

**Department of Family and Protective Services**  
**Adult Protective Services**  
**Program Performance Report**  
**4th Quarter FY 2013 - November 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.

Year-to-Date (YTD) Fiscal Year (FY) 2013 data indicates all performance indicators exceeded or met the established benchmarks. Intakes increased from the third quarter (Q3) of FY 2013 to the fourth quarter (Q4) FY 2013, reflecting the usual increase in summer. In addition, the number of completed investigations increased in Q4, as did the number of confirmed APS investigations. While both the average days per investigation stage and the average days per service delivery stage remained stable, the average daily caseload per worker increased from 25.2 days in Q3 to 28.2 days in Q4. Data for Q4 FY 2013 indicated an increase in turnover for both in-home supervisors and in-home caseworkers, with all in-home staff showing a turnover rate of 14.7 percent for YTD FY 13.

**Investigation and Service Delivery Performance – 4<sup>th</sup> Quarter FY 2013**

The following table provides an overview of the APS In-Home Program statewide performance indicators for FY 2012, and each quarter of FY 2013. FY 2013 year to Date (YTD) data, as well as benchmarks for FY 2013, are also provided. As noted in previous reviews, the number of intakes dropped in FY 2013. This decline is due to policy changes made related to S.B. 221, 82<sup>nd</sup> Legislature, Regular Session, to include changes in the definitions of abuse, neglect and financial exploitation. APS Reports usually increase in the summer, resulting in more completed investigations in Q4 FY 2013 than Q3. Combined with a slight increase in turnover, this resulted in a three percent increase in the average daily caseload per worker. Q4 data indicated a 2.2 percent decrease in Average Hold Time for Statewide Intake Phone Calls when compared to Q3. The percent of confirmed APS Investigations remained stable, as did the average days per investigation stage and the average days per service delivery stage. These indicators consistently exceeded the established benchmark for the fiscal year.

<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	6.3	8.1
Number of APS Reports of adult abuse/neglect/exploitation	107,203	126,718	20,017	20,168	21,748	25,330	87,263
Number of Completed APS Investigations	87,487	91,003	17,891	15,928	16,988	18,595	69,402
Number (percent) of Confirmed APS Investigations	59,595 (68.1%)	58,947 (64.8%)	12,064 (67.4%)	11,177 (70.2%)	12,030 (70.8%)	13,154 (70.7%)	48,422 (69.8%)
Average Days per Investigation Stage	40.1	50	42.9	41.6	40.8	40.1	41.3
Average Days per Service Delivery Stage	39.2	60	41.2	41.6	40.3	40.8	41
Average Daily Caseload per Worker	29.6	35.1	25.2	24.1	25.2	28.2	25.7

### **Employee Performance – 4<sup>th</sup> Quarter FY 2013**

Data from Q4 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%	95.0%	96.0%	96.0%	95.3%
Appropriately documents detailed information from reporters (Task 2 - Documenting)	95.8%	90%	95.7%	95.7%	96.3%	97.7%	96.4%
Assesses and prioritizes reports of abuse/neglect accurately (Task 3 - Assessing)	95.9%	90%	95.7%	96.0%	95.7%	97.0%	96.1%
Accurately distributes reports, information and inquiries within timeframes (Task 4 - Processing)	99.3%	95%	99.7%	99.0%	99.3%	99.0%	99.3%
Provided appropriate Customer Service (Task 5 - Customer Service)	98.0%	95%	98.0%	97.3%	98.0%	98.7%	98.0%

<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%	96.0%	95.9%
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%	92.9%	92.8%
Investigation Rating Scale	91.2%	80-86%	90.9%	92.4%	92.0%	90.4%	91.5%

<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	85.0%	80-86%	86.9%	89.4%	87.1%	85.1%	87.1%
Adequacy of supporting documentation	93.5%	80-86%	93.8%	94.7%	95.1%	94.2%	94.3%

<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%	96.5%

### Staffing - 4<sup>th</sup> Quarter FY 2013

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. Q4 showed an increase in turnover for in-home supervisors, as well as in-home caseworkers. When comparing FY 2012 actual data to FY 2013 YTD data, a decrease was noted in turnover for in-home caseworkers, while an increase was noted for in-home supervisors. APS staff will monitor this trend during FY 2014.

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	546.7	540.7
Turnover	18.4%	5.9%	4.5%	2.5%	4.9%	17.8%

<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	84	83.5
Turnover	9.1%	1.2%	4.5%	1.2%	4.4%	11.5%

<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	896.5

<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>
YTD Average FTEs Filled	827.0	816.5	817.3	824.1	830.2	822
Turnover	16.2%	4.7%	3.9%	1.9%	4.2%	14.7%