

CONTINUOUS QUALITY IMPROVEMENT (CQI)



Adult Protective Services

Our Vision: To prevent and reduce harm to vulnerable adults from abuse, neglect, and exploitation utilizing the least restrictive methods.

Our Commitments:

1. Adults have the right to be safe
2. Adults retain all their civil and constitutional rights unless a court adjudicates otherwise
3. Adults have the right to accept or refuse services
4. Adults have the right to make decisions that do not conform with societal norms as long as these decisions do not harm others

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CHAPTER 1: Prevention and Early Intervention

- **OUTCOME STATEMENT: COMMUNITIES WILL HAVE AN UNDERSTANDING AND OWNERSHIP OF PREVENTING AND INTERVENING IN THE PROTECTION OF VULNERABLE ADULTS FROM ABUSE, NEGLECT, OR EXPLOITATION.**
- **Goal Statement: Increase the public's awareness of the role of Adult Protective Services.**

Adult Protective Services Intakes – Past Years

Strengths/Opportunities:

The number of accepted APS intakes has increased each year since 2008.

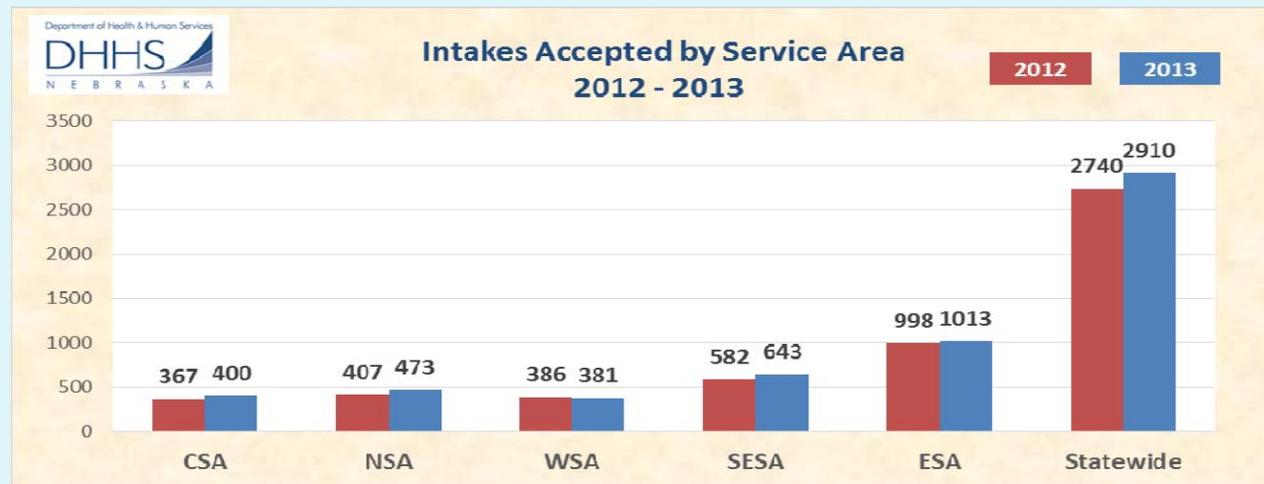
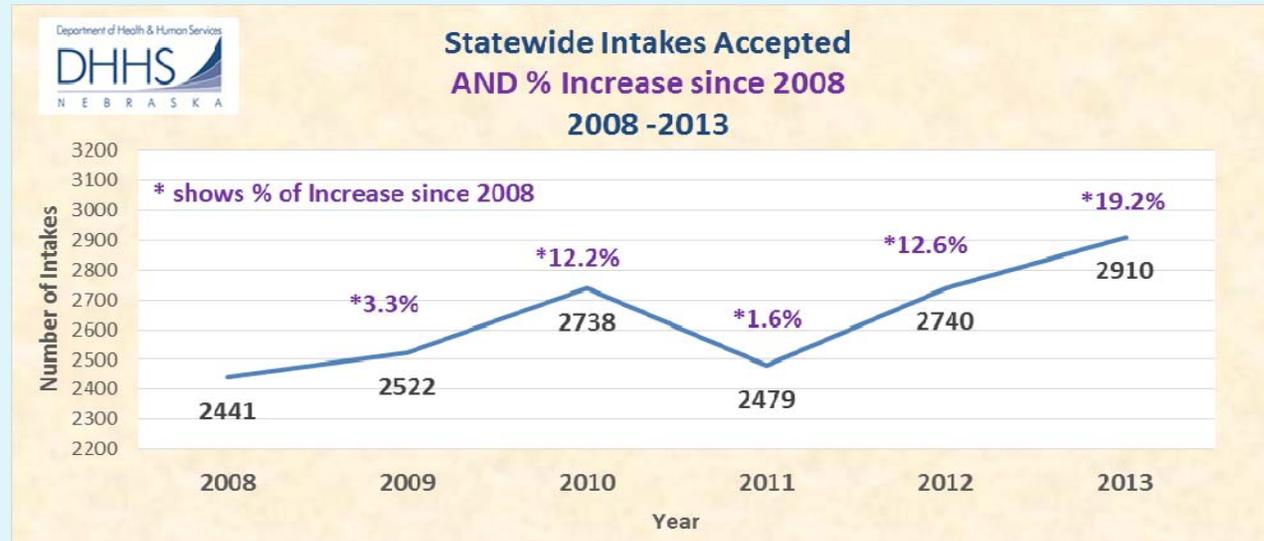
Barriers:

Action Items:

**Completed:*

**Planned:*

OUTCOME STATEMENT: Communities will have an understanding and ownership of preventing and intervening in the protection of vulnerable adults from abuse, neglect, or exploitation



Data Review Frequency: Monthly

CHAPTER 2: Safety

- **OUTCOME STATEMENT: VULNERABLE ADULTS IN THE ADULT PROTECTION SYSTEM ARE SAFE.**
- **Goal Statement #1: Adult protection and safety staff are committed to integrating Structured Decision Making into all aspects of work**
- **Goal Statement #2: Vulnerable adults will receive a timely response from Adult Protective Services**
- **Goal Statement #3: Adult Protective Services ensure the safety and dignity of vulnerable adults using the least restrictive interventions**

Intake Calls / Responses

Strengths/Opportunities:

July 2014: 88% of all calls to the hotline were answered within 18 seconds. 7% of the calls went to voicemail and were returned within 1 hour.

Barriers:

Action Items:

