

ADULT PROTECTIVE SERVICES QUARTERLY REPORT

1st Quarter, SFY2017

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This is the quarterly report for the first quarter of State Fiscal Year 2017. The attached charts provide information on the APS program for the past six quarters.

Notes on Report Data

A review of the data shows that APS continues to have variability along most measurements that is reflective of the unpredictability of the nature of our work.

Charts 1 and 2 show that APS is presently maintaining manageable caseloads. The average caseload for the 1st Quarter of SFY17 was 19. In comparison, the average caseload for the 1st Quarter of SFY14 was 31. The average open cases daily average for the 1st Quarter of SFY17 was 209. In comparison, the average open cases for the 1st Quarter of SFY14 was 344. These caseloads are largely a result of increased efficiency of investigative staff, more active management of investigations with extensions, and the number of investigations assigned not exceeding the capacity of investigative staff (keeping in mind that caseload is not a factor in making screening decisions).

Chart 3 shows that there is considerable variability from quarter to quarter with the number of reports received. Included on this chart are the total number of reports received by APS, and the total number of reports received by APS excluding reports that that were screened out by APS and referred to Survey and Certification (S&C). In the 2nd Quarter of SFY16, the Division of Licensing and Protection changed its practice of having all reports made to the division being funneled through APS. The change meant that organizations licensed by S&C were responsible for reporting separately to S&C and APS based on applicable regulations and statute. The result has been APS intake staff processing fewer reports that do not include an allegation of abuse, neglect, or exploitation. APS continues to receive reports for S&C that are not self-reports from licensed organizations.

Chart 4 shows the number and percentage of reports received by APS that were referred to either an investigation or a field screen. It is important to note that the APS Policy Manual was changed in the 4th Quarter of SFY16 so that Field Screens would no longer be counted as

investigations. This has resulted in the lower numbers and percentages shown for the final two quarters of this period.

Chart 5 shows the number of investigations and field screens completed. As discussed in the paragraph above, prior to the change in the APS Policy Manual, Field Screens were counted as investigations. This chart shows a handful of Field Screens completed in the 1st Quarter of SFY17. These Field Screens had been assigned prior to the change in the policy manual. There will be 0 Field Screens shown completed on this slide for future quarters.

Chart 6 shows the number of investigations that concluded with a recommendation of substantiation and percentage of investigations that concluded with a recommendation of substantiation. Prior to the change in the APS Policy Manual referenced above, Field Screens were counted as investigations and therefore significantly lowered the substantiation rate. This chart now shows the percentage of investigations that concluded with a recommendation of substantiation with Field Screens removed for the entire reporting period.

Chart 7 shows the percentage of recommendations for substantiation where the alleged victim is a resident of a facility licensed by S&C. This chart shows variability from quarter to quarter but clear evidence that APS does investigate allegations that occur at facilities.

Chart 8 is a snapshot of the investigations currently open with APS on October 11, 2016. There are 228 total open investigations, with more than half under 60 days old and 75% less than 120 days old. These numbers show that investigative staff are able to complete the majority of investigations in a timely manner. The chart shows that 16% of investigations have been open 181 days or more. This is largely reflective of APS conducting joint investigations with other agencies that do not operate in accordance with APS' timelines. As described in the APS Policy Manual, APS generally keeps investigations open when another investigative body is actively investigating to ensure that APS' recommendation includes all relevant information and to ensure that the other investigative body's investigation is not compromised when APS releases its Investigative Summary to the alleged perpetrator. APS does actively manage these investigations, and an accounting of why all investigations open over 181 days is made in each year's annual report.

