

APS MONTHLY REPORT TO THE DAIL COMMISSIONER

September 2014

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

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Date: October 6, 2014

The Adult Protective Services (APS) program provides monthly reports at the request of the DAIL Commissioner. This is the monthly report for September 2014. The data table and attached charts derived from it provide information on the APS program from April 2014 to September 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. However, the sustained increase in the number of intakes referred to investigation, and the affect this has on caseloads, does warrant discussion.

New to this report are Charts 5 and 6, which show the number of open cases in three categories based on how long the case has been open. The charts show that 67 cases, or 17.1% of open cases, have been open more than 120 days. APS management has begun to implement a plan that would reduce this number to below 20 by the next report.

Data Table

Month	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14
Intakes Entered	351	402	340	387	358	424
APS Closed Contacts	211	255	219	214	195	251
APS Closed Contacts Referred to S&C for Investigation	107	133	110	122	91	121
Intakes Referred to APS Investigation	125	144	120	172	154	169
Completed APS Investigations	92	129	134	93	92	158
Substantiated APS Investigations	16	15	16	11	13	15
Unsubstantiated APS Investigations	76	114	117	82	79	143
Perpetrators Placed on Adult Abuse Registry	16	11	7	20	7	2
Total Open APS Cases (Average)	351	344	333	344	391	417
APS Investigator Caseload (Average)	32	31	30	31	36	38
Minimum APS Investigator Caseload	3	3	11	6	8	14
Maximum APS Investigator Caseload	43	52	44	44	54	50
Age of Open Caseload as of Date:	10/1/2014					
# Cases Open on 1st of Month	391					
# Open Cases < 90 Days Old	248					
# Open Cases between 90 and 120 Days Old	76					
# Open Cases > 120 Days Old	67					
% Open Cases < 90 Days Old	63.4%					
% Open Cases Between 90 and 120 Days Old	19.4%					
% Open Cases > 120 Days Old	17.1%					

