

APS MONTHLY REPORT TO THE DAIL COMMISSIONER

November 2014

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

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Date: December 22, 2014

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

Notes on Report Data

There are no trends in the data that require immediate action at this time.

APS used focused overtime in November and December to reduce overall caseload and specifically cases over 120 days old. This overtime, coupled with an unexpected 24% decrease in intakes from the previous month, led to the positive changes displayed in the attached charts. Highlights include:

- A more even distribution of cases between investigators, with no investigator over 40 cases and the average cases per investigator decreasing to 32 (Chart 1).
- A sharp reduction of the number of open cases overall, with the number of open cases on December 1, 2014, at 265 (Charts 2 and 5).
- A sharp reduction in the number of open cases over 120 days old, going from 29% of open cases to 12% (Charts 5 and 6).
- Despite being down an investigator, the investigative staff continues to close more cases per month than our historical average, with November's productivity up 18% from the six month average (Chart 7).

It is important to note that the burst of productivity and improved numbers for November is not sustainable long term. It is a result of focused overtime (which can not be used long term because of human and financial limitations) and a drop in intakes (which we have no control over).

Last month's report noted that the percentage of cases referred to investigation had declined from highs earlier in the year (Chart 4). Without changing practices, the percentage for November returned to 41%. I believe this shows there will be variation in this percentage. DLP is committed to opening all the cases for APS investigation that meet the statutory and policy criteria. APS does not establish a target percentage to investigate.

APS Investigator Tori Lloyd departed the division on December 13, 2014, and Lynn Holland-Kelley returned to APS as an investigator on December 14, 2014. During her absence, her position was converted from limited services to permanent classified. There is presently one APS Investigator position under recruitment.

Data Table

Month	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Intakes Entered	340	387	358	424	399	305
APS Closed Contacts	219	214	195	251	257	173
APS Closed Contacts Referred to S&C for Investigation	110	122	91	121	116	92
Intakes Referred to APS Investigation	120	172	154	169	137	126
Completed APS Investigations	134	93	92	158	178	139
Substantiated APS Investigations	16	11	13	15	26	17
Unsubstantiated APS Investigations	117	82	79	143	152	122
Perpetrators Placed on Adult Abuse Registry	7	20	7	2	5	6
Total Open APS Cases (Average)	333	344	391	417	381	354
APS Investigator Caseload (Average)	30	31	36	38	35	32
Minimum APS Investigator Caseload	11	6	8	14	20	22
Maximum APS Investigator Caseload	44	44	54	50	51	40
Age of Open Caseload as of Date:	10/1/2014	11/3/2014	12/1/2014			
# Cases Open on Date Specified	391	359	265			
# Open Cases < 90 Days Old	248	219	169			
# Open Cases between 90 and 120 Days Old	76	37	65			
# Open Cases > 120 Days Old	67	103	31			
% Open Cases < 90 Days Old	63.4%	61.0%	63.8%			
% Open Cases Between 90 and 120 Days Old	19.4%	10.3%	24.5%			
% Open Cases > 120 Days Old	17.1%	28.7%	11.7%			

