

# APS MONTHLY REPORT TO THE DAIL COMMISSIONER

**March 2015**

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

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Date: April 2, 2015

The Adult Protective Services (APS) program provides monthly reports at the request of the DAIL Commissioner. This is the monthly report for March 2015. The data table and attached charts derived from it provide information on the APS program from October 2014 to March 2015. 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 is fully staffed with the arrival of Jason Bachus on March 23, 2015.

The highest caseload for an investigator is 46, which is an improvement from the two previous months when an investigator had over 50.

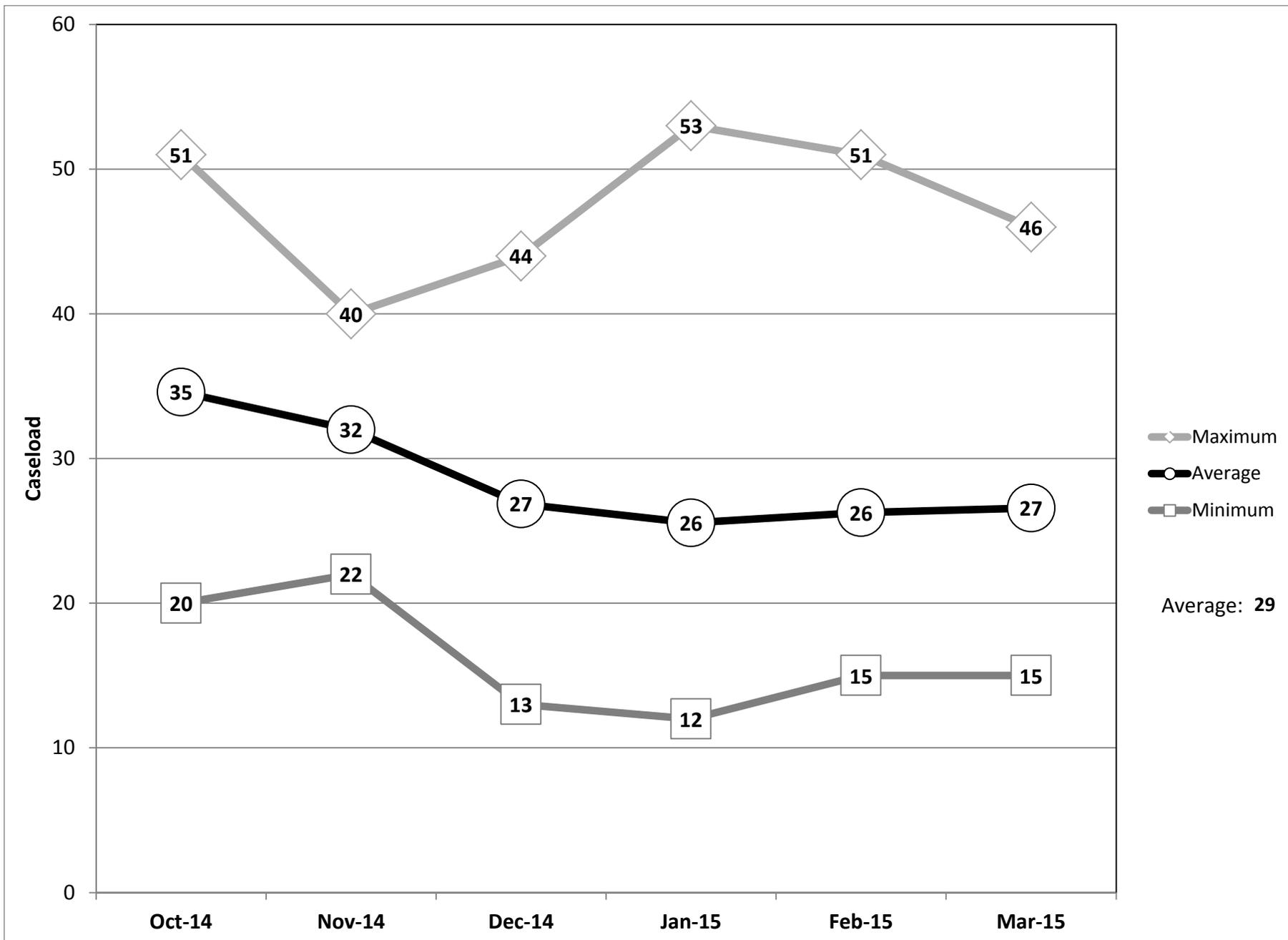
We are still concerned that over 1/3 of the open cases are over 90 days old. This measurement has been nearly flat since we started looking at it six months ago. Despite this, our upcoming quarterly report will show that we closed 83% of our 3<sup>rd</sup> Quarter SFY15 cases in 90 days or less.

The remaining data continues to show monthly variability, with no other measurements raising concerns at this time.