Chart 1: Average Investigator Caseload

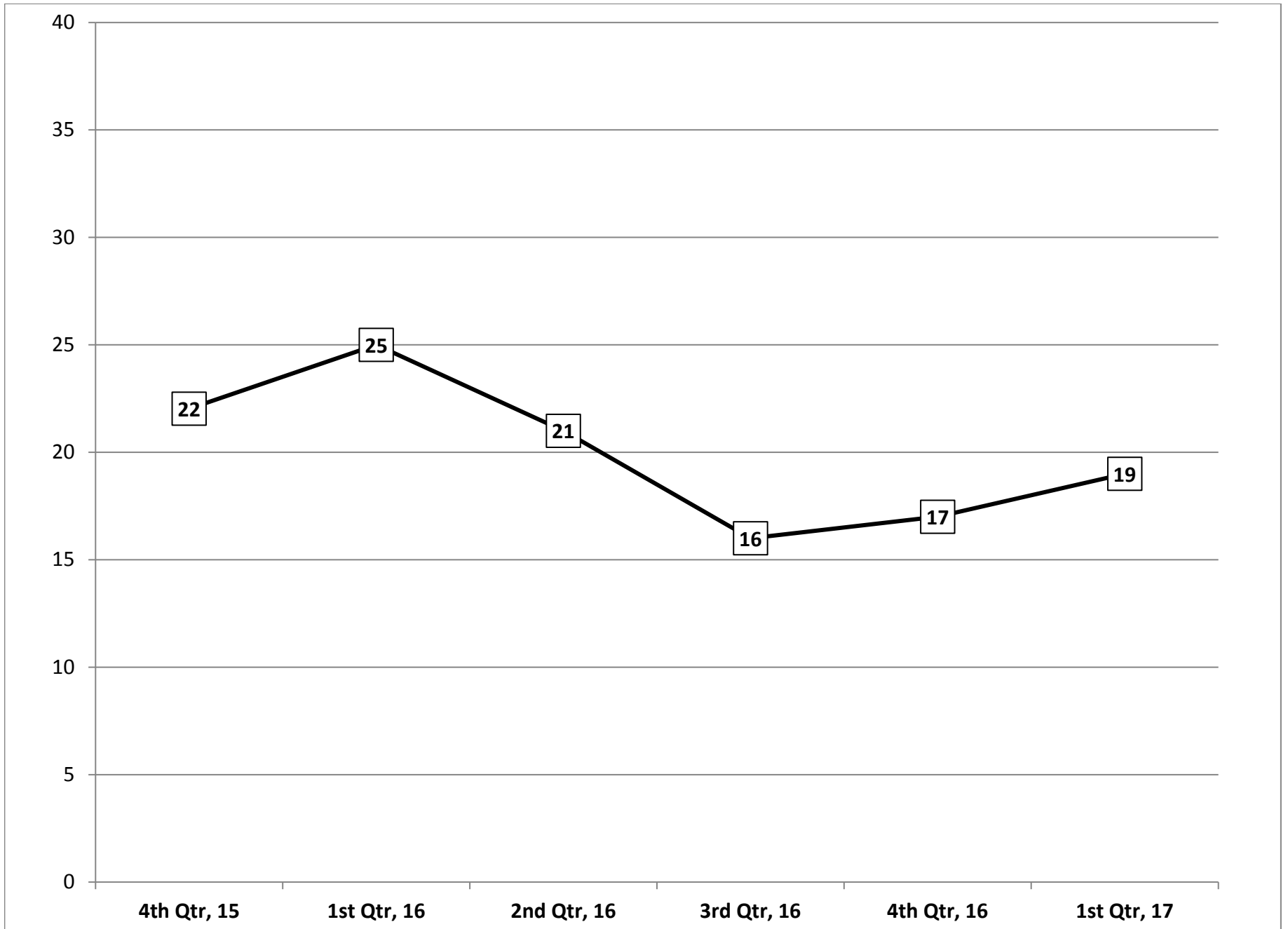


