

# CONTINUOUS QUALITY IMPROVEMENT (CQI)



## Adult Protective Services

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**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

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- **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.

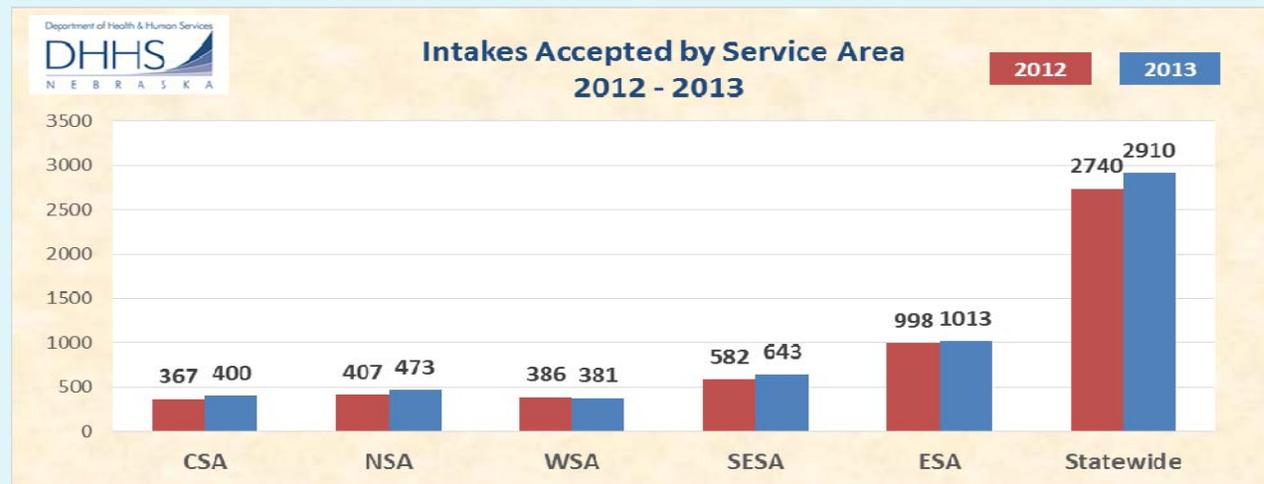
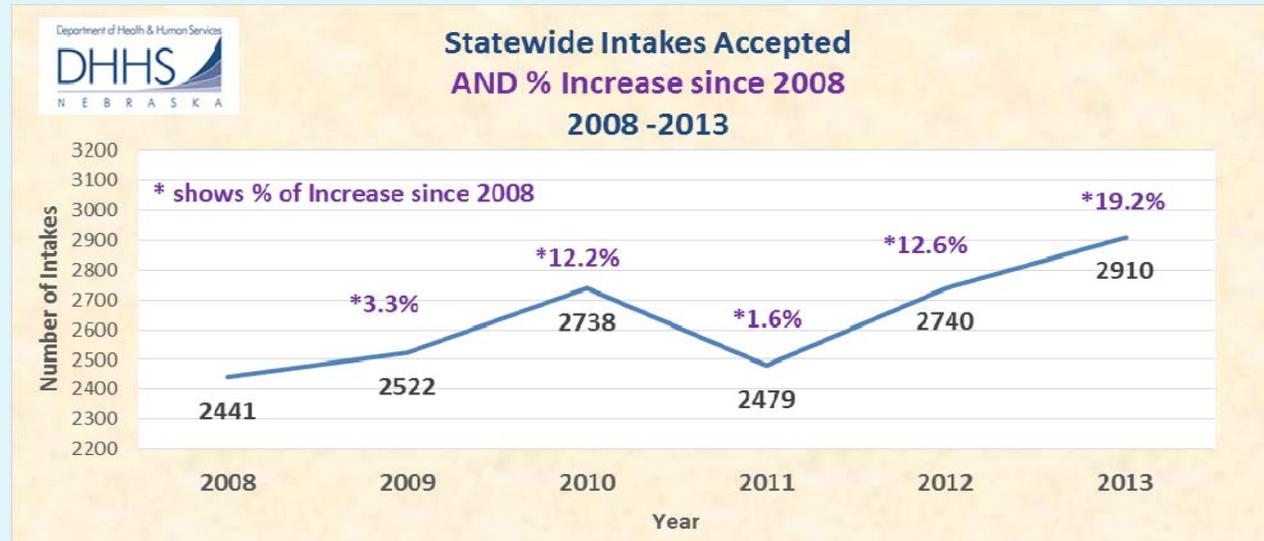
### **Barriers:**

### **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

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- **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:**

The number of calls per month has decreased since April 2014, while the percentage of calls answered has remained the same.

