

APS MONTHLY REPORT TO THE DAIL COMMISSIONER

January 2014

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

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Director, Division of Licensing and Protection

Date: February 26, 2014

The Adult Protective Services (APS) program provides monthly reports at the request of the DAIL Commissioner. This is the monthly report for January 2014. The data table below and the attached charts derived from it provide information on the APS program from August 2013 to January 2014. Appendix A provides definitions for the data elements used in this report. The January Monthly Report is the first to be completed in a new format that will provide comparative data for the past six months across all measurements.

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 data shows the Caseload (Average) has steadily decreased from a high of 40 in October 2013 to 31 in January 2014. This positive trend is largely a result of all investigator positions being filled since November 2013 when we hired an experienced investigator who was able to immediately begin working cases. This corresponds with a decline in Total Open Cases from a high in November of 372 to 343 in January.

There is a significant outlier for the Maximum Investigator Caseload, with one investigator at 56 cases and no other investigators over 40. This investigator works financial exploitation cases exclusively, which historically take longer to investigate. Efforts are under way to reduce this investigator's caseload, and we anticipate it will be well under 50 by the February Monthly Report.

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 January 2014 APS Monthly Report to the DAIL Commissioner

Month	August	September	October	November	December	January
Intakes Entered	357	319	375	296	307	366
All Closed Contacts	226	216	226	181	177	222
Closed Contacts Referred to S&C	129	118	124	88	82	100
Intakes Referred for Investigation	128	97	149	106	122	144
Completed Investigations	123	93	99	97	135	128
Substantiated Investigations	11	11	13	11	14	12
Unsubstantiated Investigations	112	82	86	86	121	116
Perpetrators placed on registry	14	14	4	8	4	11
Total Open Cases (Average)	361	342	359	372	366	343
Caseload (Average)	36	34	40	37	33	31
Minimum Investigator Caseload	0	0	0	10	12	13
Maximum Investigator Caseload	0	0	0	65	55	56

