

APS MONTHLY REPORT TO THE DAIL COMMISSIONER

May 2014

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

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Director, Division of Licensing and Protection

Date: June 2, 2014

The Adult Protective Services (APS) program provides monthly reports at the request of the DAIL Commissioner. This is the monthly report for May 2014. The data table below and the attached charts derived from it provide information on the APS program from December 2013 to May 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.

As described last month, average caseloads for investigators has risen while we have had an investigator out on Family Medical Leave (FMLA), an investigator departing the division, and an investigator serving as interim APS Program Chief. In June we expect the investigator on FMLA to return to full time status and for the investigator who served as interim chief to also be back in the field and accepting new cases. We fully anticipate that no investigator's individual case load will be over 50 for the June report.

I am immensely pleased that despite the short staffing we closed more investigations in May than in any previous month for the past six months. As a result, our average number of open cases for May dropped. Our substantiation rate was 12% for the month, which has been the average for the past six months. Our investigators have done a great job in working as a team to cover the entire state and overcoming the staffing challenges.

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	December	January	February	March	April	May
Intakes Entered	307	366	258	308	351	402
All Closed Contacts	177	222	153	183	211	255
Closed Contacts Referred to S&C	82	100	77	104	107	133
Intakes Referred for Investigation	122	144	102	120	125	144
Completed Investigations	135	128	121	89	92	129
Substantiated Investigations	14	12	22	6	16	15
Unsubstantiated Investigations	121	116	99	83	76	114
Perpetrators placed on registry	4	11	4	8	16	11
Total Open Cases (Average)	366	343	331	317	351	344
Caseload (Average)	33	31	31	29	32	31
Minimum Investigator Caseload	12	13	13	5	3	3
Maximum Investigator Caseload	55	56	39	45	43	52