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

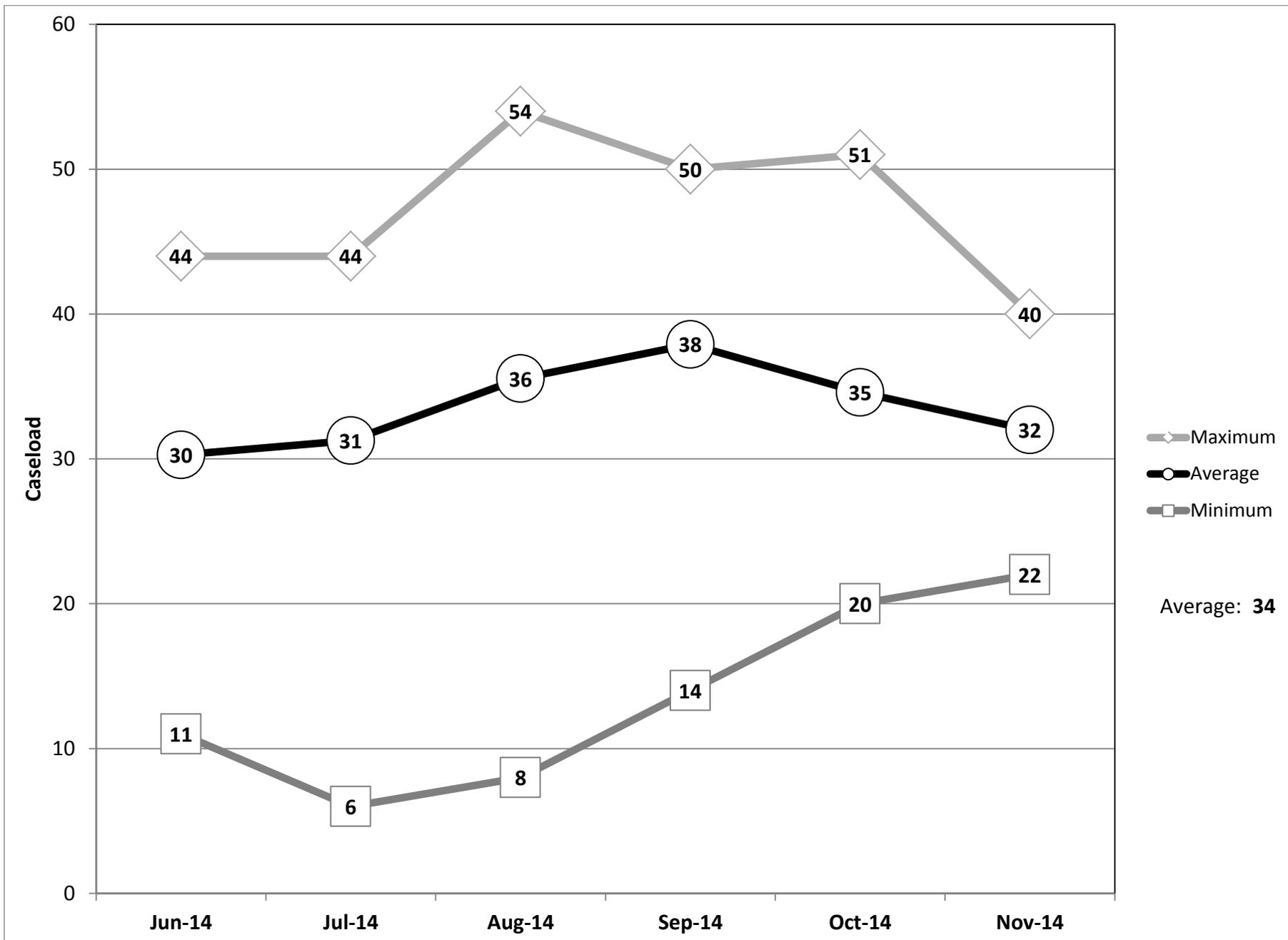


Chart 2: Division Intakes, APS Closures and Average Open APS Cases Past Six Months