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

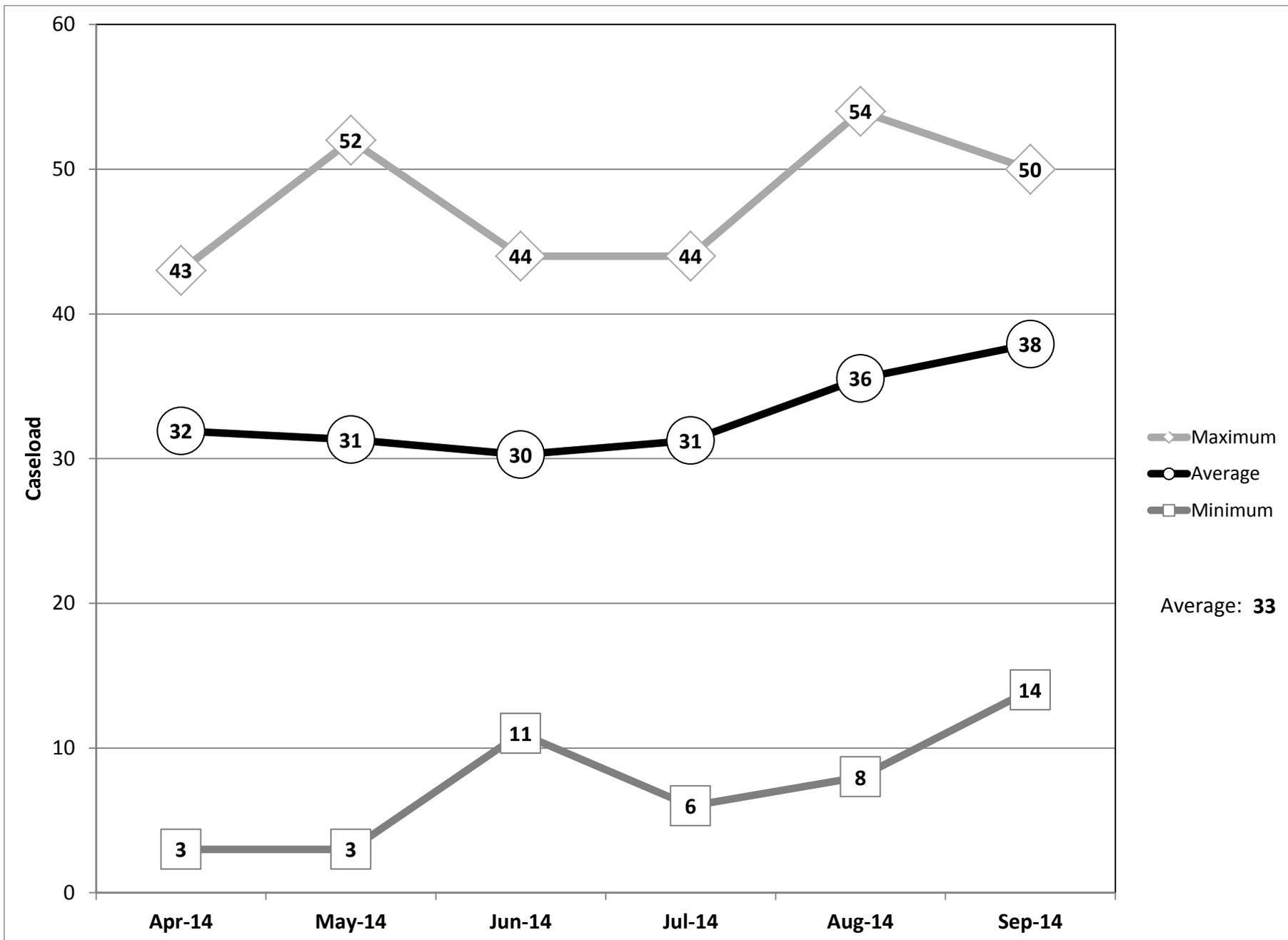


Chart 2: Division Intakes, APS Closures and Average Open APS Cases Past Six Months