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

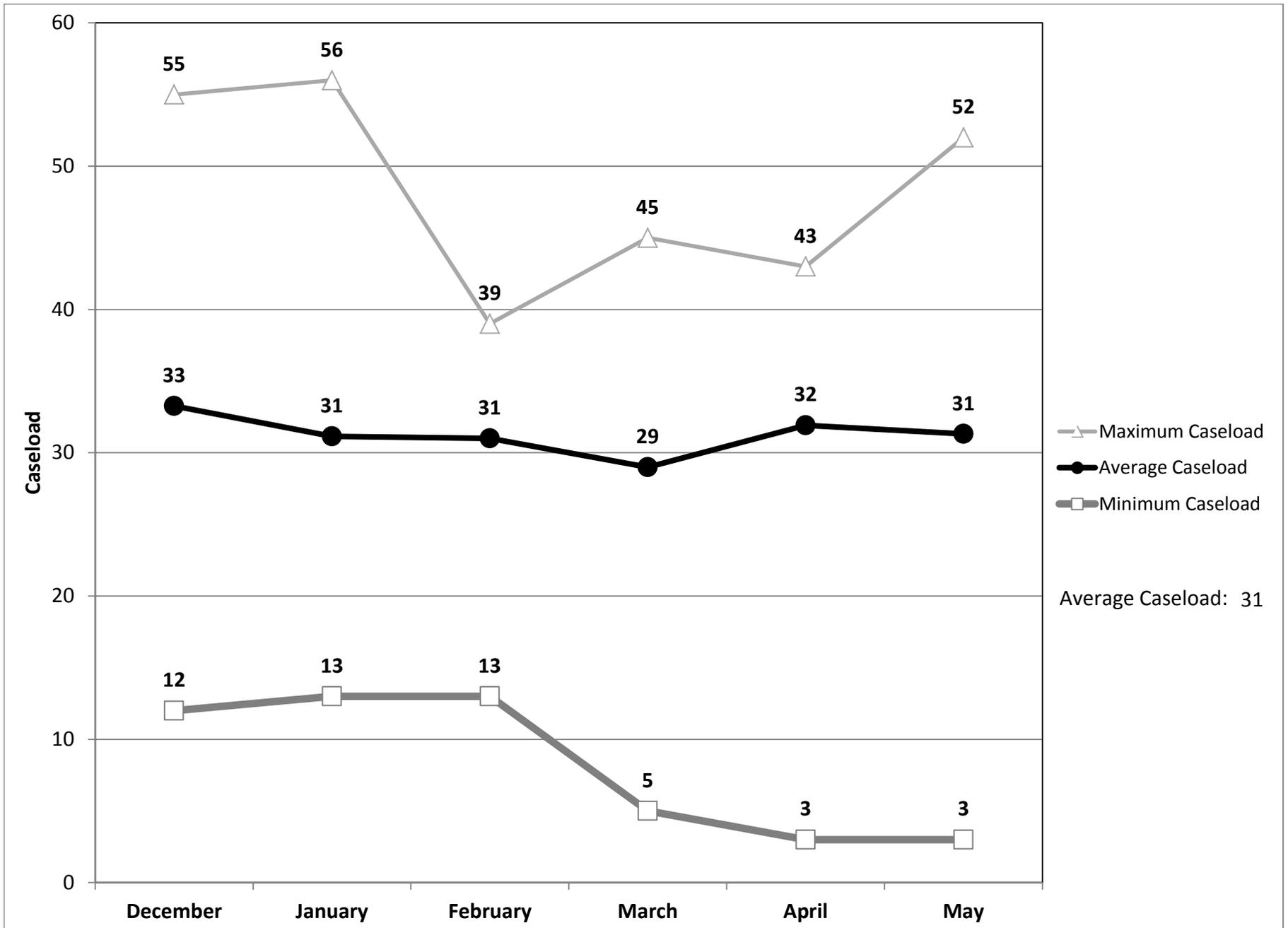


Chart 2: Intakes, Closures and Average Open