Chart 2: Average Open Cases

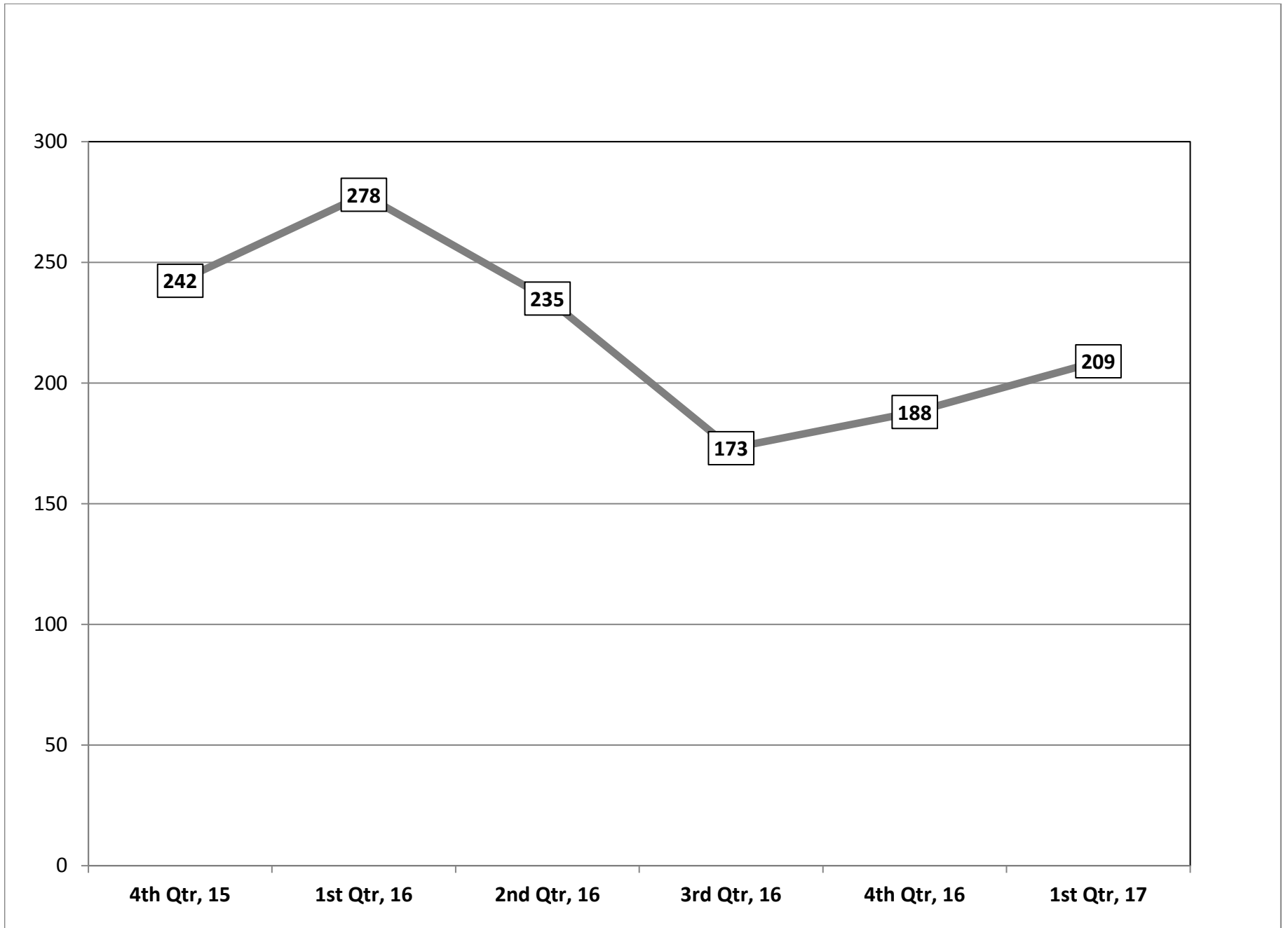


Chart 3: Reports Received

