

# APS MONTHLY REPORT TO THE DAIL COMMISSIONER

February 2014

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

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Date: March 7, 2014

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

Last month's report discussed there was a significant outlier with caseload, with a single investigator at a caseload of 56 and no other investigators with more than 40. In February we temporarily suspended assigning new cases to this investigator, and they were able to decrease their caseload to 39.

The large number of closures by this investigator has contributed to a bump in many of the stats pertaining to substantiations. I believe that this is temporary and the numbers for March will return to closer to the running six month average.

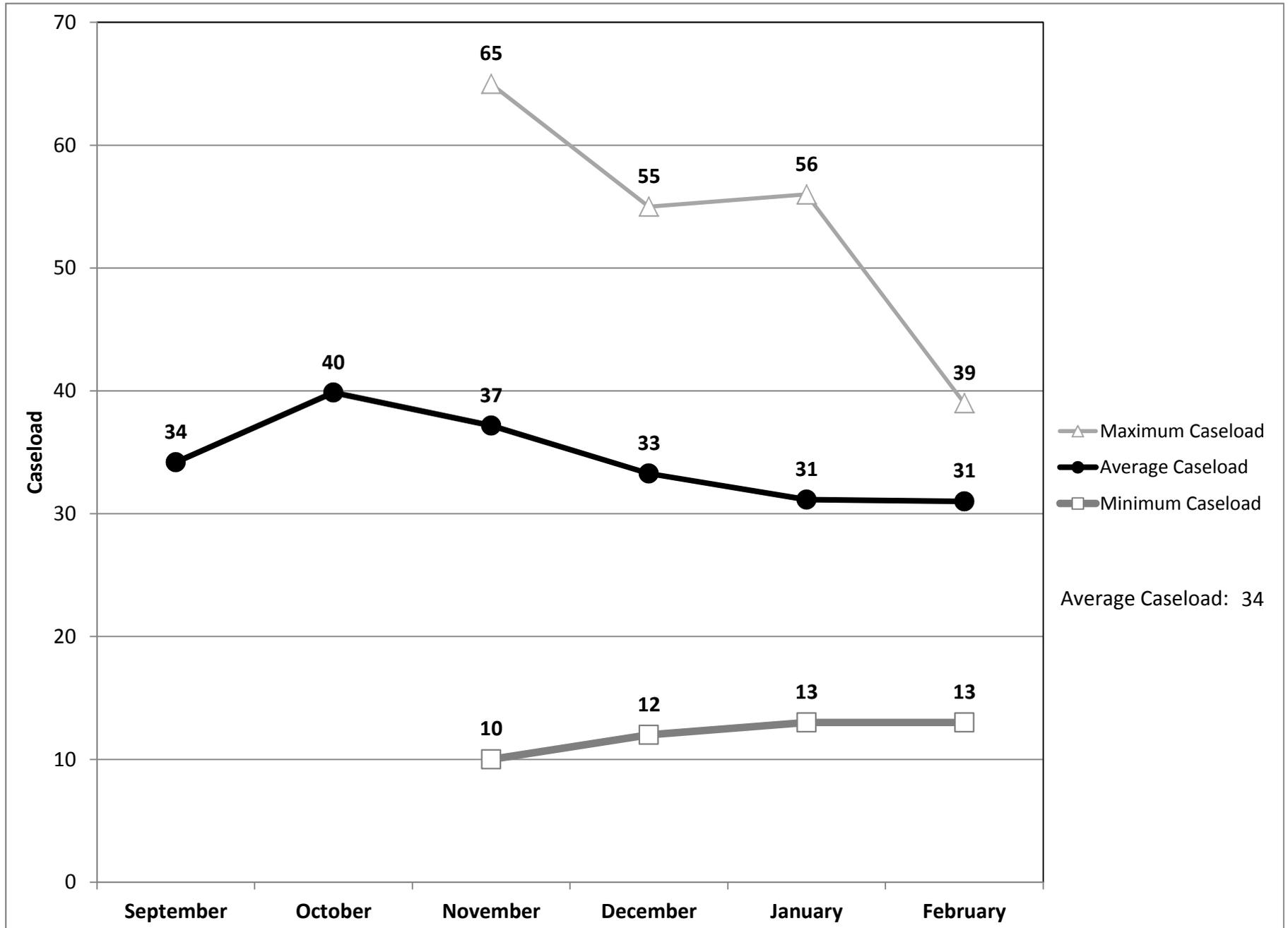
The number of total open cases continues to decline, from a high in November of 372 to 331 in February.