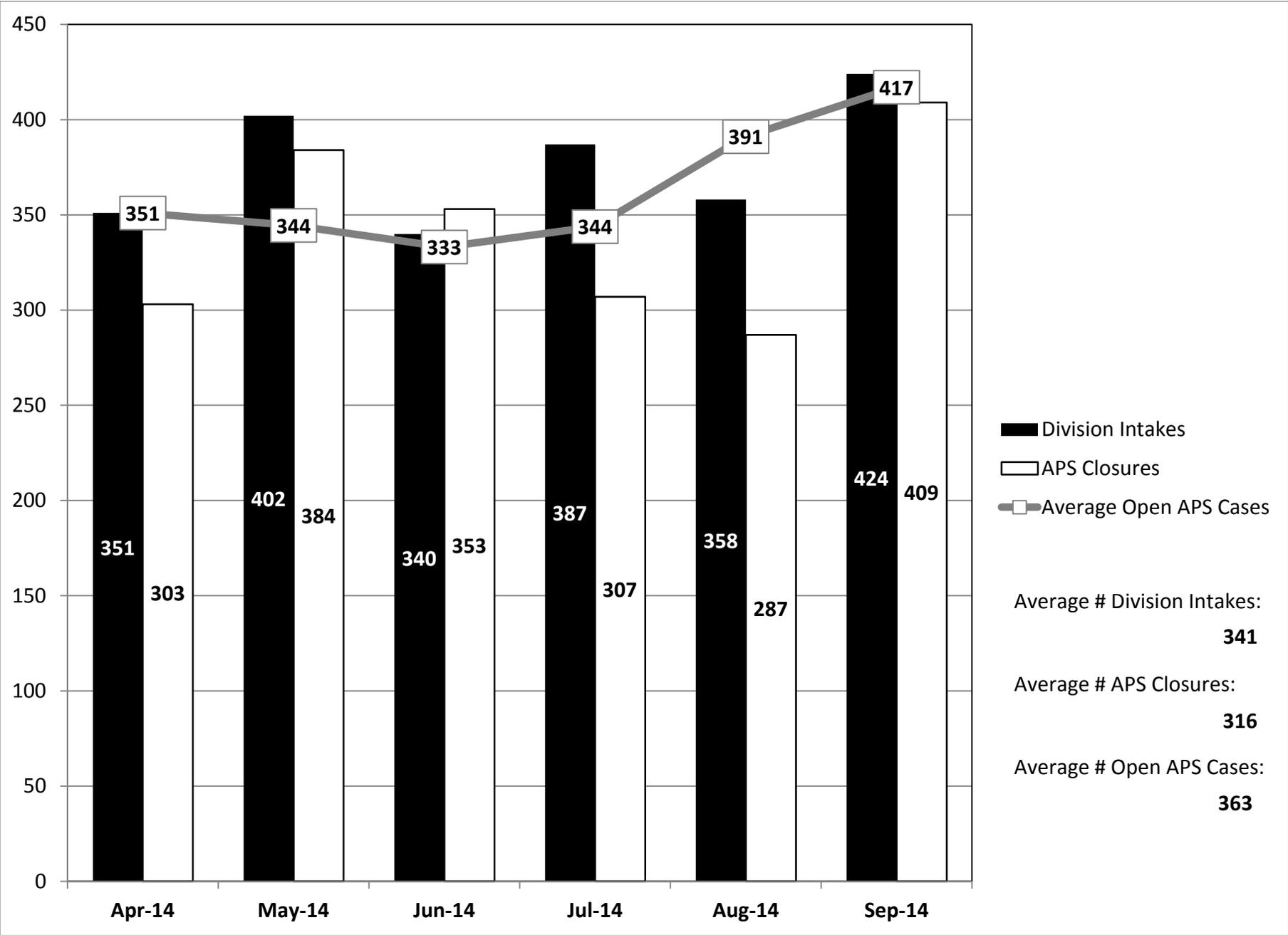


Chart 3: Intakes Referred to Investigation Past Six Months

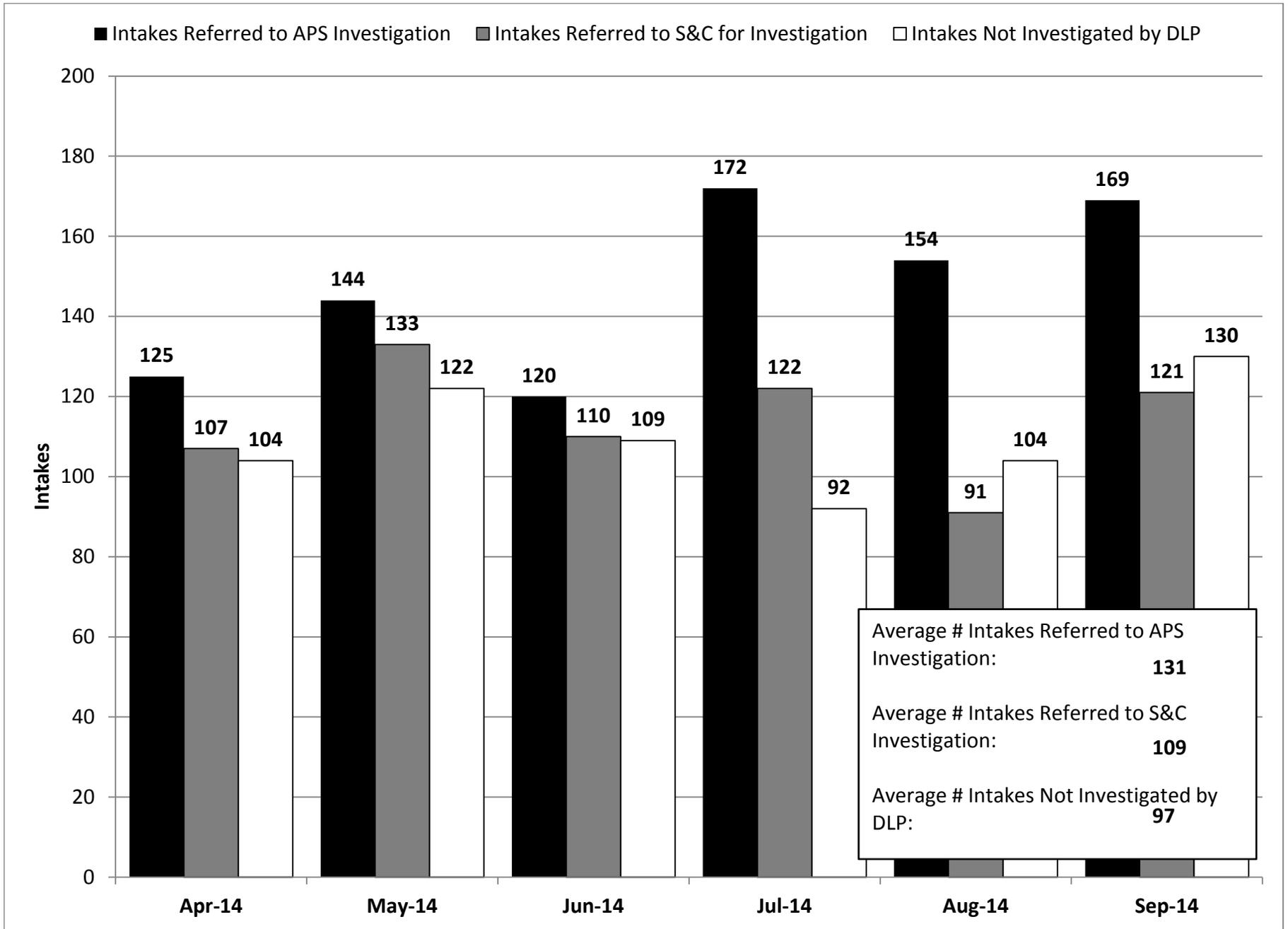