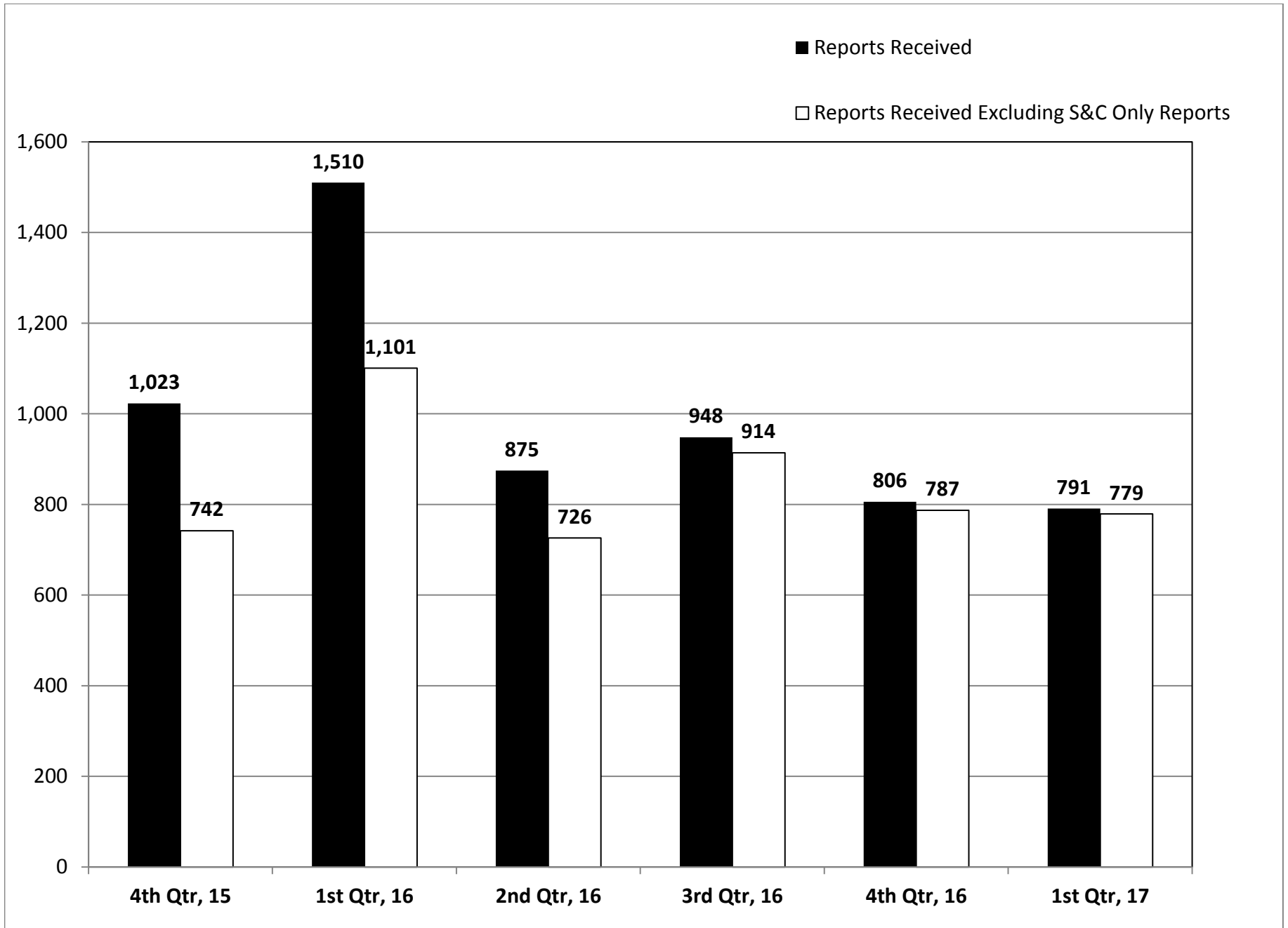


Chart 4: Reports Referred to Field Screen or Investigation