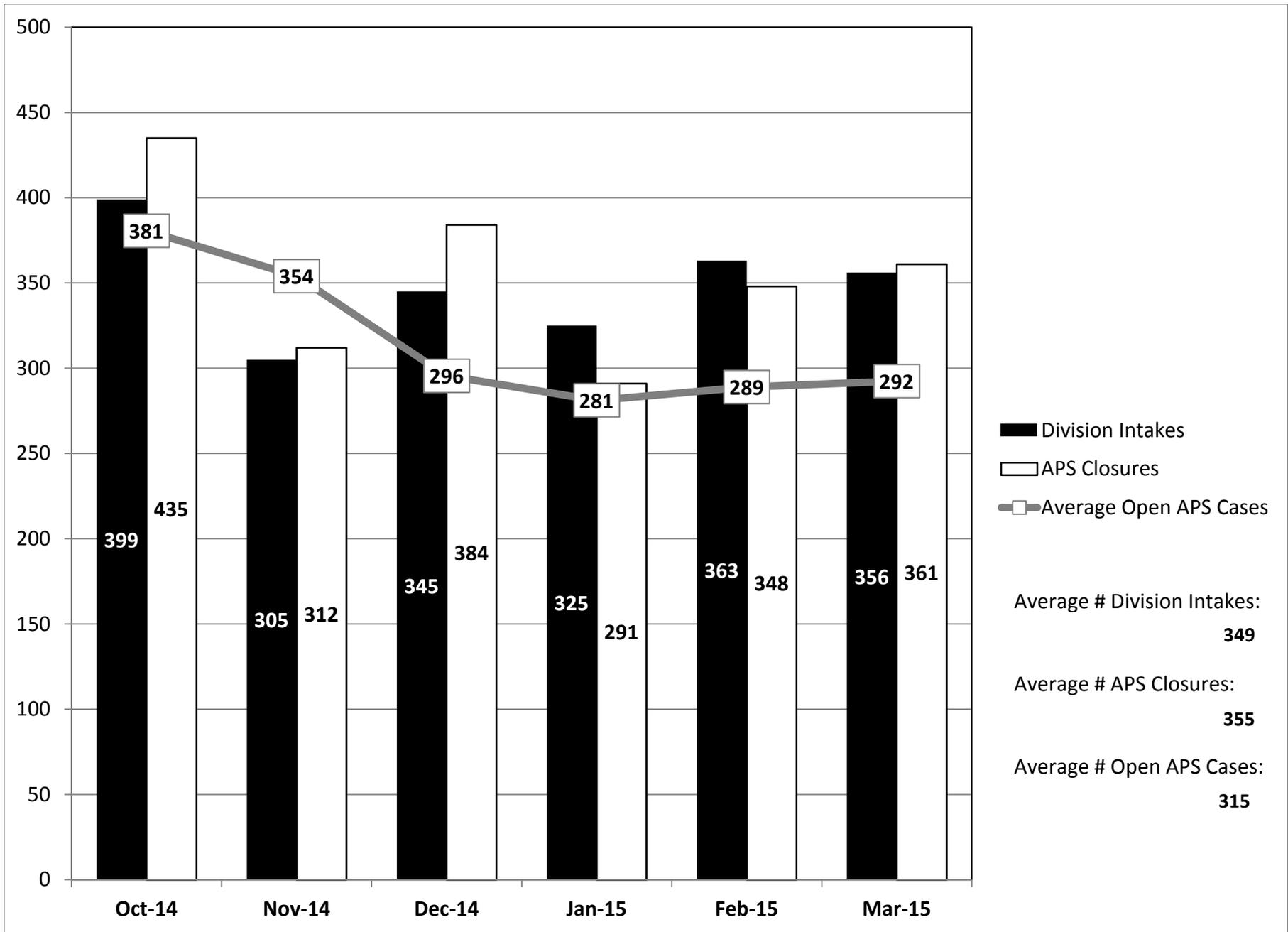
## Data Table

Month	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
Intakes Entered	399	305	345	325	363	356
APS Closed Contacts	257	173	216	174	215	217
APS Closed Contacts Referred to S&C for Investigation	116	92	103	79	111	105
Intakes Referred to APS Investigation	137	126	129	151	145	133
Completed APS Investigations	178	139	168	117	133	144
Substantiated APS Investigations	26	17	44	20	8	20
Unsubstantiated APS Investigations	152	122	124	97	125	124
Perpetrators Placed on Adult Abuse Registry	5	6	15	12	8	20
Total Open APS Cases (Average)	381	354	296	281	289	292
APS Investigator Caseload (Average)	35	32	27	26	26	27
Minimum APS Investigator Caseload	20	22	13	12	15	15
Maximum APS Investigator Caseload	51	40	44	53	51	46
Age of Open Caseload as of Date:	10/1/2014	11/3/2014	12/1/2014	1/21/2015	3/20/2015	4/1/2015
# Cases Open on Date Specified	391	359	265	282	289	299
# Open Cases < 90 Days Old	248	219	169	174	183	186
# Open Cases between 90 and 120 Days Old	76	37	65	25	23	20
# Open Cases > 120 Days Old	67	103	31	83	83	93
% Open Cases < 90 Days Old	63.4%	61.0%	63.8%	61.7%	63.3%	62.2%
% Open Cases Between 90 and 120 Days Old	19.4%	10.3%	24.5%	8.9%	8.0%	6.7%
% Open Cases > 120 Days Old	17.1%	28.7%	11.7%	29.4%	28.7%	31.1%

