

APS MONTHLY REPORT TO THE DAIL COMMISSIONER

March 2014

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

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The Adult Protective Services (APS) program provides monthly reports at the request of the DAIL Commissioner. This is the monthly report for March 2014. The data table below and the attached charts derived from it provide information on the APS program from October 2013 to March 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 anticipated, the bump seen in the February data for substantiations has subsided. However, I was surprised to see the pendulum swing so far in the other direction, going from 22 substantiations in February to 6 in March. I suspect the April data will normalize and be closer to the six month running average.

There is an outlier with the lowest caseload, which is for Shawna Agel with an average of 5 open cases for the month. Shawna will be doing less investigative work as she serves as the interim APS Program Chief.

The number of total open cases continues to decline, from a high in November of 372 to 317 in March. The average investigator caseload is now down to 29 from a high in October of 40.

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	October	November	December	January	February	March
Intakes Entered	375	296	307	366	258	308
All Closed Contacts	226	181	177	222	153	183
Closed Contacts Referred to S&C	124	88	82	100	77	104
Intakes Referred for Investigation	149	106	122	144	102	120
Completed Investigations	99	97	135	128	121	89
Substantiated Investigations	13	11	14	12	22	6
Unsubstantiated Investigations	86	86	121	116	99	83
Perpetrators placed on registry	4	8	4	11	4	8
Total Open Cases (Average)	359	372	366	343	331	317
Caseload (Average)	40	37	33	31	31	29
Minimum Investigator Caseload	0	10	12	13	13	5
Maximum Investigator Caseload	0	65	55	56	39	45