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.

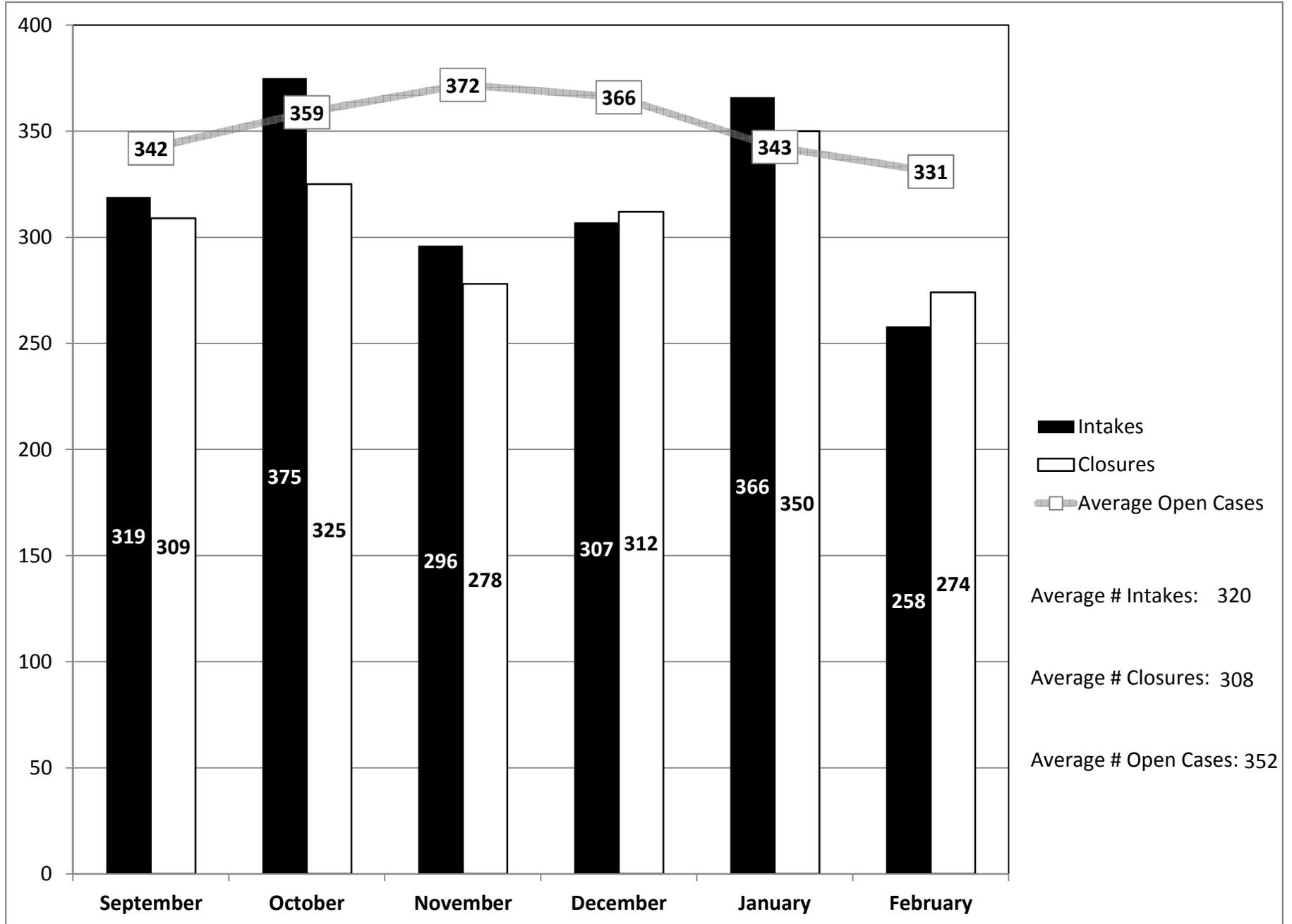
**Data Table for February 2014 APS Monthly Report to the DAIL Commissioner**