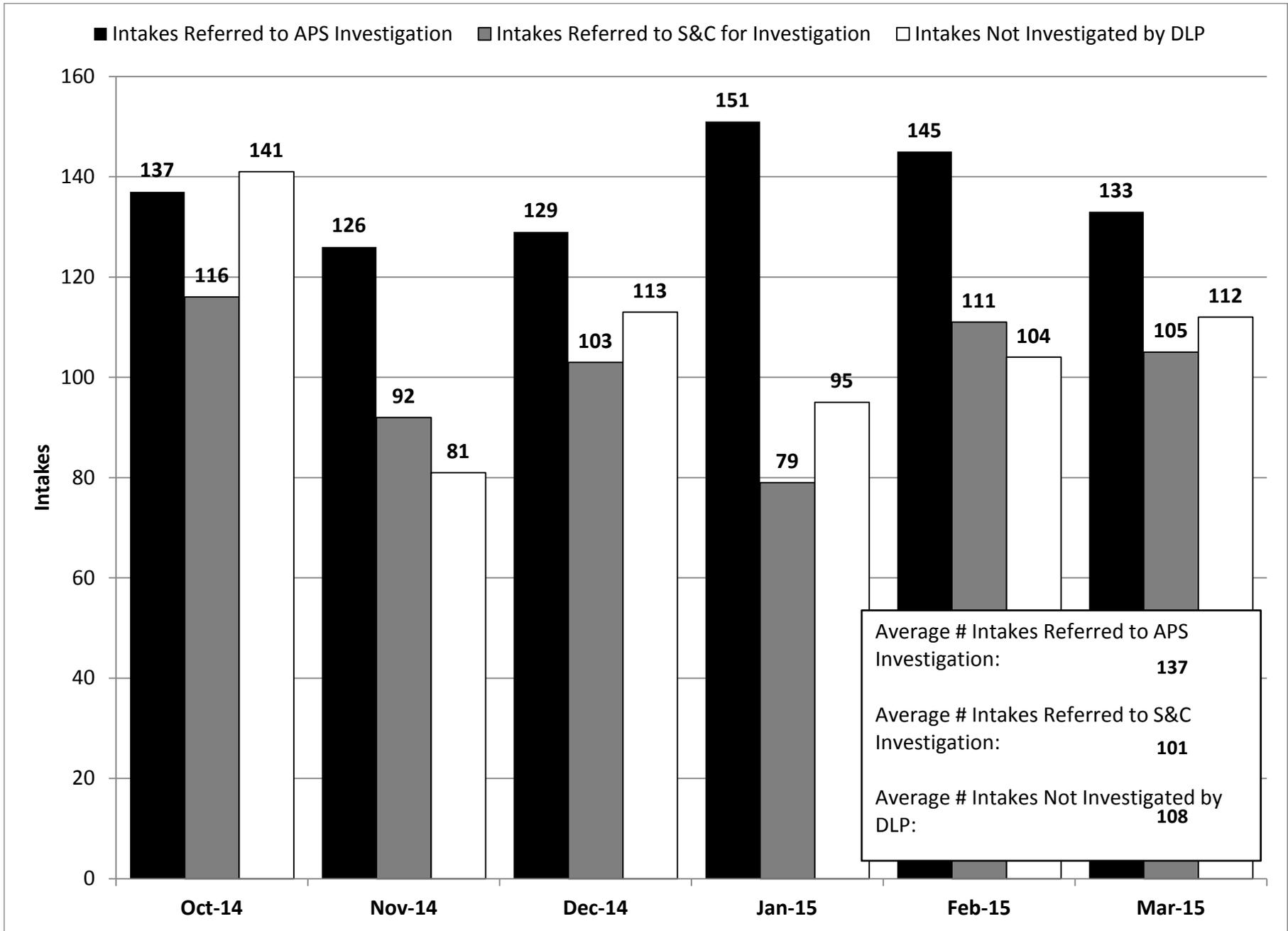
**Chart 1: Minimum, Maximum and Average APS Investigator Caseload Past Six Months**