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

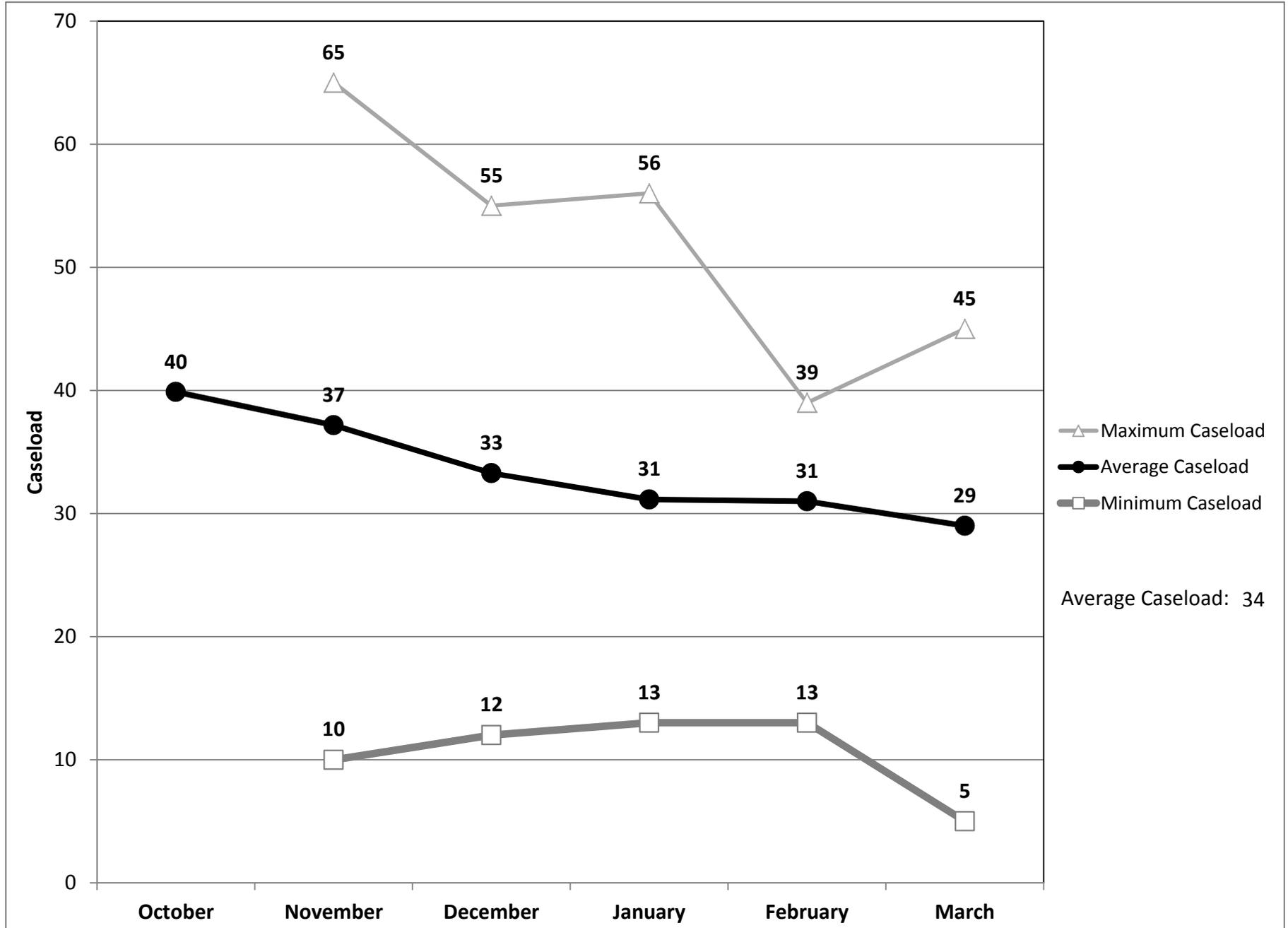


Chart 2: Intakes, Closures and Average Open