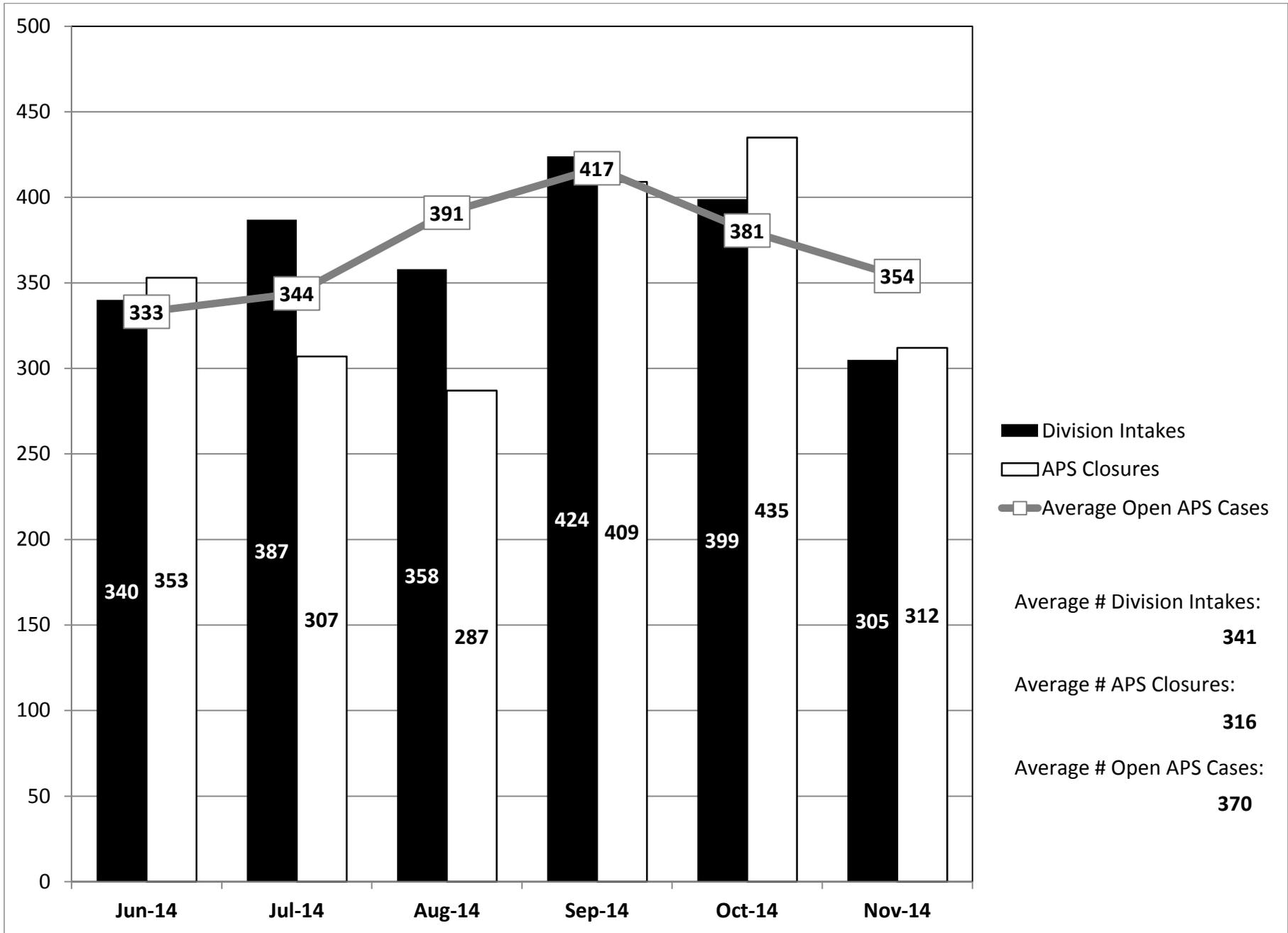


Chart 3: Intakes Referred to Investigation Past Six Months

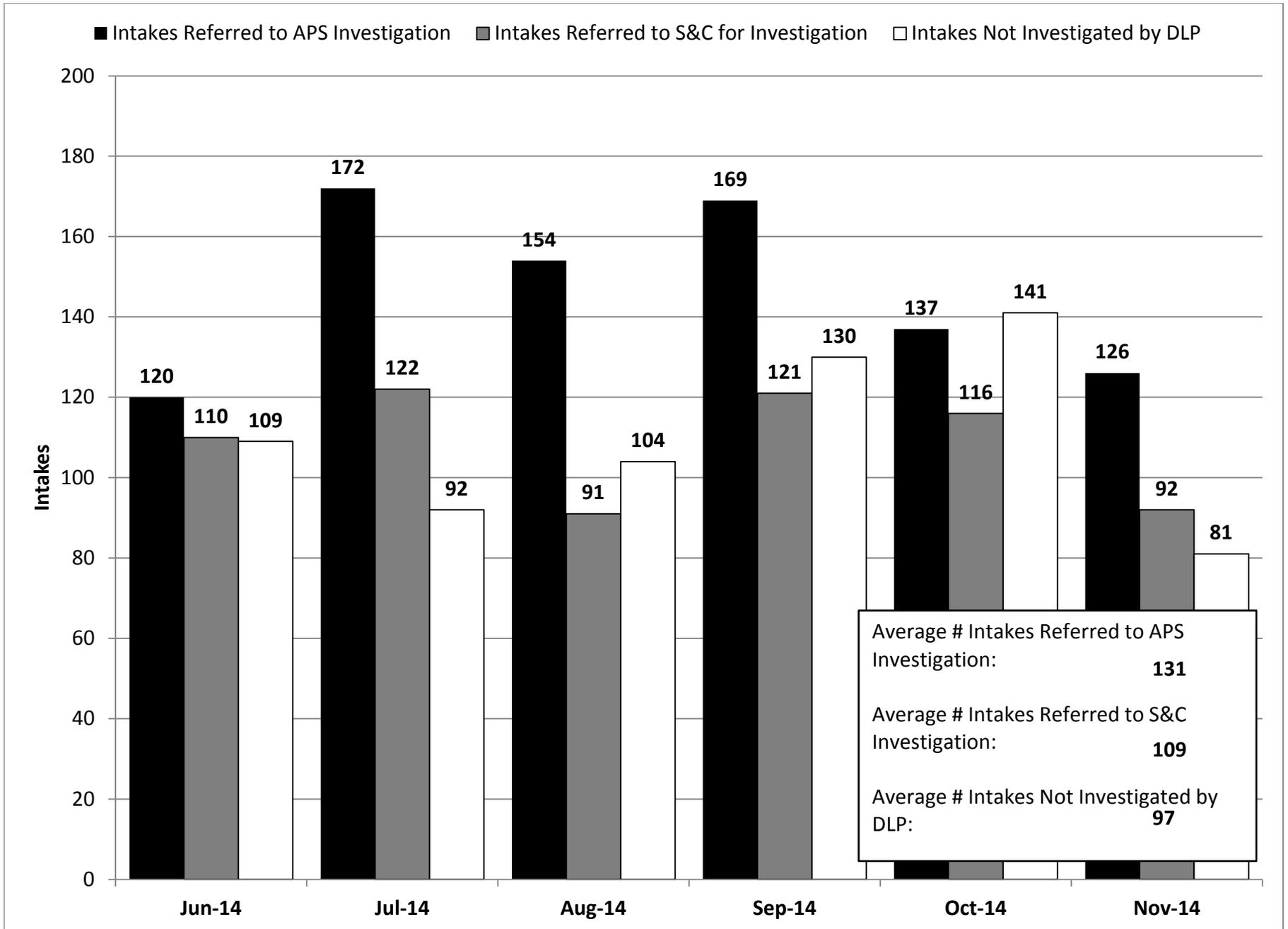


Chart 4: Percent Intakes Referred