Chart 4: Percent Intakes Referred to Investigation Past Six Months

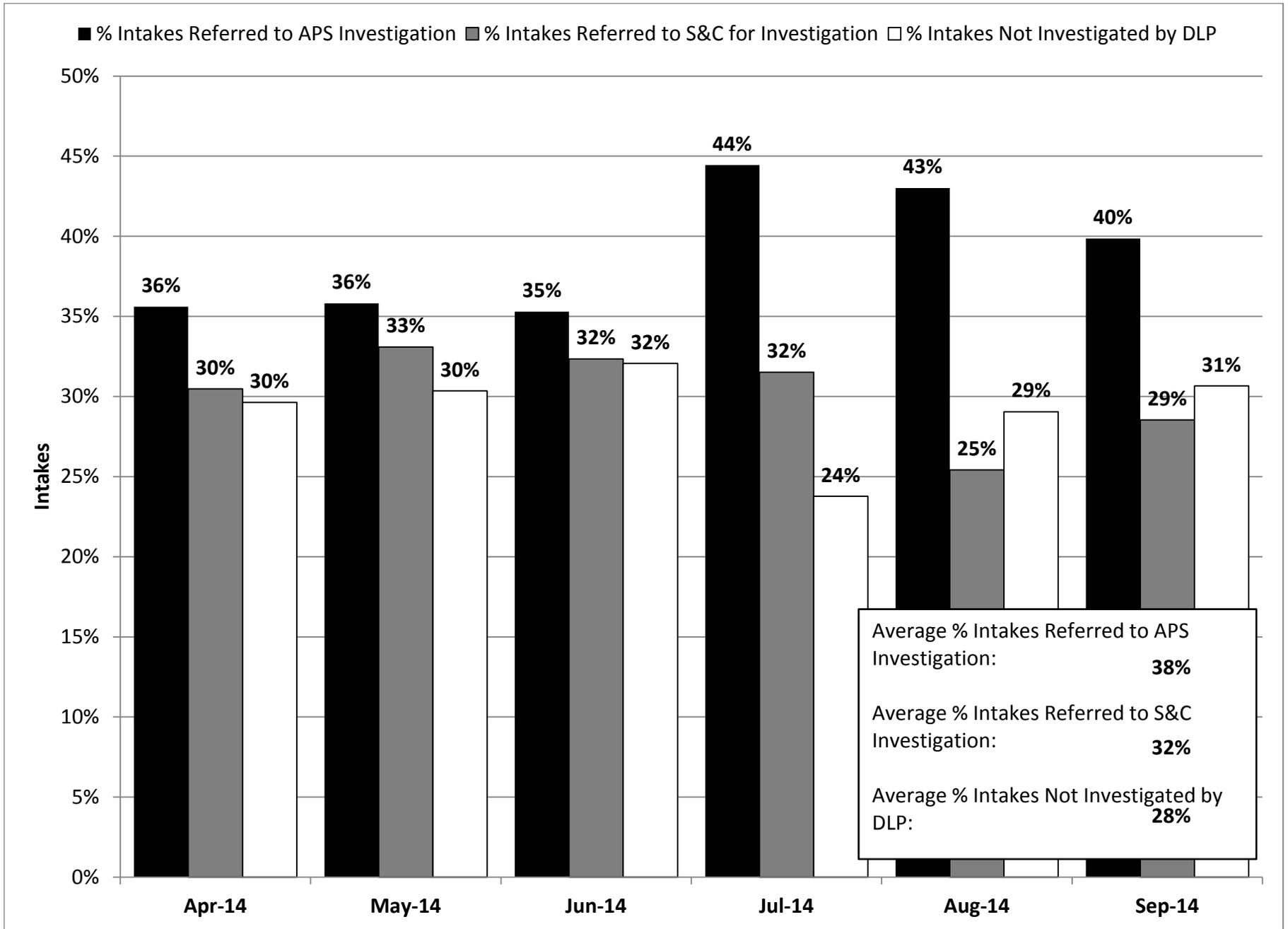