Cases Past Six Months

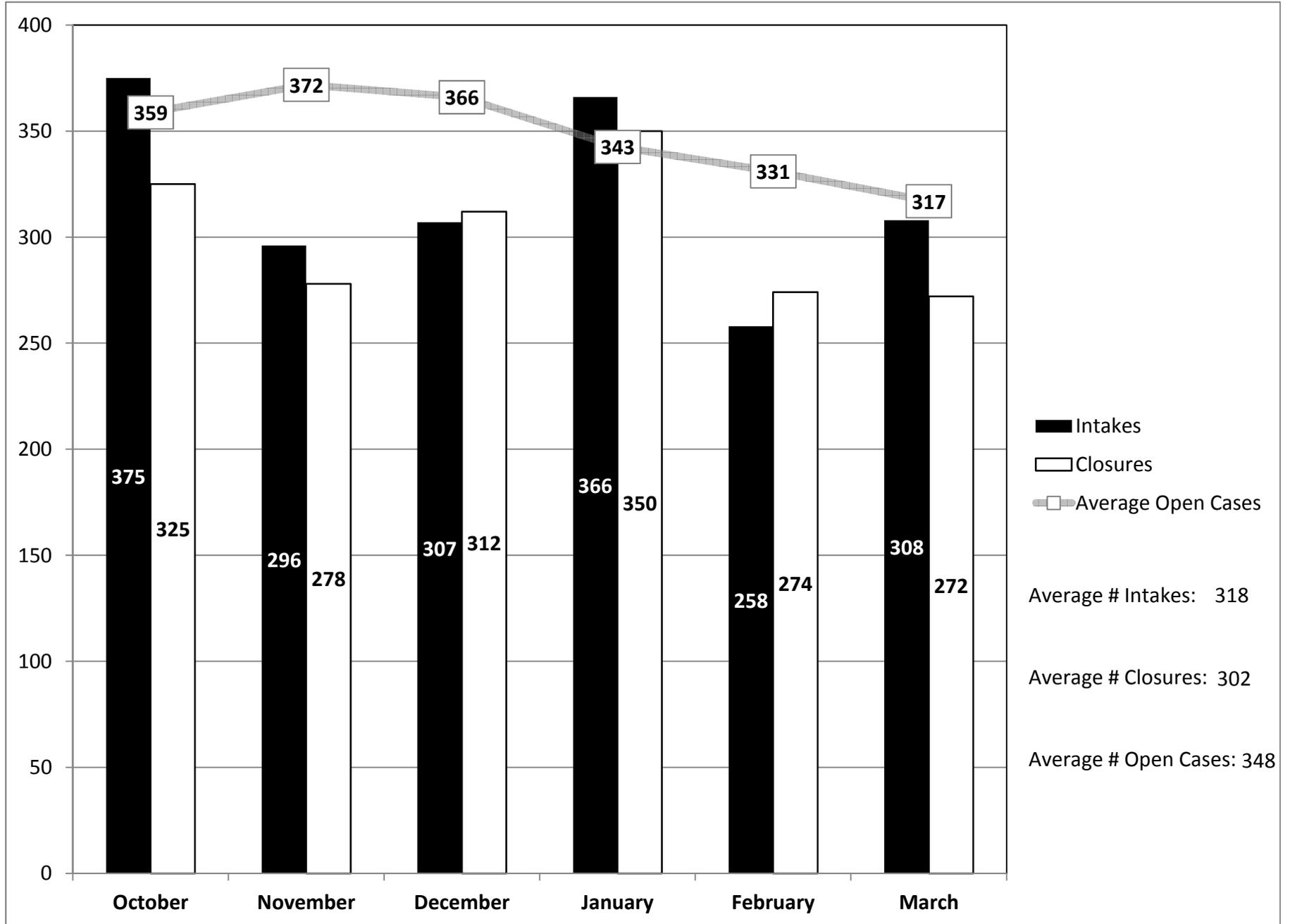


Chart 3: Intakes Referred to Investigation Past Six Months