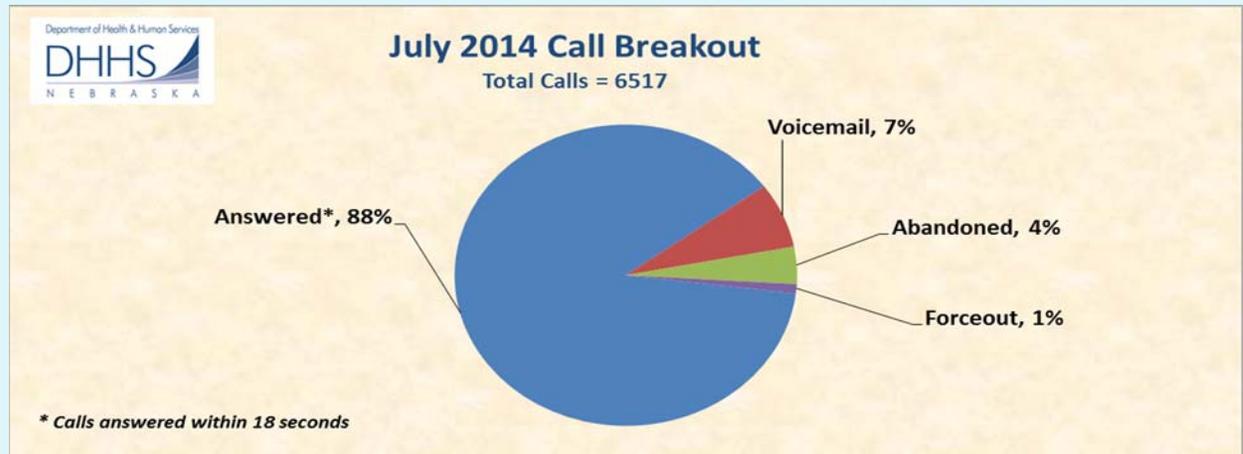
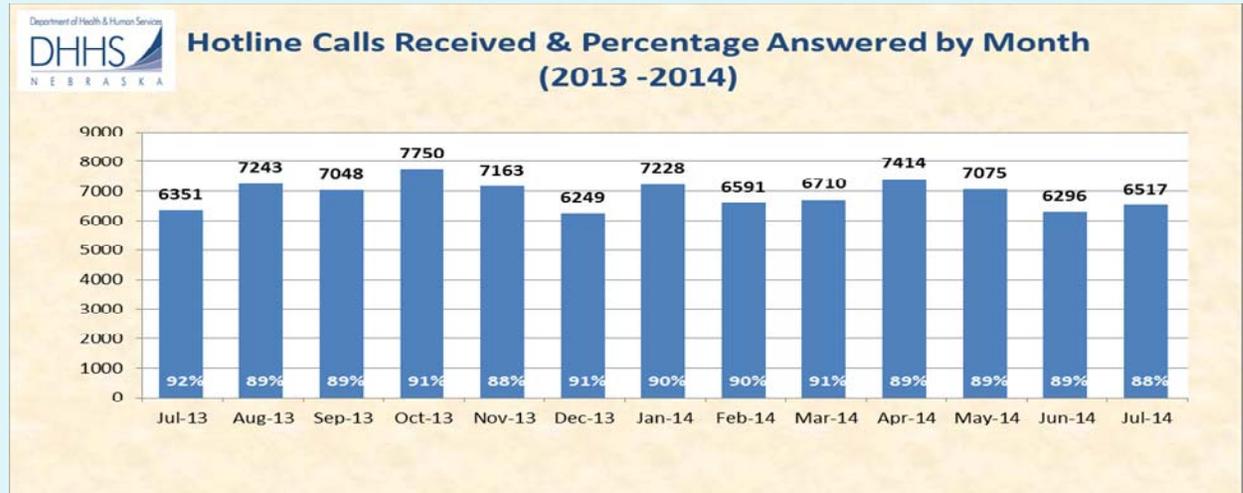
**Completed:*

**Planned: Looking to separate out the APS hotline calls vs. CPS hotline calls.*

This data includes all the calls the hotline receives, including CPS and APS calls. In the future, this data will be broken down into APS calls only.

Data Review Frequency: Monthly

OUTCOME STATEMENT: Vulnerable adults in the Adult Protection System are safe



Definitions:

- * Abandoned-call comes in and is not answered due to something in the ACD system which caused a reason for a disconnect or caller hung up.*
- * Forceout-call comes in and call was sent to worker and worker did not answer -(maybe due to...forgot to log off while faxing)*
- * Voicemail-calls unanswered that go to voicemail. The goal is to return the call within 1 hour. Case Aides track when the message came in and when the call is returned.*

Intake Quality Measures

Strengths/Opportunities:

Based on the Intake/Hotline quality assurance reviews, the calls for APS intakes are detailed and contain sufficient information.

Barriers:

Action Items:

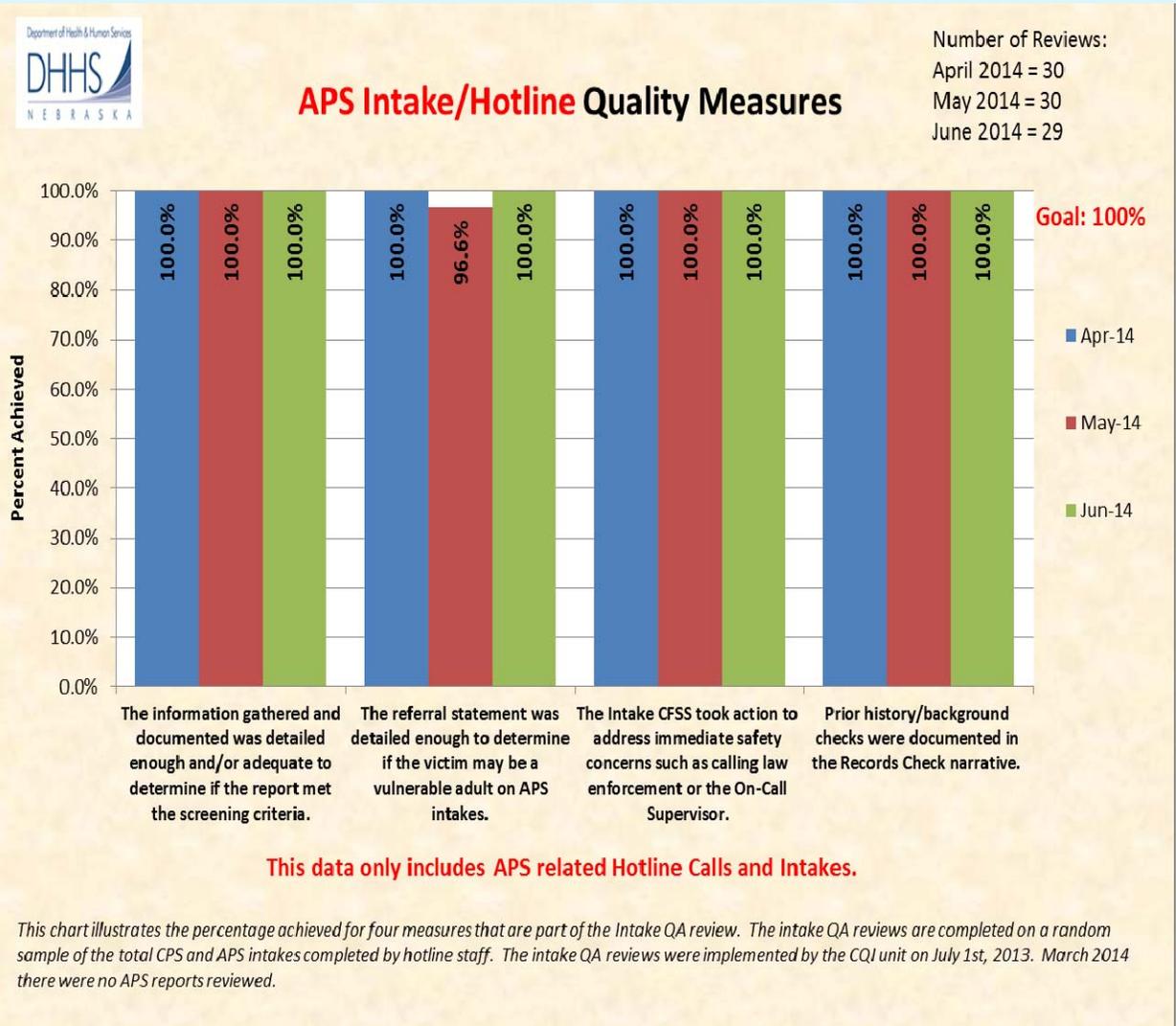
**Completed:*

**Planned:*

Note: There were no reviews of APS Hotline calls in July 2014.

Data Review Frequency: Monthly

OUTCOME STATEMENT: Vulnerable adults in the Adult Protection System are safe



APS Face to Face Contact Timeframes

Strengths/Opportunities:

July 2014: 100% P1 and P2 face to face contact time frames for the State! P3 face to face time frames are above 98%!

