

APS MONTHLY REPORT TO THE DAIL COMMISSIONER

July 2014

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

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Director, Division of Licensing and Protection

Date: August 13, 2014

The Adult Protective Services (APS) program provides monthly reports at the request of the DAIL Commissioner. This is the monthly report for July 2014. The data table and attached charts derived from it provide information on the APS program from February 2014 to July 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.

The minimum APS Investigator Caseload of six is a result of the addition of Kia Thrasher to our investigator corps. She completed her initial training and began taking cases in July.

There is a significant increase in the percentage of intakes investigated by APS for July that could have long term impact to the program. Charts 3 and 4 show this increase, with a corresponding decrease in the number of cases that are not investigated by the division. APS intake staff examined their practices in June and July to improve consistency and the protection of vulnerable adults, partially in response to feedback received from our community partners. It is not clear whether this month's increase is an anomaly or will continue at this level. We will monitor the situation closely, as a significant increase in the number of cases to investigate will add stress to the investigator corps unless there is a corresponding increase in efficiency.

Data Table

Month	February	March	April	May	June	July
Intakes Entered	258	308	351	402	340	387
APS Closed Contacts	153	183	211	255	219	214
APS Closed Contacts Referred to S&C for Investigation	77	104	107	133	110	122
Intakes Referred to APS Investigation	102	120	125	144	120	172
Completed APS Investigations	121	89	92	129	134	93
Substantiated APS Investigations	22	6	16	15	16	11
Unsubstantiated APS Investigations	99	83	76	114	117	82
Perpetrators Placed on Adult Abuse Registry	4	8	16	11	7	20
Total Open APS Cases (Average)	331	317	351	344	333	344
APS Investigator Caseload (Average)	31	29	32	31	30	31
Minimum APS Investigator Caseload	13	5	3	3	11	6
Maximum APS Investigator Caseload	39	45	43	52	44	44