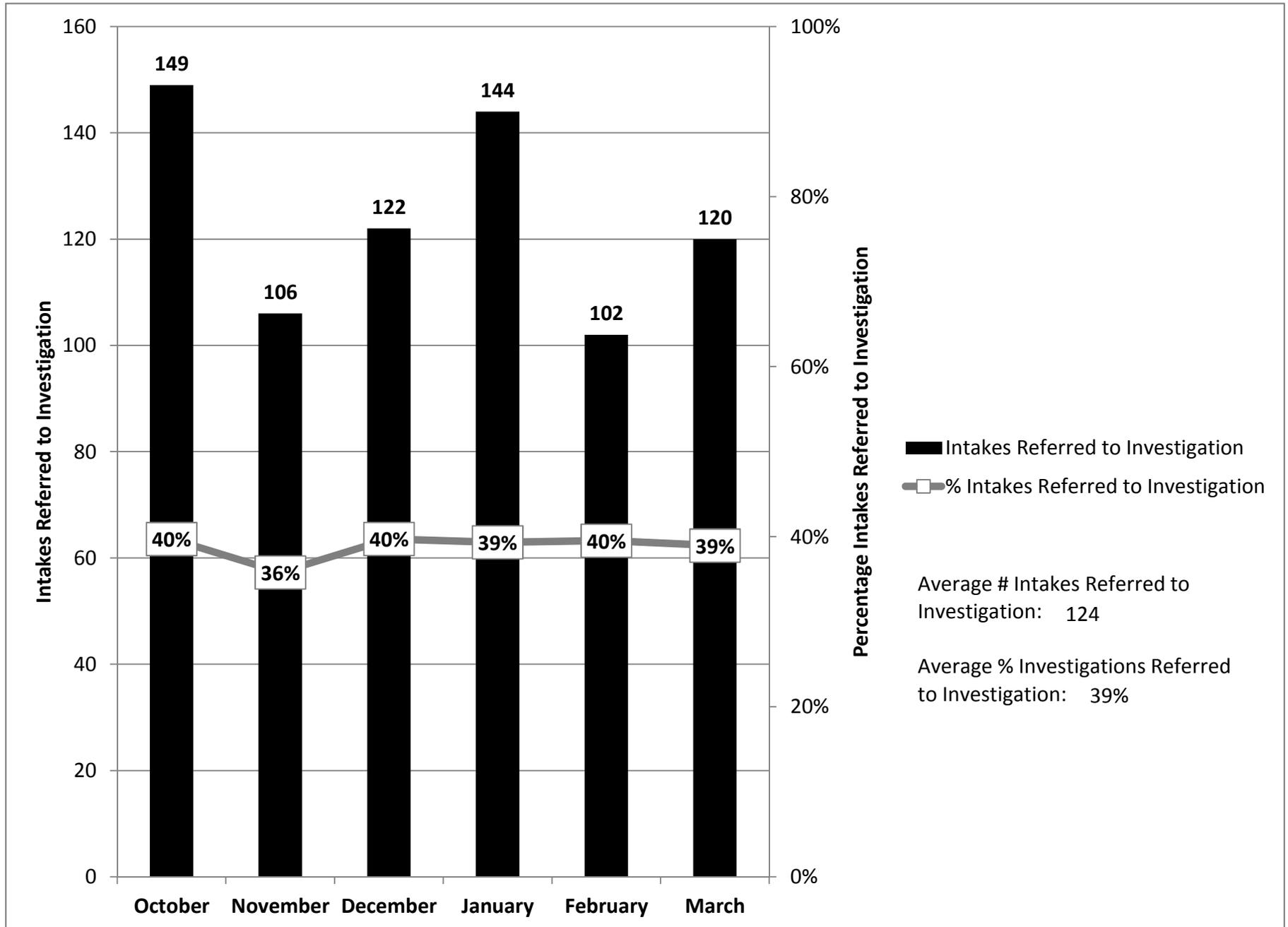


Chart 4: Count of Closure Types Past Six Months

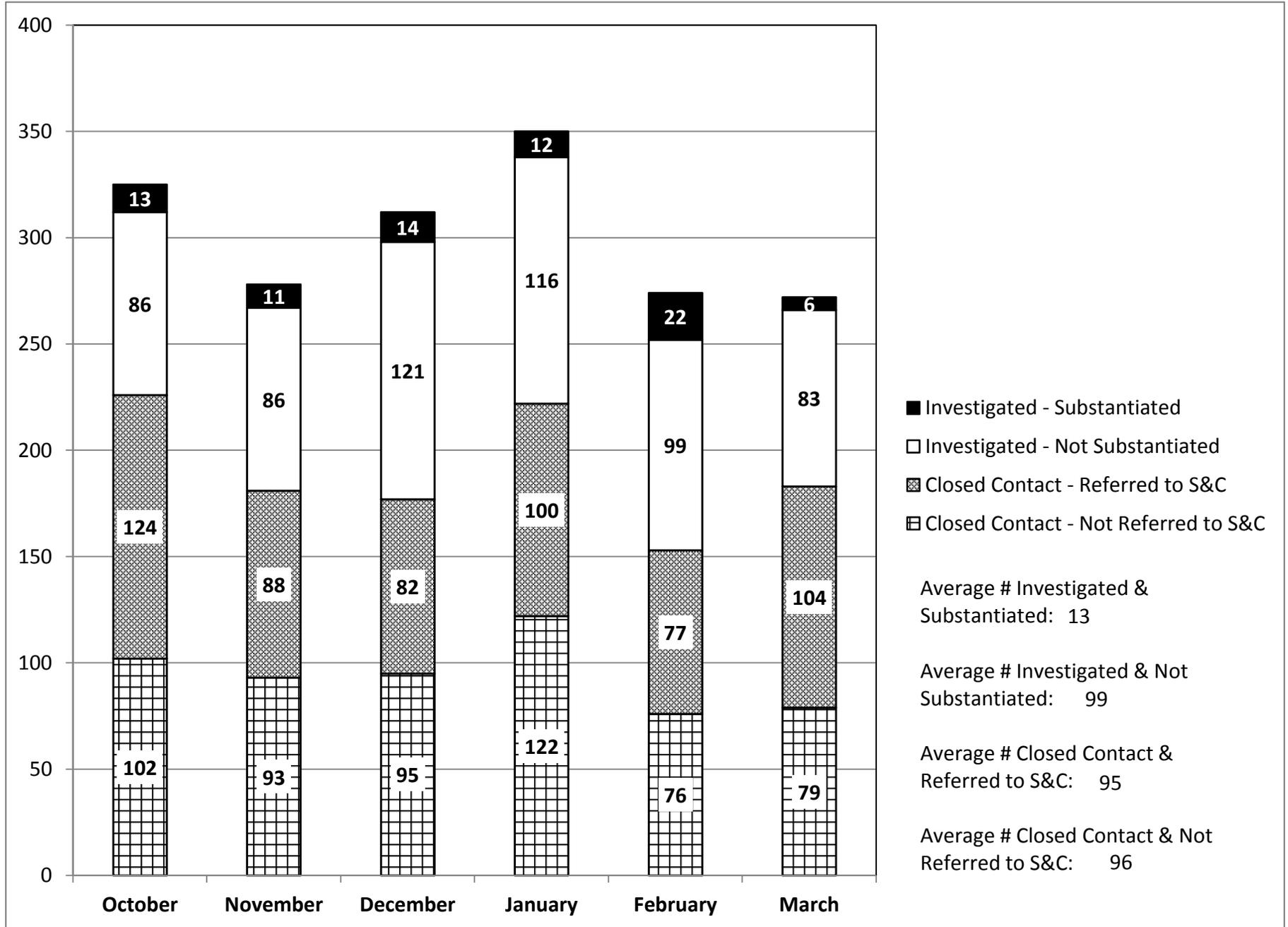


Chart 5: Percent of