Chart 5: Number Open Cases in Three Age Categories

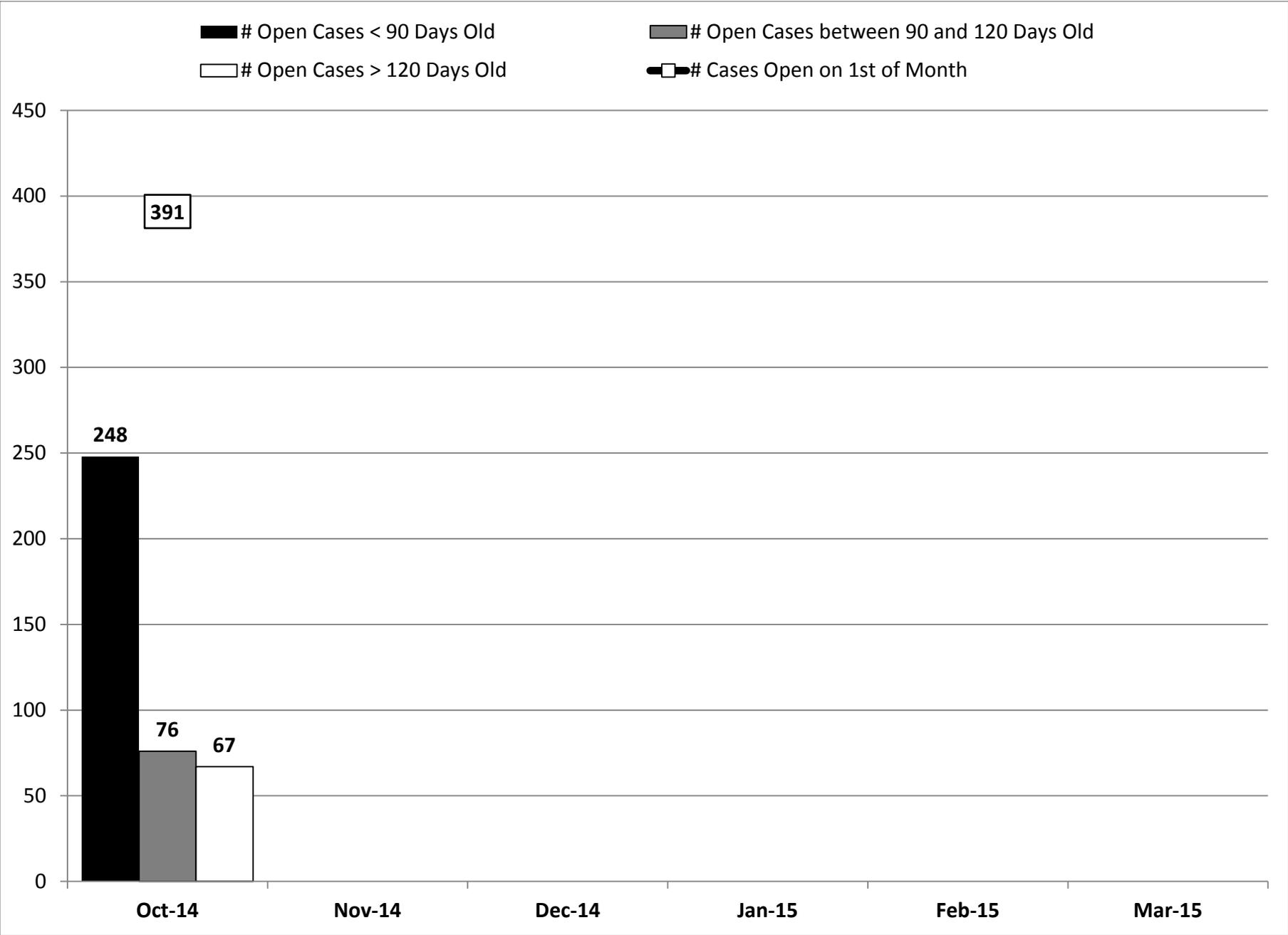


Chart 6: Percent Open Cases in Three Age Categories