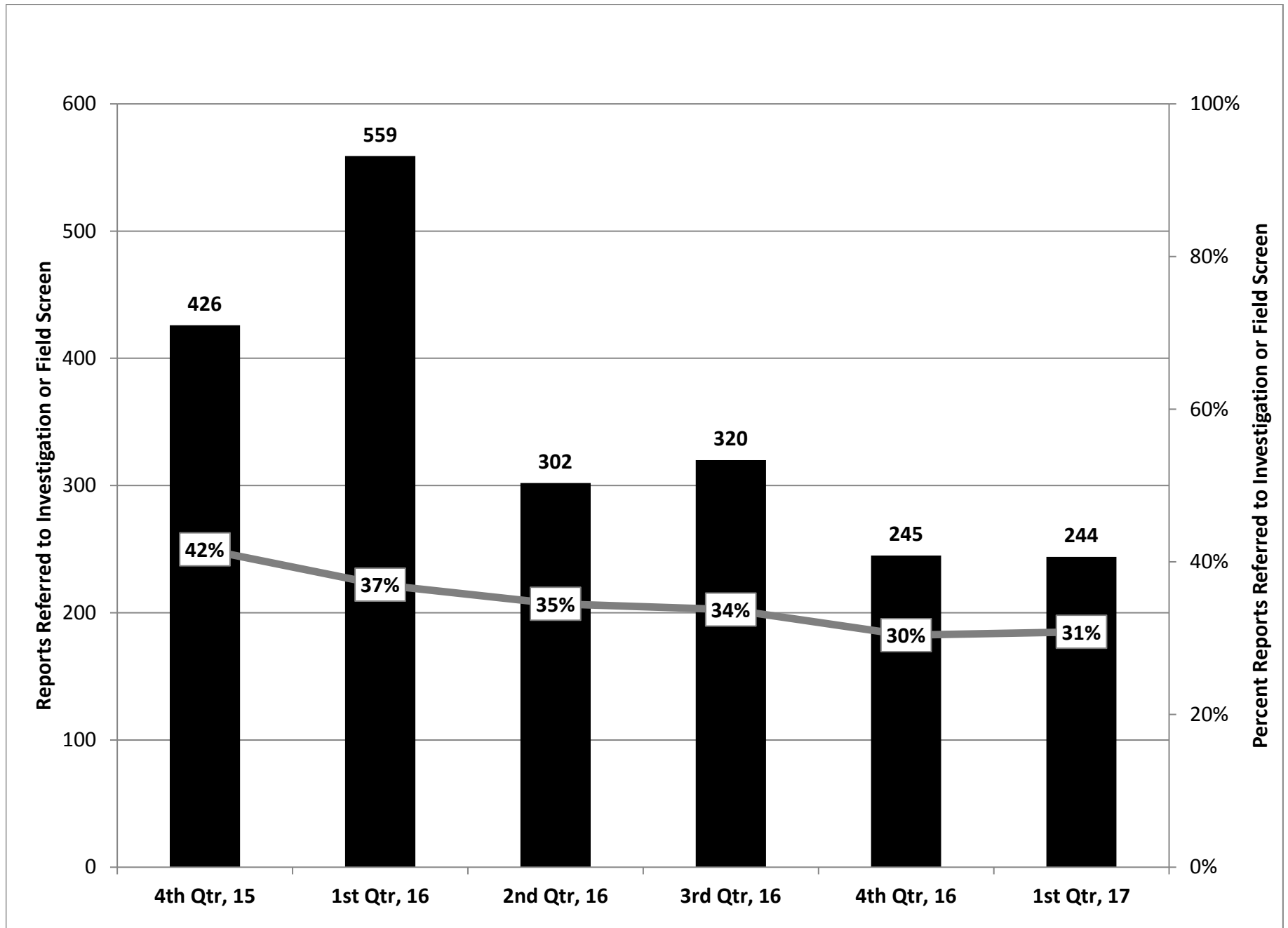


Chart 5: Investigations and Field Screens Completed