**Barriers:**

**Action Items:**

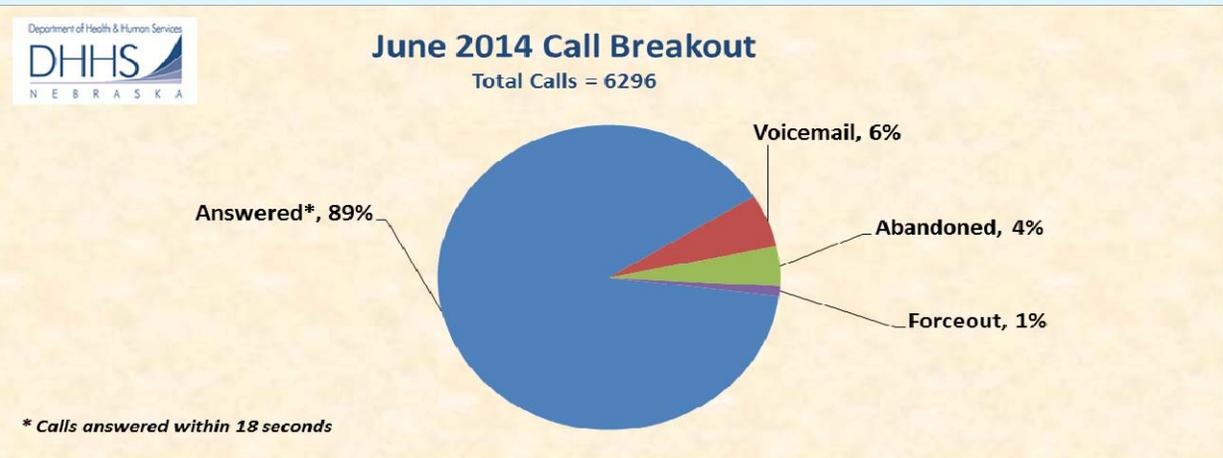
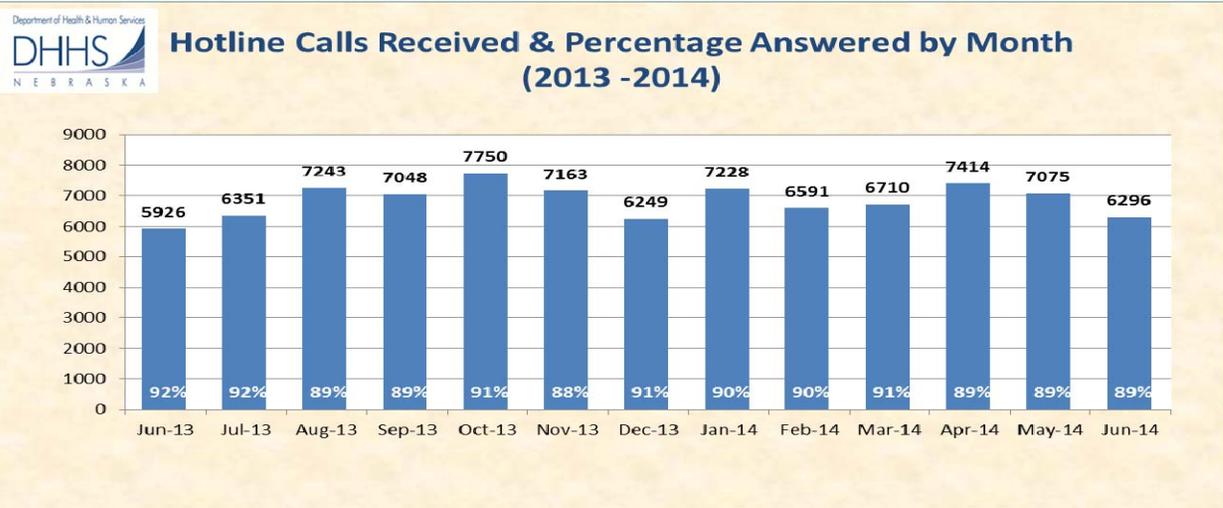
*\*Completed:*

*\*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.

