

APS MONTHLY REPORT TO THE DAIL COMMISSIONER

October 2014

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

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Date: November 3, 2014

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

The investigative staff had an exceptionally productive month, with 178 investigations closed. The average number of investigations closed for the past six months is 109; 178 investigations closed is likely the highest number of closures in a month for the history of the APS program, as a review of monthly reports for the past few years show no month coming close.

The percentage of intakes referred to investigation has declined steadily since a high in July, with the percentage referred to investigation more in line with historical levels. Intake continues to be a priority for our APS Program Chief and DLP Program Specialists to ensure that intakes that warrant investigation are referred to investigation, regardless of the location.

As a result of the increase in closures and the decrease in intakes referred to investigation, the number of cases per investigator and the number of open cases has declined since the last report.

One area of concern is highlighted in the new data reported in Charts 5 and 6. We had expected to see a decrease in the number of cases open more than 120 days. We will examine this issue more closely in next month's report.

APS presently has one open investigator position. Recruitment for this position has been delayed temporarily so that the position can be reclassified to allow for a more diverse workforce. A second position will be vacant effective December 13, 2014, with the departure of investigator Victoria Lloyd. We anticipate the number of open cases and the number of cases per investigator will increase with two vacancies.

Data Table

Month	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14
Intakes Entered	402	340	387	358	424	399
APS Closed Contacts	255	219	214	195	251	257
APS Closed Contacts Referred to S&C for Investigation	133	110	122	91	121	116
Intakes Referred to APS Investigation	144	120	172	154	169	137
Completed APS Investigations	129	134	93	92	158	178
Substantiated APS Investigations	15	16	11	13	15	26
Unsubstantiated APS Investigations	114	117	82	79	143	152
Perpetrators Placed on Adult Abuse Registry	11	7	20	7	2	5
Total Open APS Cases (Average)	344	333	344	391	417	381
APS Investigator Caseload (Average)	31	30	31	36	38	35
Minimum APS Investigator Caseload	3	11	6	8	14	20
Maximum APS Investigator Caseload	52	44	44	54	50	51
Age of Open Caseload as of Date:	10/1/2014	11/3/2014				
# Cases Open on Date Specified	391	359				
# Open Cases < 90 Days Old	248	219				
# Open Cases between 90 and 120 Days Old	76	37				
# Open Cases > 120 Days Old	67	103				
% Open Cases < 90 Days Old	63.4%	61.0%				
% Open Cases Between 90 and 120 Days Old	19.4%	10.3%				
% Open Cases > 120 Days Old	17.1%	28.7%				

