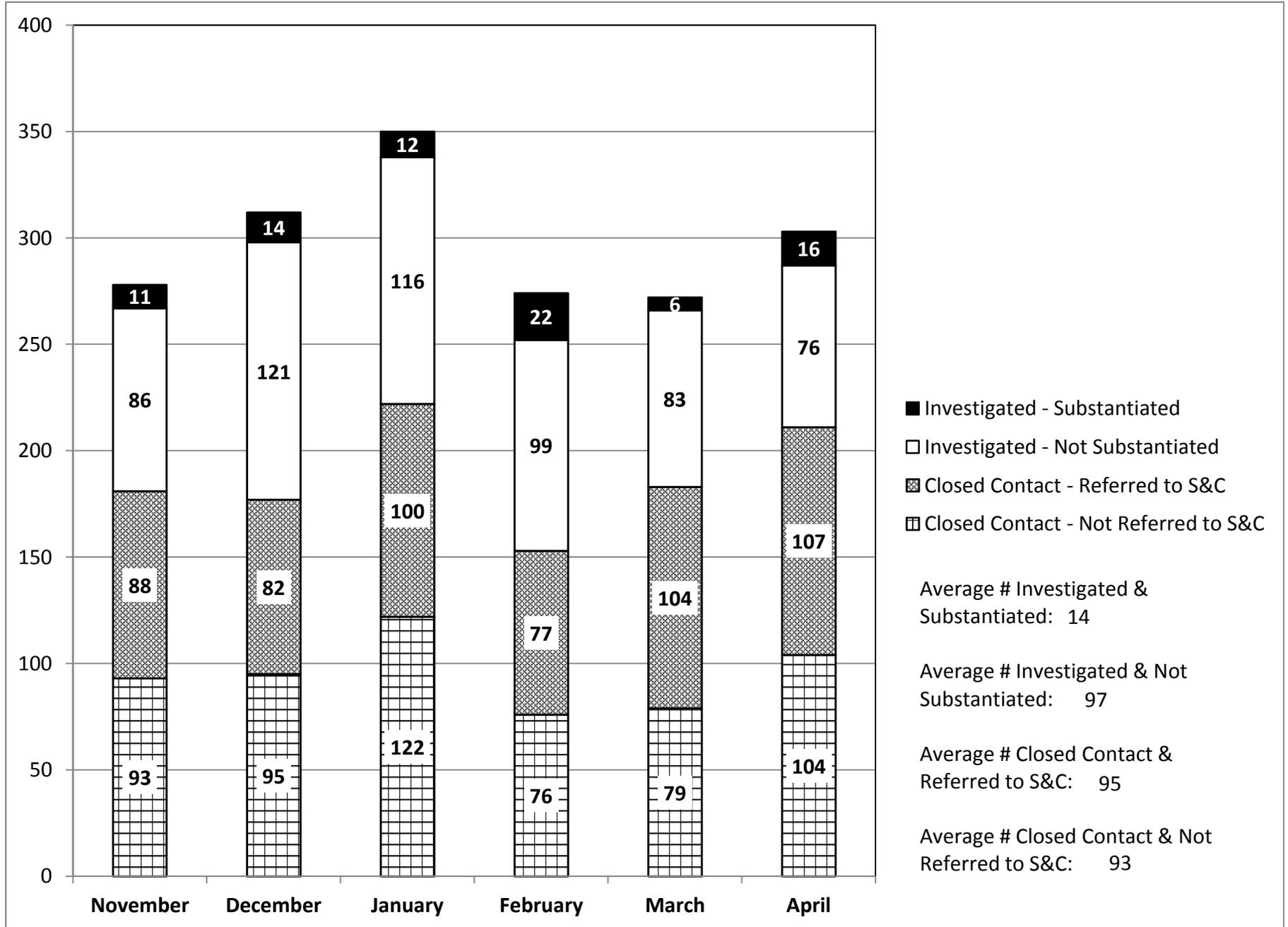
**Chart 2: Intakes, Closures and Average Open Cases Past Six Months**