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

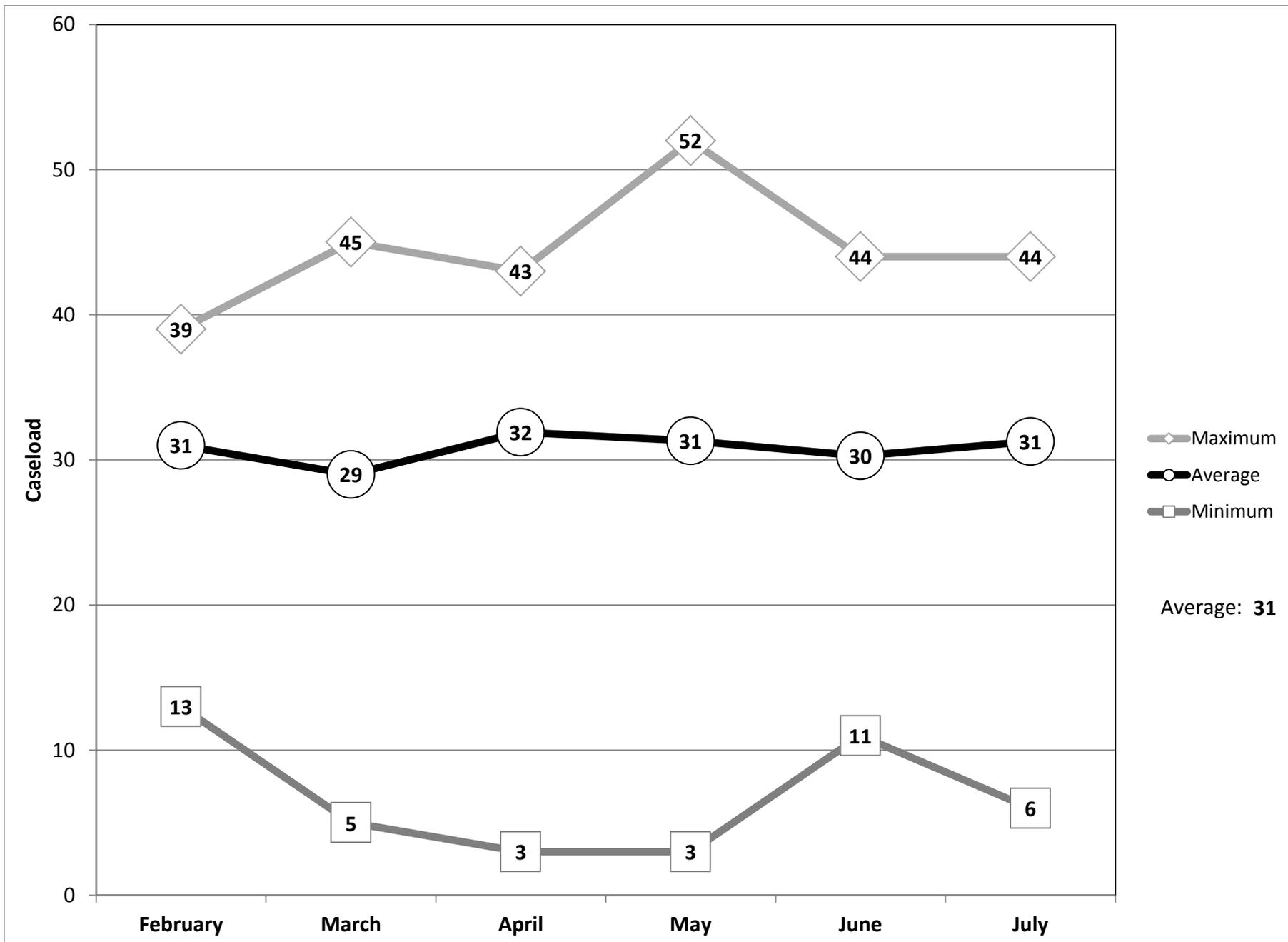


Chart 2: Division Intakes, APS Closures and Average Open APS Cases Past Six Months