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

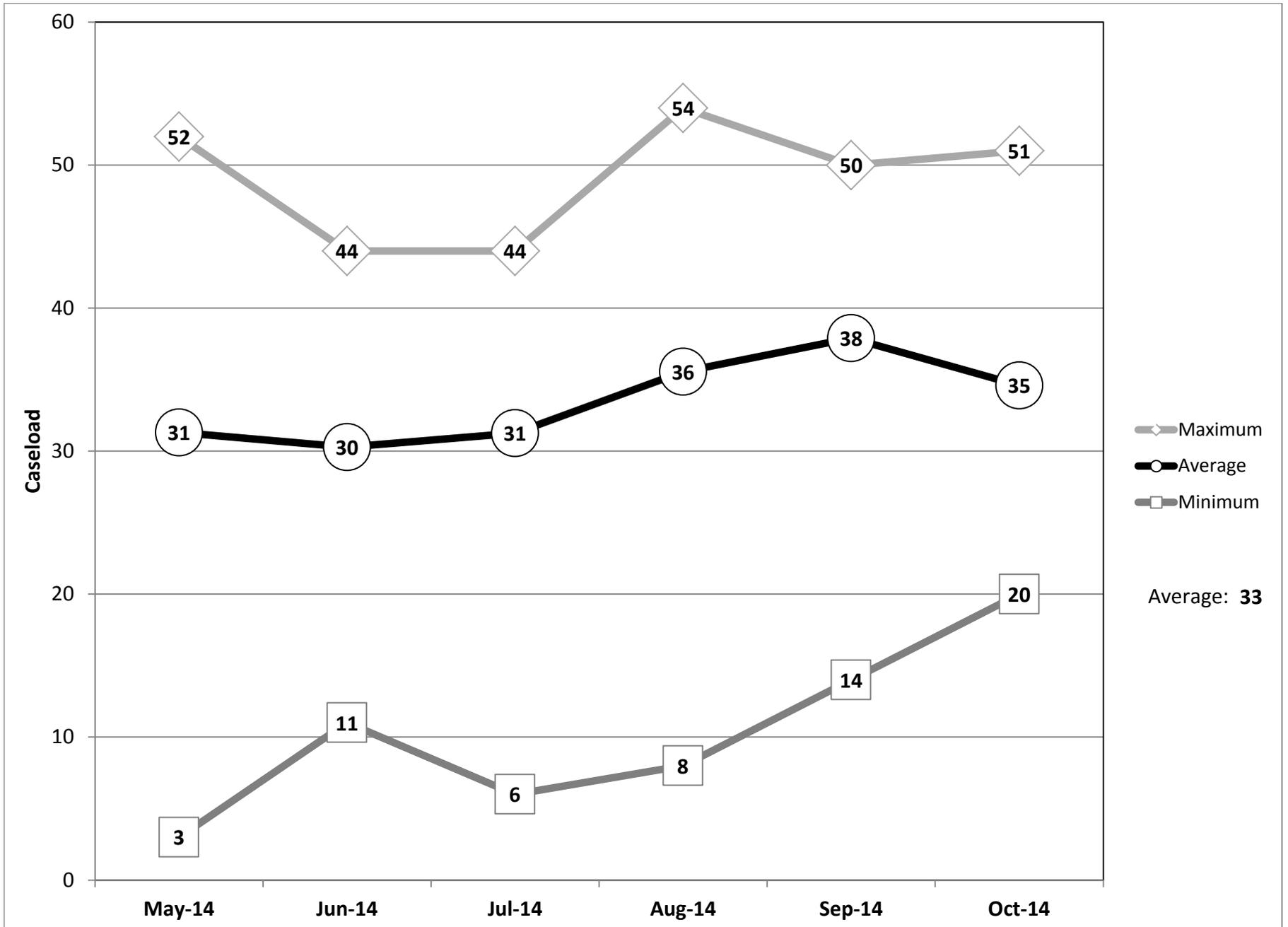


Chart 2: Division Intakes, APS Closures and Average Open APS Cases Past Six Months