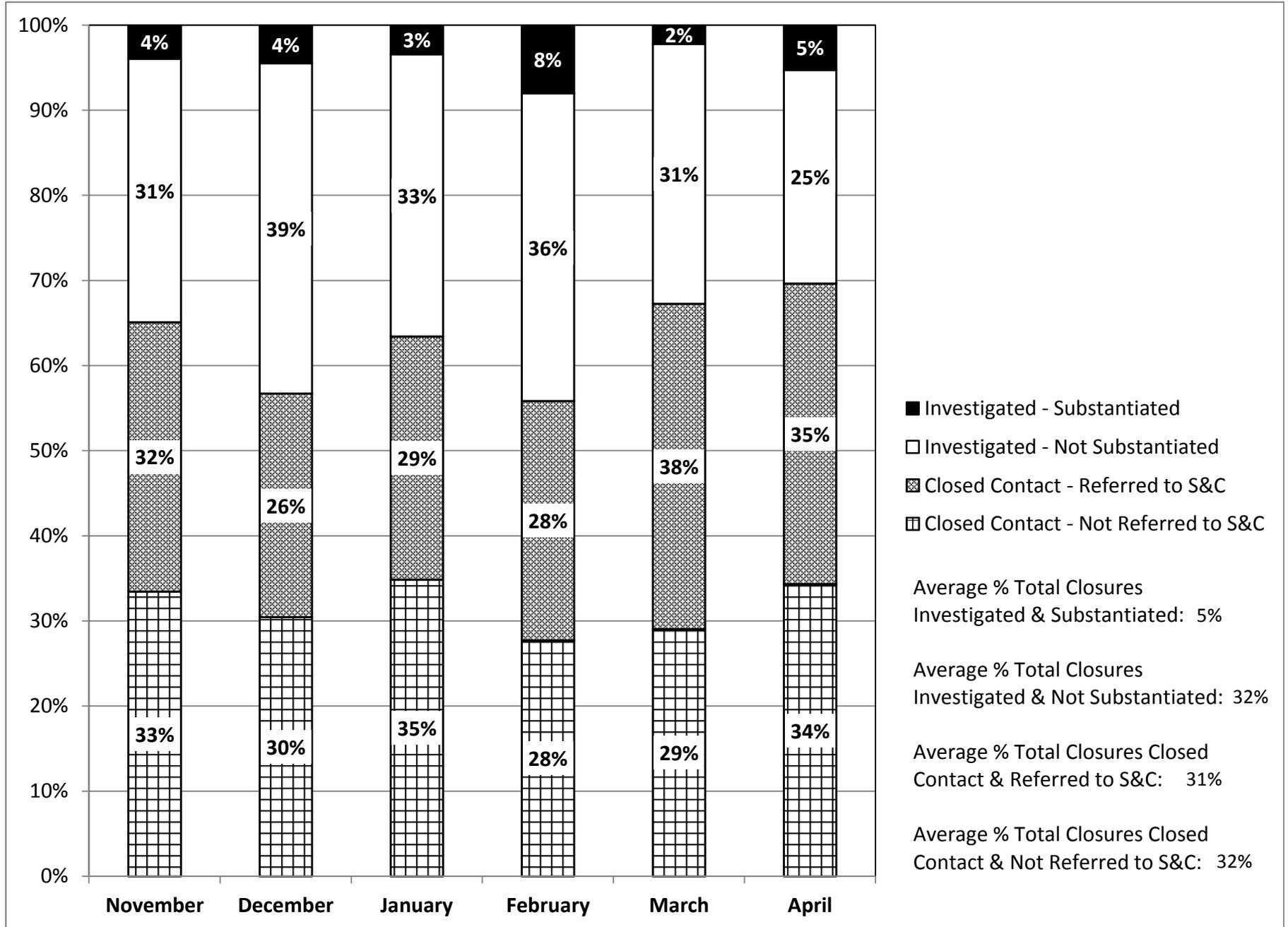
**Chart 3: Intakes Referred to Investigation Past Six Months**