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

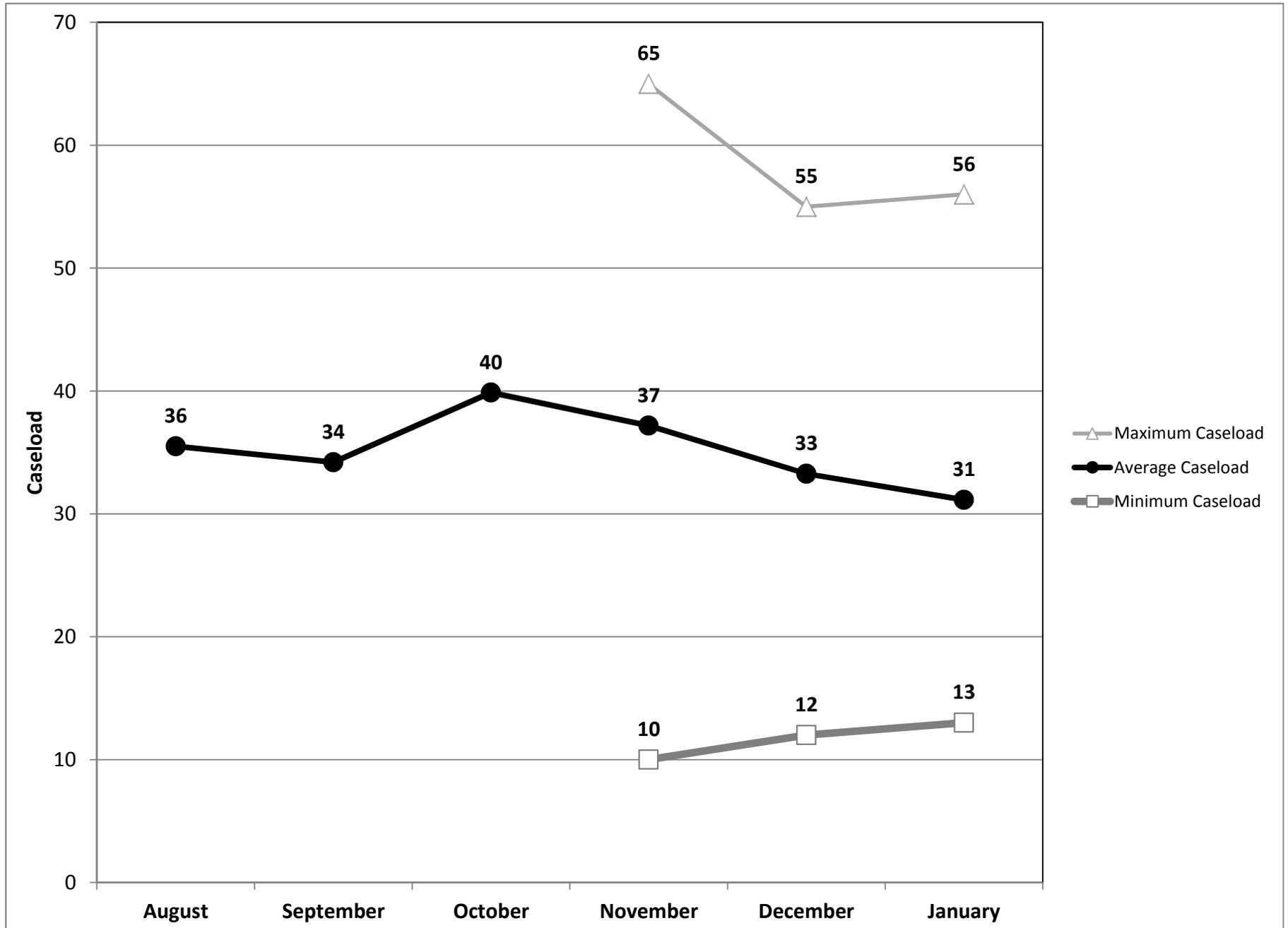


Chart 2: Intakes, Closures and Average Open