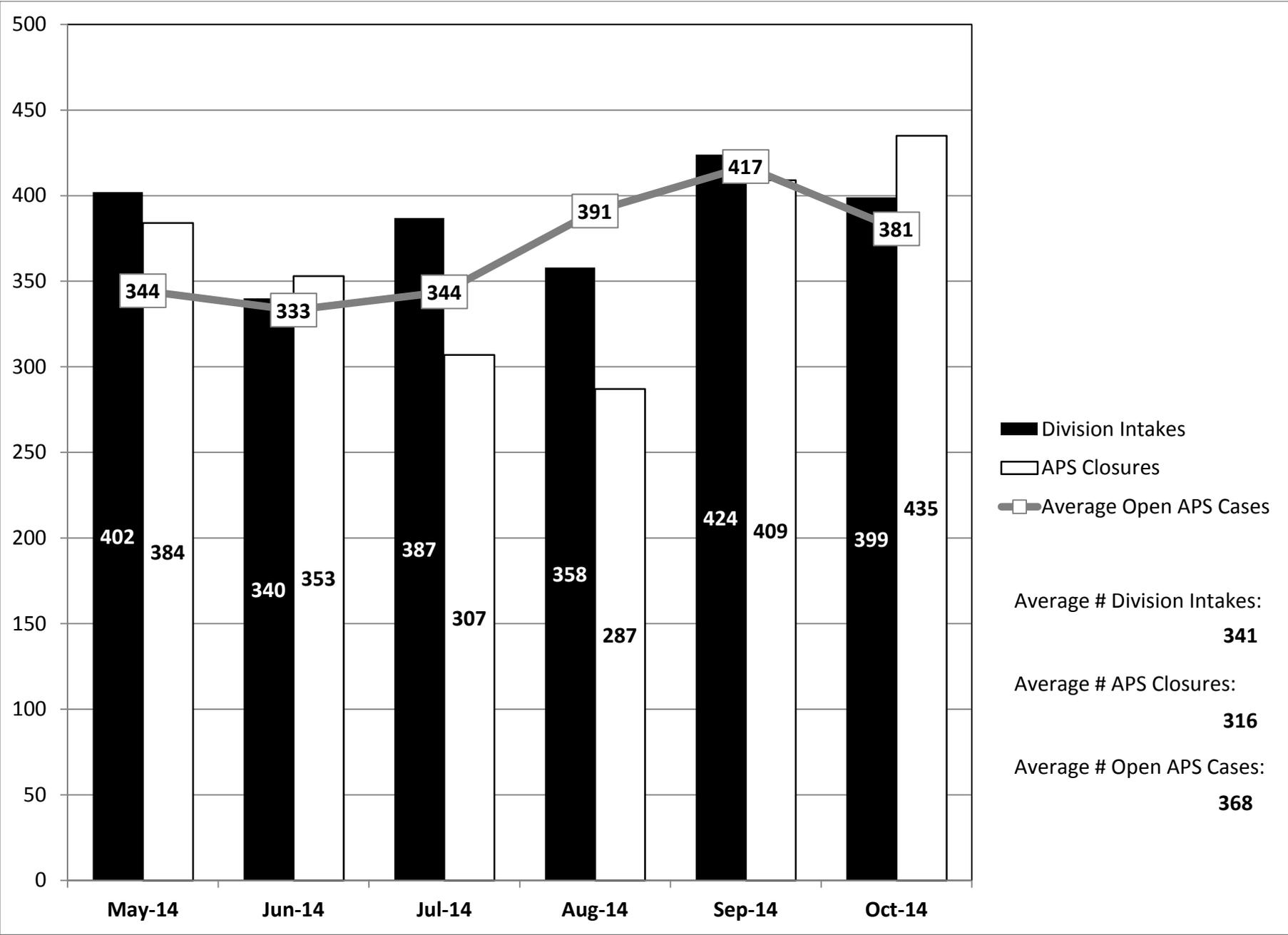


Chart 3: Intakes Referred to Investigation Past Six Months

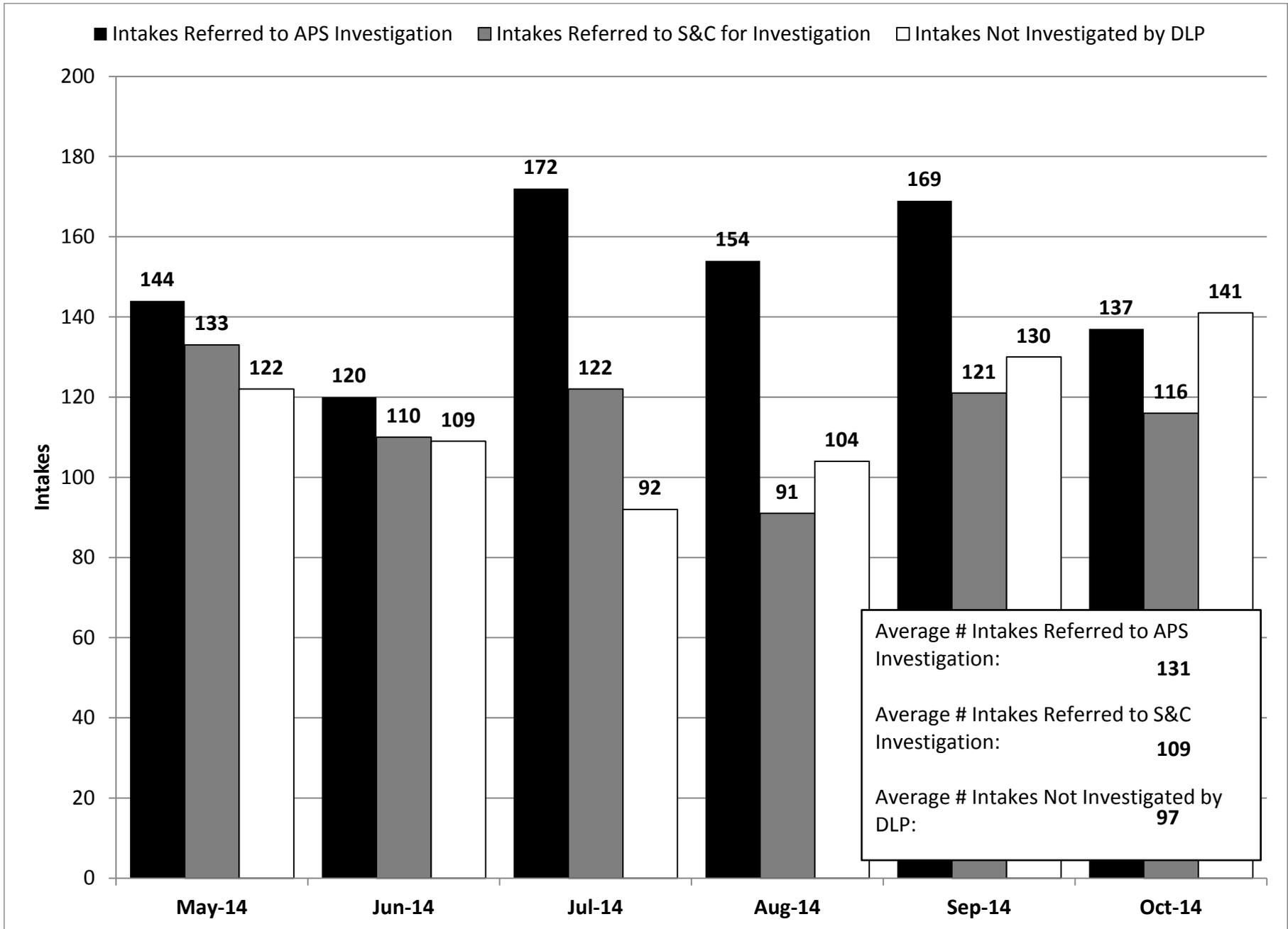


Chart 4: Percent Intakes Referred