Cases Past Six Months

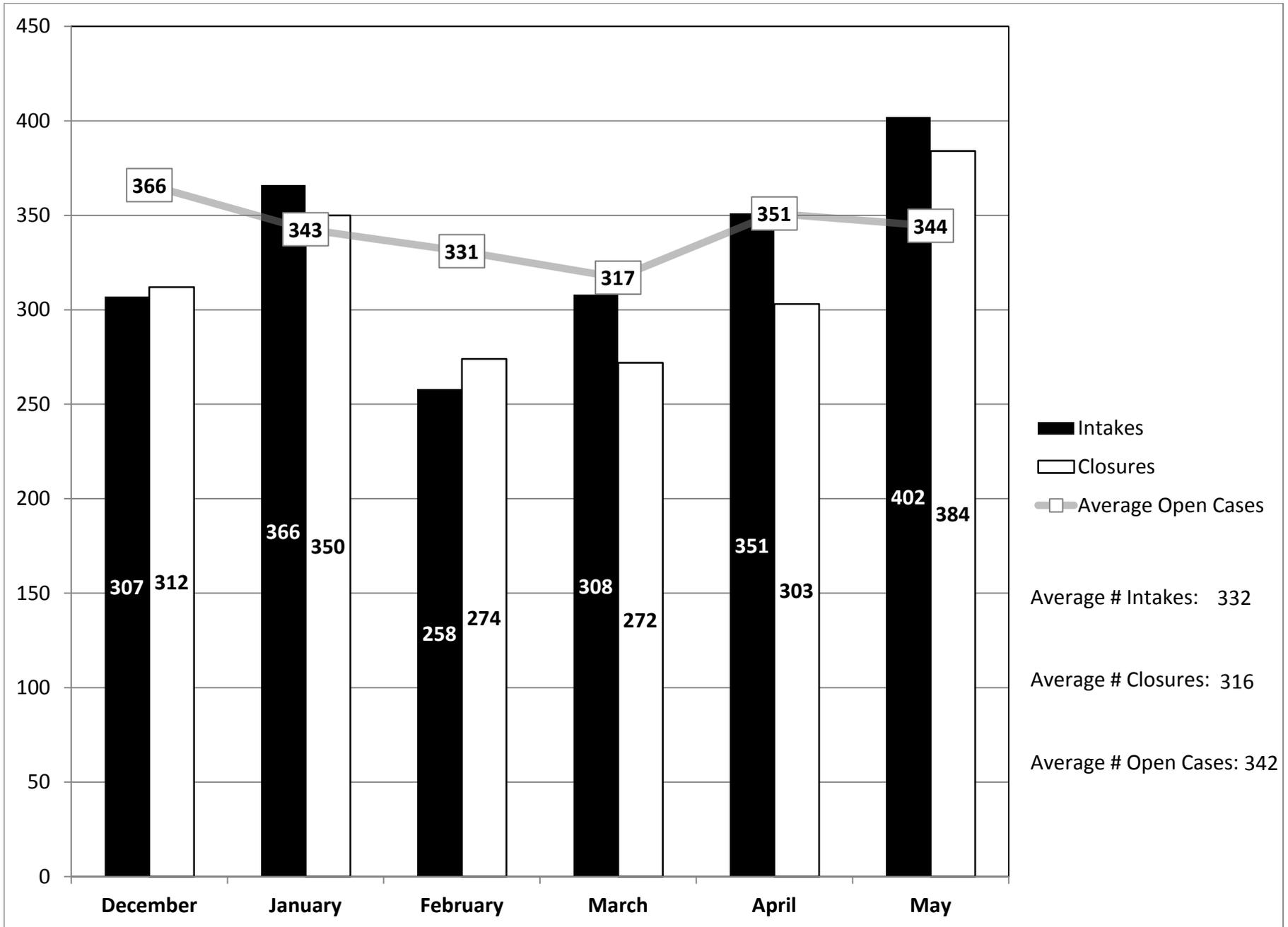


Chart 3: Intakes Referred to Investigation Past Six Months