to Investigation Past Six Months

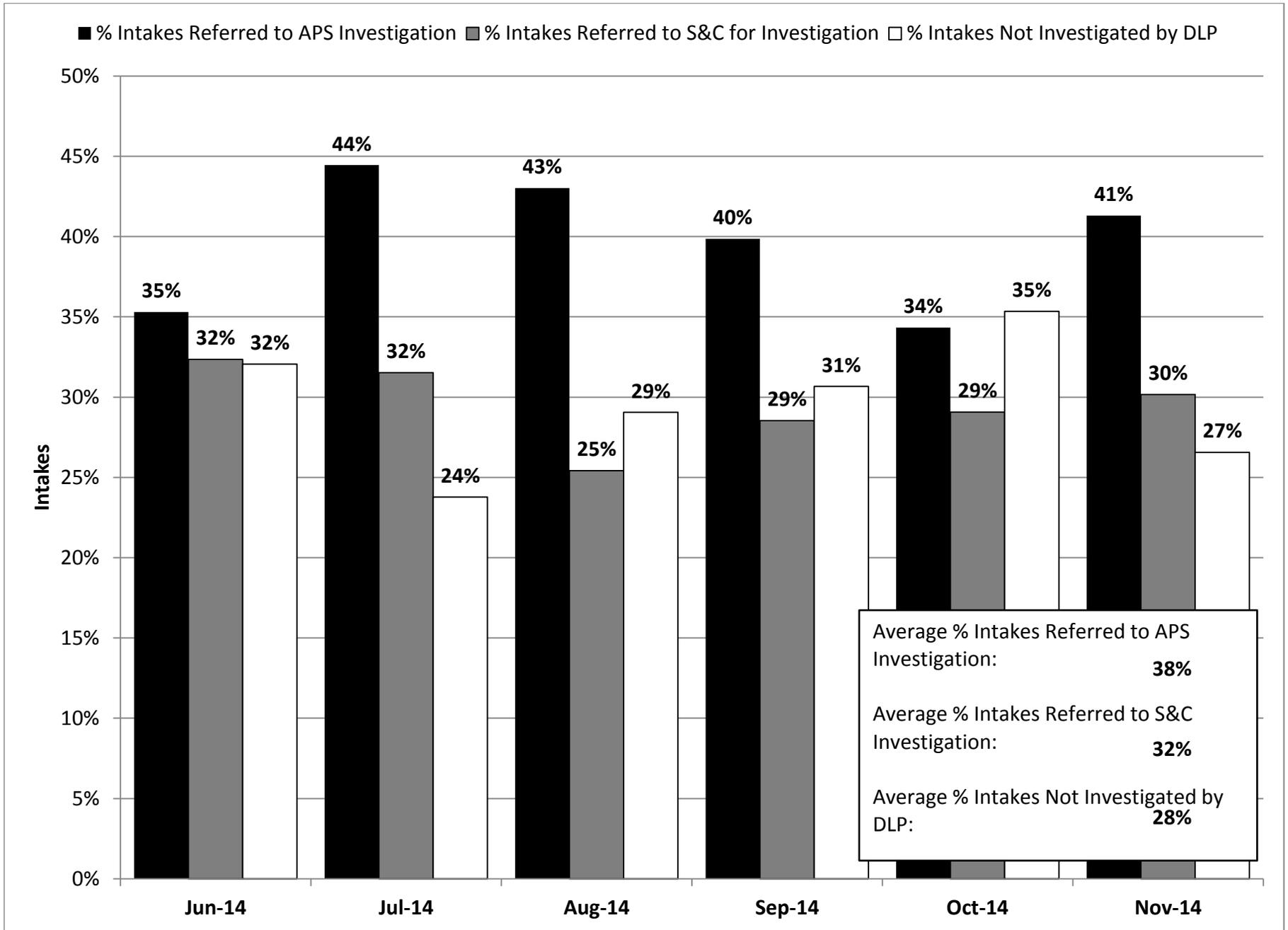


Chart 5: Number Open Cases in Three Age Categories (Point in Time Measurement for Dates Specified)