Barriers:

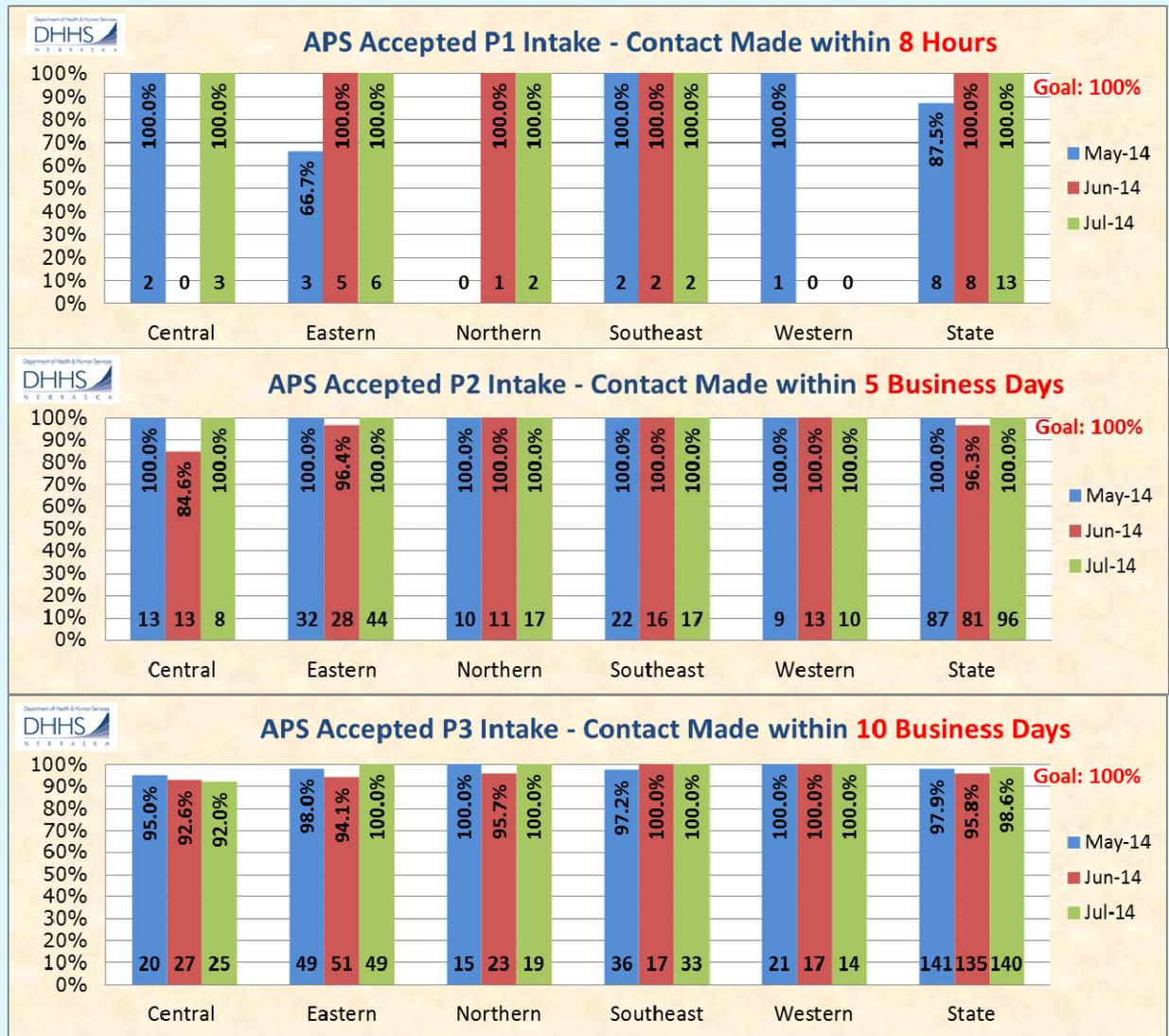
Action Items:

*Completed:

*Planned:

Note: Exceptions to face to face contacts are not reflected in the charts.

OUTCOME STATEMENT: Vulnerable adults in the Adult Protection System are safe



Note: Measures are from the APS Performance Accountability report on Infoview. Source: 2014 - 07 APS Performance Accountability

Data Review Frequency: Monthly

APS Investigation Timeframes – In Ready for Review Status

Strengths/Opportunities:

July 2014: Huge increase in getting P1's into ready for review status across the State! P2's and P3's also saw an increase in timeliness statewide.

Barriers:

Action Items:

*Completed:

*Planned:

Note: Exceptions to finalization timeframes are not reflected in the charts.

APS Investigation Timeframes changed per Policy direction in mid September 2013. The new timeframes are: P1=45 Days; P2=60 Days; and P3=60 Days.

OUTCOME STATEMENT: Vulnerable adults in the Adult Protection System are safe



Note: Measures are from the APS Performance Accountability report on Infoview. Source: 2014 - 07 APS Performance Accountability

Data Review Frequency: Monthly

APS Investigation Timeframes – In Final Status from Ready for Review

Strengths/Opportunities:

July 2014: Continued increased in P2 and P3 assessments being finalized by a supervisor within 10 days of ready for review status

Barriers:

Action Items:

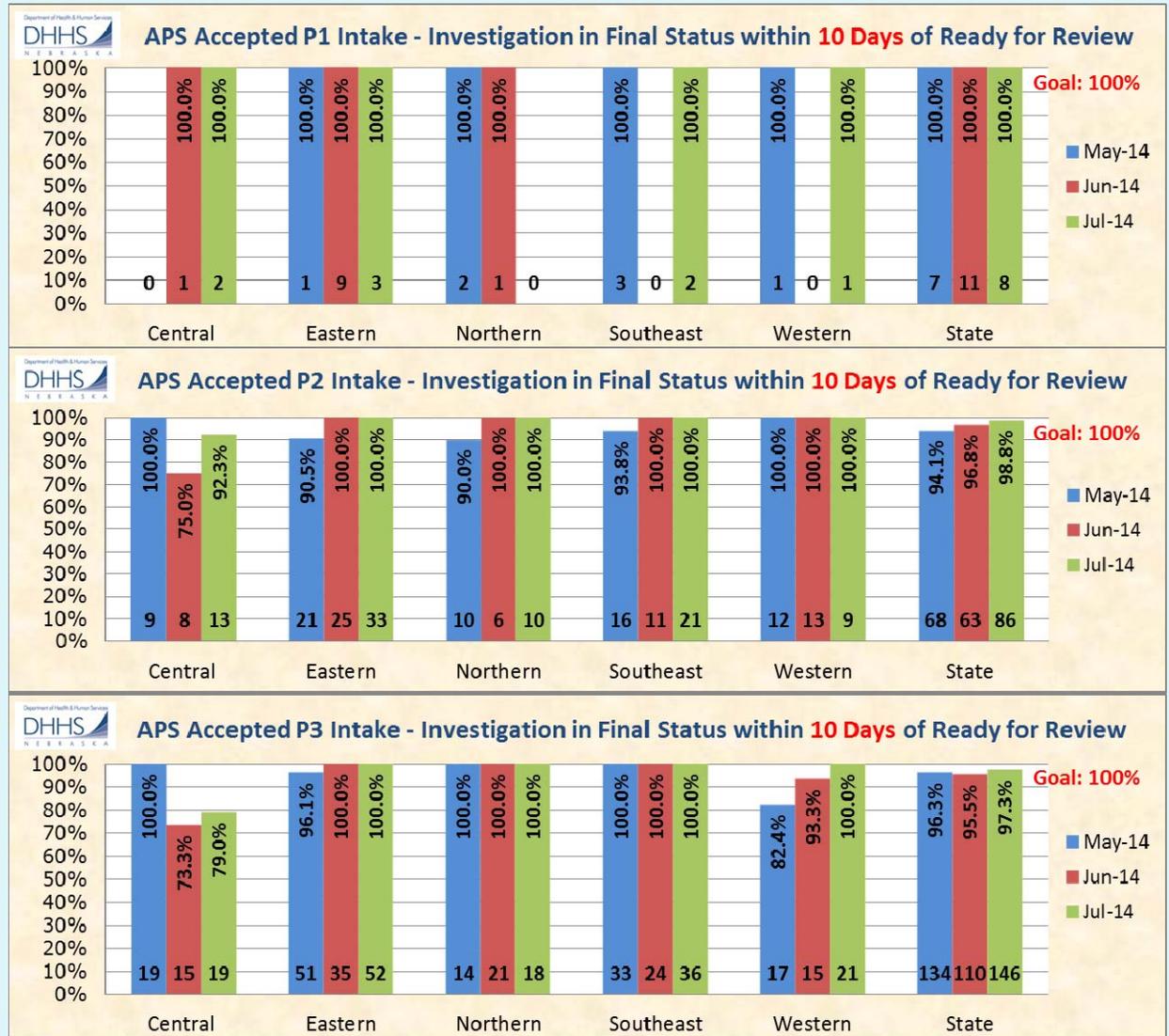
*Completed:

*Planned:

Note: Exceptions to finalization timeframes are not reflected in the charts.