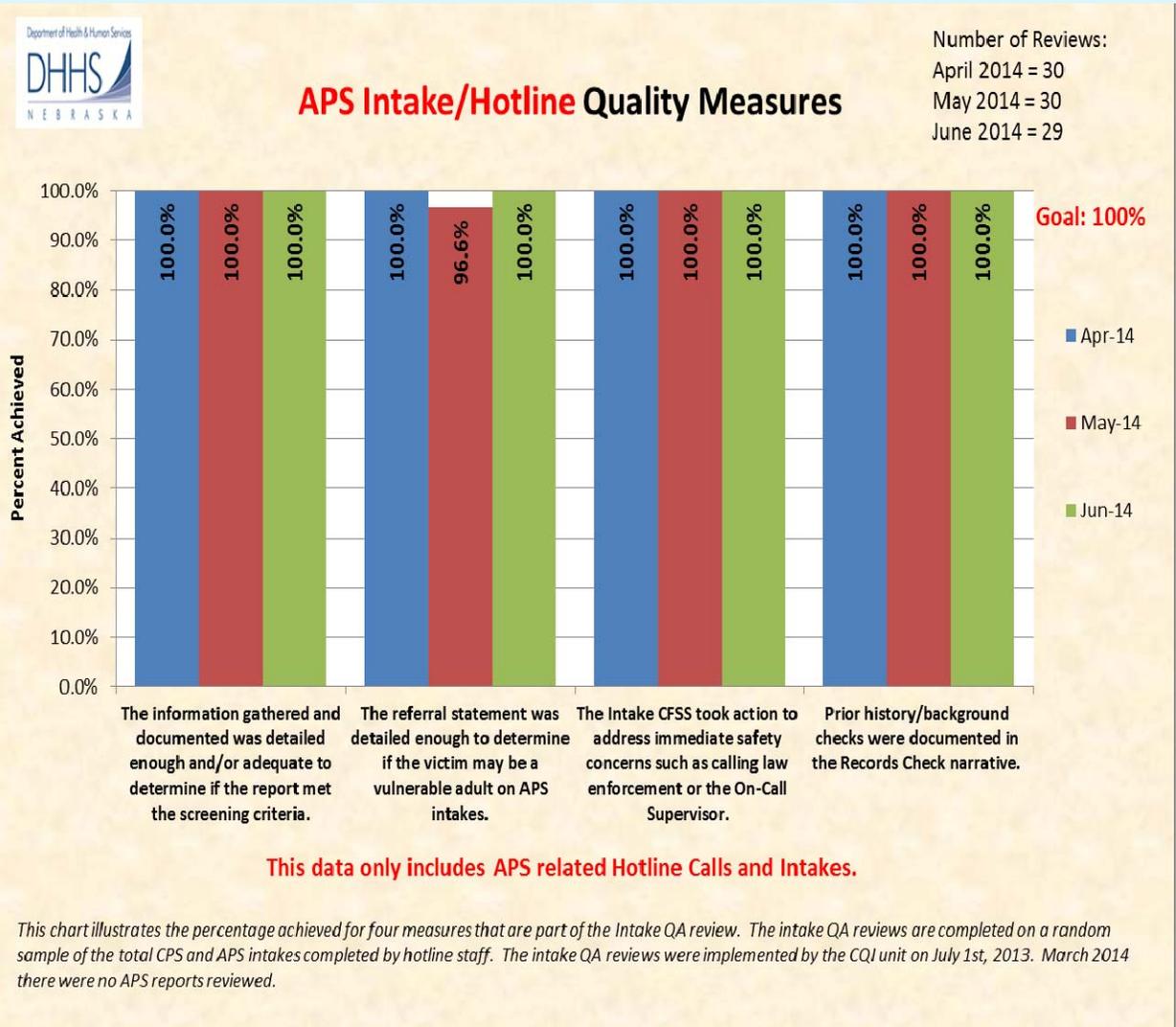
### **Barriers:**

### **Action Items:**

*\*Completed:*

*\*Planned:*

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



**Data Review Frequency: Monthly**

### APS Face to Face Contact Timeframes

#### Strengths/Opportunities:

June 2014: Statewide face to face contact time frames remain steady. P1 face to face contact time frame is at 100% for June 2014!

#### 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 - 06 APS Performance Accountability

Data Review Frequency: Monthly

**APS Investigation Timeframes – In Ready for Review Status**

**Strengths/Opportunities:**

June 2014: Small decrease in the timeliness of getting investigations into ready for review status for P1's and P2's.