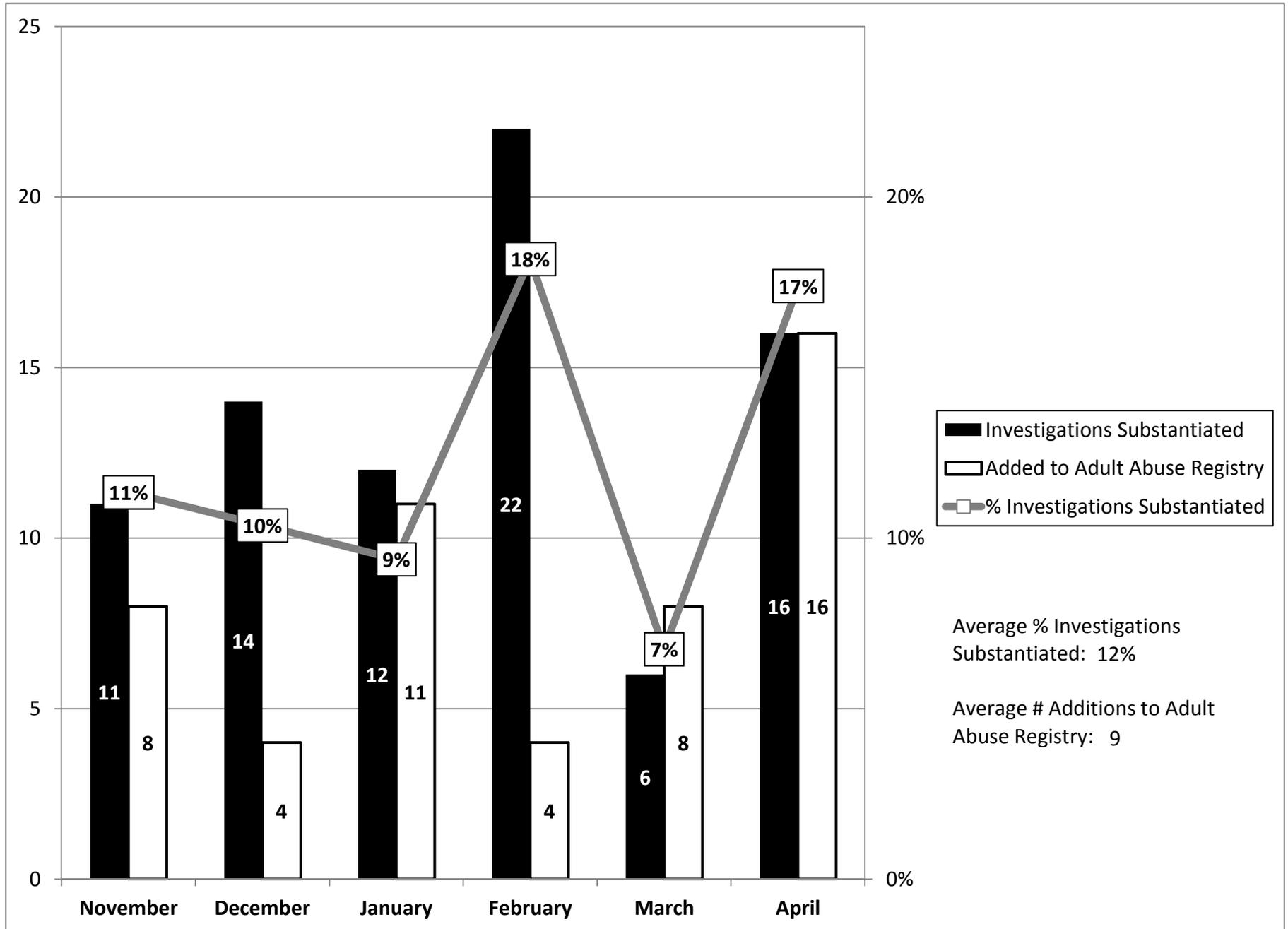
**Chart 4: Count of Closure Types Past Six Months**



**Chart 5: Percent of Closure Types Past Six Months**



**Chart 6: Substantiations, Percent Investigations Substantiated and Adult Abuse Registry Additions Past Six Months**



## Appendix A

### Definitions for Data Elements

*Intakes Entered:* The total number of intakes received by the Division of Licensing and Protection during the month through web intake, fax, phone, and mail.

*All Closed Contacts:* The number of intakes closed without investigation because the alleged victim is not a vulnerable adult and/or the situation described does not involve abuse, neglect, or exploitation.

*Closed Contacts Referred to S&C:* The number of intakes not investigated by APS but referred to Survey and Certification (S&C) because they pertain to a licensed facility.

*Intakes Referred for Investigation:* The number of intakes referred to an APS Investigator for investigation.

*Completed Investigations:* The total number of investigations completed.

*Substantiated Investigations:* The number of investigations that have been completed and are substantiated because the APS Investigator determined a vulnerable adult has been abused, neglected, and/or exploited by a perpetrator.

*Unsubstantiated Investigations:* The number of investigations that have been completed and were not substantiated by the APS Investigator.

*Perpetrators Placed on Registry:* The number of individuals placed on the registry after they have been substantiated and no appeal has been filed, or after they have been substantiated and their appeals have been heard and denied.

*Total Open Cases (Average):* The average number of cases open during the month.

*Caseload (Average):* The average caseload for investigators during the month.

*Minimum Investigator Caseload:* The minimum number of open cases for an investigator across all investigators during the month.

*Maximum Investigator Caseload:* The maximum number of open cases for an investigator across all investigators during the month.