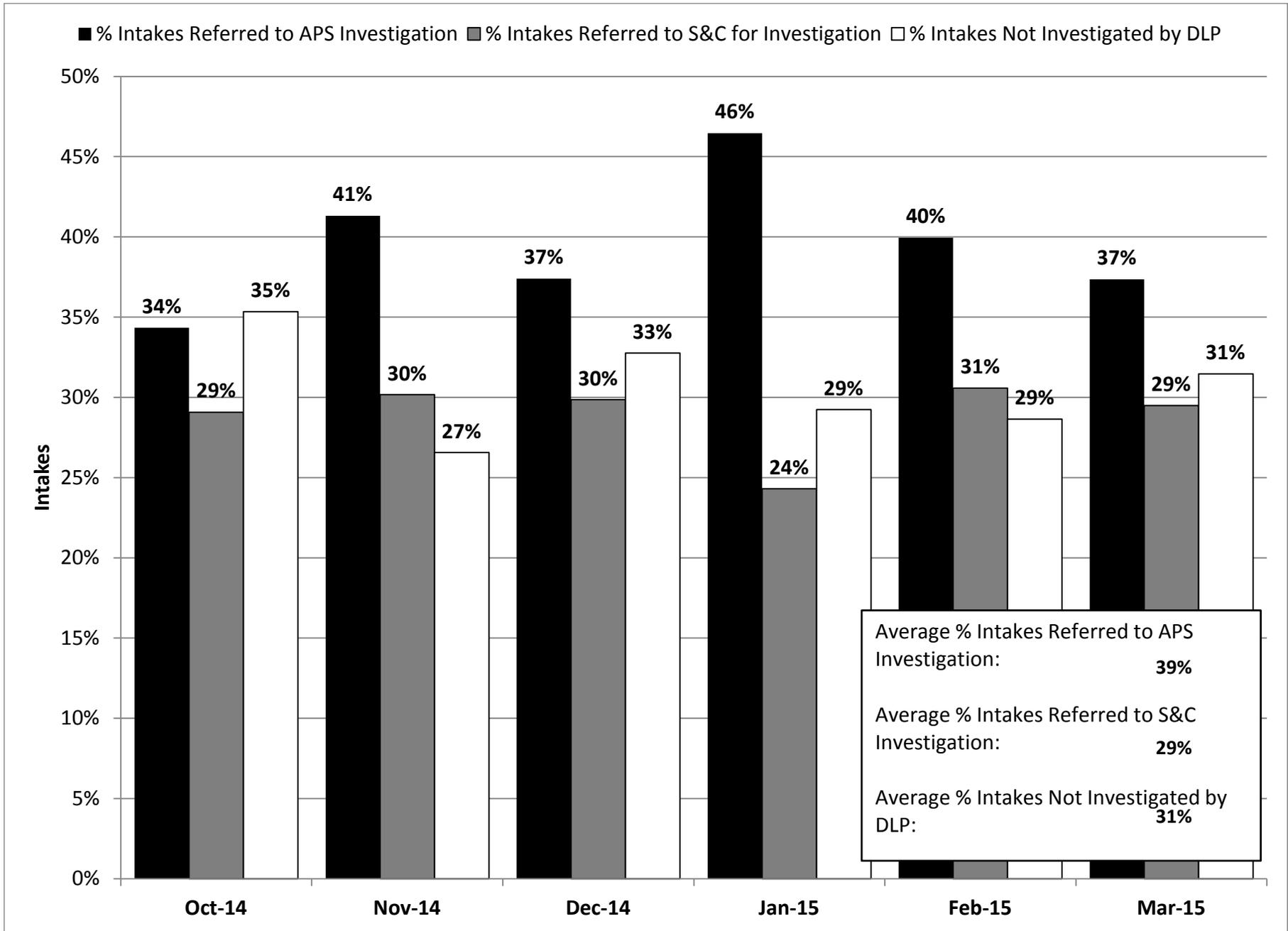
**Chart 2: Division Intakes, APS Closures and Average Open APS Cases Past Six Months**