Month	September	October	November	December	January	February
Intakes Entered	319	375	296	307	366	258
All Closed Contacts	216	226	181	177	222	153
Closed Contacts Referred to S&C	118	124	88	82	100	77
Intakes Referred for Investigation	97	149	106	122	144	102
Completed Investigations	93	99	97	135	128	121
Substantiated Investigations	11	13	11	14	12	22
Unsubstantiated Investigations	82	86	86	121	116	99
Perpetrators placed on registry	14	4	8	4	11	4
Total Open Cases (Average)	342	359	372	366	343	331
Caseload (Average)	34	40	37	33	31	31
Minimum Investigator Caseload	NA	NA	10	12	13	13
Maximum Investigator Caseload	NA	NA	65	55	56	39

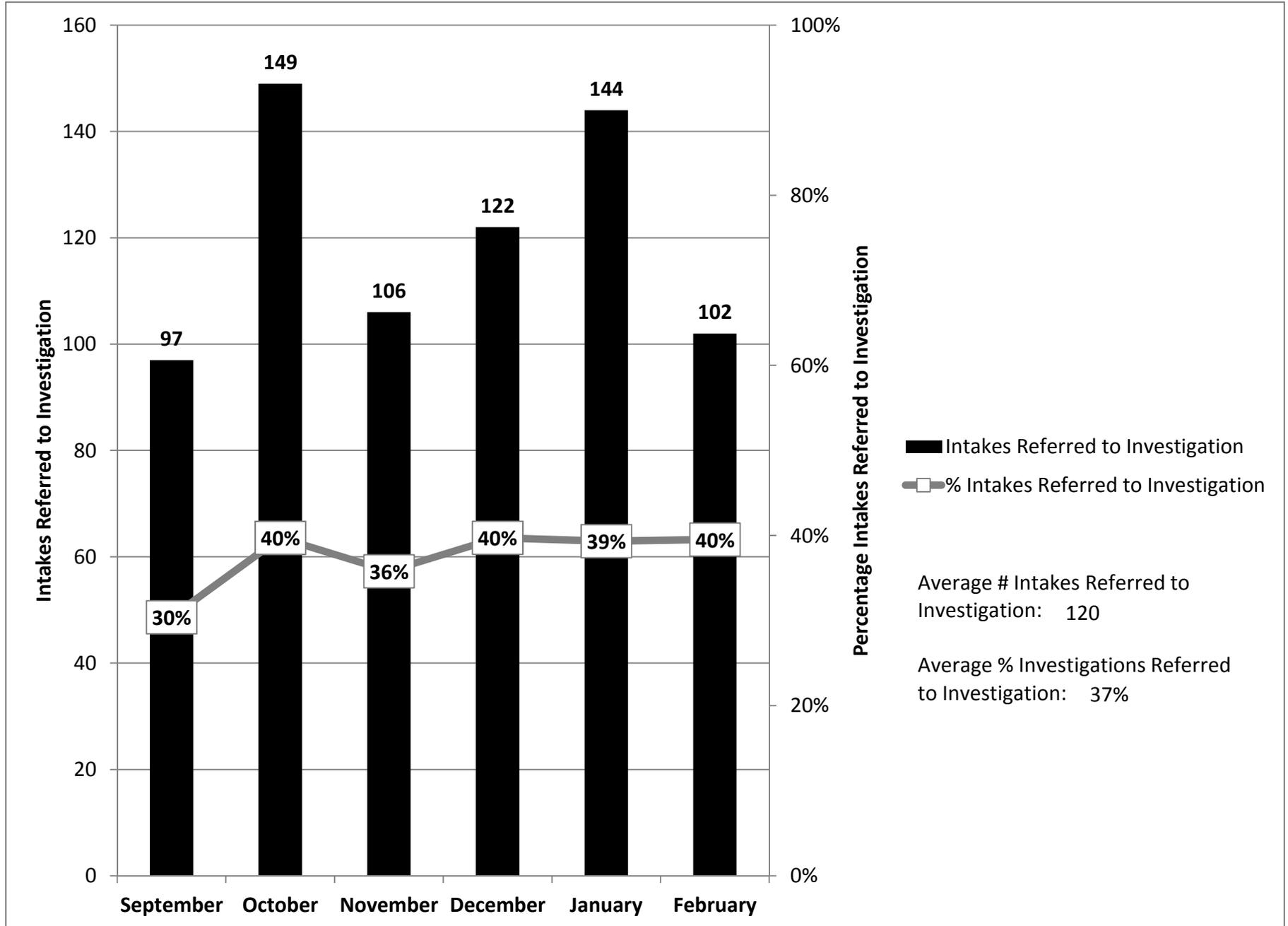
**Chart 1: Minimum, Maximum and Average Caseload Past Six Months**