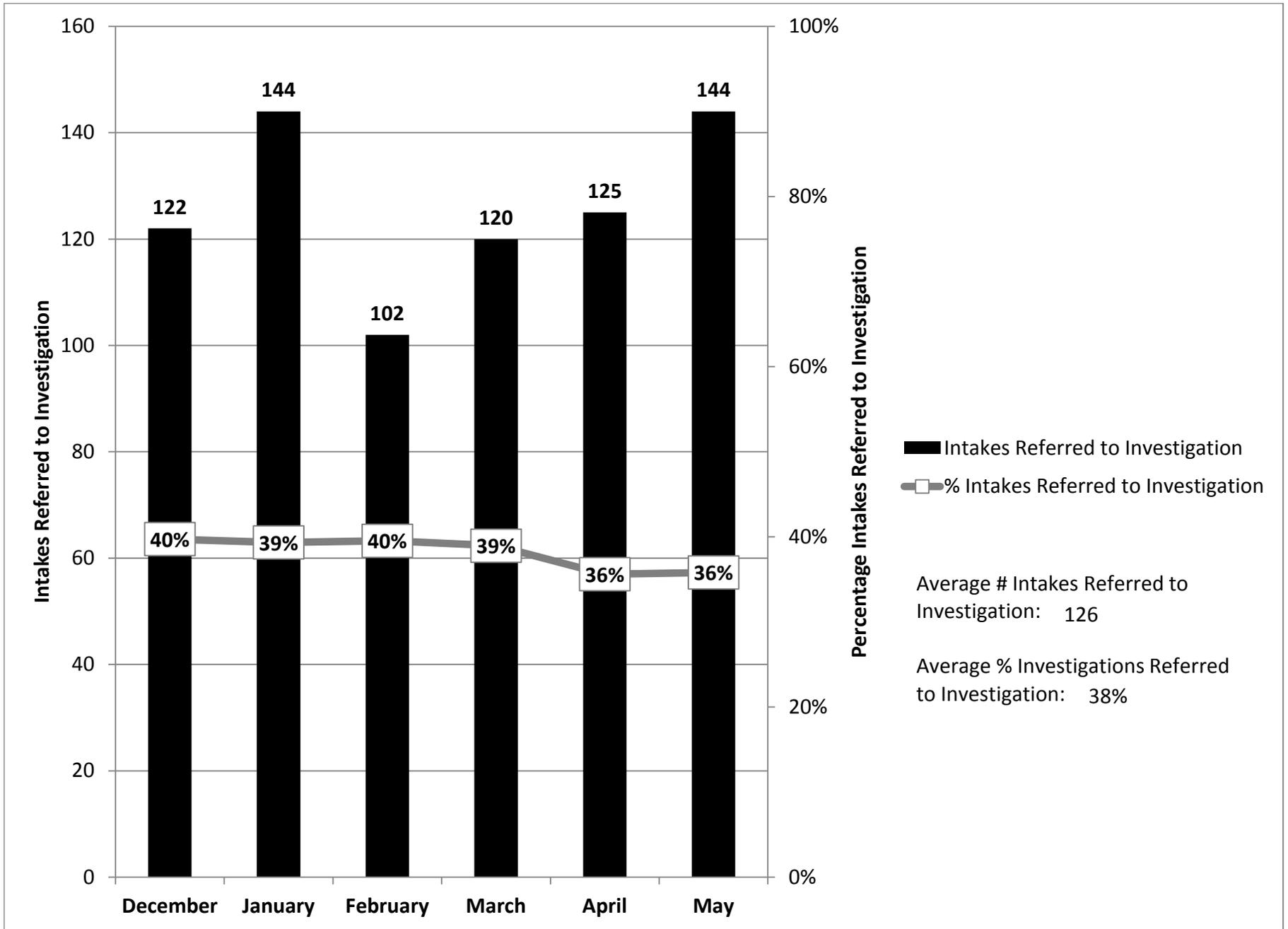


Chart 4: Count of Closure Types Past Six Months

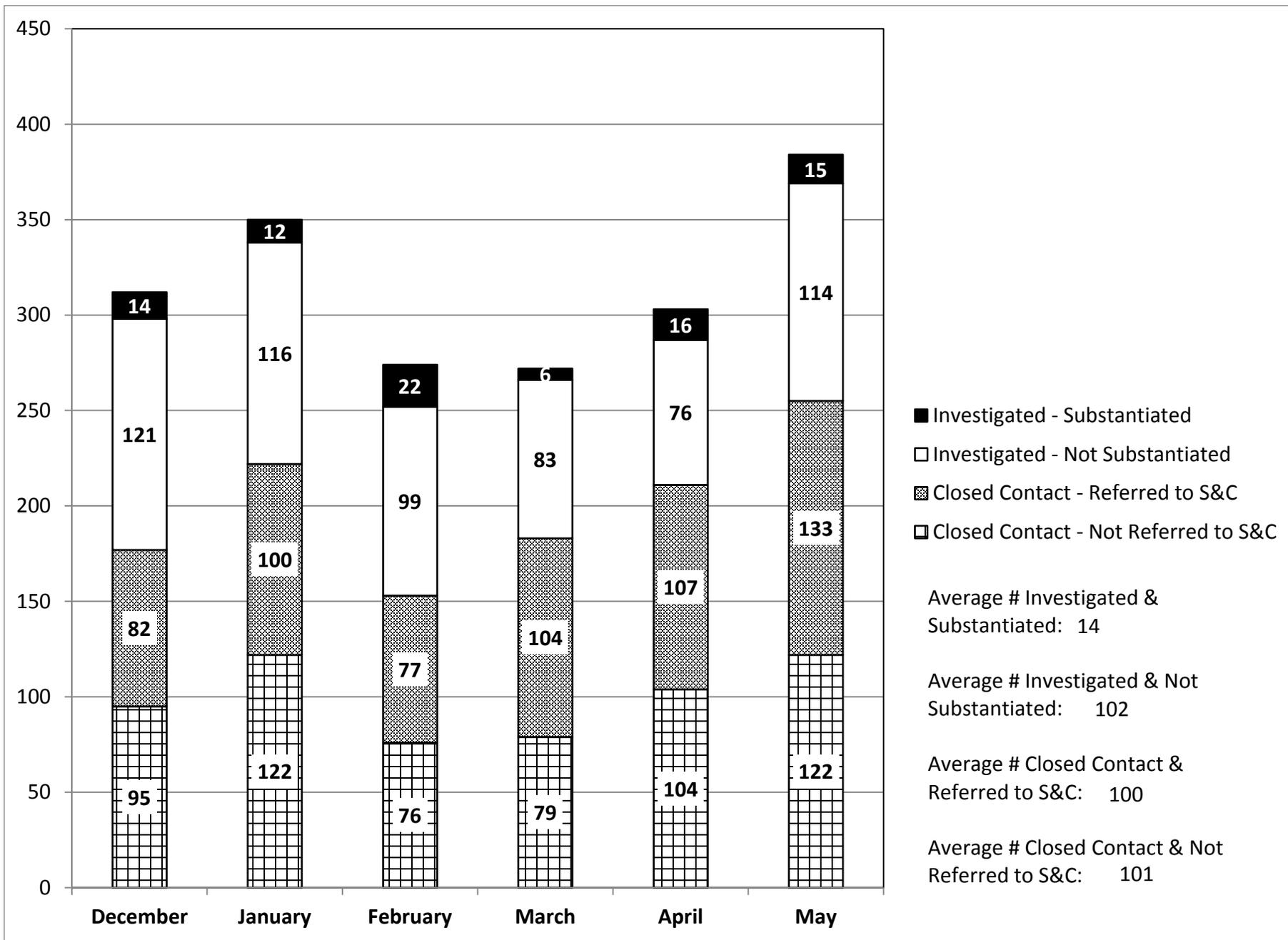


Chart 5: Percent of