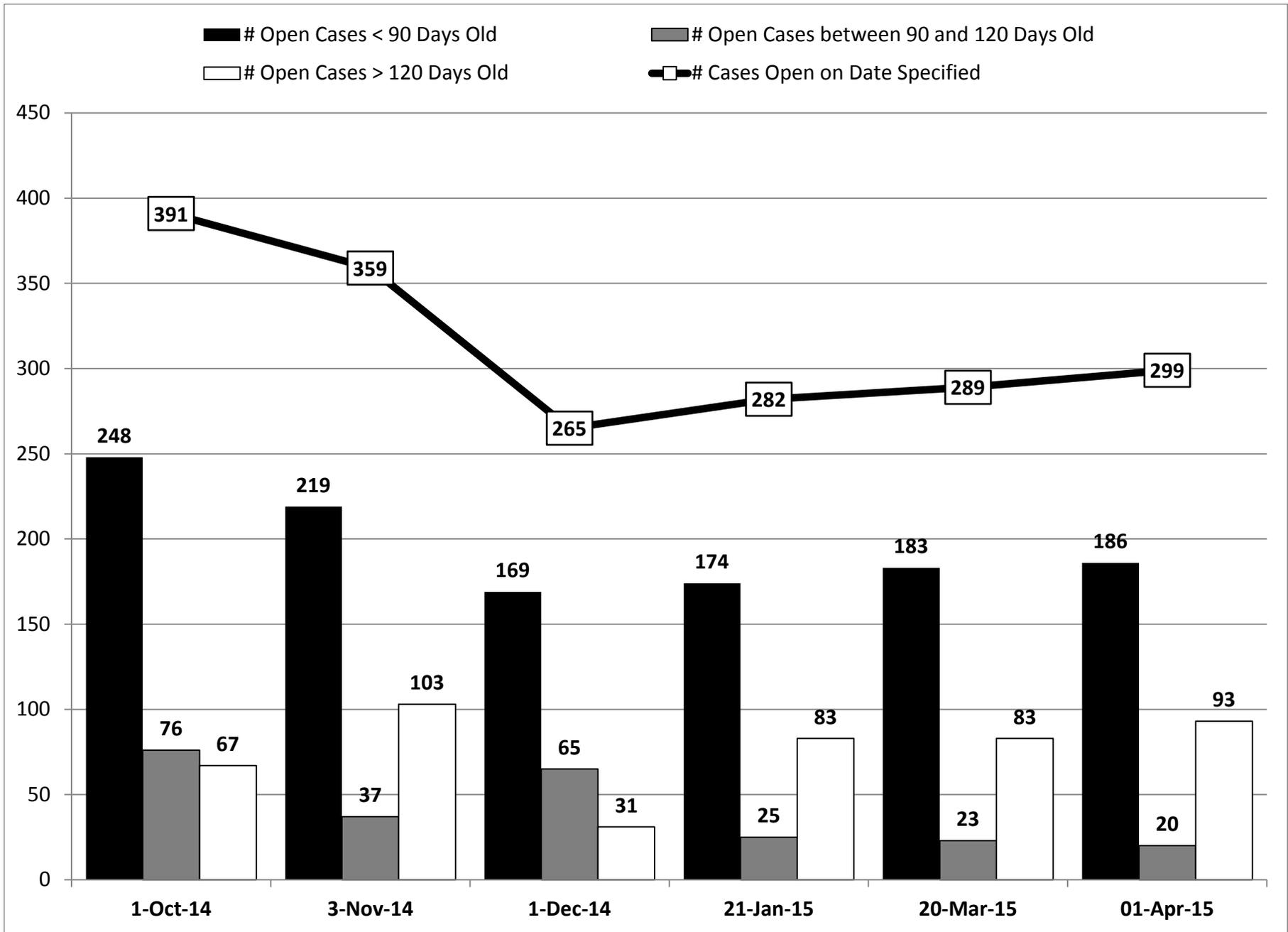
**Chart 3: Intakes Referred to Investigation Past Six Months**