Cases Past Six Months

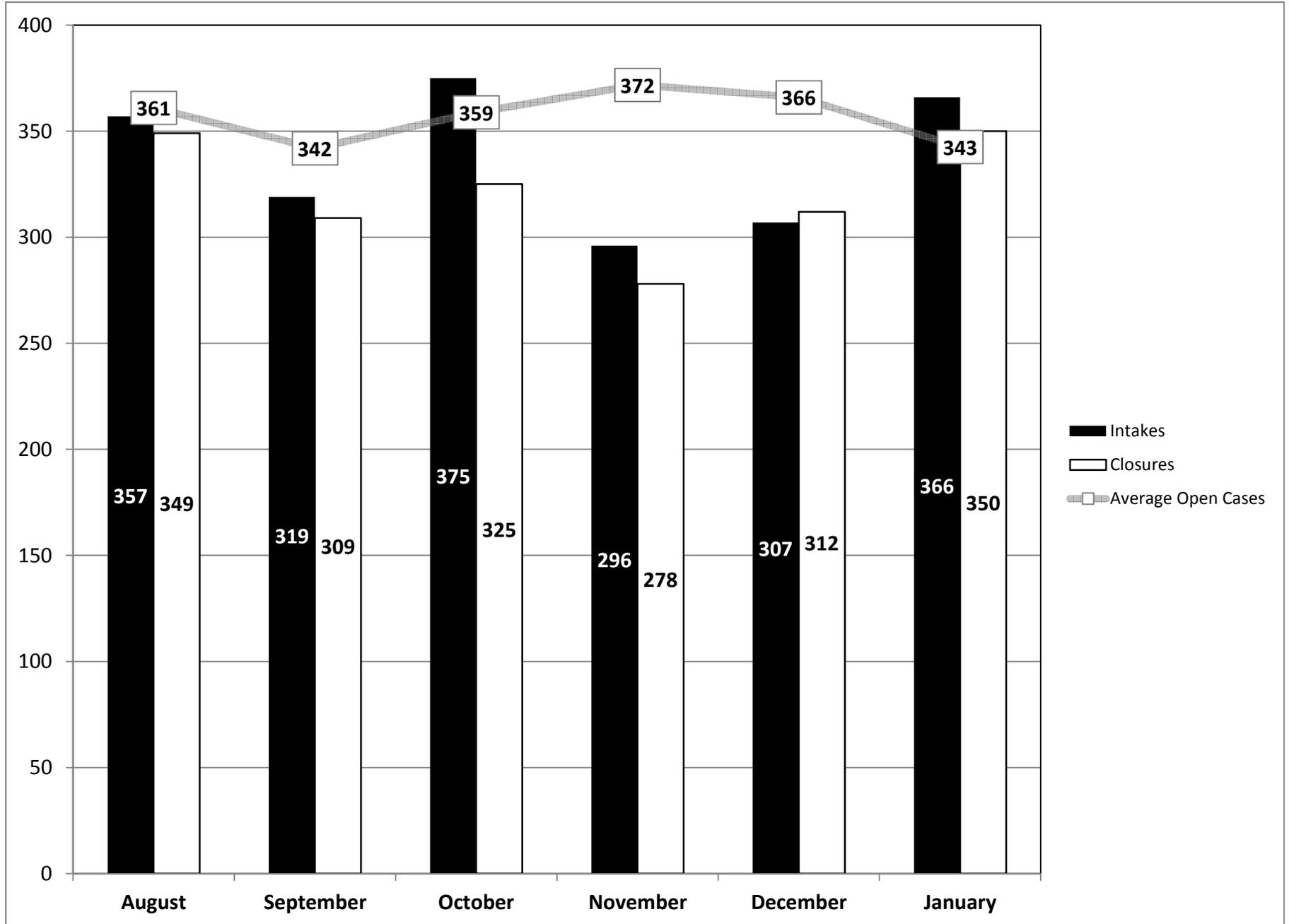


Chart 3: Intakes Referred to Investigation Past Six Months