to Investigation Past Six Months

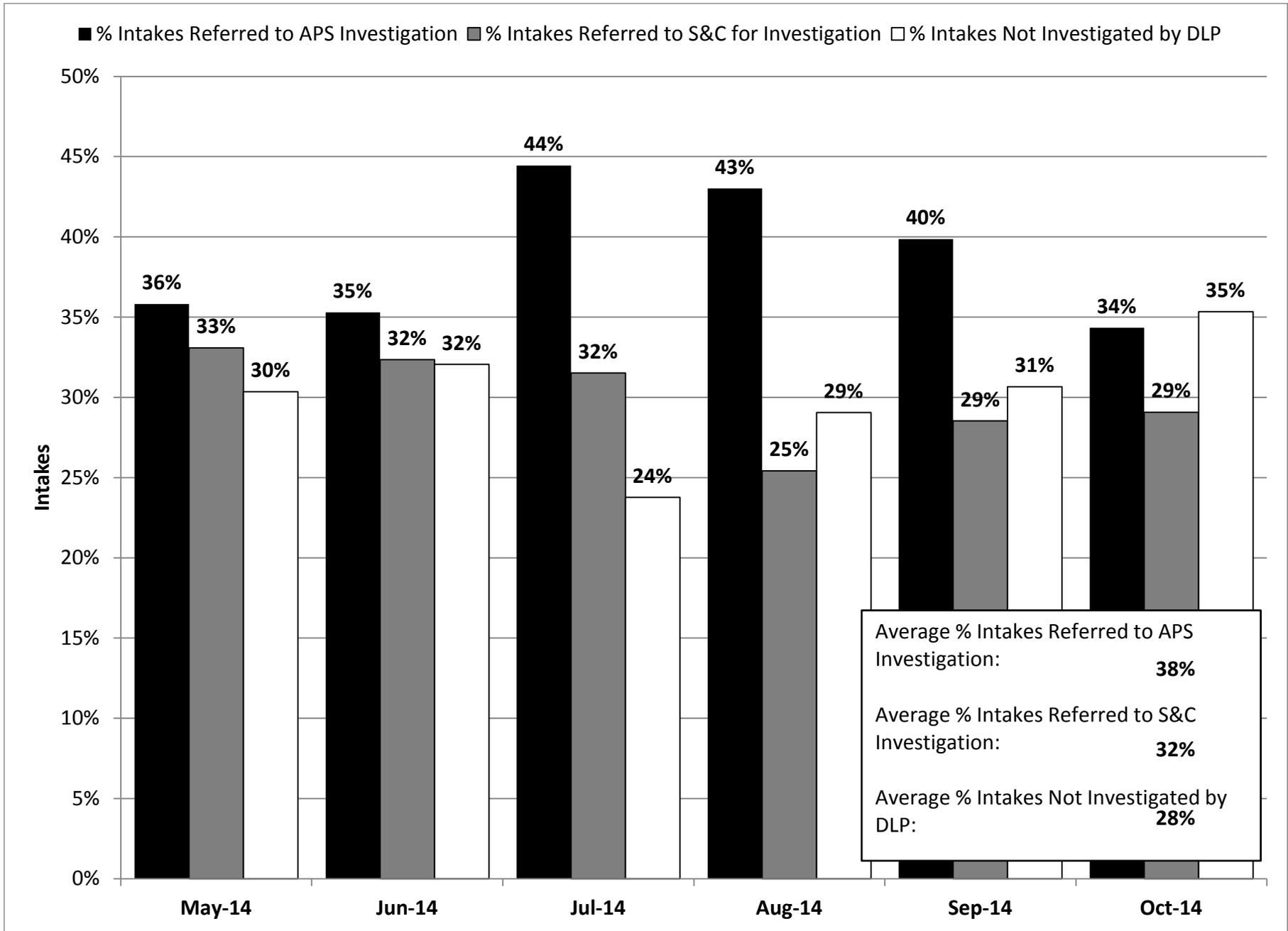


Chart 5: Number Open Cases in Three Age Categories (Point in Time Measurement for Dates Specified)