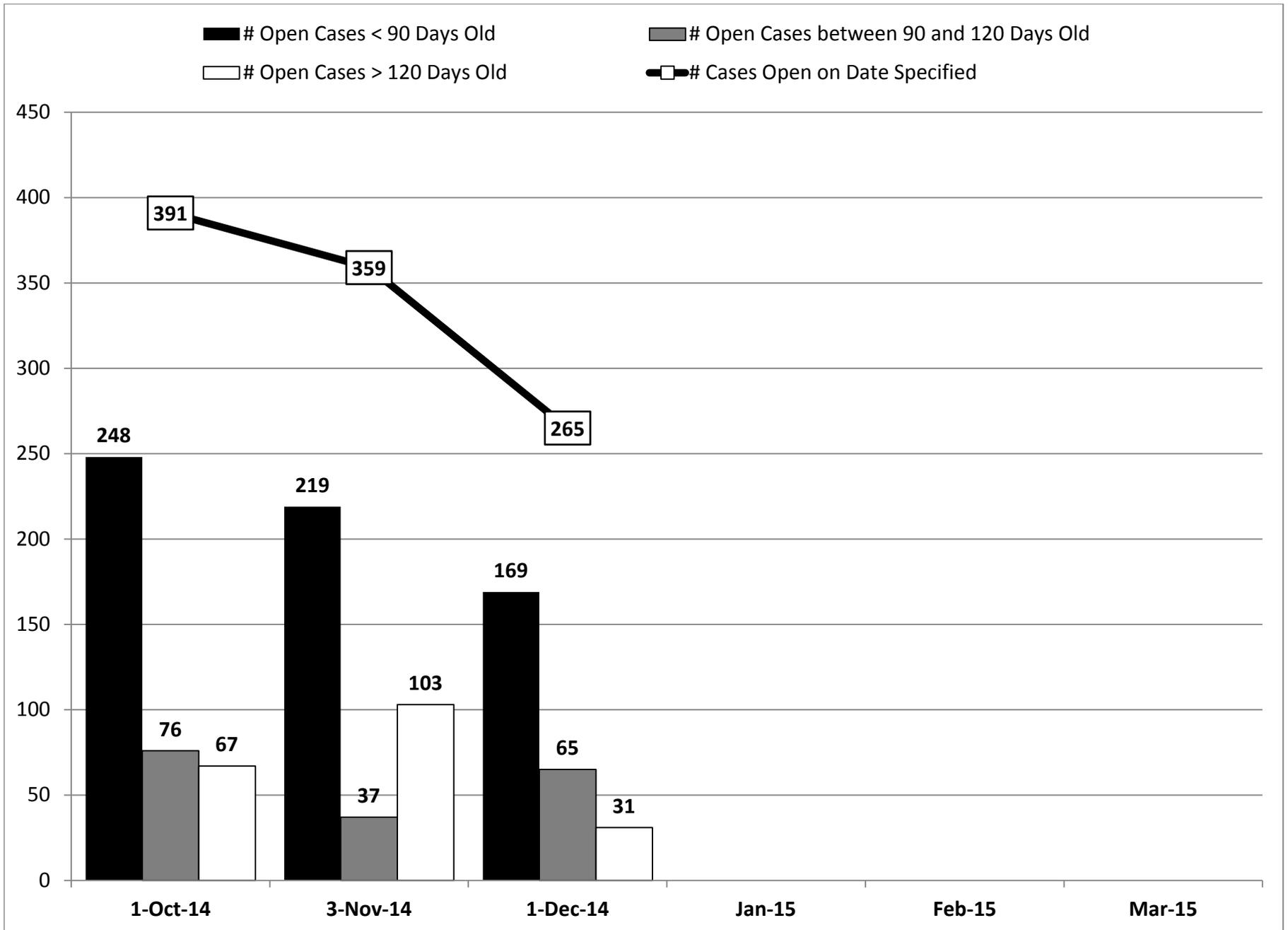


Chart 6: Percent Open Cases in Three Age Categories (Point in Time Measurement for Dates Specified)