APS Investigation Timeframes changed per Policy direction in mid September 2013. The new timeframes are: P1=45 Days; P2=60 Days; and P3=60 Days.

OUTCOME STATEMENT: Vulnerable adults in the Adult Protection System are safe



Note: Measures are from the APS Performance Accountability report on Infoview. Source: 2014 - 07 APS Performance Accountability

Data Review Frequency: Monthly

APS Investigation Timeframes – In Final Status from Intake

Strengths/Opportunities:

July 2014: All P1's were finalized within 45 days from the date of intake across the state! P2 and P3's are also increasing statewide.

Barriers:

Action Items:

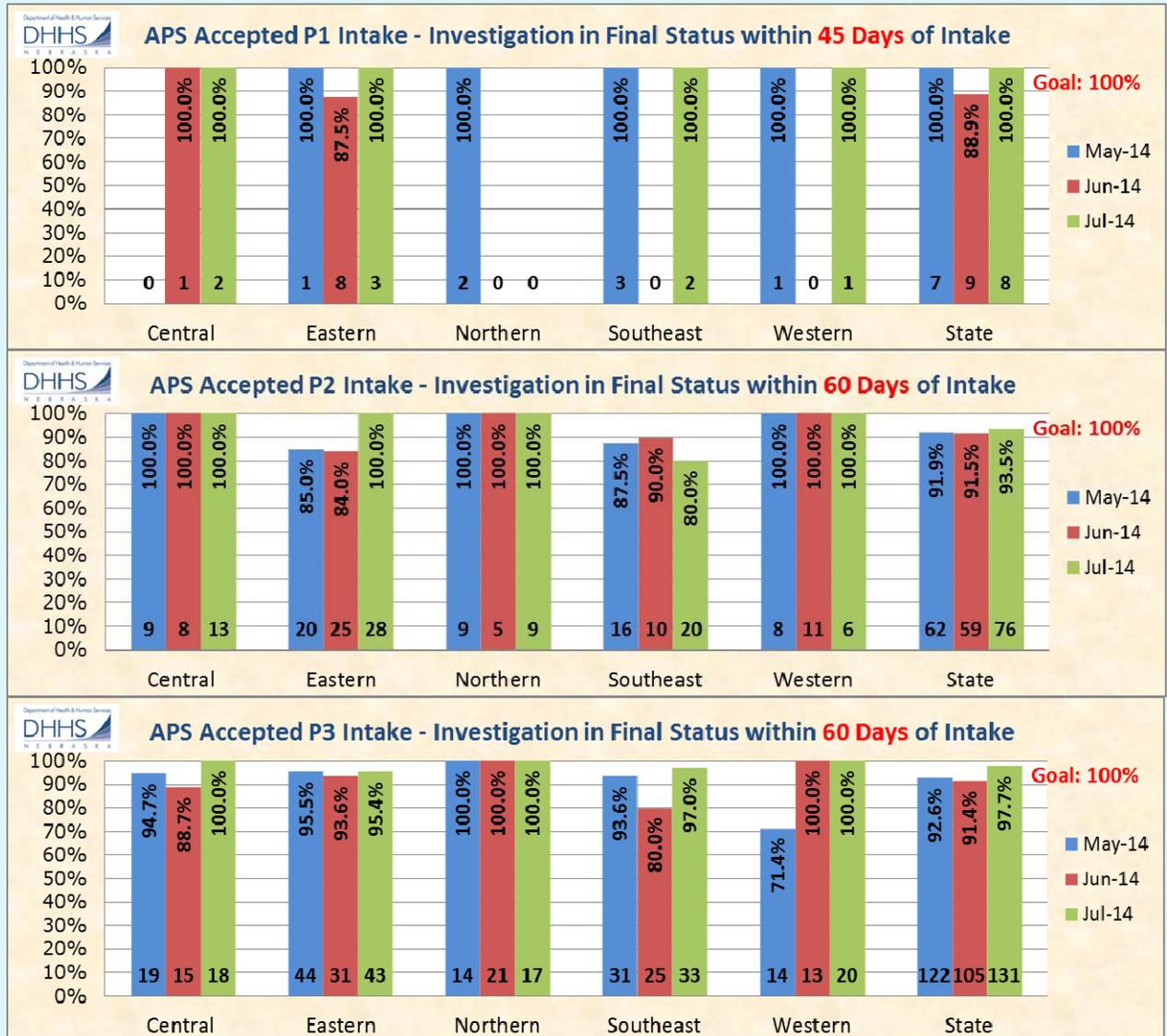
*Completed:

*Planned:

Note: Exceptions to finalization timeframes are not reflected in the charts.

APS Investigation Timeframes changed per Policy direction in mid September 2013. The new timeframes are: P1=45 Days; P2=60 Days; and P3=60 Days.

OUTCOME STATEMENT: Vulnerable adults in the Adult Protection System are safe



Note: Measures are from the APS Performance Accountability report on Infoview. Source: 2014 - 07 APS Performance Accountability

Data Review Frequency: Monthly

APS Quality Measures - Statewide

Strengths/Opportunities:

Feb 2014: Increase in all 4 quality measures this month.

March 2014: Added a 5th measure for safety concerns of the vulnerable adult for statewide and each service area.

April 2014: Continued increases in overall state performance.

May 2014: Slight decreases across the state measures.

June 2014 :Slight increases across the state measures.

July 2014: Statewide remaining similar to previous months, still 90% or above in 4 out of 5 measures.

Barriers:

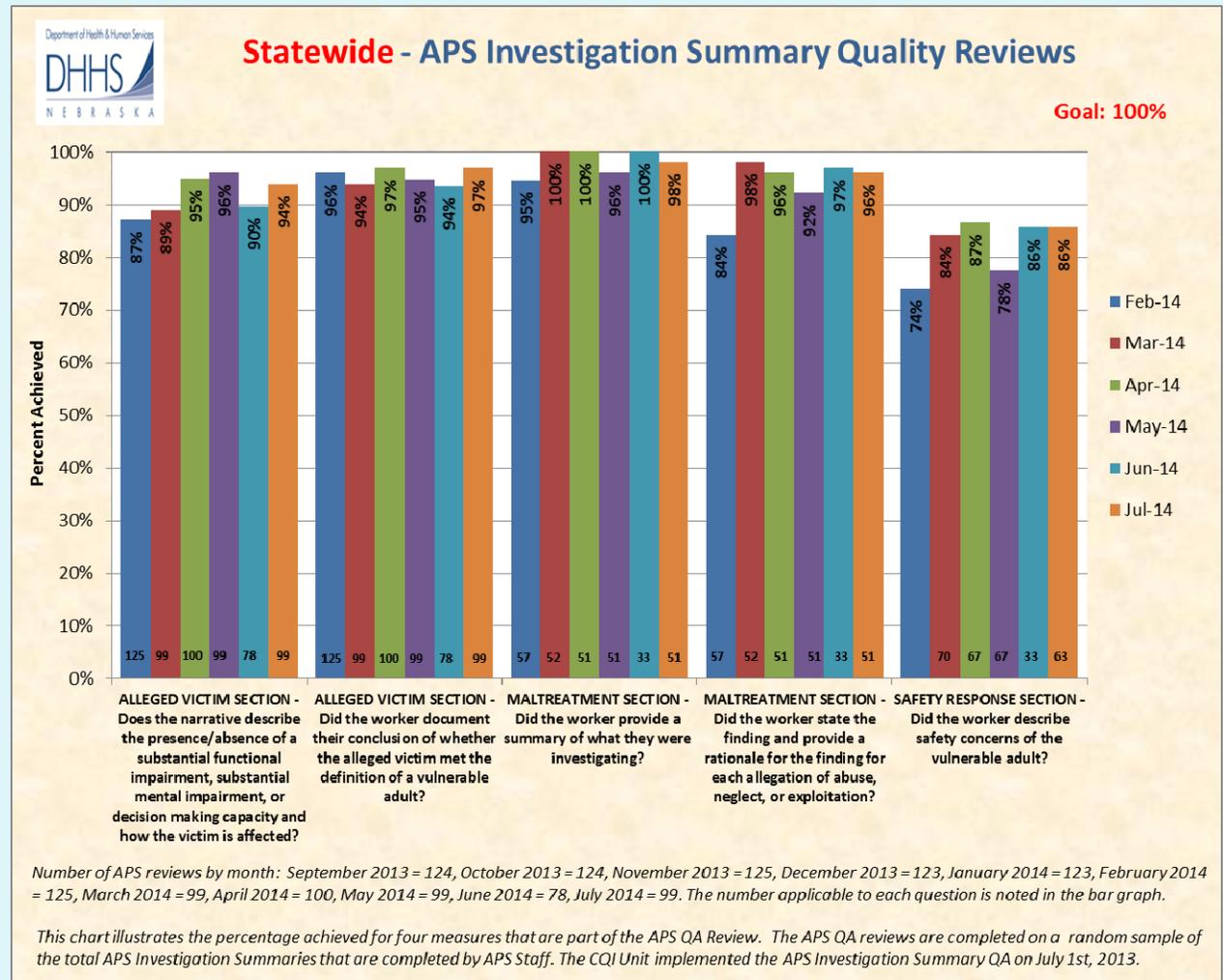
Action Items:

**Completed:*

**Planned:*

Data Review Frequency: Monthly

OUTCOME STATEMENT: Vulnerable adults in the Adult Protection System are safe



Note: Measure is from CQI reviews of the APS investigation summary. Random samples from each service area are selected and reviewed on a monthly basis.

APS Quality Measures - ESA

Strengths/Opportunities:

Feb 2014: Increase in all 4 quality measures this month.

Mach 2014: Added historical data for trend comparisons.

April 2014: Continued increases in performance in all measures.

May 2014: Slight decrease in 4 out of the 5 areas.

June 2014: Increase in 3 out of the 5 areas.

July 2014: Increases in all 5 measures for the ESA!

Barriers:

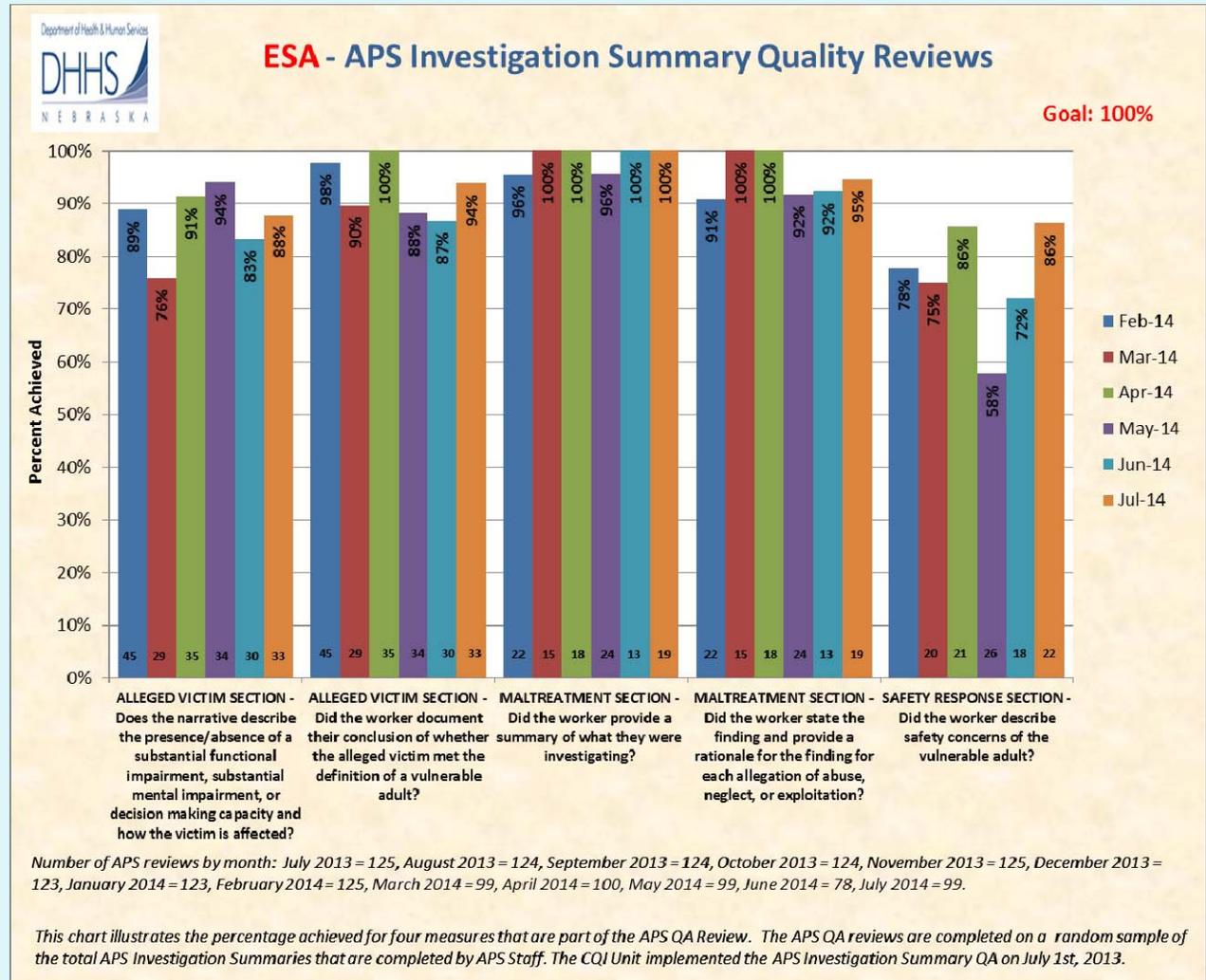
Action Items:

*Completed:

*Planned:

Data Review Frequency: Monthly

OUTCOME STATEMENT: Vulnerable adults in the Adult Protection System are safe



Note: Measure is from CQI reviews of the APS investigation summary. Random samples from each service area are selected and reviewed on a monthly basis.

APS Quality Measures - SESA

Strengths/Opportunities:

Feb 2014: Increase in all 4 quality measures this month.

March 2014: Added historical data for trend comparisons.

April 2014: Steady improvements over the last month.

May 2014: Steady in most areas, slight decreases overall.

June 2014: Significant increases in most areas!

July 2014: Slight decreases in 4 out of 5 measures for SESA.