Closure Types Past Six Months

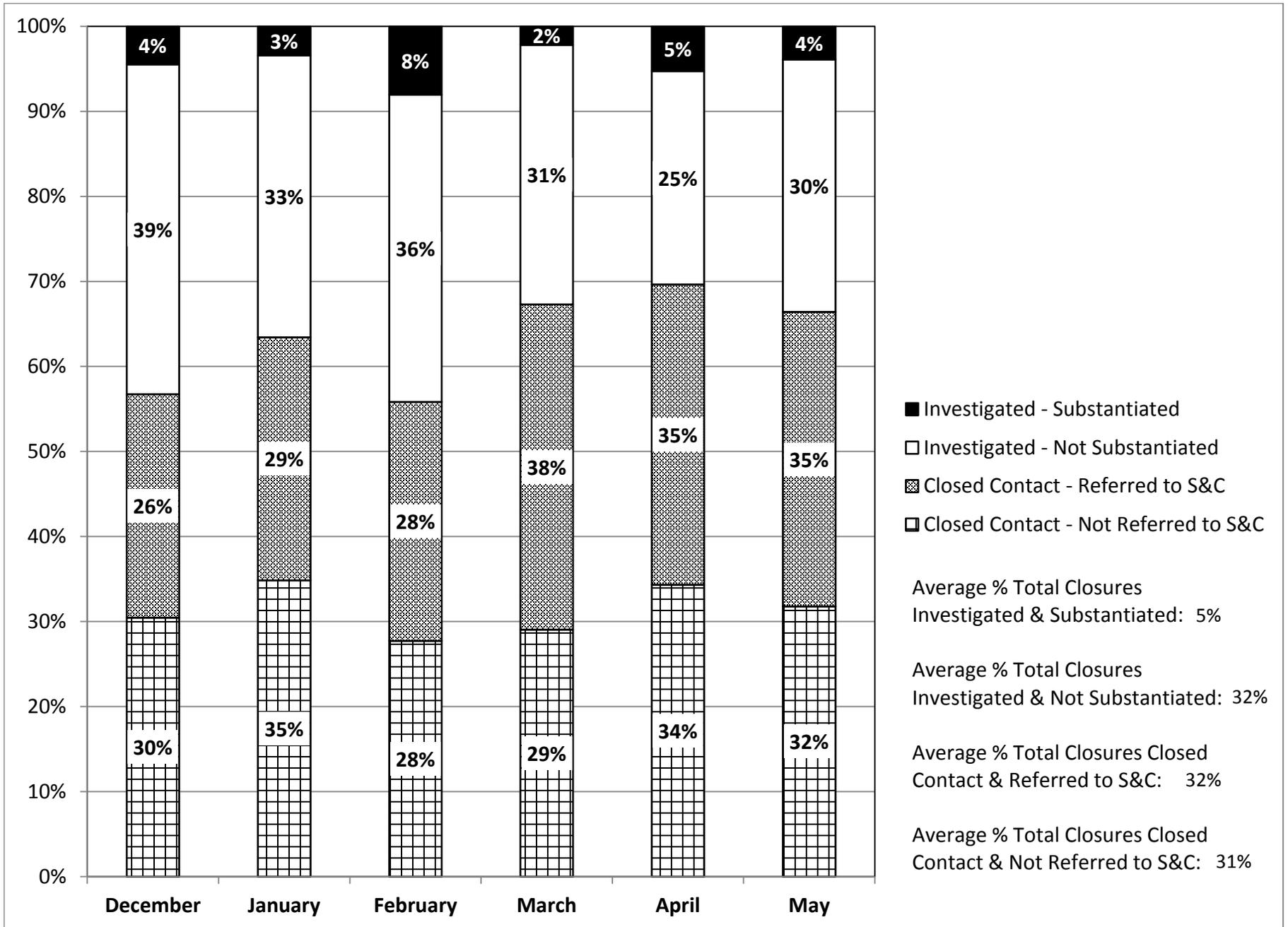
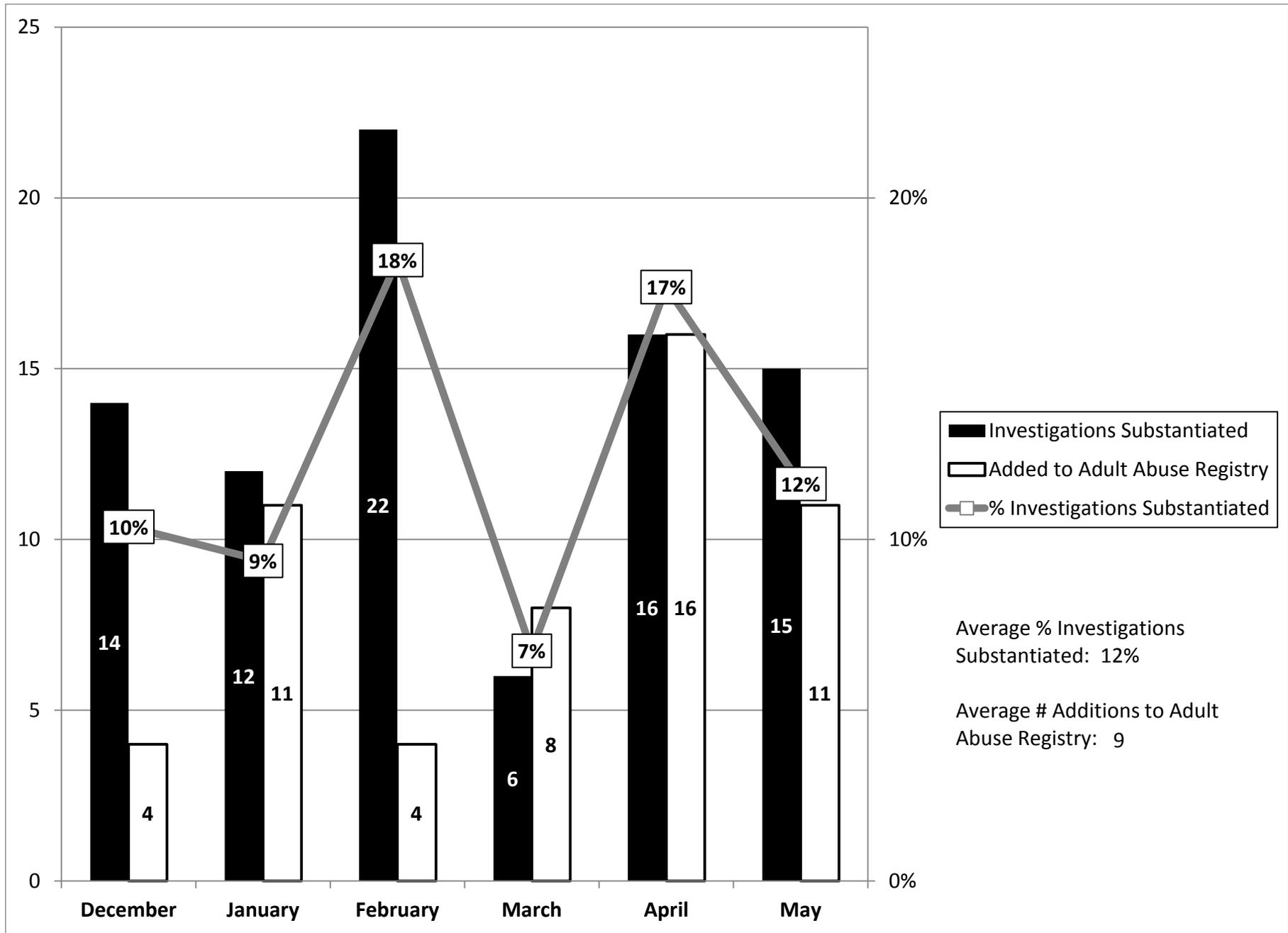


Chart 6: Substantiations, Percent Investigations Substantiated and Adult Abuse Registry Additions Past Six Months



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.