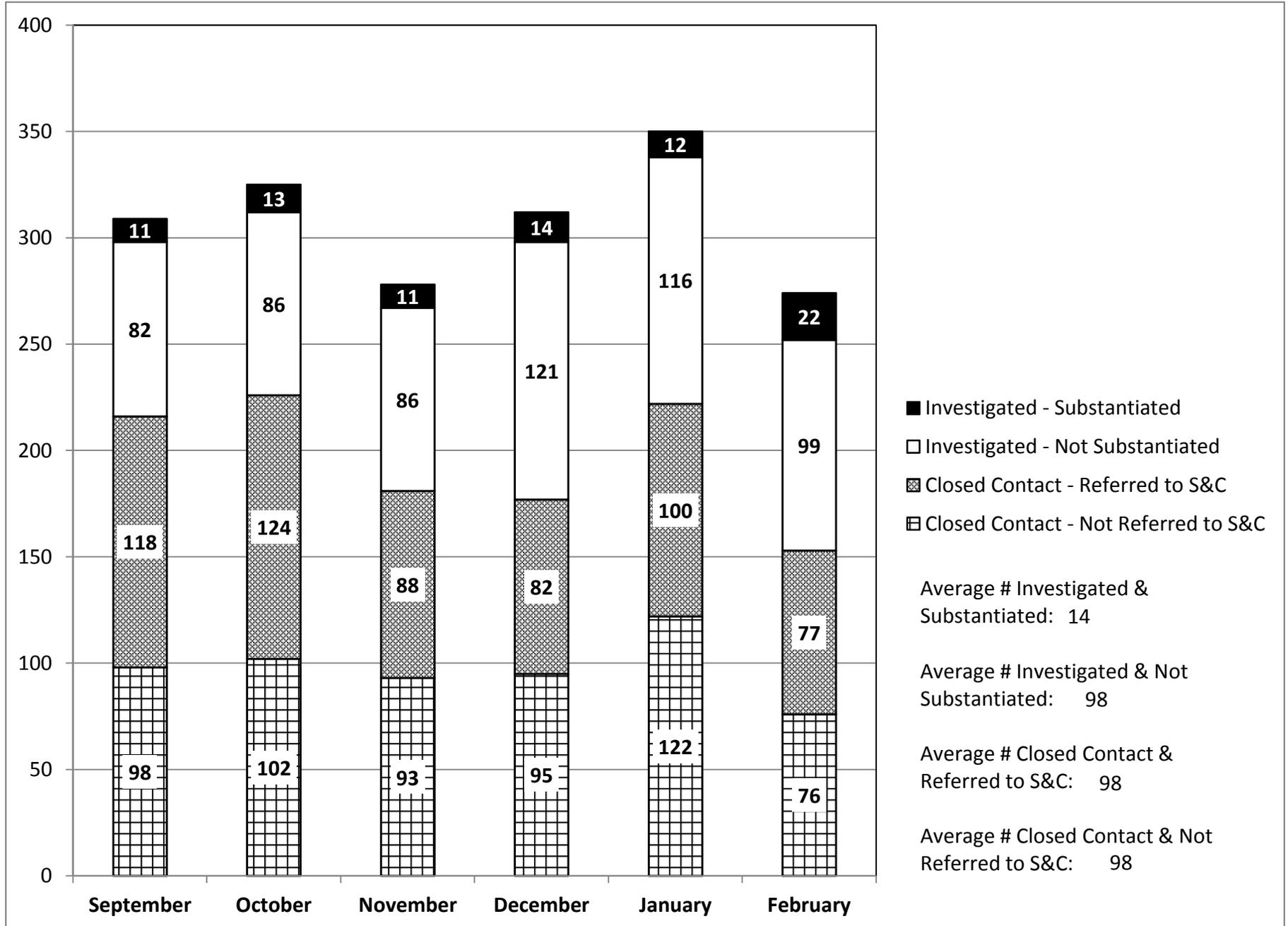
**Chart 2: Intakes, Closures and Average Open Cases Past Six Months**