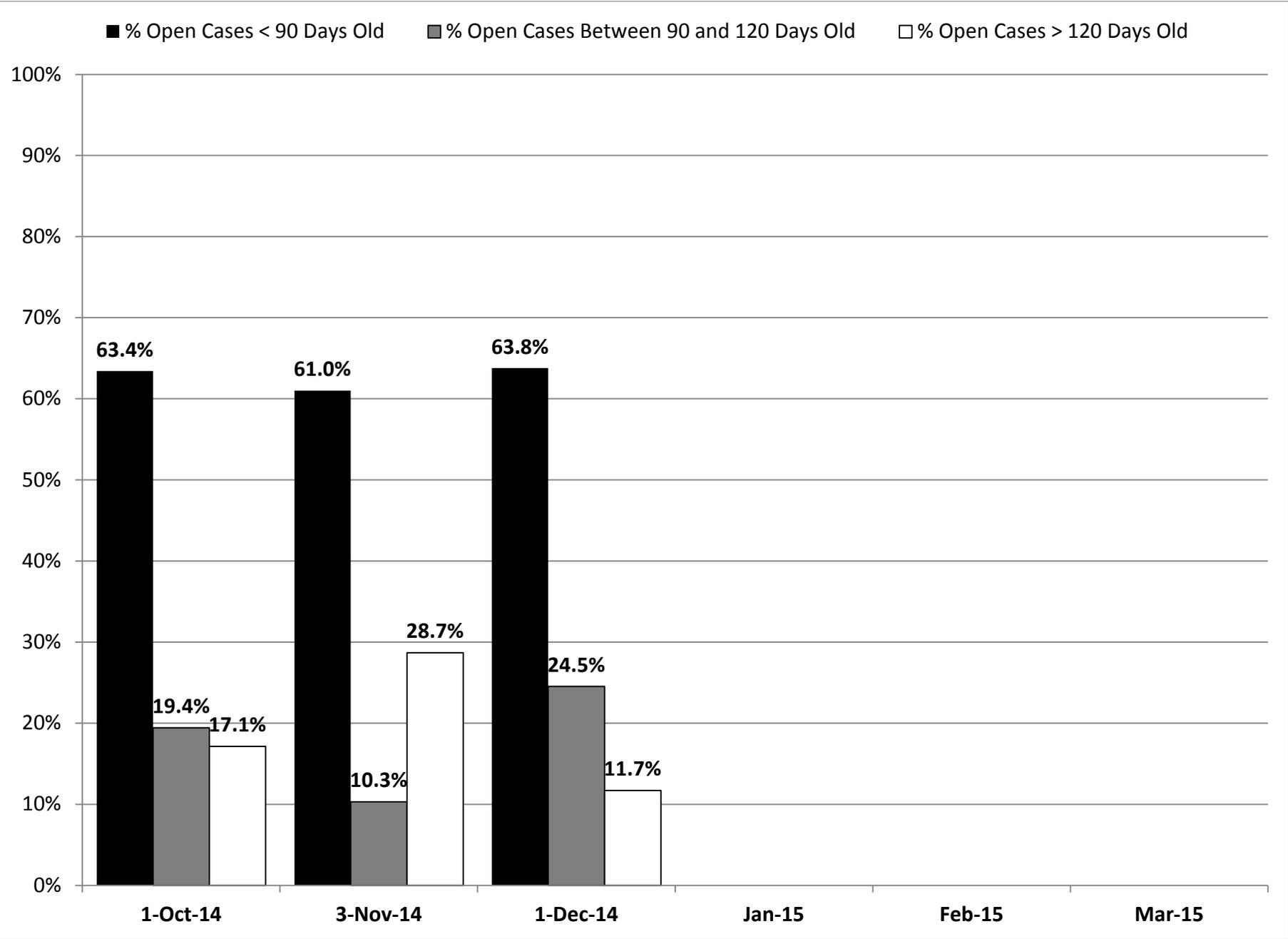


Chart 7: Number of APS Investigations Substantiated and Not Substantiated Past Six Months