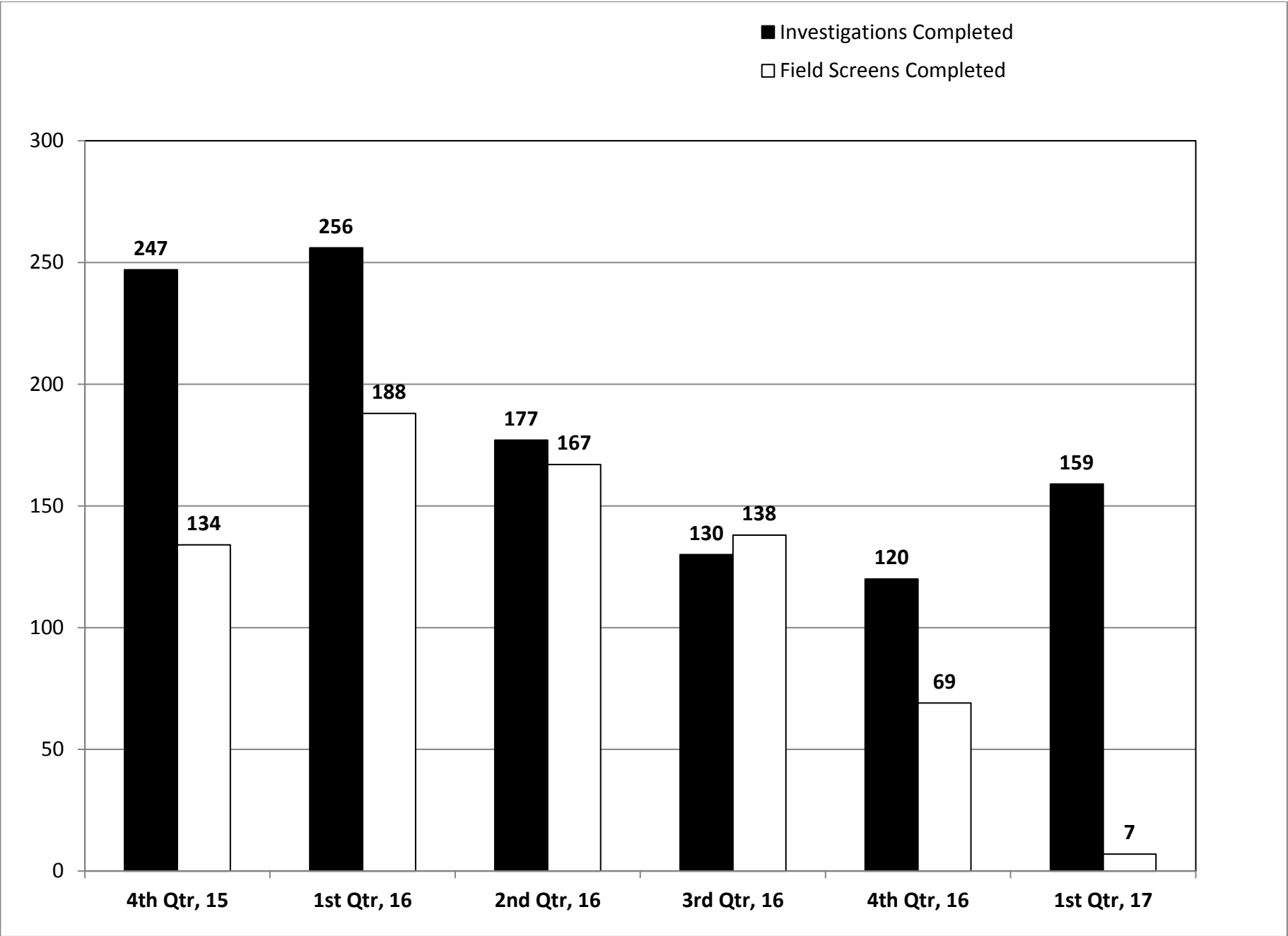


Chart 6: Investigations Substantiated

