

**Department of Family and Protective Services**  
**Adult Protective Services**  
**Program Performance Report**  
**3rd Quarter FY 2013 - August 2013**

**Background and Summary**

Senate Bill (S.B.) 6, 79<sup>th</sup> Legislature, Regular Session, 2005 requires the Adult Protective Services (APS) Program to conduct a quarterly review of performance for the APS In-Home program.

During Fiscal Year (FY) 2012, and the first, second and third quarters of FY 2013, all performance indicators exceeded, met or are on target to meet the established benchmarks.

An increase was noted regarding the number of intakes from the second quarter (Q2) of FY 2013 to the third quarter (Q3) FY 2013. In addition, the number of completed investigations increased in Q3, as did the number of confirmed APS investigations. While both the average days per investigation stage and the average days per service delivery stage decreased slightly, the average daily caseload per worker increased from 24.1 days in Q2 to 25.2 days in Q3.

Data for Q3 FY 2013 indicated a decrease in turnover for both in-home supervisors and in-home caseworkers, with all in-home staff showing a turnover rate of 8.6% for Year-to-Date (YTD) FY 13.

**Investigation and Service Delivery Performance – 3rd Quarter FY 2013**

Data from Q3 FY 2013 indicated an increase from Q2 in the number of intakes related to adult abuse, neglect and exploitation, as well as an increase in the number of completed investigations. A slight increase in the average daily caseload per worker was noted. The average days per investigation stage showed a 0.8% decrease from Q2 to Q3, while the average days per service delivery stage decreased by 1.3%. These indicators consistently exceeded the established benchmark.

The following table provides an overview of the APS In-Home Program statewide performance indicators for FY 2012, as well as for Q1, Q2 and Q3 of FY 2013. Benchmarks for FY 2013 are also provided.

<b>Performance Indicators</b>	<b>FY 2012 Actual</b>	<b>FY 2013 Benchmark</b>	<b>FY 2013 1st Qtr</b>	<b>FY 2013 2nd Qtr</b>	<b>FY 2013 3rd Qtr</b>	<b>FY 2013 4th Qtr</b>	<b>FY 2013 YTD</b>
Average Hold Time Statewide Intake Phone Calls	8.5	8.7	9.8	7.2	8.5		8.6
Number of APS Reports of adult abuse/neglect/exploitation	107,203	126,718	20,017	20,187	21,750		61,954
Number of Completed APS Investigations	87,487	91,003	17,891	15,930	16,992		50,813
Number (percent) of Confirmed APS Investigations	59,595 (68.1%)	58,947 (64.8%)	12,064 (67.4%)	11,181 (70.2%)	12,034 (70.8%)		35,279 (69.47%)
Average Days per Investigation Stage	40.1	50	42.9	41.6	40.8		42.3
Average Days per Service Delivery Stage	39.2	60	41.2	41.6	40.3		42.3
Average Daily Caseload per Worker	29.6	35.1	25.2	24.1	25.2		24.6

### **Employee Performance – 3rd Quarter FY 2013**

In FY 2012, APS met or exceeded performance benchmarks for all State Wide Intake (SWI) performance indicators. In addition, data from Q3 FY 2013 indicated APS continued to meet or exceed all benchmarks for investigation and risk assessment performance indicators, to include an investigation rating scale, derived from case reading standards. In addition, the benchmark for the client intervention scale, the second of two indicators obtained from case reading standards, exceeded the benchmark.

The following table provides an overview of employee performance indicators.

<b>SWI Performance Indicators</b>	<b>FY 2012 Actual</b>	<b>FY 2013 Benchmark</b>	<b>FY 2013 1st Qtr</b>	<b>FY 2013 2nd Qtr</b>	<b>FY 2013 3rd Qtr</b>	<b>FY 2013 4th Qtr</b>	<b>FY 2013 YTD</b>
Appropriately obtains detailed information from reporters (Task 1 - Interviewing)	96.0%	90%	94.3%	95%	96%		95.1%
Appropriately documents detailed information from reporters (Task 2 - Documenting)	95.8%	90%	95.7%	95.7%	96.3%		95.9%
Assesses and prioritizes reports of abuse/neglect accurately (Task 3 - Assessing)	95.9%	90%	95.7%	96%	95.7%		95.8%
Accurately distributes reports, information and inquiries within timeframes (Task 4 - Processing)	99.3%	95%	99.7%	99%	99.3%		99.3%
Provided appropriate Customer Service (Task 5 - Customer Service)	98.0%	95%	98.0%	97.3%	98%		97.8%