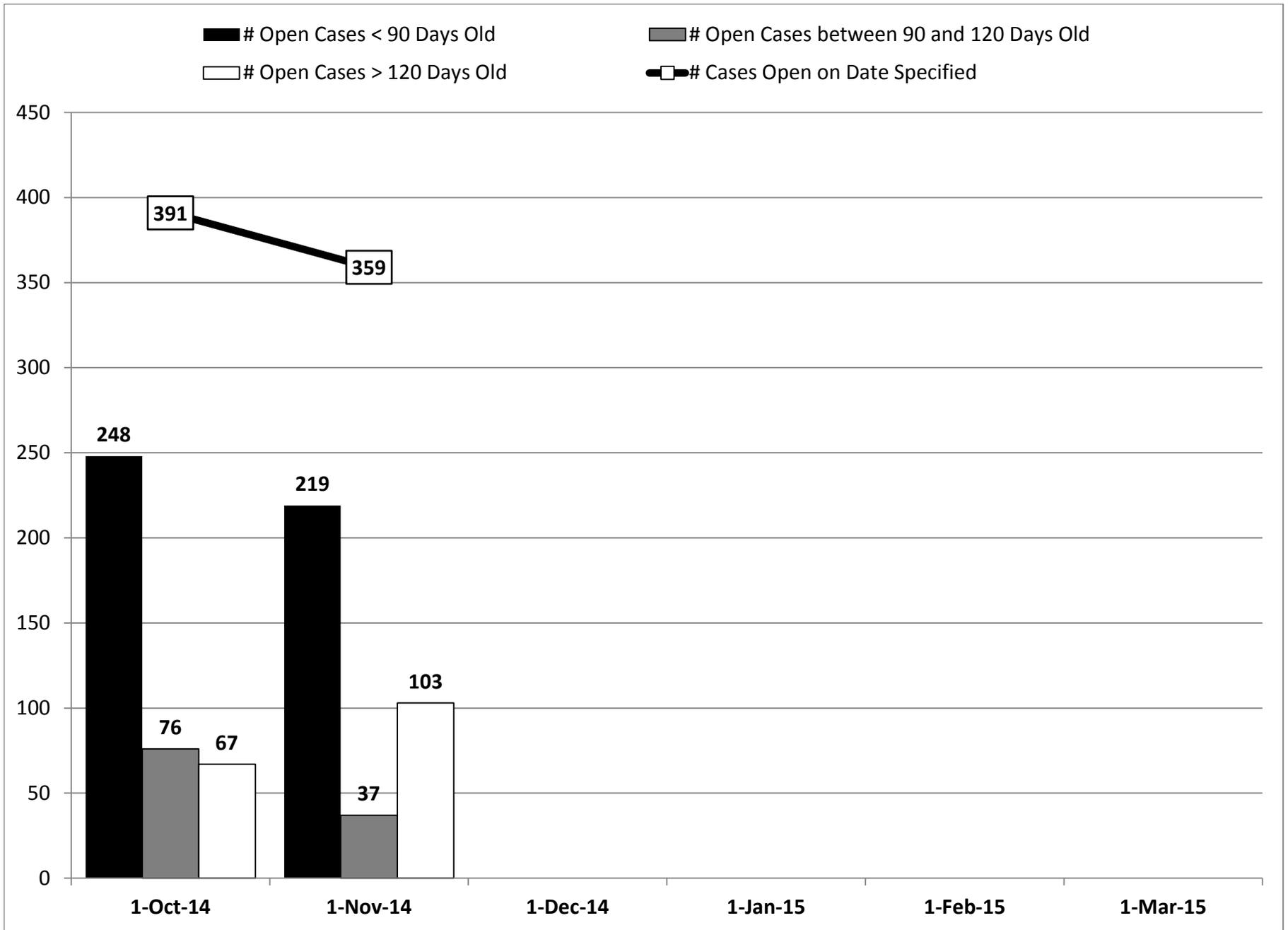


Chart 6: Percent Open Cases in Three Age Categories (Point in Time Measurement for Dates Specified)