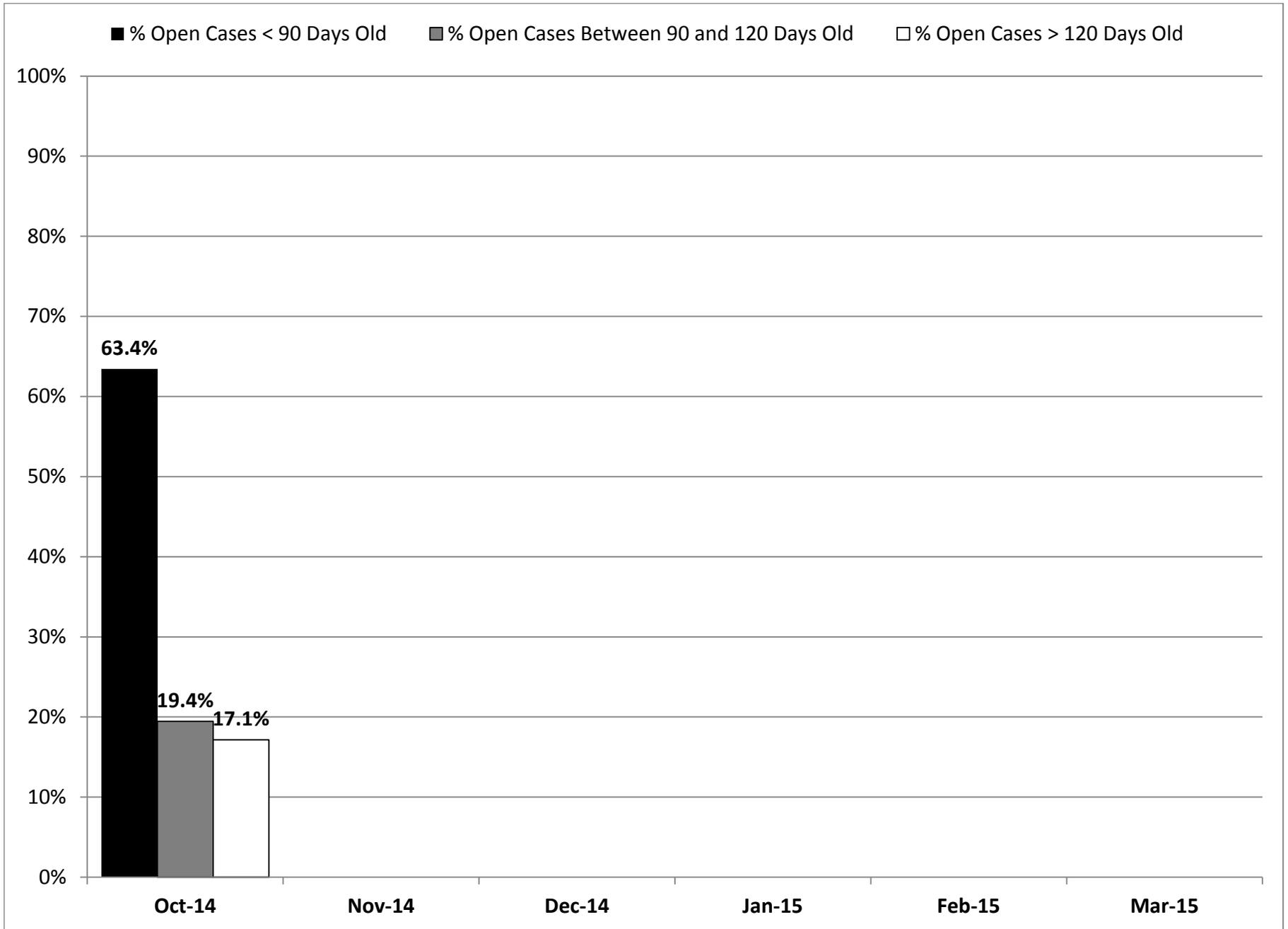


Chart 7: Number of APS Investigations Substantiated and Not Substantiated Past Six Months