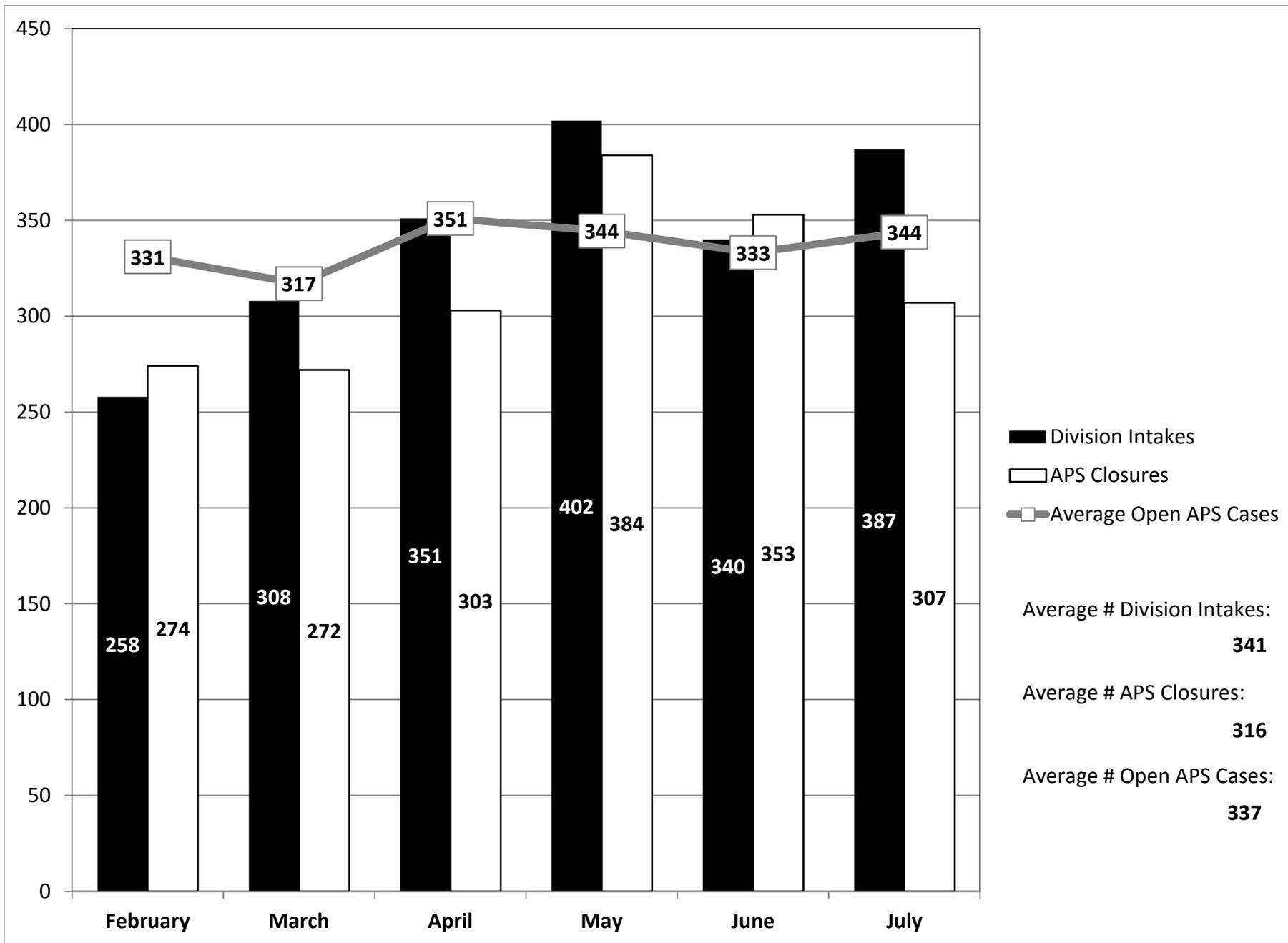


Chart 3: Intakes Referred to Investigation Past Six Months

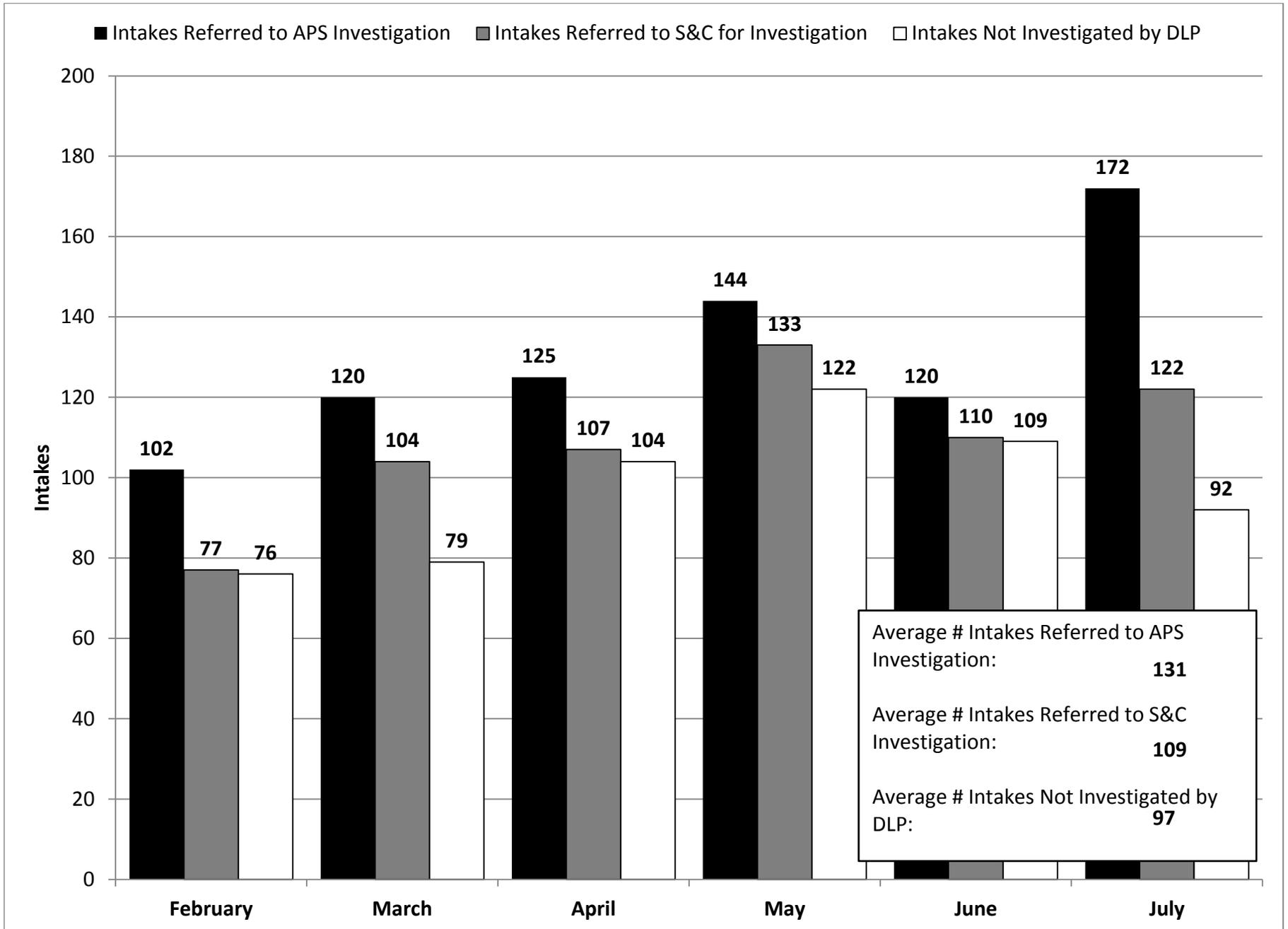