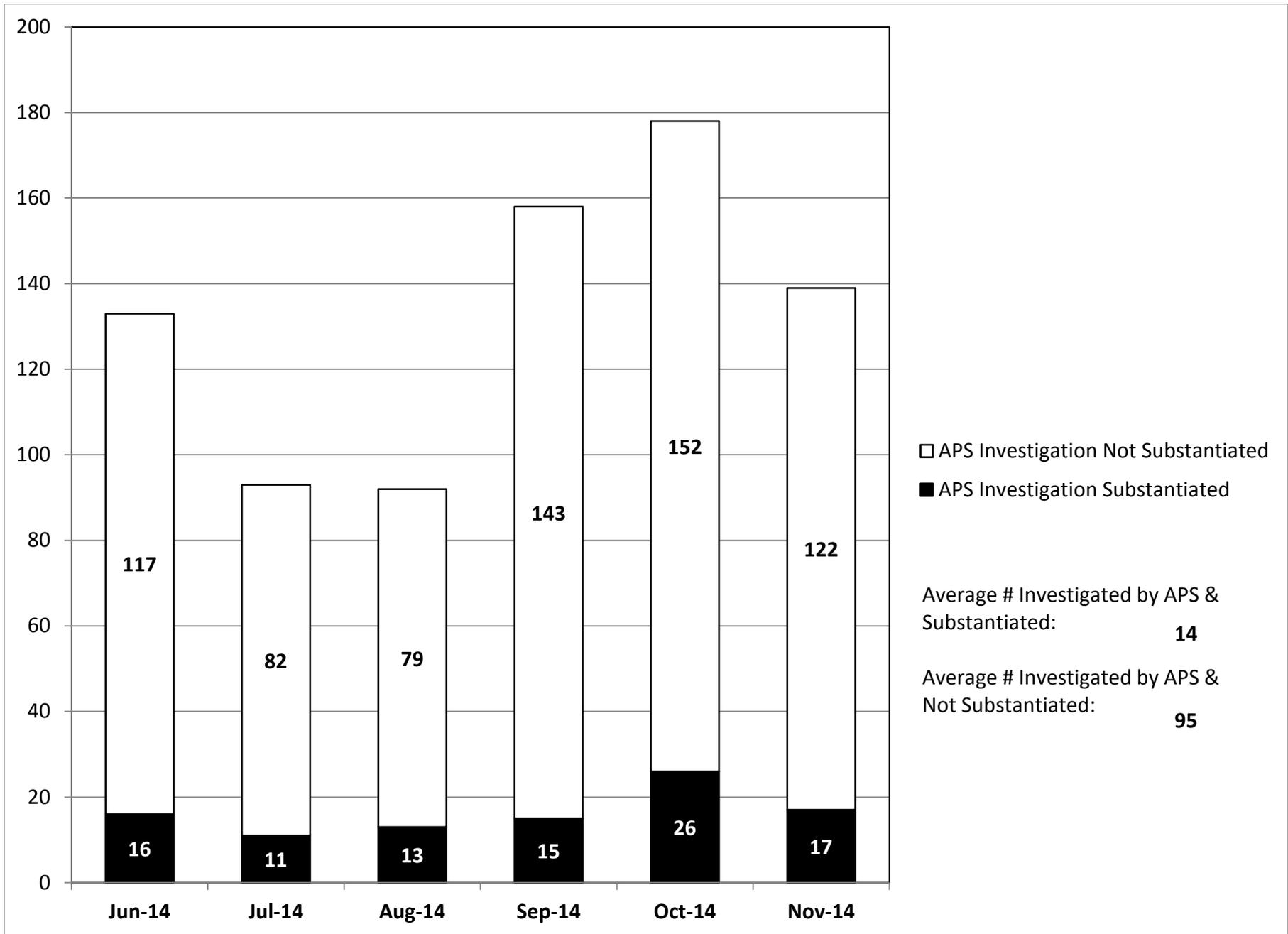


Chart 8: Percent of APS Investigations Substantiated and Not Substantiated Past Six Months