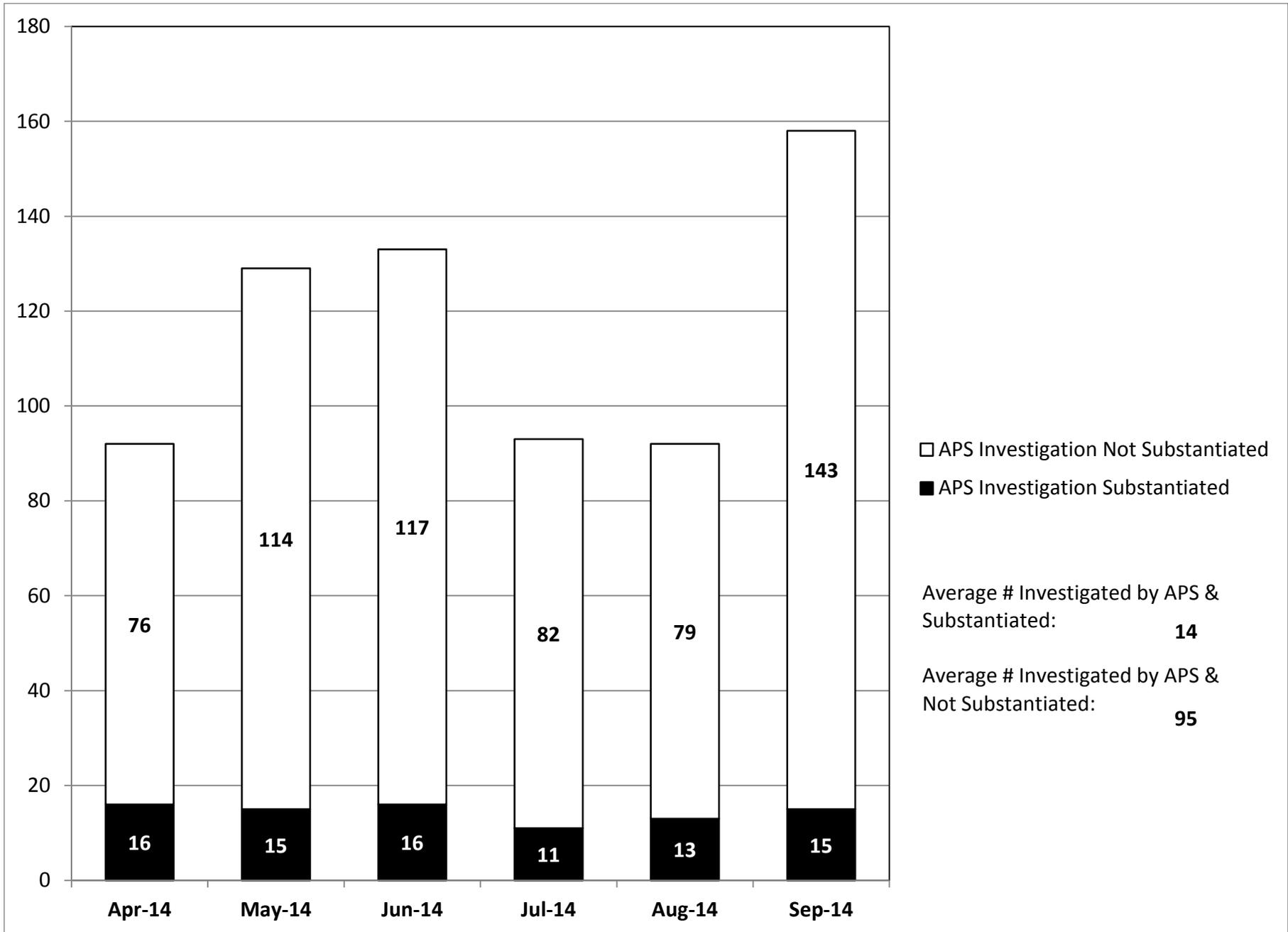


Chart 8: Percent of APS Investigations Substantiated and Not Substantiated Past Six Months