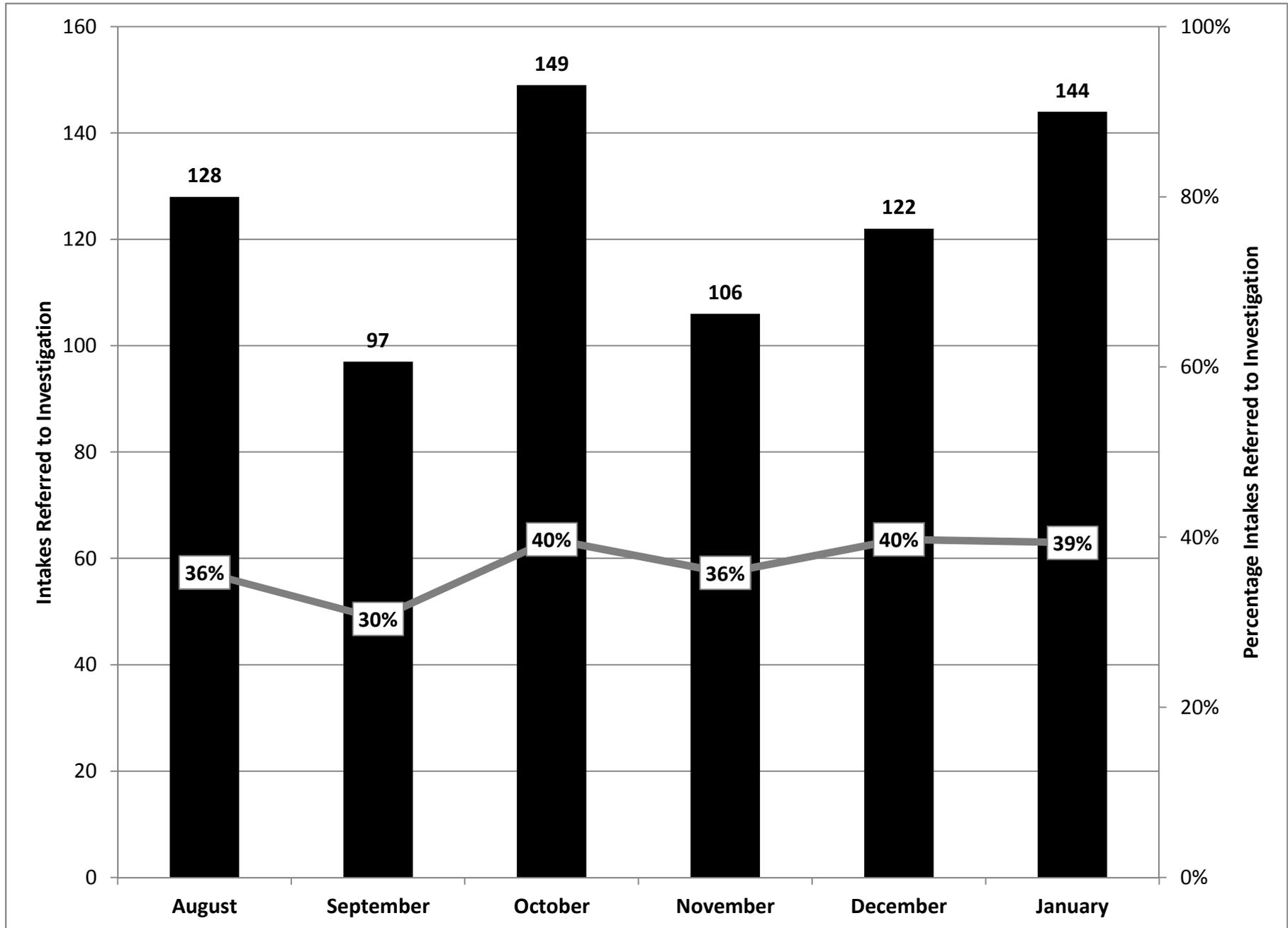


Chart 4: Count of Closure Types Past Six Months

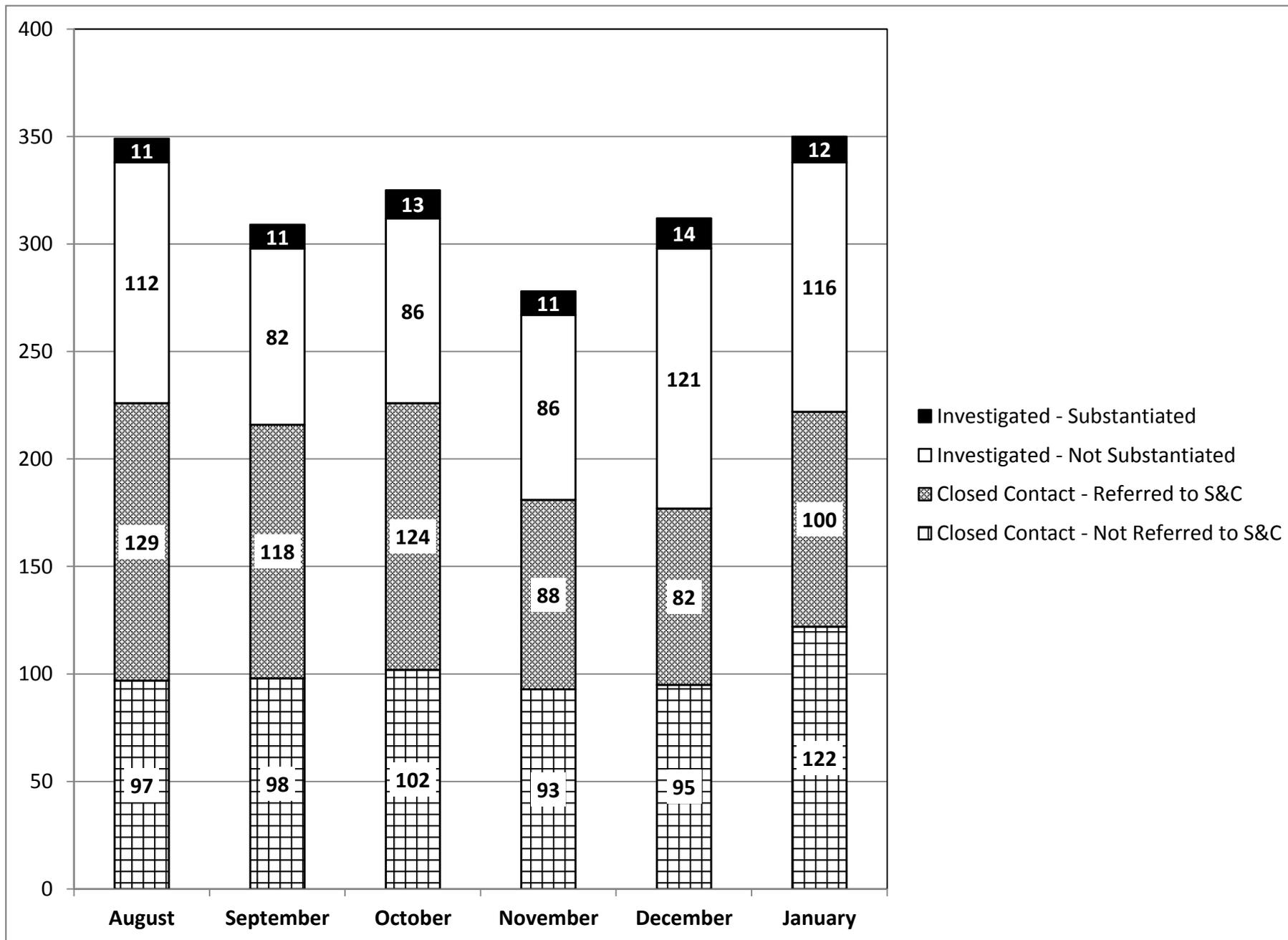


Chart 5: Percent of