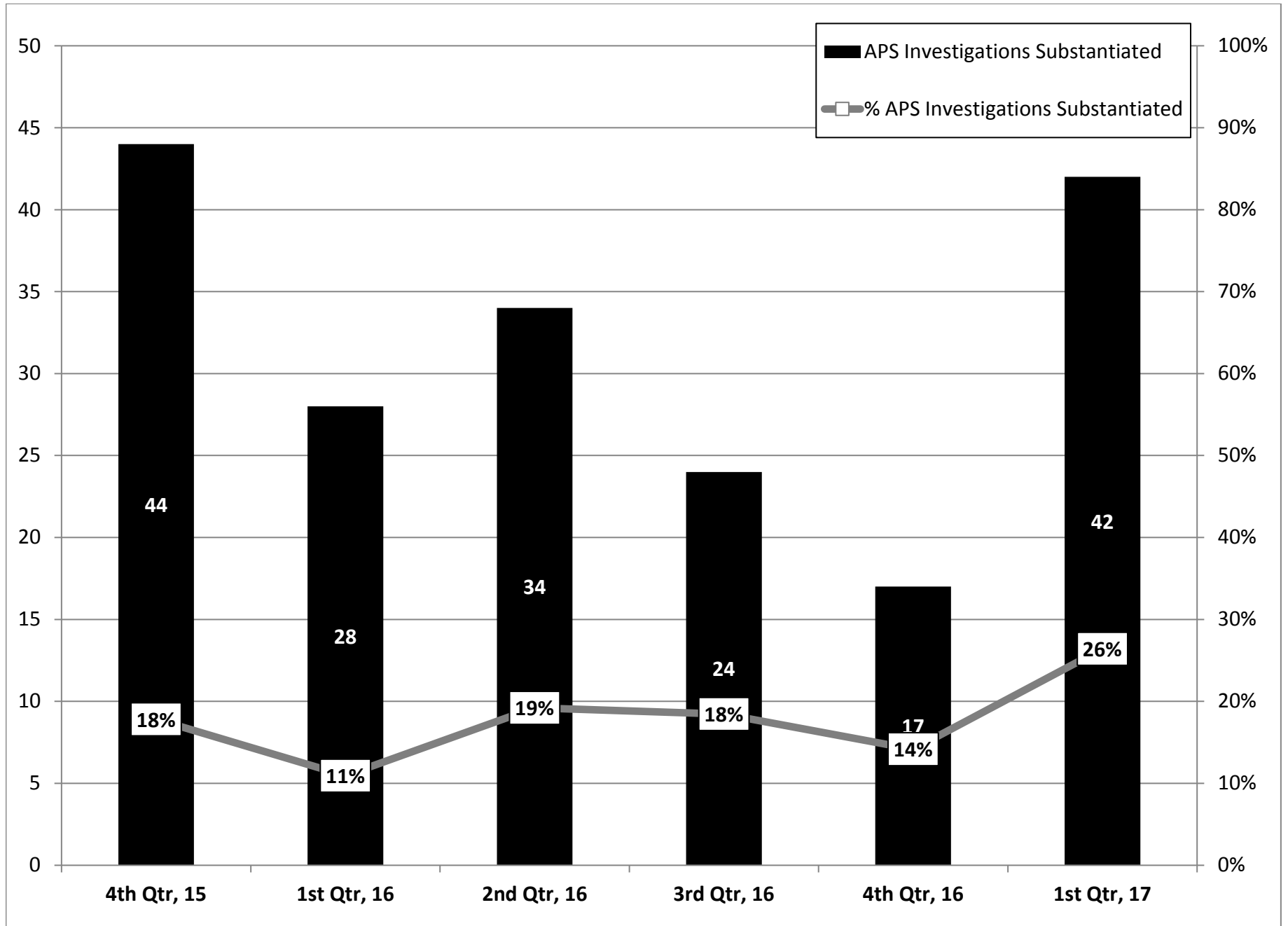


Chart 7: Substantiations Where Alleged Victim was a Resident of a Facility