Chart 4: Percent Intakes Referred to Investigation Past Six Months

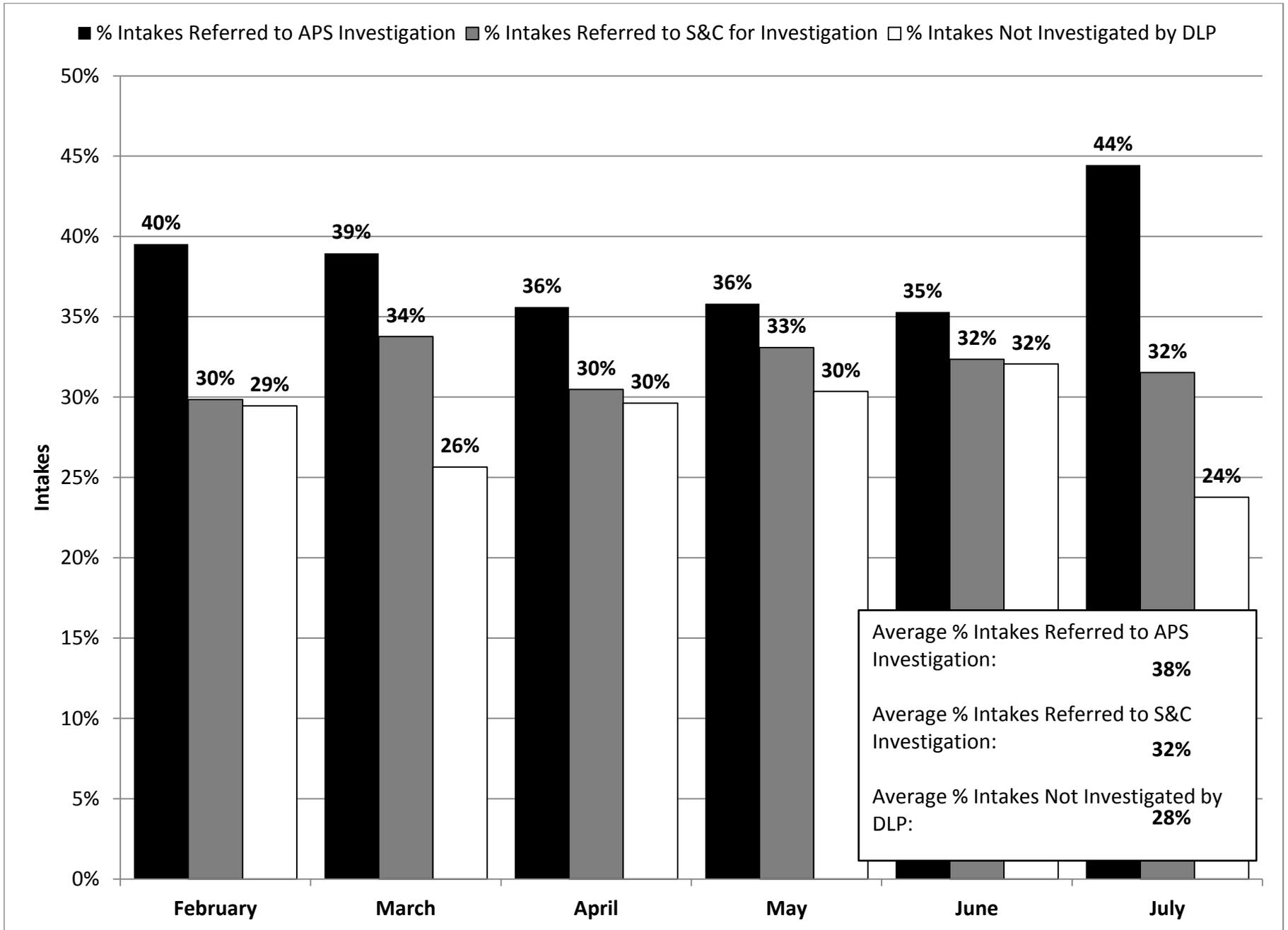


Chart 5: Number of APS Investigations Substantiated and Not