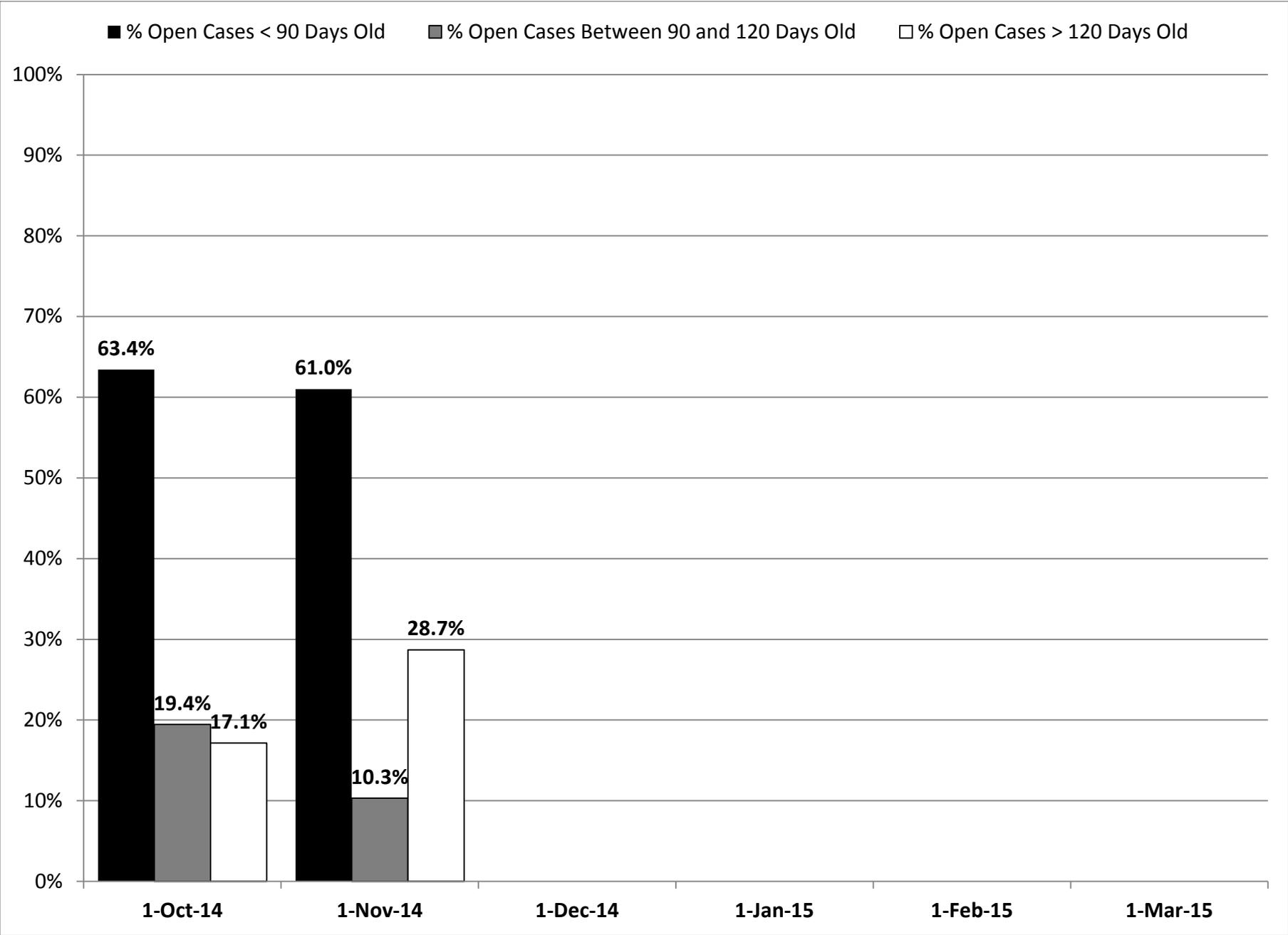


Chart 7: Number of APS Investigations Substantiated and Not Substantiated Past Six Months