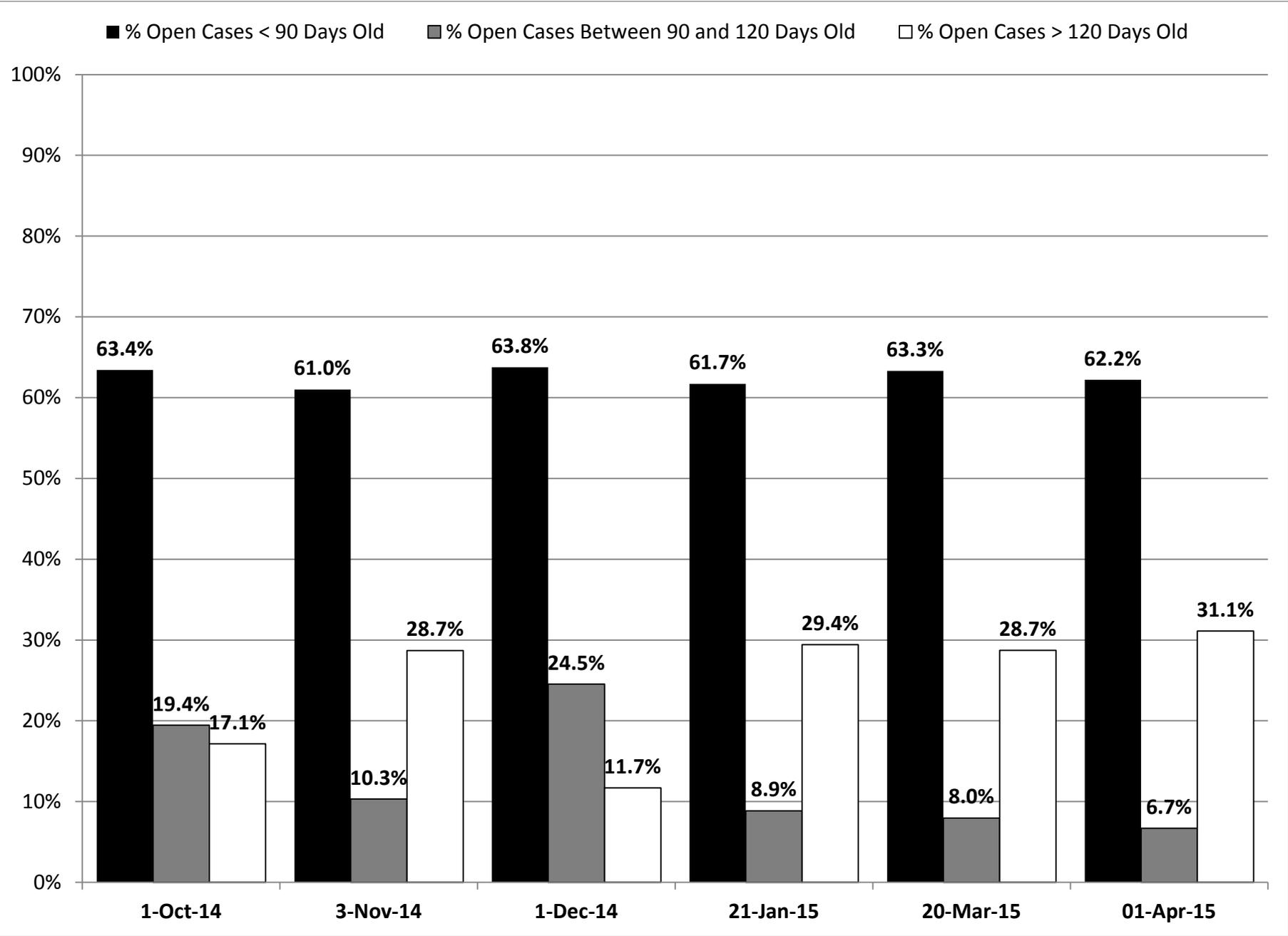
**Chart 4: Percent Intakes Referred to Investigation Past Six Months**



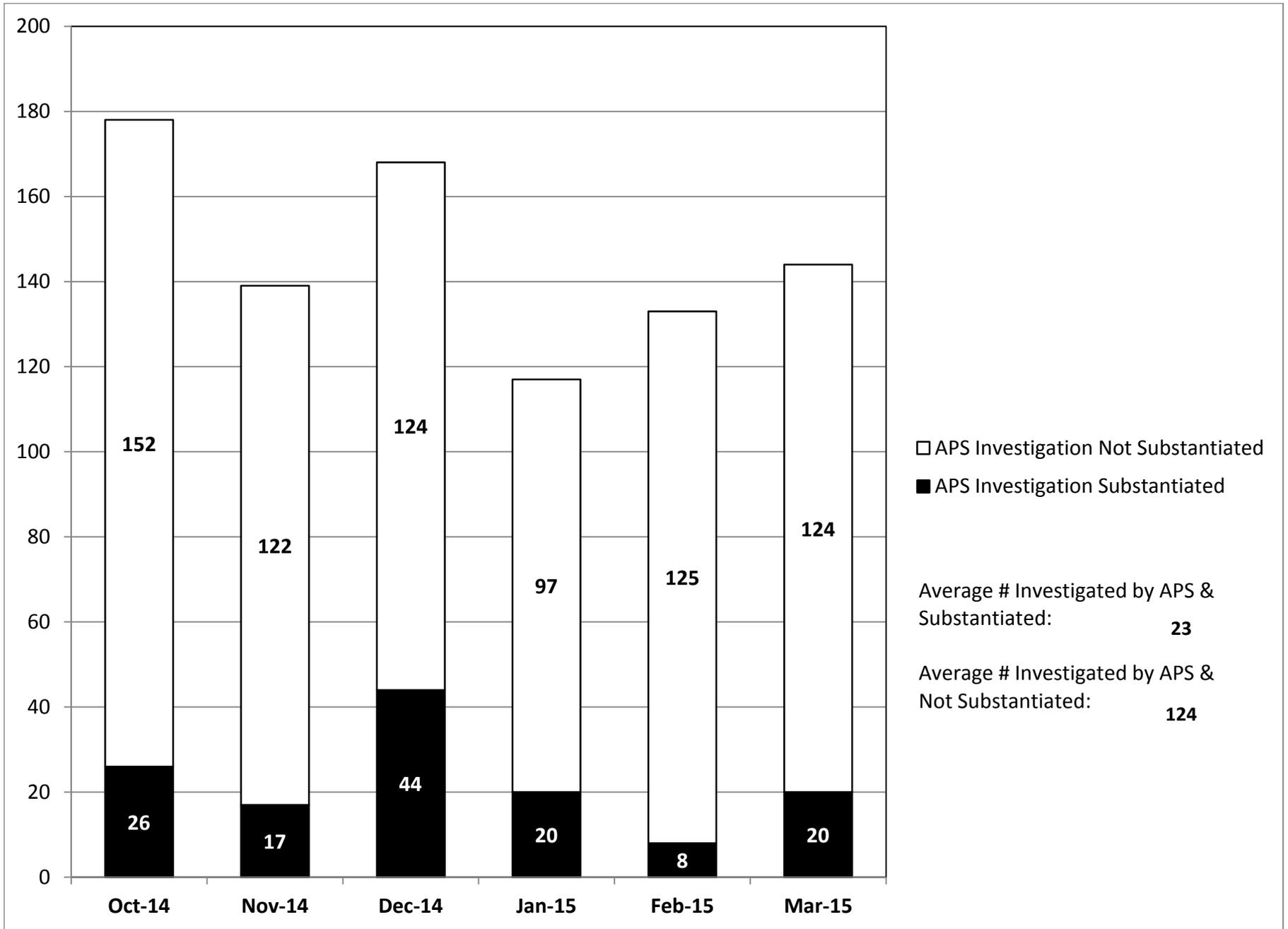
**Chart 5: Number Open Cases in Three Age Categories (Point in Time Measurement for Dates Specified)**