Substantiated Past Six Months

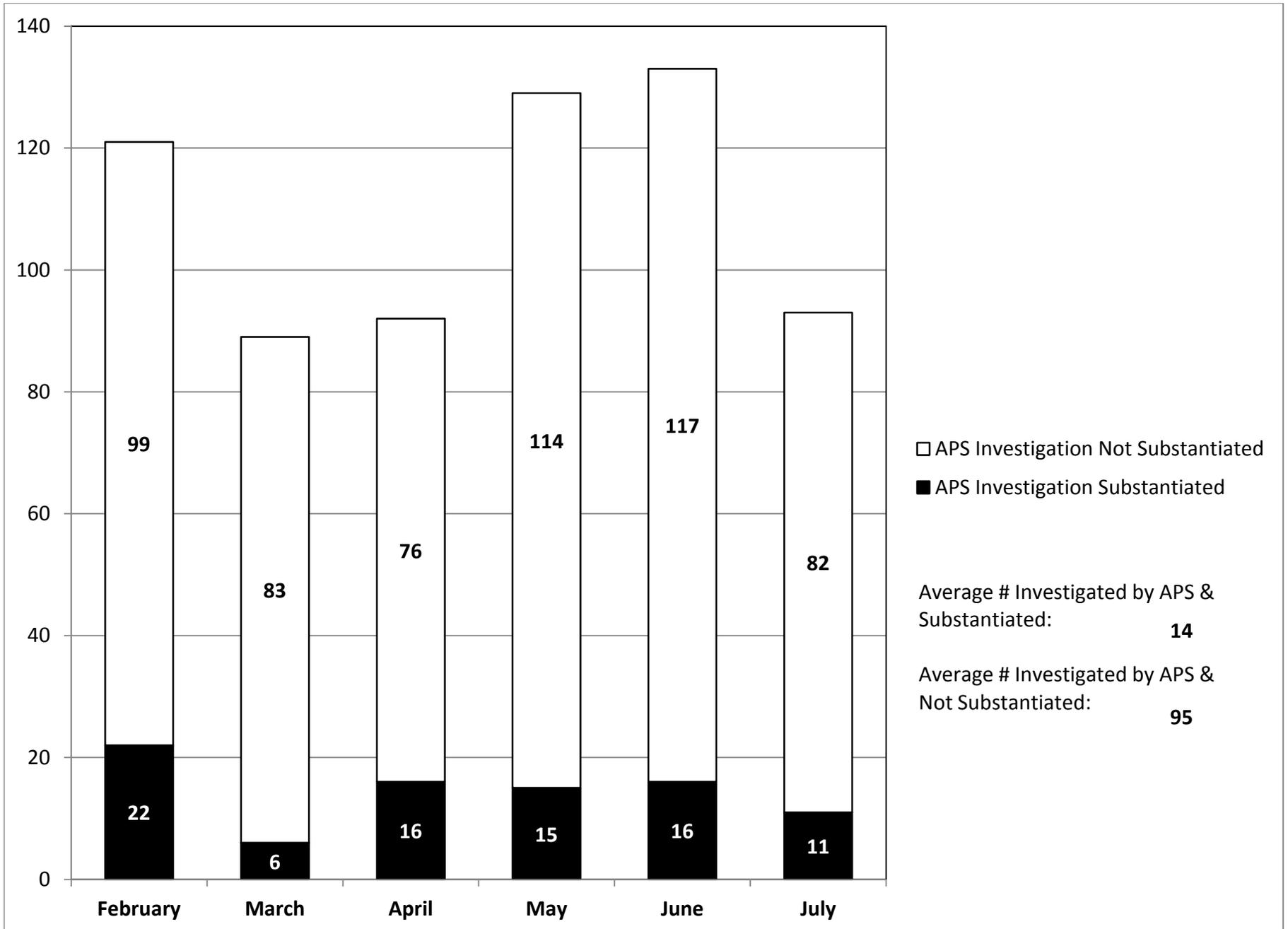


Chart 6: Percent of APS Investigations Substantiated and Not Substantiated Past Six Months