<b>INVESTIGATION Performance Indicators</b>	<b>FY 2012 Actual</b>	<b>FY 2013 Benchmark</b>	<b>FY2013 1st Qtr</b>	<b>FY 2013 2nd Qtr</b>	<b>FY 2013 3rd Qtr</b>	<b>FY 2013 4th Qtr</b>	<b>FY 2013 YTD</b>
Percentage of cases initiated within 24 hours	95.1%	94-95%	95.3%	95.9%	96.3		95.8%
Percentage of cases in which the initial client face-to-face visit occurred within the appropriate timeframe	92.2%	89-91%	92.0%	93.0%	93.4		92.8%
Investigation Rating Scale	91.2%	80-86%	90.9%	92.4%	92.0%		91.8%

<b>RISK ASSESSMENT Performance Indicators</b>	<b>FY 2012 Actual</b>	<b>FY 2013 Benchmark</b>	<b>FY 2013 1st Qtr</b>	<b>FY 2013 2nd Qtr</b>	<b>FY 2013 3rd Qtr</b>	<b>FY 2013 4th Qtr</b>	<b>FY 2013 YTD</b>
Thoroughness of problem identification	85%	80-86%	86.9%	89.4%	87.1%		87.8%
Adequacy of supporting documentation	93.5%	80-86%	93.8%	94.7%	95.1%		94.5%

<b>DELIVERY OF PROTECTIVE SERVICES Performance Indicators</b>	<b>FY 2012 Actual</b>	<b>FY 2013 Benchmark</b>	<b>FY 2013 1st Qtr</b>	<b>FY 2013 2nd Qtr</b>	<b>FY 2013 3rd Qtr</b>	<b>FY 2013 4th Qtr</b>	<b>FY 2013 YTD</b>
Client Intervention Scale	95.7%	80-86%	96.2%	96.6%	96.7%		96.5%

### Staffing - 3rd Quarter FY 2013

Staff turnover increased from FY 2011 to FY 2012. Initial data for Q1 FY 2013 indicated higher turnover rates, for both in-home caseworkers and supervisors, than for the same period in FY 2012. Q2 data indicated a decrease in in-home caseworker turnover, and an increase in in-home supervisor turnover. Q3 revealed a decrease in turnover for both in-home supervisors, as well as in-home caseworkers. APS staff will monitor this trend during FY 2013.

The following table provides information on the total number of Full-time Equivalent (FTEs), filled FTEs, and turnover rates.

<b>IN-HOME CASEWORKERS Performance Indicators</b>	<b>FY 2012 Actual</b>	<b>FY 2013 1st Qtr</b>	<b>FY 2013 2<sup>nd</sup> Qtr</b>	<b>FY 2013 3rd Qtr</b>	<b>FY 2013 4th Qtr</b>	<b>FY 2013 YTD</b>
Year-to-Date Average Filled FTEs	537.3	537.3	535.8	543		536.7
Turnover	18.4%	5.9%	4.5%	2.5%		12.9%

<b>IN-HOME SUPERVISORS Performance Indicators</b>	<b>FY 2012 Actual</b>	<b>FY 2013 1st Qtr</b>	<b>FY 2013 2<sup>nd</sup> Qtr</b>	<b>FY 2013 3rd Qtr</b>	<b>FY 2013 4th Qtr</b>	<b>FY 2013 YTD</b>
Year-to-Date Average Filled FTEs	83.5	82.1	83.6	84.4		83.4
Turnover	9.1%	1.2%	4.5%	1.2%		6.9%

<b>ALL IN-HOME STAFF Performance Indicators</b>	<b>FY 2012 Actual</b>	<b>FY 2013 1st Qtr</b>	<b>FY 2013 2<sup>nd</sup> Qtr</b>	<b>FY 2013 3rd Qtr</b>	<b>FY 2013 4th Qtr</b>	<b>FY 2013 YTD</b>
Total FTEs Appropriated	896.5	896.5	896.5	896.5		896.5
YTD Average FTEs Filled	827.0	816.5	817.3	824.1		819.3
Turnover	16.2%	4.7%	3.9%	1.9%		8.6%