Closure Types Past Six Months

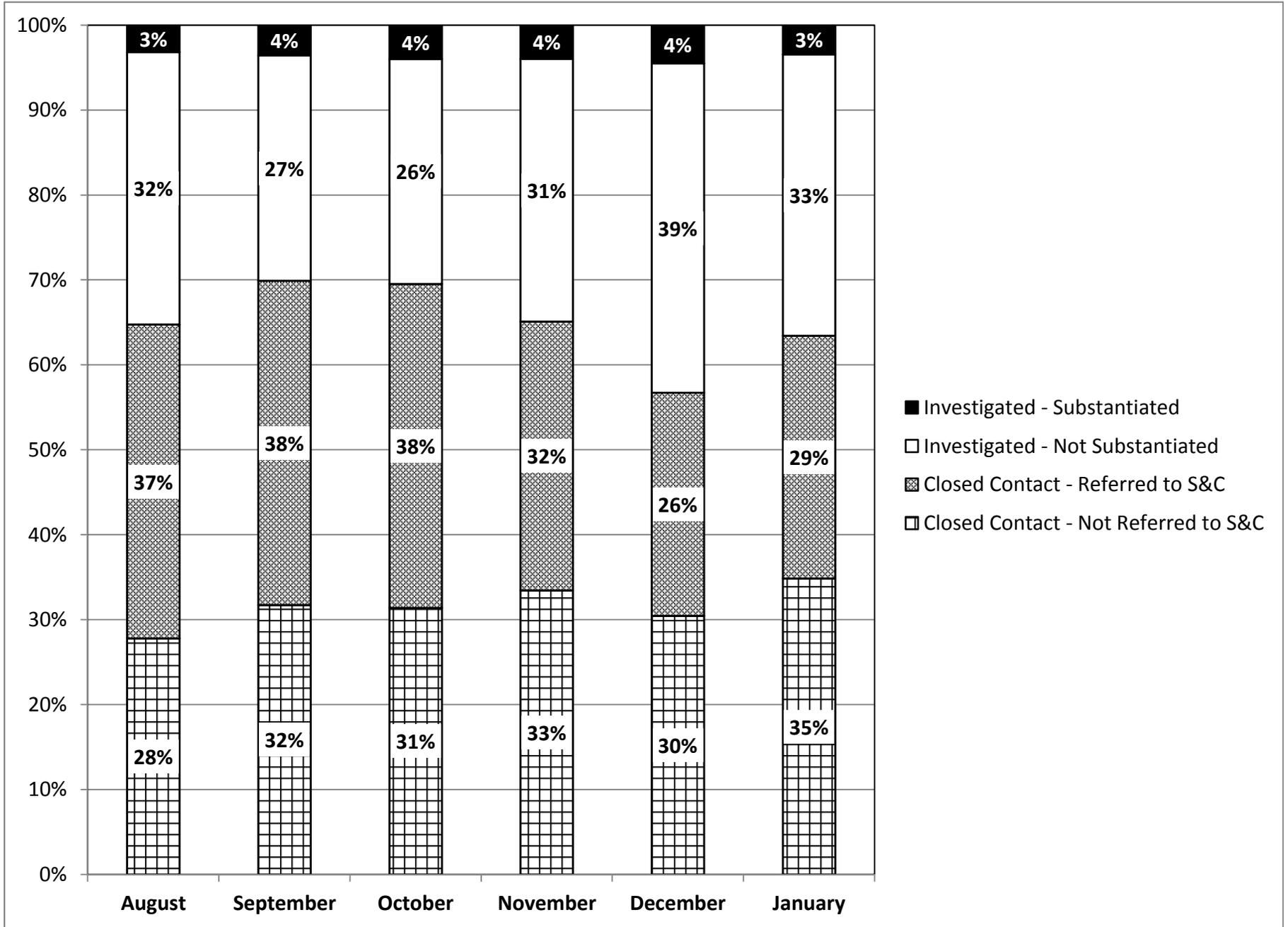
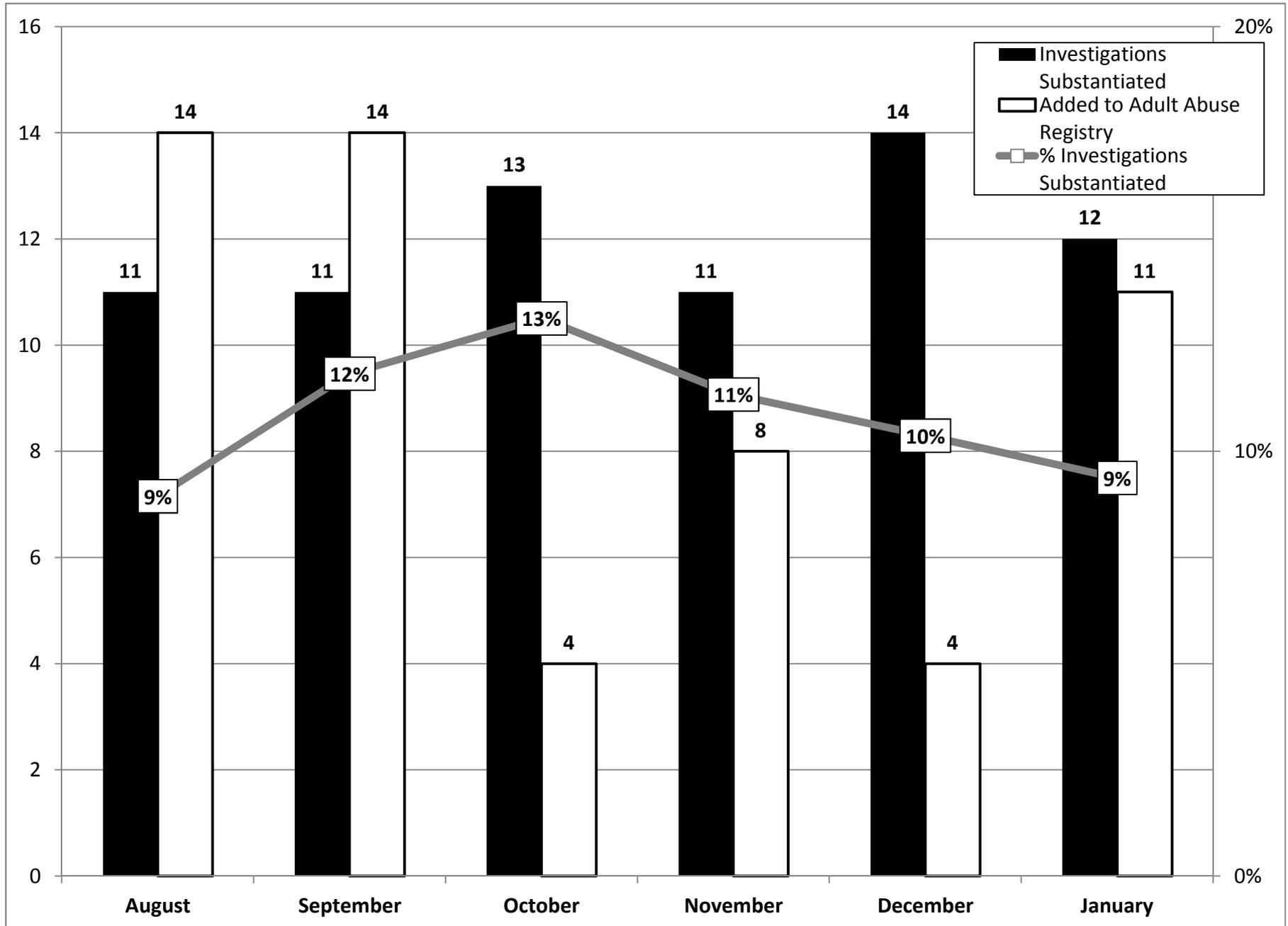


Chart 6: Substantiations, Percent Investigations Substantiated and Adult Abuse Registry Additions Past Six Months



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.