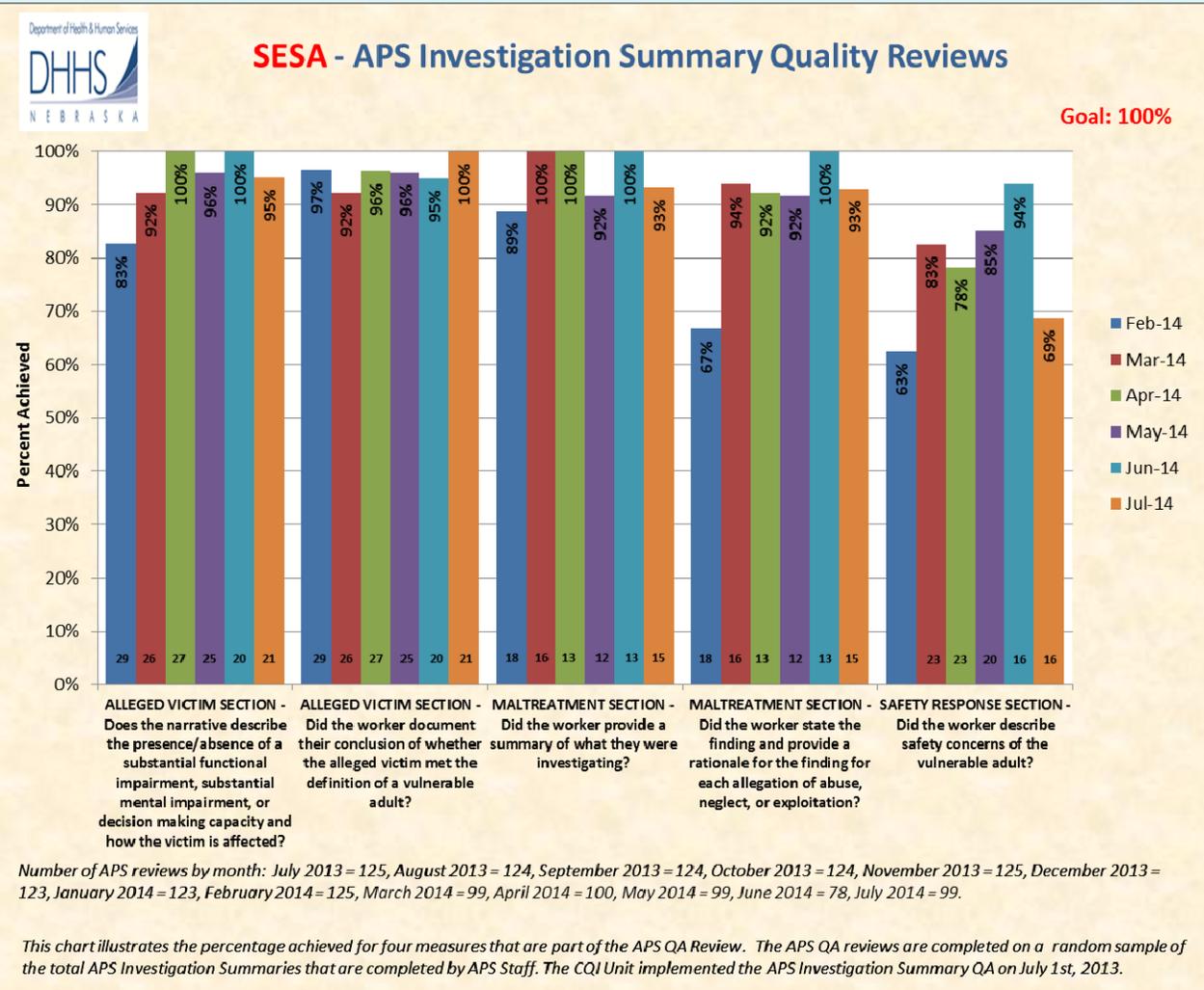
Barriers:

Action Items:

*Completed:

*Planned:

OUTCOME STATEMENT: Vulnerable adults in the Adult Protection System are safe



Data Review Frequency: Monthly

Note: Measure is from CQI reviews of the APS investigation summary. Random samples from each service area are selected and reviewed on a monthly basis.

APS Quality Measures - CSA

Strengths/Opportunities:

Feb 2014: Increase in all 4 quality measures this month.

March 2014: Added historical data for trend comparisons.

April 2014: Slight decreases in some measures.

May 2014: Many items remained steady at 100.0% with one decrease.

June 2014: 100% for each item!

July 2014: Again 100% for each measure!

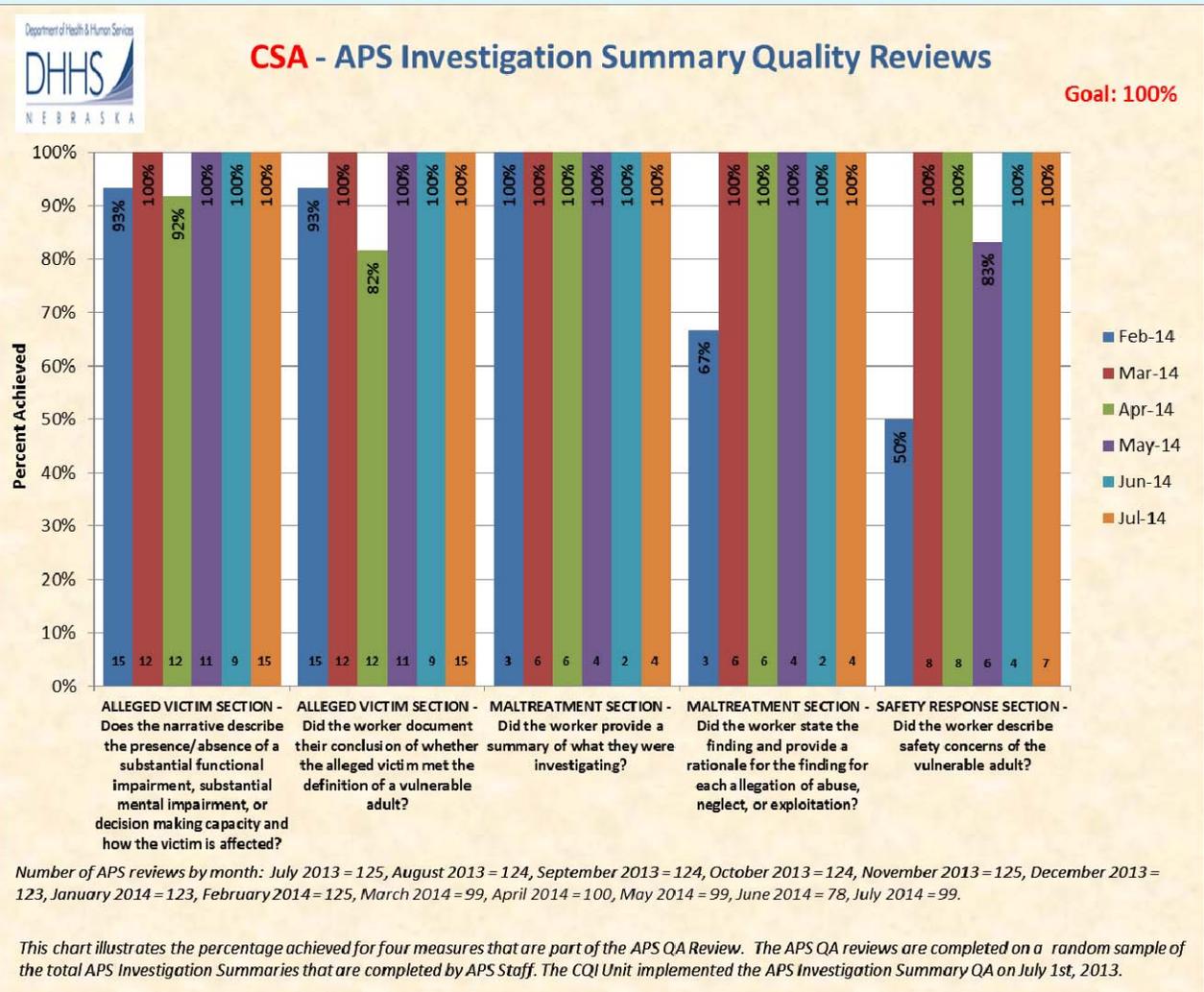
Barriers:

Action Items:

*Completed:

*Planned:

OUTCOME STATEMENT: Vulnerable adults in the Adult Protection System are safe



Data Review Frequency: Monthly

Note: Measure is from CQI reviews of the APS investigation summary. Random samples from each service area are selected and reviewed on a monthly basis.

