

Department of Family and Protective Services
Adult Protective Services
Program Performance Report
1st Quarter FY 2014 - February 2014

Background and Summary

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

Fiscal Year (FY) 2013 data indicates all performance indicators exceeded or met the established benchmarks. Overall, performance has stabilized after the drop in intakes in FY 2013. The data from the first quarter of FY 2014 do not indicate any unexpected or notable trends in performance. There was an increase in completed investigations as the seasonal increase in cases opened in the summer were completed.

Investigation and Service Delivery Performance – 1st Quarter FY 2014

The following table provides an overview of the APS In-Home Program statewide performance indicators for fourth quarter 2013, FY 2013 actual data and first quarter of FY 2014. The number of intakes dropped during fourth quarter of FY 2014 compared to fourth quarter FY 2013, reflecting the usual seasonal increase during the summer. The number of completed investigations increased in first quarter of FY 2014 as staff completed investigations begun in the fourth quarter of 2013. The number of confirmed investigations showed a slight decrease in the first quarter of FY 2014 from the fourth quarter of 2013. The average days per investigation stage showed a slight increase for the same reporting period, continuing a trend from the previous year. The average days per service delivery stage showed a slight decrease in first quarter of FY 2014 from the previous quarter; however, the average daily caseload per worker remained stable.

Performance Indicators	FY 2013 Q4	FY 2013 Actual	FY 2014 Benchmark	FY 2014 Q1	FY 2014 YTD
Average Hold Time Statewide Intake Phone Calls	6.3	8.1	8.7	8.5	8.5
Number of APS Reports of adult abuse/neglect/exploitation	25,330	87,260	126,718	22,856	22,856
Number of Completed APS Investigations	18,595	69,383	91,003	18,720	18,720
Number (percent) of Confirmed APS Investigations	13,154 (70.7%)	48,392 (69.7%)	58,947 (64.8%)	12,822 (68.5%)	12,822 (68.5%)
Average Days per Investigation Stage	40.1	41.3	50	43	43
Average Days per Service Delivery Stage	40.8	41	60	38.7	38.7
Average Daily Caseload per Worker	28.2	25.7	35.1	28.2	28.2

Employee Performance – 1st Quarter FY 2014

Data from the first quarter of FY 2014 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 benchmarks for the client intervention scale and the investigation rating scale, two indicators obtained from case reading standards, exceeded the benchmark. Finally, all measures related to SWI performance (interviewing, documenting, assessing, processing, and customer service) met or exceeded current benchmarks.

The following table provides an overview of employee performance indicators.

SWI Performance Indicators	FY 2013 Q4	FY 2013 Actual	FY 2014 Benchmark	FY 2014 Q1	FY 2014 YTD
Appropriately obtains detailed information from reporters (Task 1 - Interviewing)	96%	95.3%	90%	97.0%	97.0%
Appropriately documents detailed information from reporters (Task 2 - Documenting)	97.7%	96.4%	90%	97.7%	97.7%
Assesses and prioritizes reports of abuse/neglect accurately (Task 3 - Assessing)	97%	96.1%	90%	97.0%	97.0%
Accurately distributes reports, information and inquiries within timeframes (Task 4 - Processing)	99%	99.3%	95%	99.0%	99.0%
Provided appropriate Customer Service (Task 5 - Customer Service)	98.7%	98.0%	95%	98.3%	98.3%

INVESTIGATION Performance Indicators	FY 2013 Q4	FY 2013 Actual	FY 2014 Benchmark	FY2014 Q1	FY 2014 YTD
Percentage of cases initiated within 24 hours	96%	95.9%	94-95%	96%	96%
Percentage of cases in which the initial client face-to-face visit occurred within the appropriate timeframe	92.9%	92.8%	89-91%	92.7%	92.7%
Investigation Rating Scale	90.4%	91.5%	80-86%	90.8%	90.8%

RISK ASSESSMENT Performance Indicators	FY 2013 Q4	FY 2013 Actual	FY 2014 Benchmark	FY 2014 Q1	FY 2014 YTD
Thoroughness of problem identification	85.1%	87.1%	80-86%	84.8%	84.8%
Adequacy of supporting documentation	94.2%	94.3%	80-86%	93.9%	93.9%

DELIVERY OF PROTECTIVE SERVICES Performance Indicators	FY 2013 Q4	FY 2013 Actual	FY 2014 Benchmark	FY 2014 Q1	FY 2014 YTD
Client Intervention Scale	96.5%	96.5%	80-86%	96.8%	96.8%

Staffing - 1st Quarter FY 2014

When comparing the fourth quarter of FY 2013 to the first quarter of FY 2014, a slight decrease was noted in turnover for in-home caseworkers, while turnover for in-home supervisors remained stable. All in-home staff turnover for the first quarter of FY 2014 remained stable at 4.3% when compared to fourth quarter of FY 2013. APS staff will continue to monitor this trend during FY 2014.

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

IN-HOME CASEWORKERS Performance Indicators	FY 2013 Q4	FY 2013 Actual	FY 2014 Q1	FY 2014 YTD
Year-to-Date Average Filled FTEs	546.7	540.7	536.4	536.4
Turnover	4.9%	17.8%	4.5%	4.5%

IN-HOME SUPERVISORS Performance Indicators	FY 2013 Q4	FY 2013 Actual	FY 2014 Q1	FY 2014 YTD
Year-to-Date Average Filled FTEs	84	83.5	84.6	84.6
Turnover	4.4%	11.5%	3.4%	3.4%

ALL IN-HOME STAFF Performance Indicators	FY 2013 Q4	FY 2013 Actual	FY 2014 Q1	FY 2014 YTD
Total FTEs Appropriated	896.5	896.5	869.1	869.1
YTD Average FTEs Filled	830.2	822	832.6	832.6
Turnover	4.2%	14.7%	4.3%	4.3%