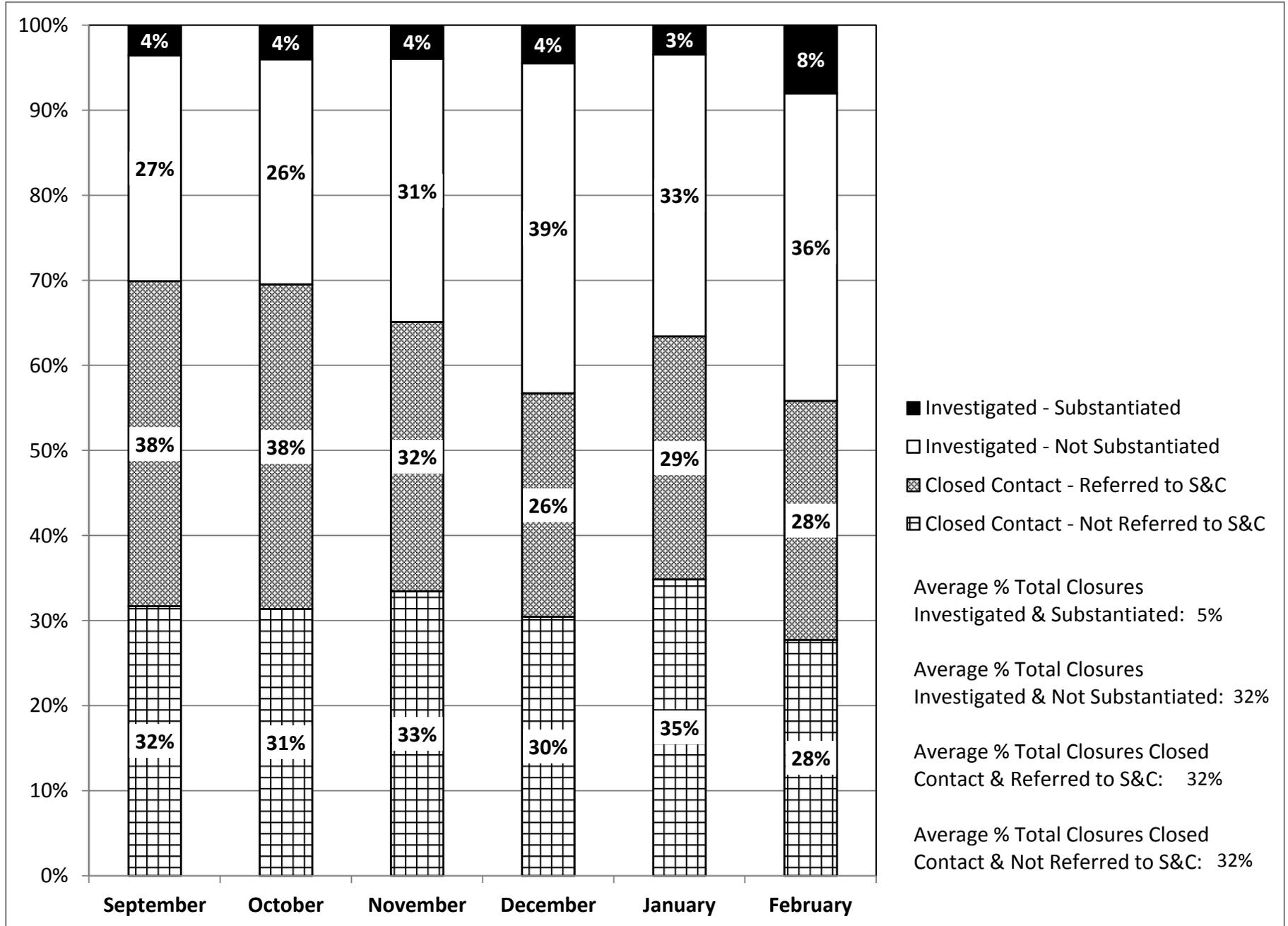
**Chart 3: Intakes Referred to Investigation Past Six Months**