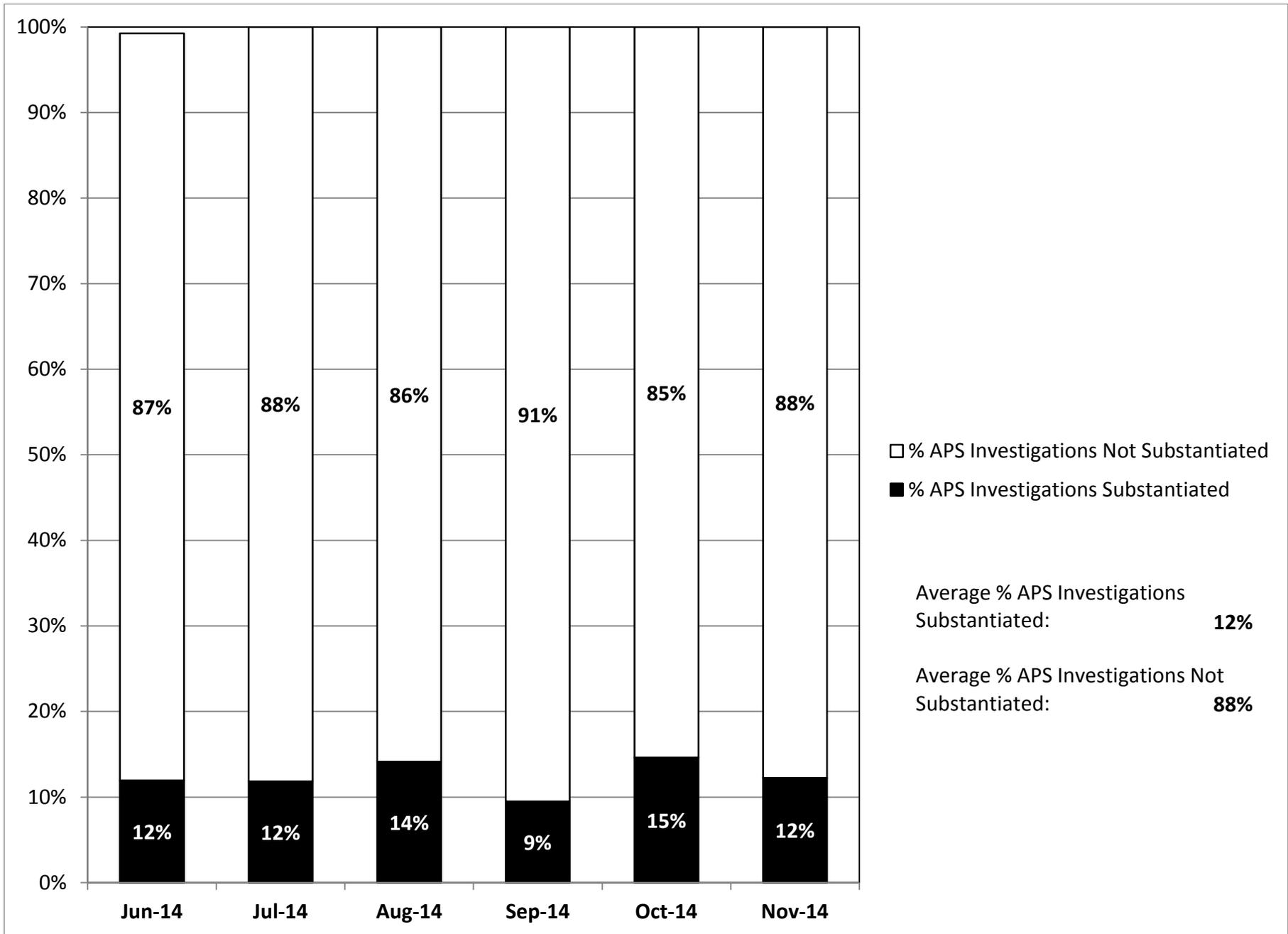
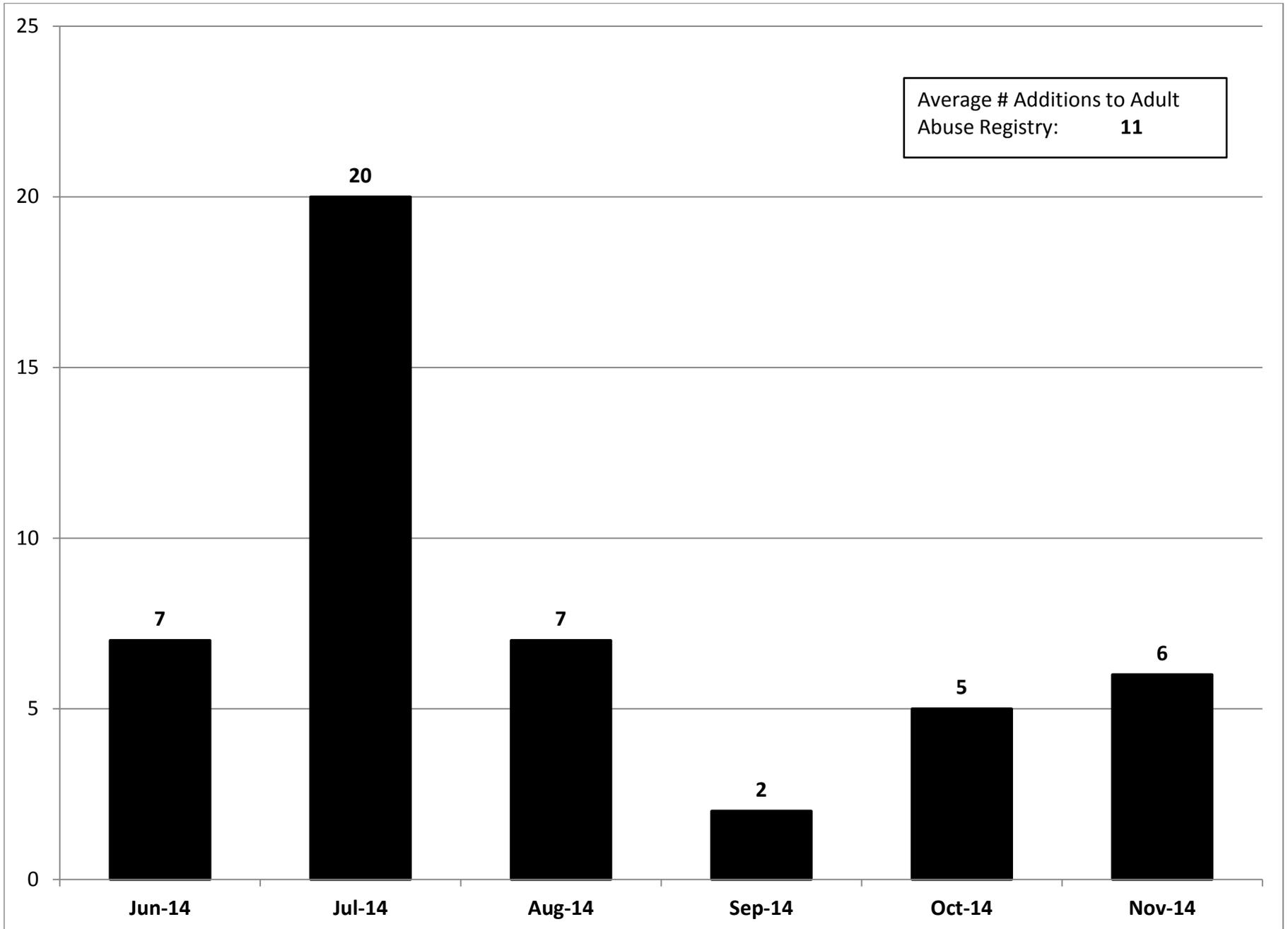


Chart 9: Adult Abuse Registry Additions Past Six Months



Appendix A

Definitions for Data Elements

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.

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

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.

Completed Investigations: The total number of investigations completed.

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.

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

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

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

Open Cases < 90 Days Old; Open Cases Between 90 and 120 Days Old; Open Cases > 120 Days Old: For Charts 5 and 6, the number or percentage of cases falling into these three categories. These ages are based on the number of days since the investigation was assigned.

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.

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.

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

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