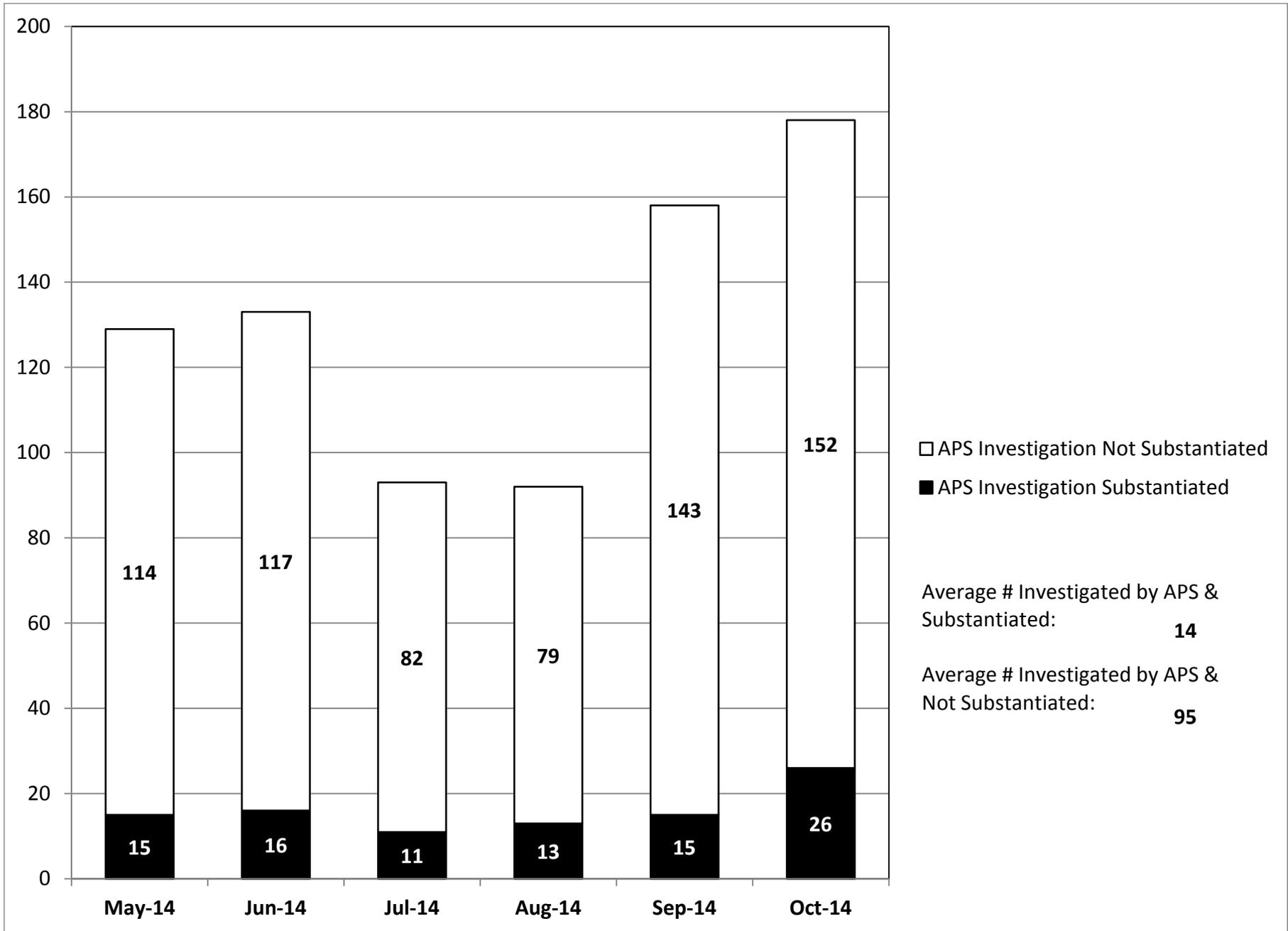


Chart 8: Percent of APS Investigations Substantiated and Not Substantiated Past Six Months