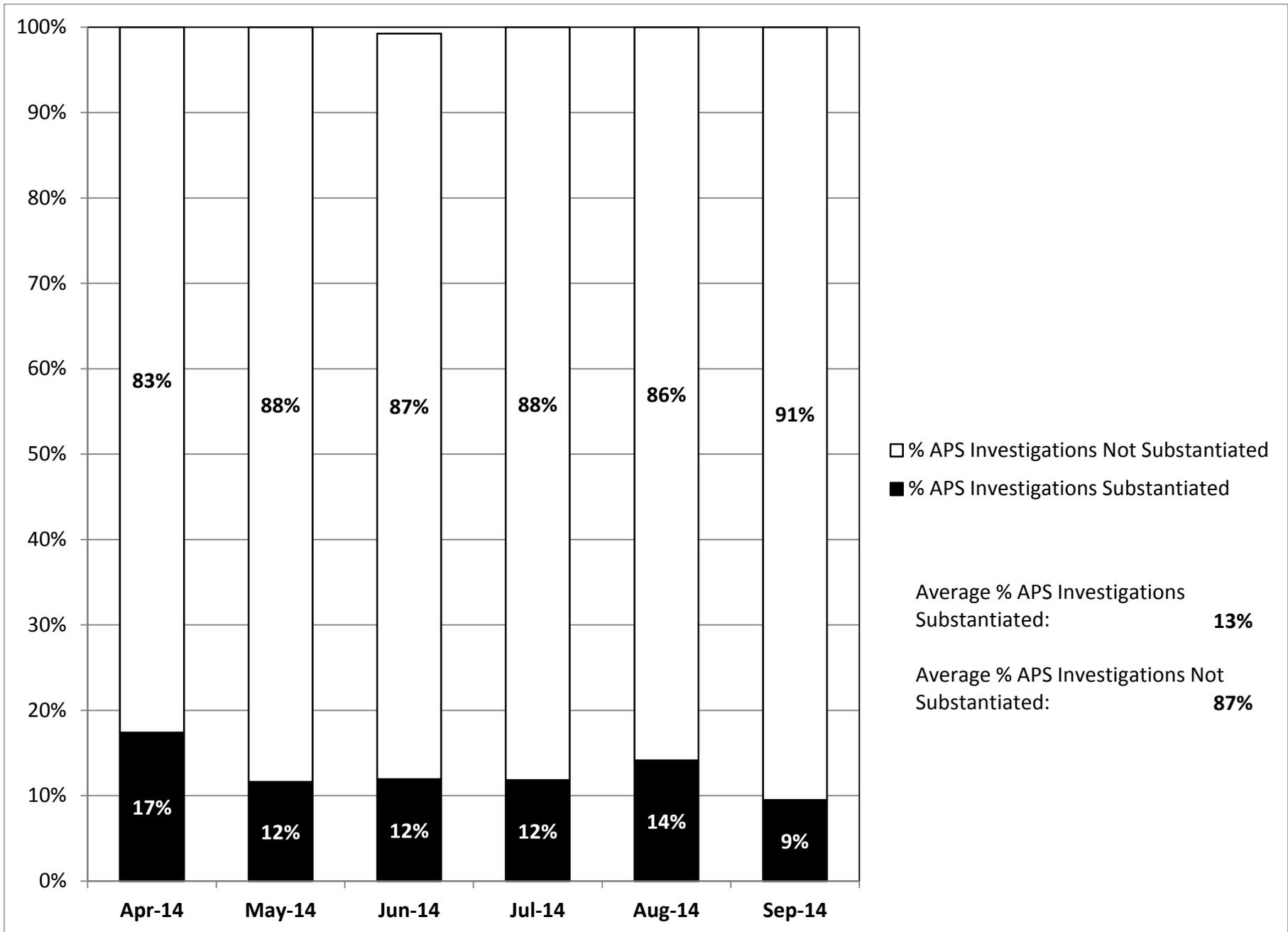
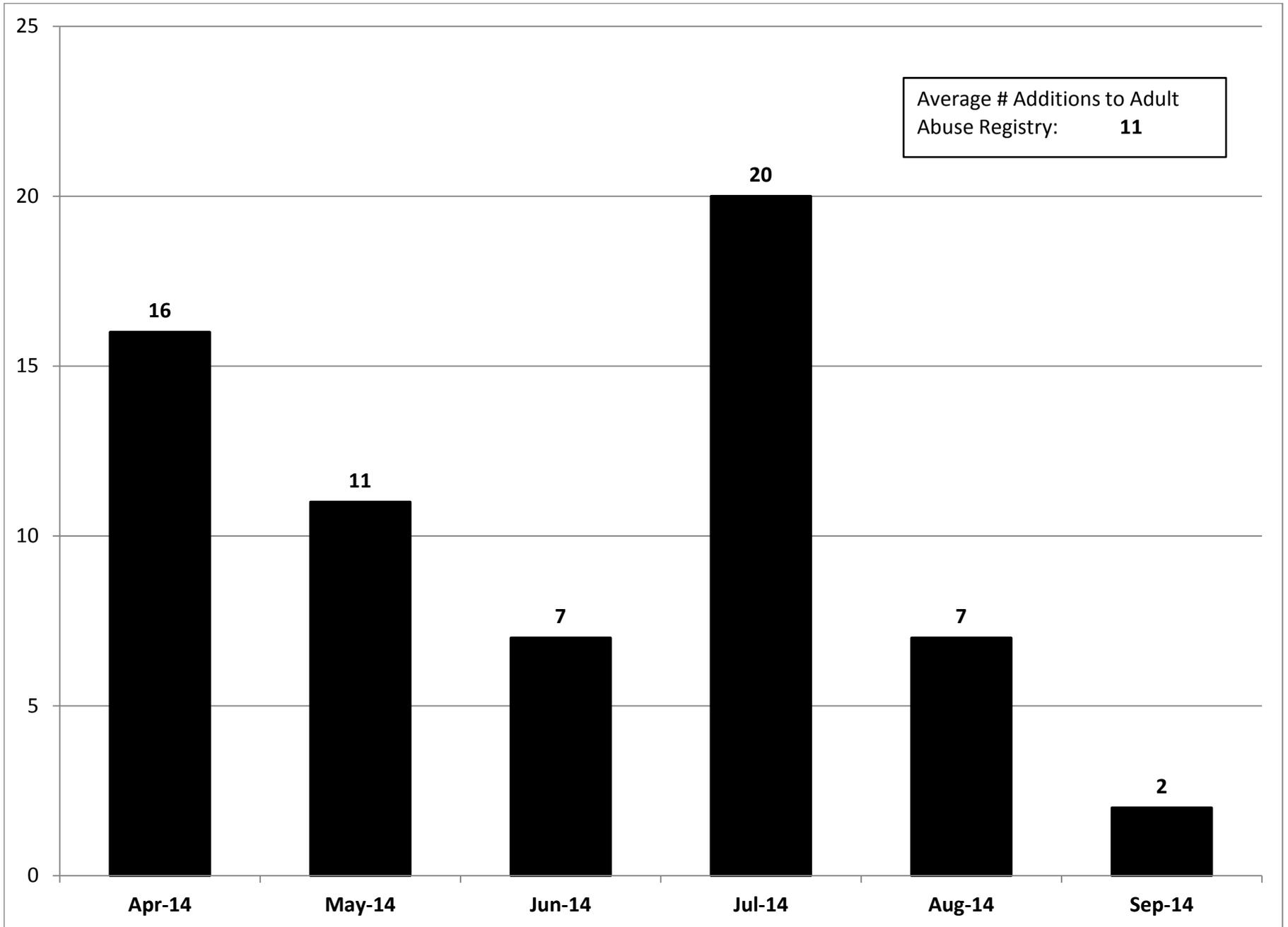


Chart 9: Adult Abuse Registry Additions Past Six Months



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.