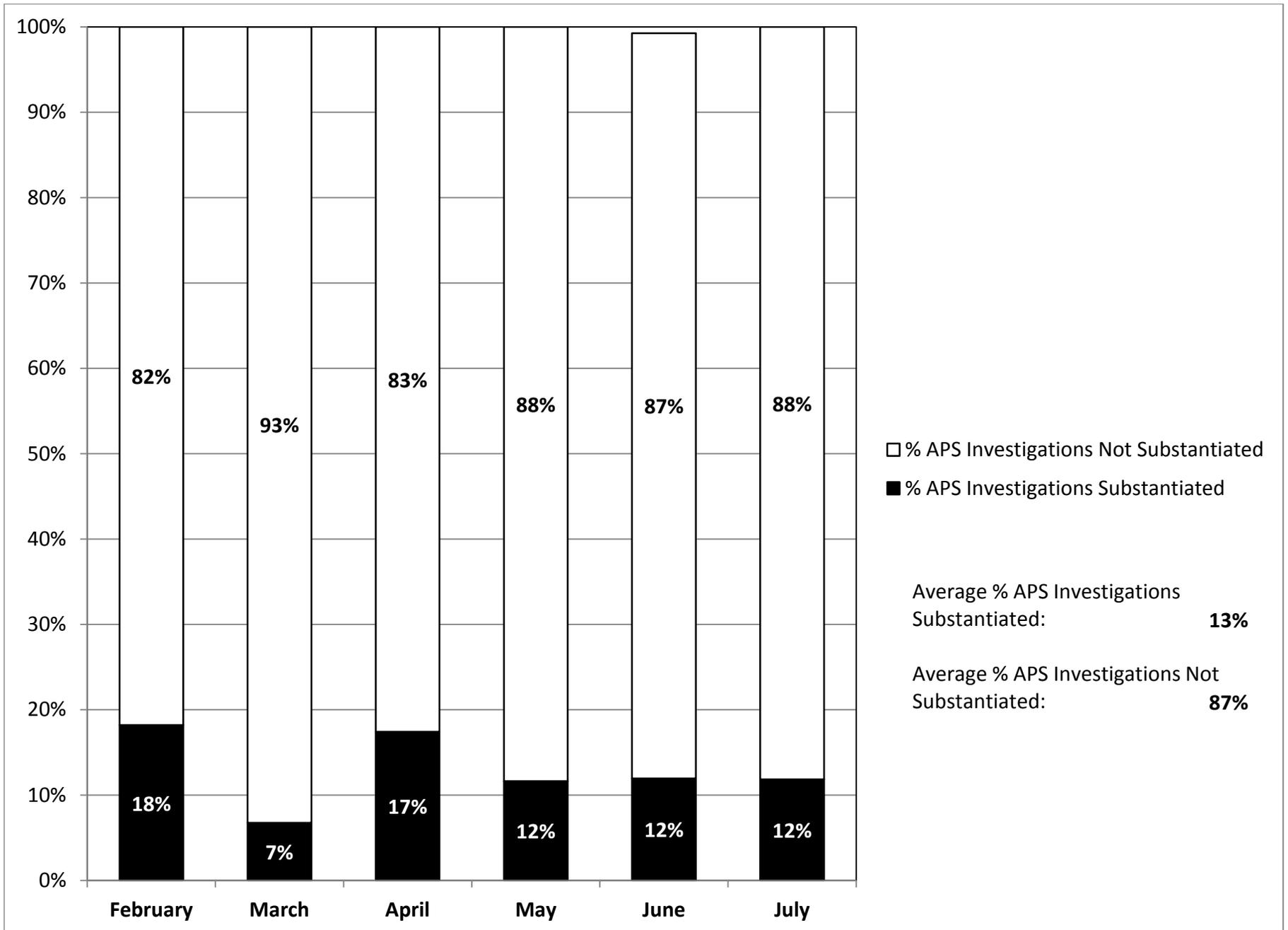
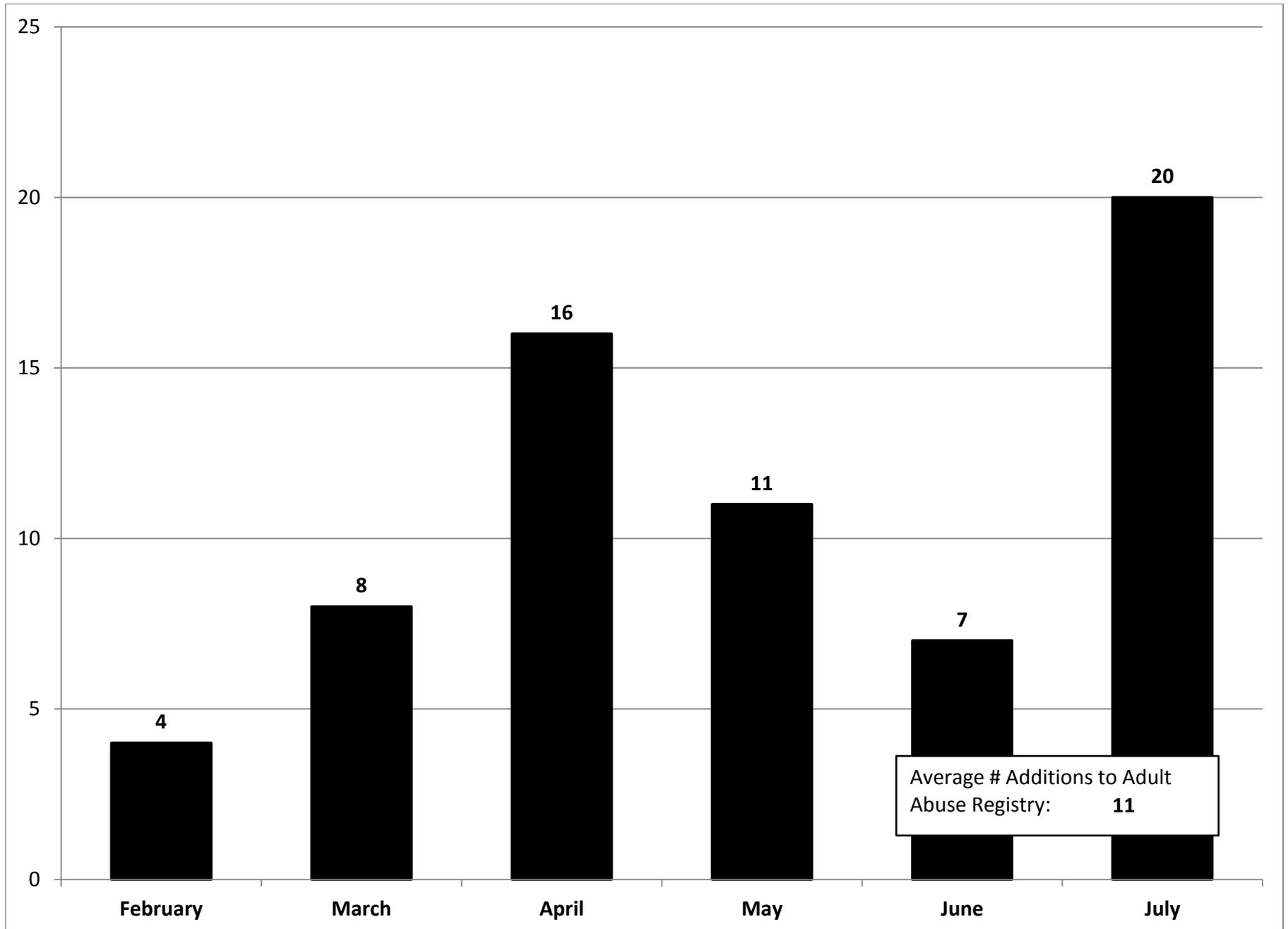


Chart 7: Adult Abuse Registry Additions Past Six Months



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.