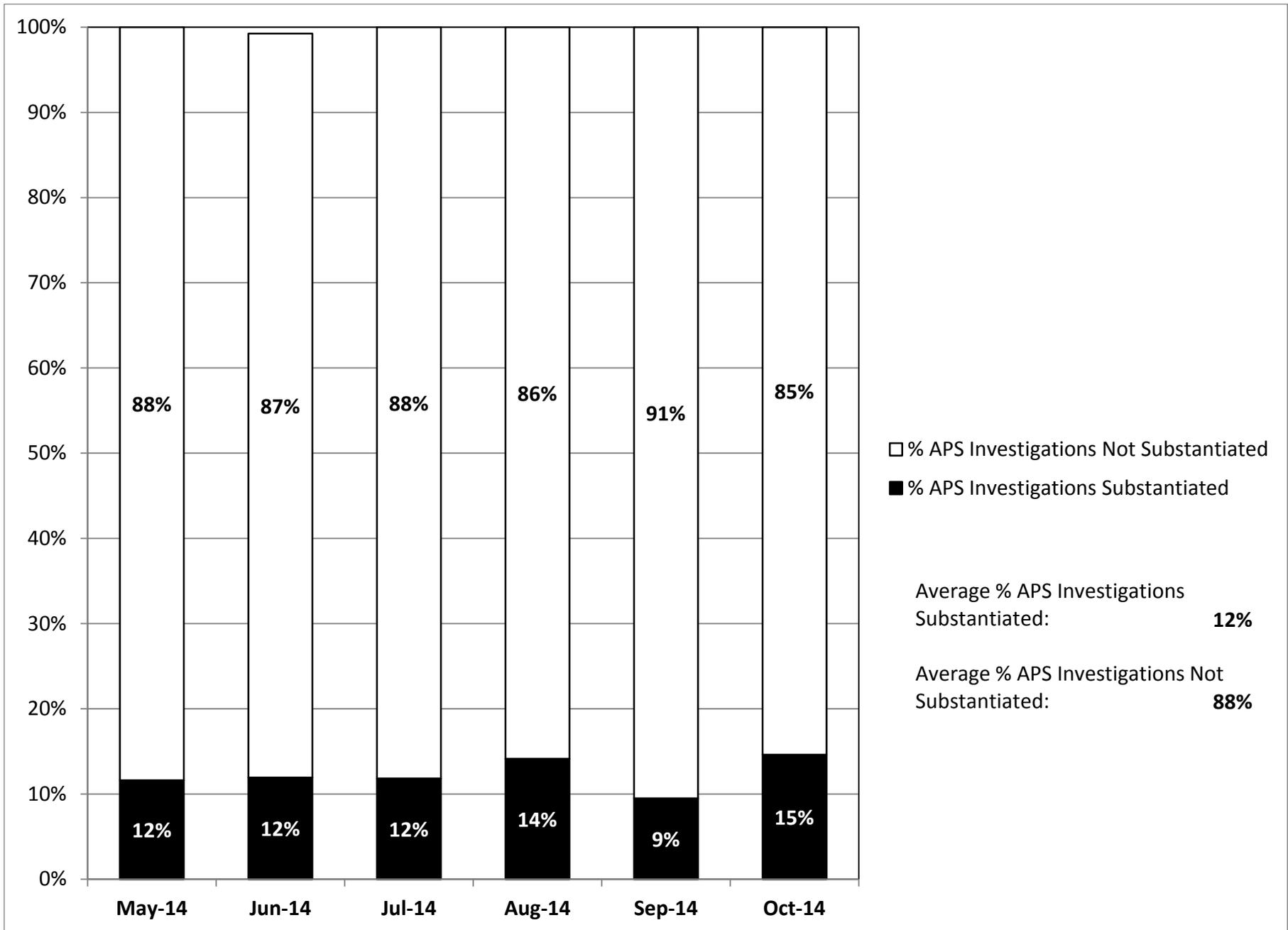
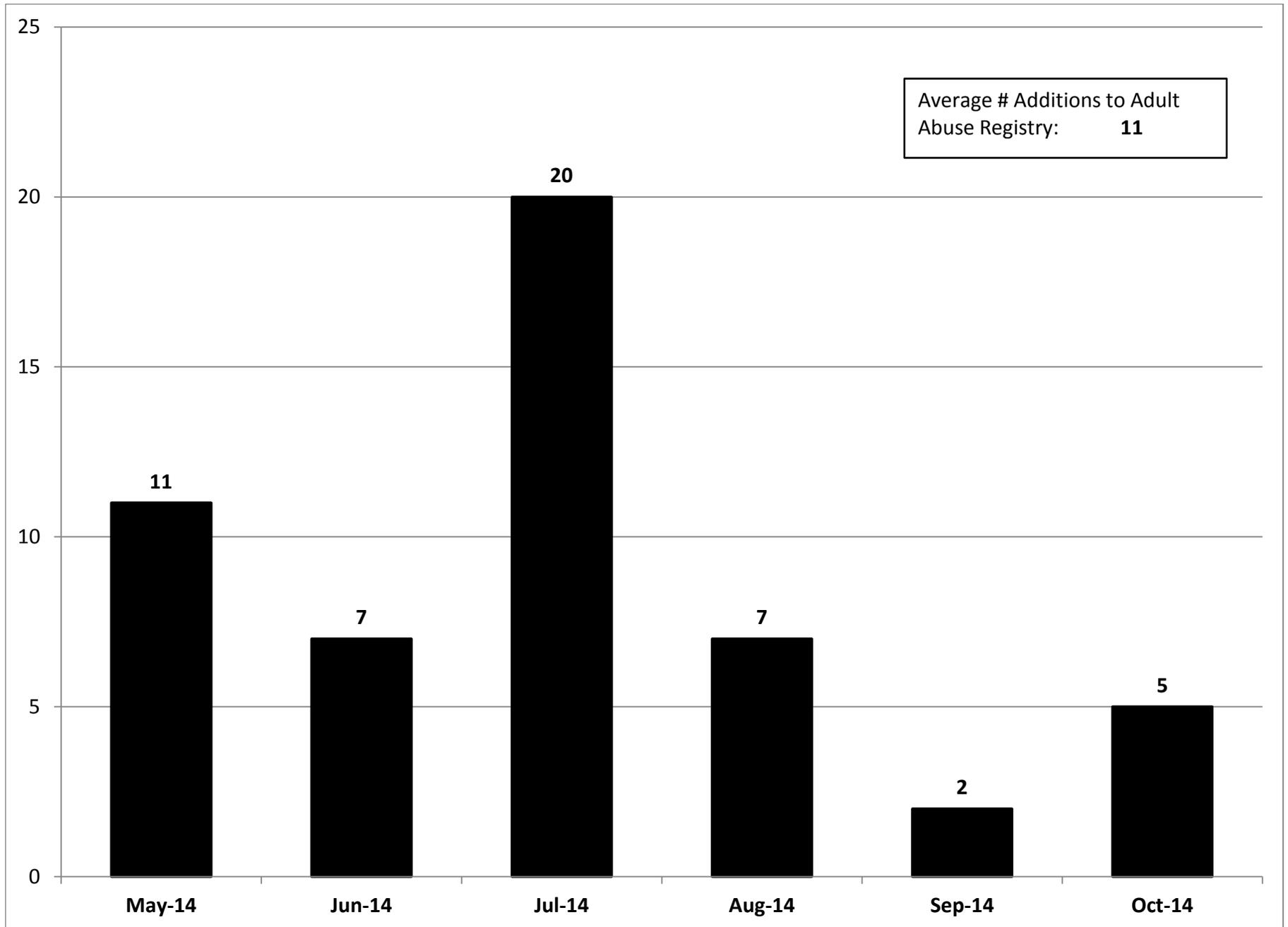


Chart 9: Adult Abuse Registry Additions Past Six Months



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.