Closure Types Past Six Months

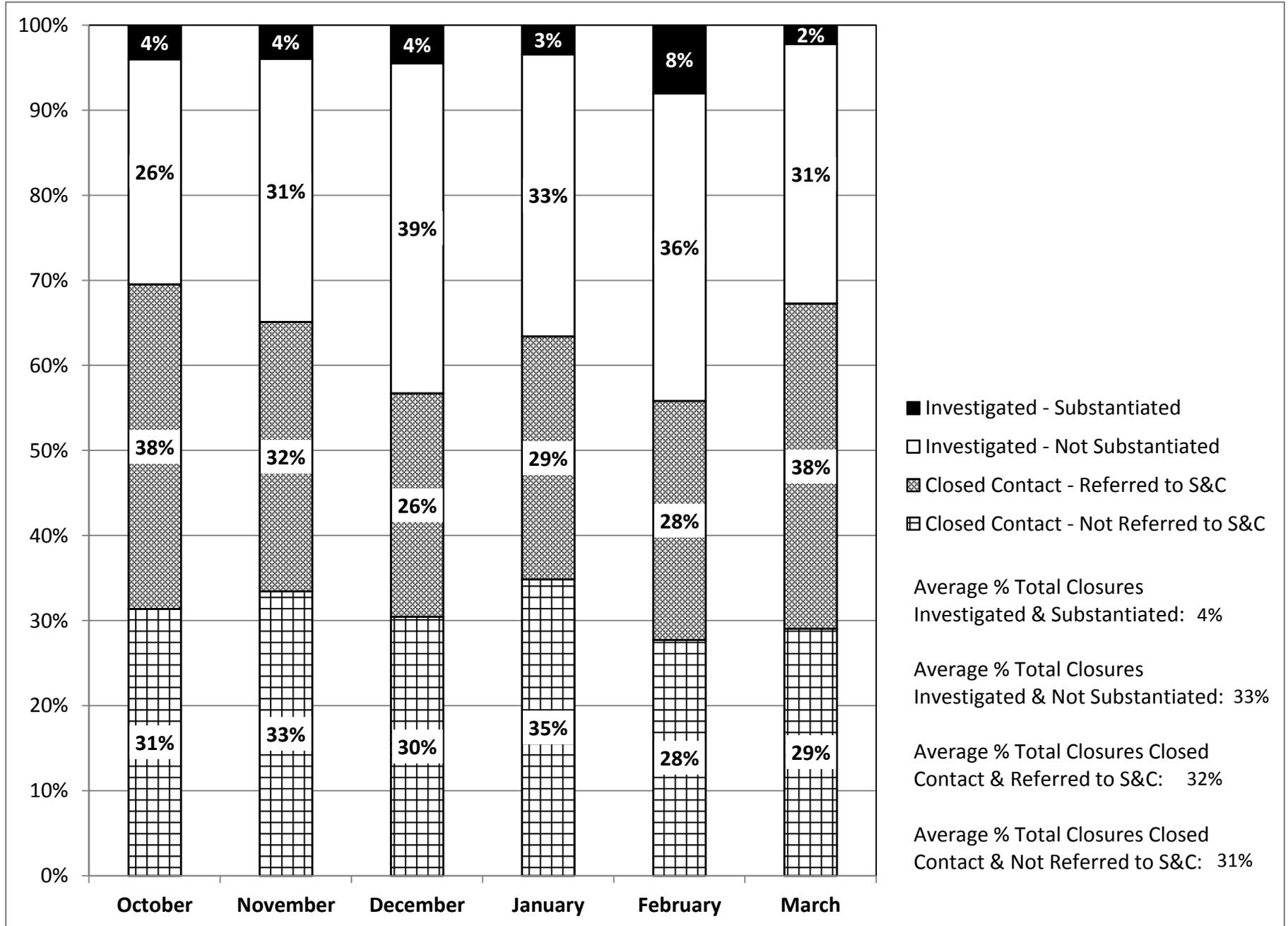
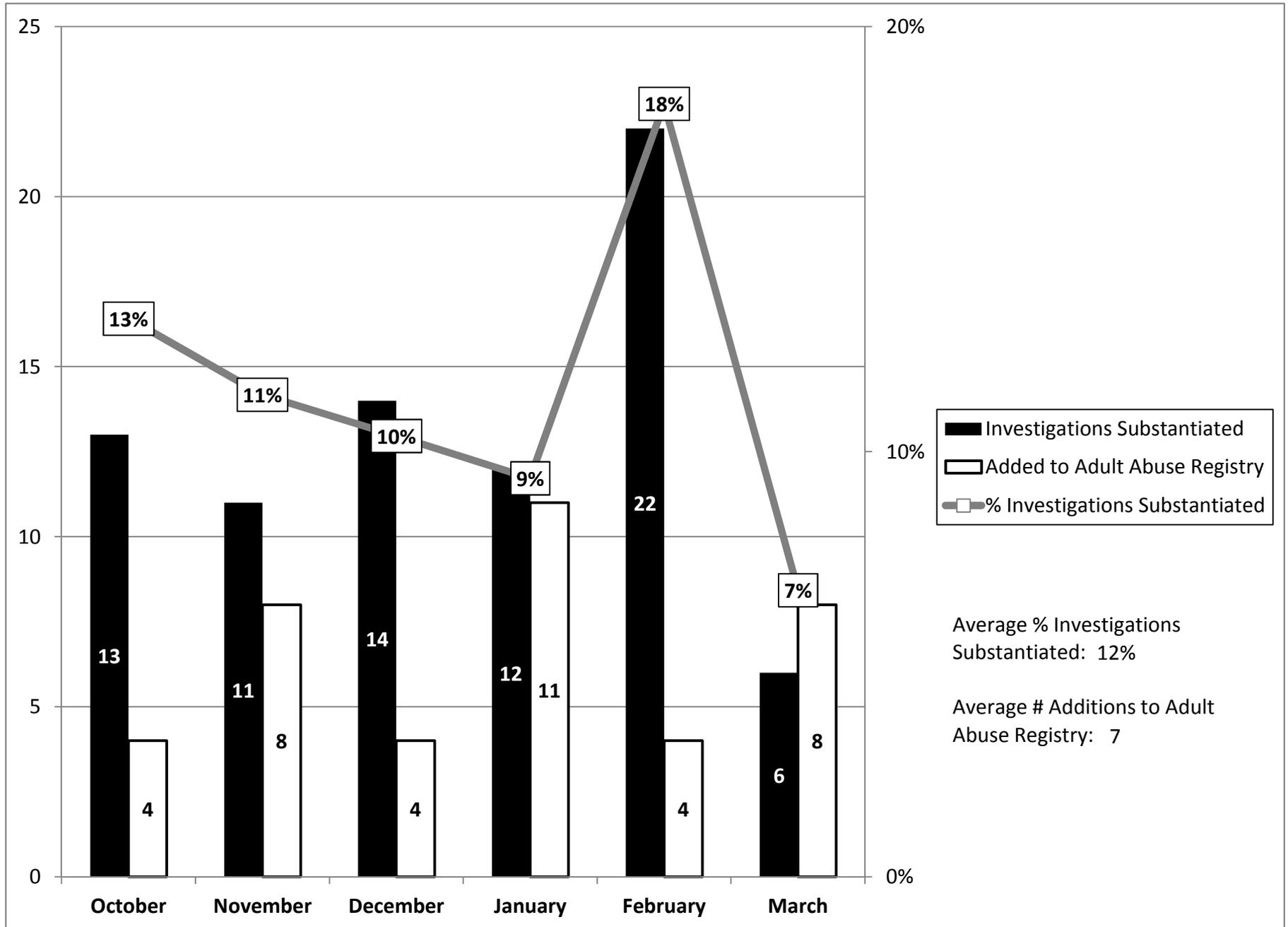


Chart 6: Substantiations, Percent Investigations Substantiated and Adult Abuse Registry Additions Past Six Months



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.