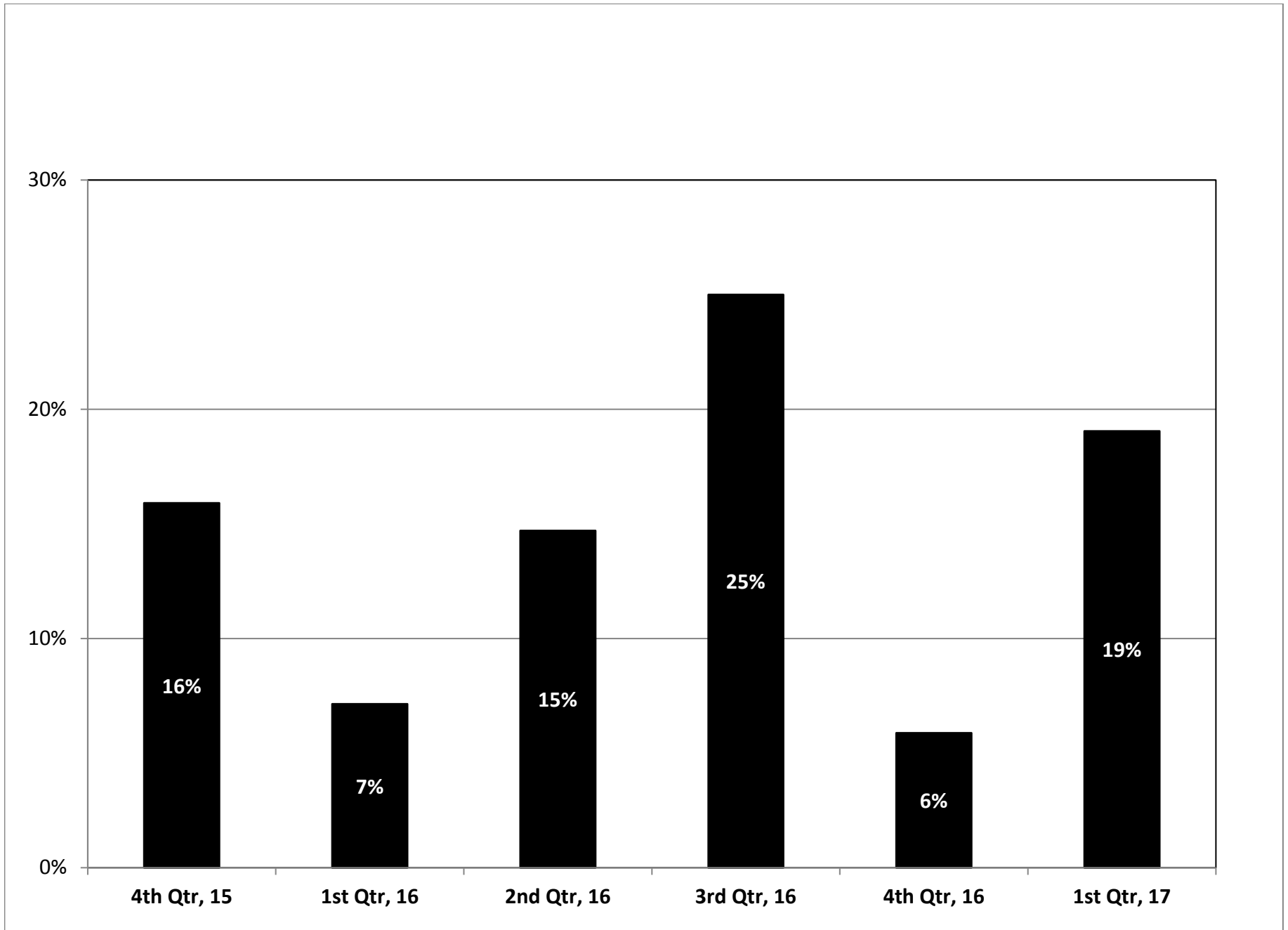


Chart 8: Distribution of Open Investigations