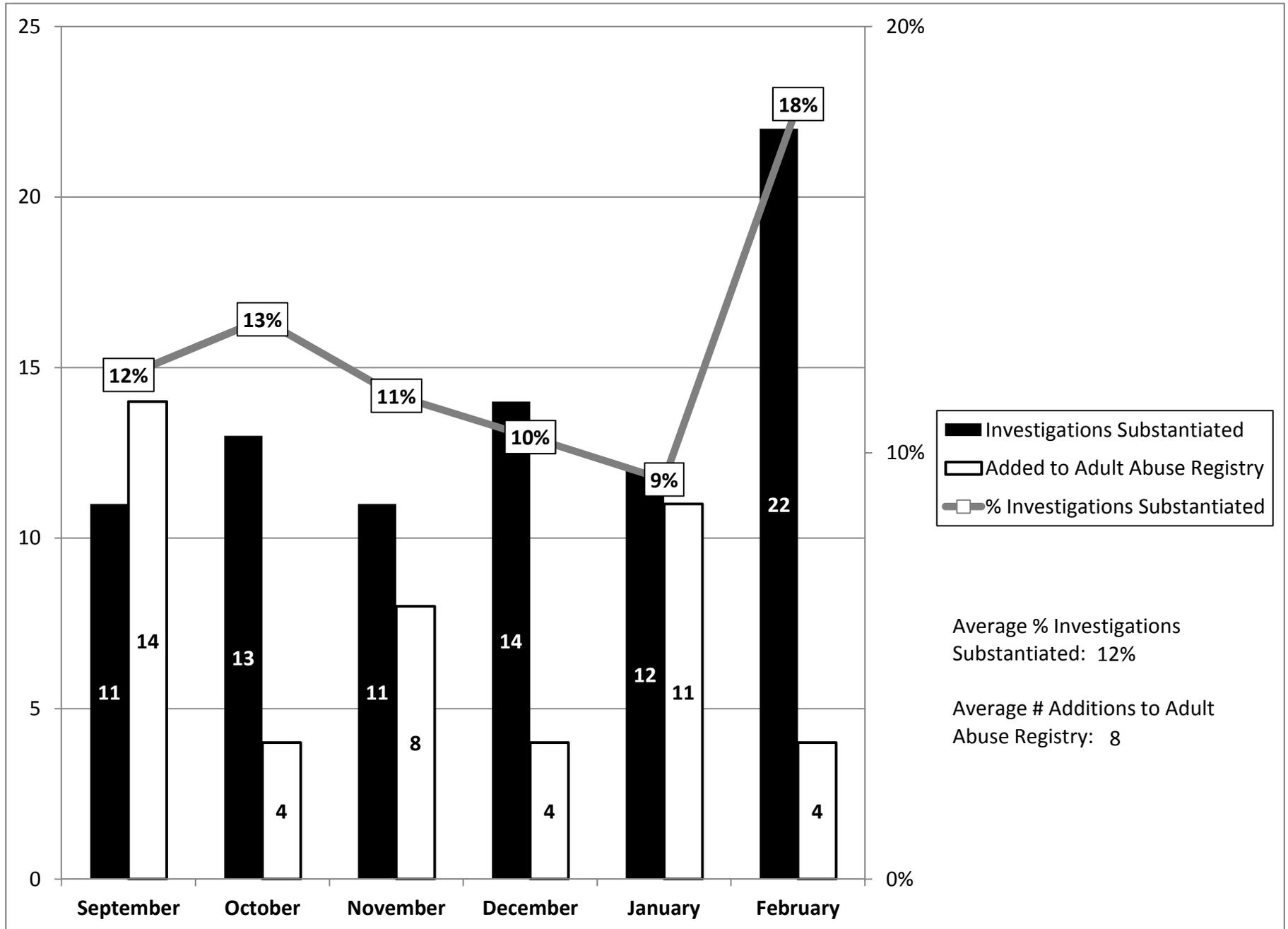
**Chart 4: Count of Closure Types Past Six Months**



**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.