APS Quality Measures - NSA

Strengths/Opportunities:

Feb 2014: Increase in all 4 quality measures this month.

March 2014: Added historical data for trend comparisons.

April 2014: Increases and decreases for these items.

May 2014: Overall increases across the board except for one measure.

June 2014: Decrease in one area for June.

July 2014: 100% in 4 out of 5 measures for the month!

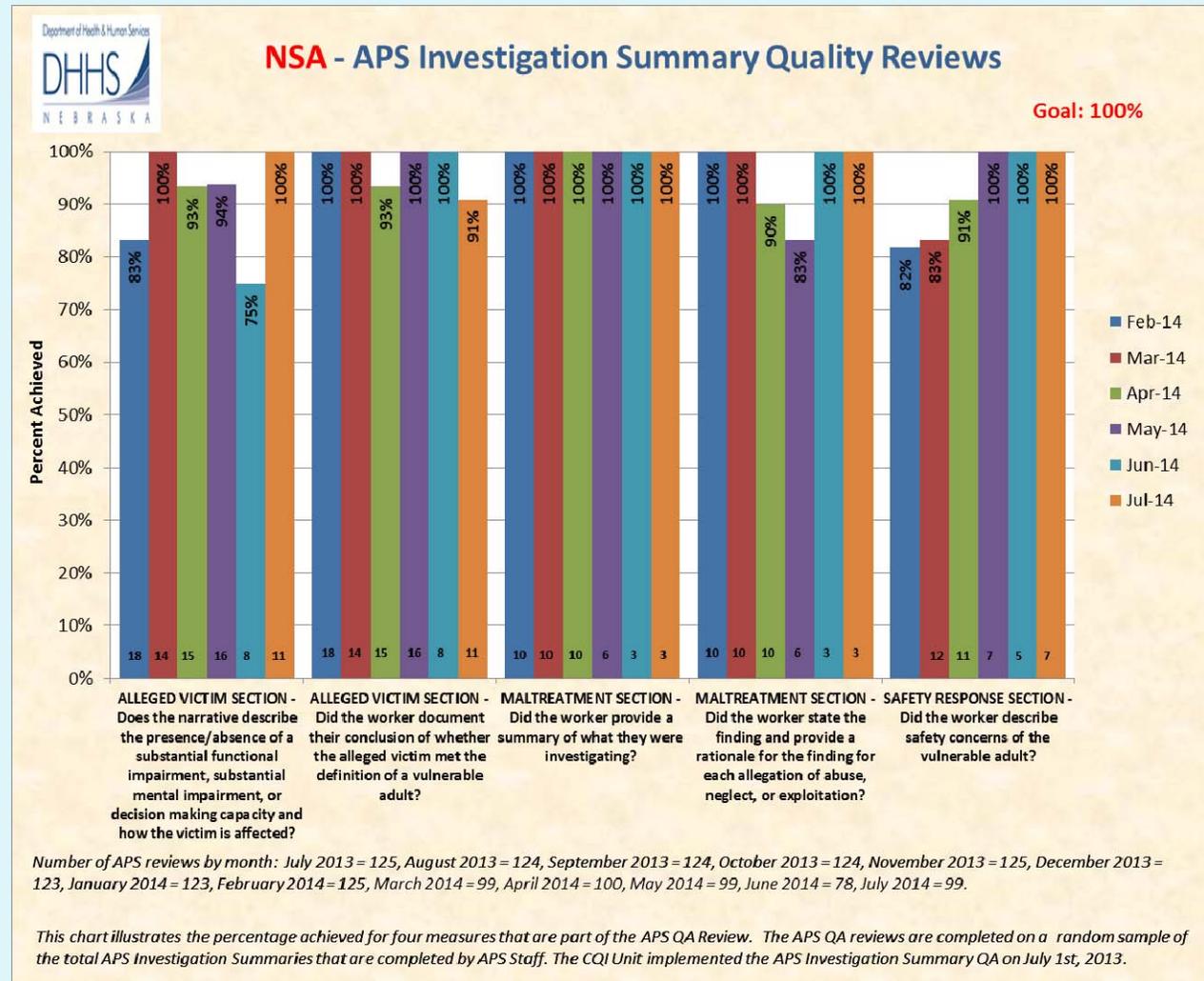
Barriers:

Action Items:

**Completed:*

**Planned:*

OUTCOME STATEMENT: Vulnerable adults in the Adult Protection System are safe



Data Review Frequency: Monthly

Note: Measure is from CQI reviews of the APS investigation summary. Random samples from each service area are selected and reviewed on a monthly basis.

APS Quality Measures - WSA

Strengths/Opportunities:

Feb 2014: Increase in all 4 quality measures this month.
 March 2014: Added historical data for trend comparisons.
 April 2014: 100% for all the measures!
 May 2014: Again, 100% for all the measures!
 June 2014: Slight decreases in two areas.
 July 2014: Increases in two areas while the others measures remained at 100%!

Barriers:

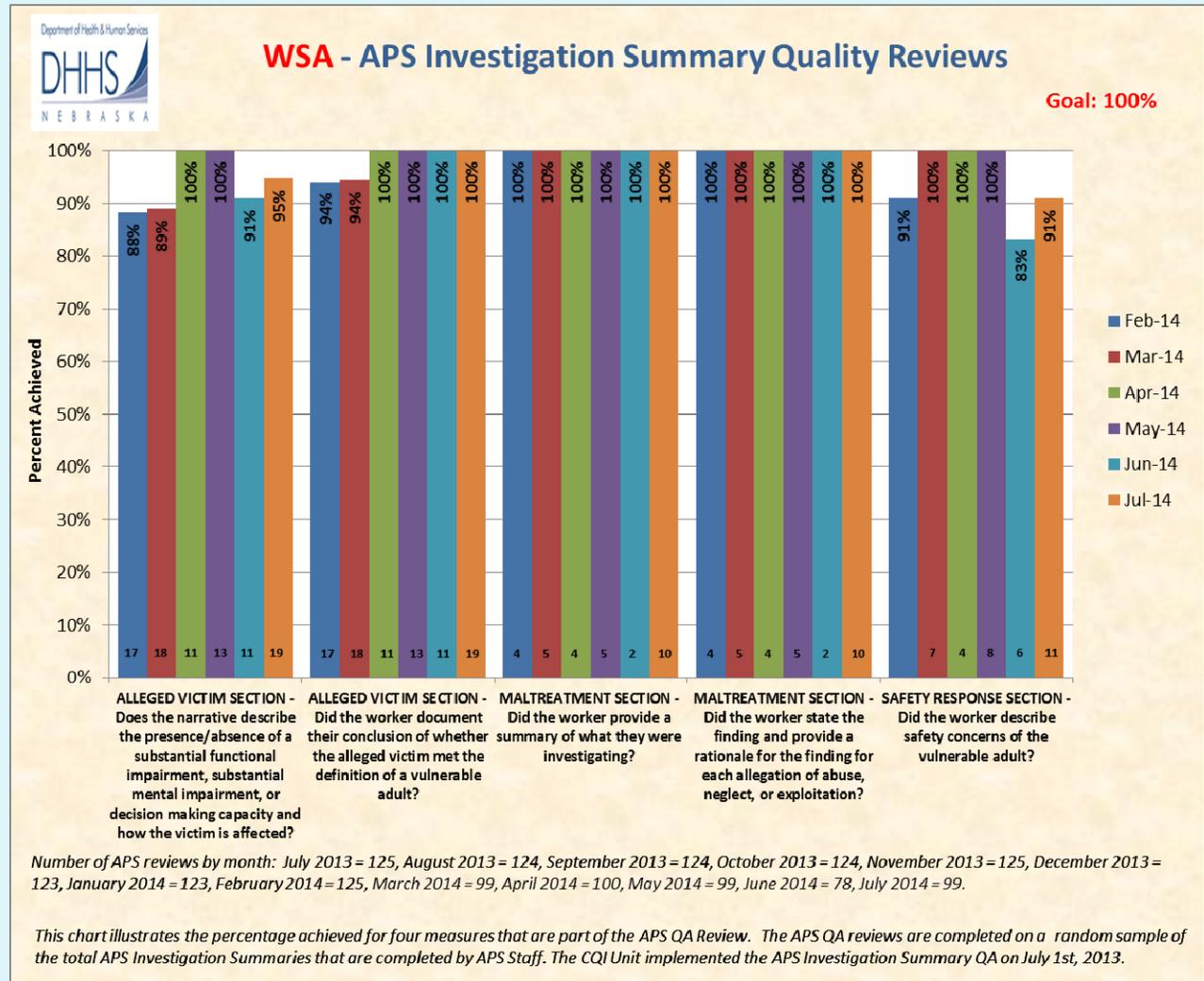
Action Items:

*Completed:

*Planned:

Data Review Frequency: Monthly

OUTCOME STATEMENT: Vulnerable adults in the Adult Protection System are safe



Note: Measure is from CQI reviews of the APS investigation summary. Random samples from each service area are selected and reviewed on a monthly basis.

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CHAPTER 3: Workforce Stability

- **OUTCOME STATEMENT: THE ADULT PROTECTIVE SERVICES' WORKFORCE IS WELL-QUALIFIED, TRAINED, SUPERVISED, AND SUPPORTED.**
- **Goal Statement #1: Reduce staff turnover**
- **Goal Statement #2: Provide for ongoing training for staff that addresses the skill and knowledge base needed to carry out their duties**
- **Goal Statement #3: Supervisory staff will be well trained and provide overall leadership for workers**

APS Staff Vacancy Rate

Strengths/Opportunities:

The vacancy rate for all CFSS has decreased for the CSA, ESA, and SESA, while the NSA and WSA saw an increase in vacancy.

Barriers:

Action Items:

**Completed:*

**Planned:*

August 2014 data is not available at this time.

OUTCOME STATEMENT: The Adult Protective Services' workforce is well-qualified, trained, supervised, and supported

CFSS + CFSS/T														
Location	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14
CSA	5.3%	6.9%	5.2%	8.8%	10.9%	7.3%	9.4%	1.9%	2.0%	0.0%	2.0%	11.8%	17.0%	13.0%
ESA	3.7%	3.7%	3.7%	6.5%	8.3%	8.3%	7.5%	10.4%	10.5%	14.3%	14.3%	11.2%	17.8%	14.5%
NSA	9.6%	12.0%	16.9%	20.5%	18.1%	8.9%	5.1%	5.3%	4.1%	2.8%	2.8%	7.0%	7.0%	11.3%
SESA	6.2%	1.8%	1.9%	6.2%	6.2%	3.1%	2.6%	5.2%	2.8%	6.3%	9.8%	13.2%	13.4%	10.4%
WSA	4.3%	7.0%	9.9%	12.7%	7.0%	8.5%	0.0%	4.8%	4.8%	0.0%	1.7%	0.0%	0.0%	3.6%
Total	5.8%	5.4%	6.4%	10.0%	9.4%	6.6%	4.6%	6.0%	5.1%	6.0%	7.7%	9.8%	12.1%	11.0%

Vacancies are allocated positions not filled, excluding frozen positions

APS Only Vacancy Rate is not available at this time

Data Review Frequency: Monthly

Average Investigation Per APS Worker Per Month

Strengths/Opportunities:

The average number of APS intakes per worker per month increased slightly from 2012 to 2013.

Barriers:

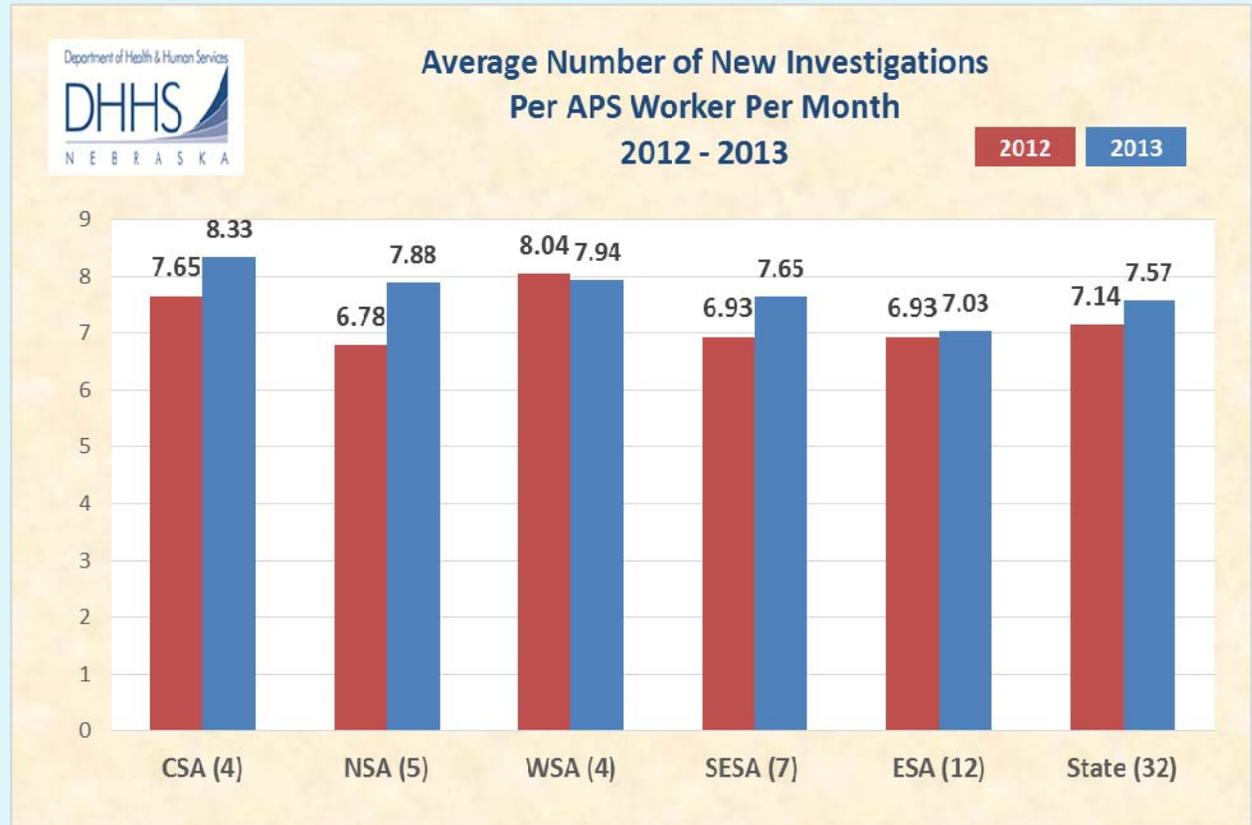
Action Items:

**Completed:*

**Planned:*

Note: The number next to each service are represents the total allotted positions for the current year (2014).

OUTCOME STATEMENT: The Adult Protective Services' workforce is well-qualified, trained, supervised, and supported



This data only represents new investigations. It does not reflect the number of ongoing cases managed by APS.

Data Review Frequency: Monthly

Prepared by:

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