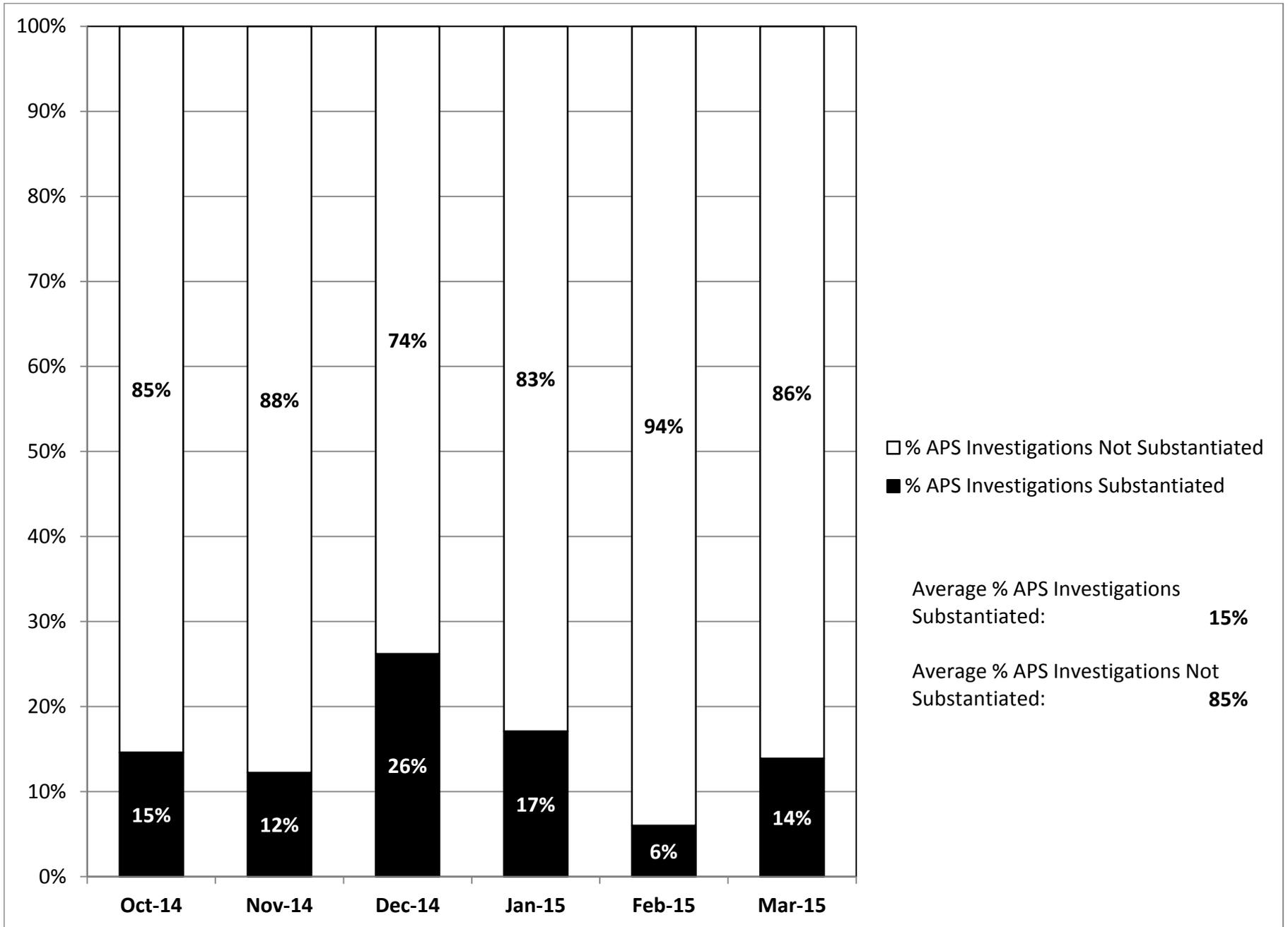
**Chart 6: Percent Open Cases in Three Age Categories (Point in Time Measurement for Dates Specified)**



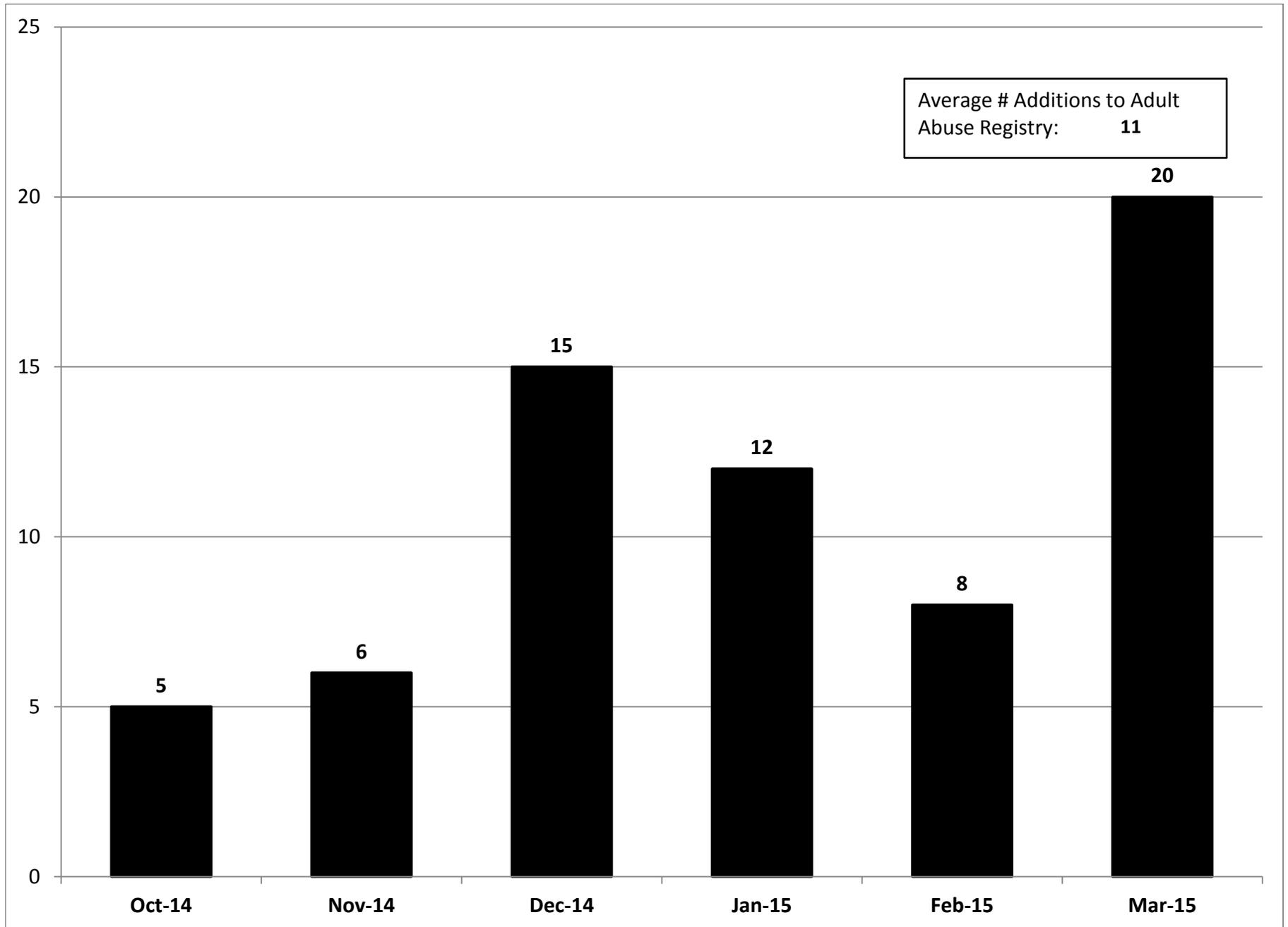
**Chart 7: Number of APS Investigations Substantiated and Not Substantiated Past Six Months**



**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.