**Barriers:**

**Action Items:**

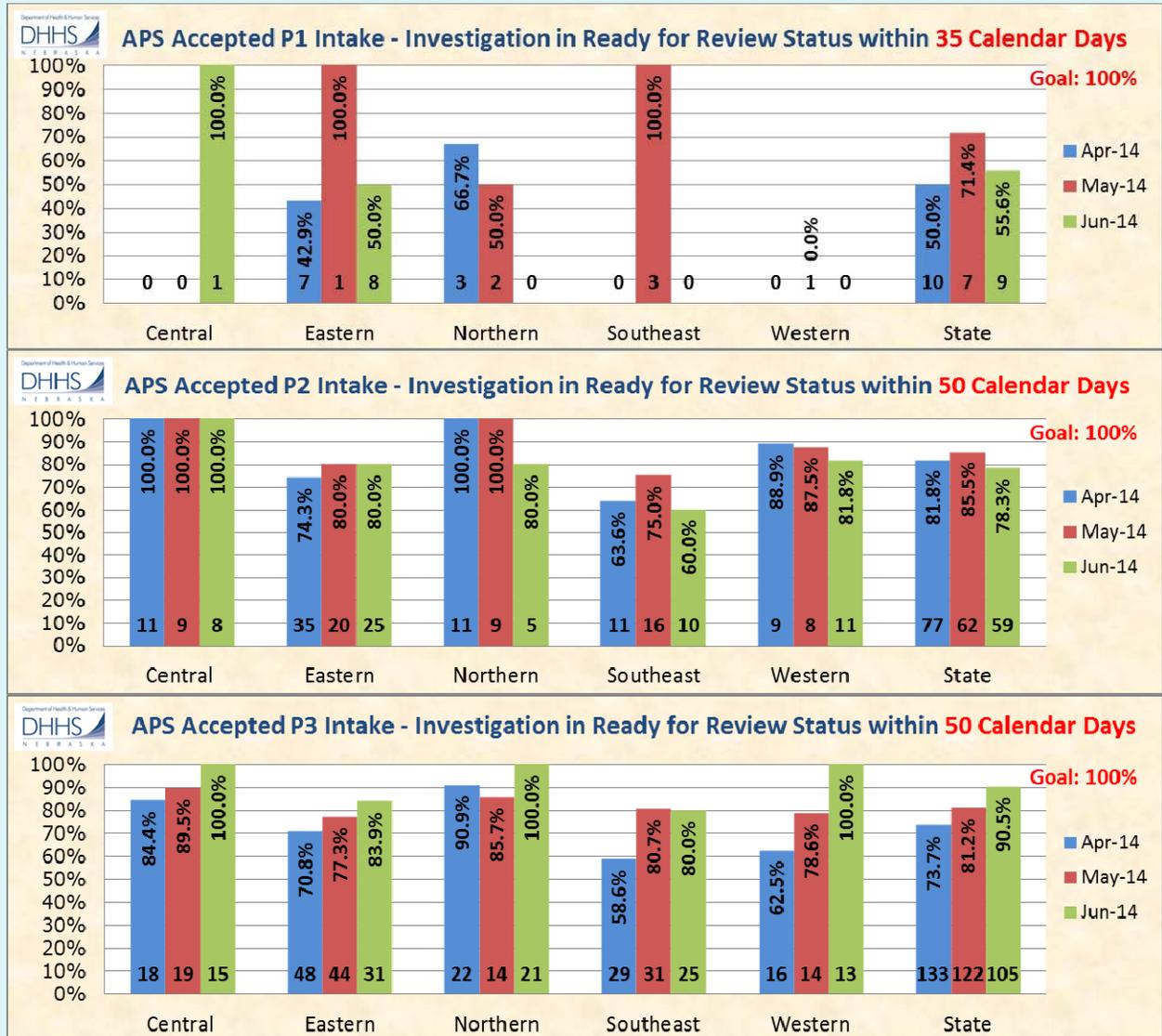
\*Completed:

\*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 - 06 APS Performance Accountability

**Data Review Frequency: Monthly**

**APS Investigation Timeframes – In Final Status from Ready for Review**

**Strengths/Opportunities:**

June 2014: Remaining steady for June 2014.

**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.

**Data Review Frequency: Monthly**

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



Note: Measures are from the APS Performance Accountability report on Infoview. Source: 2014 - 06 APS Performance Accountability

**APS Investigation Timeframes – In Final Status from Intake**

**Strengths/Opportunities:**

June 2014: Remaining steady for P2's and P3's, but a slight decrease in P1 finalization timeliness.

**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 - 06 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 5<sup>th</sup> 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.

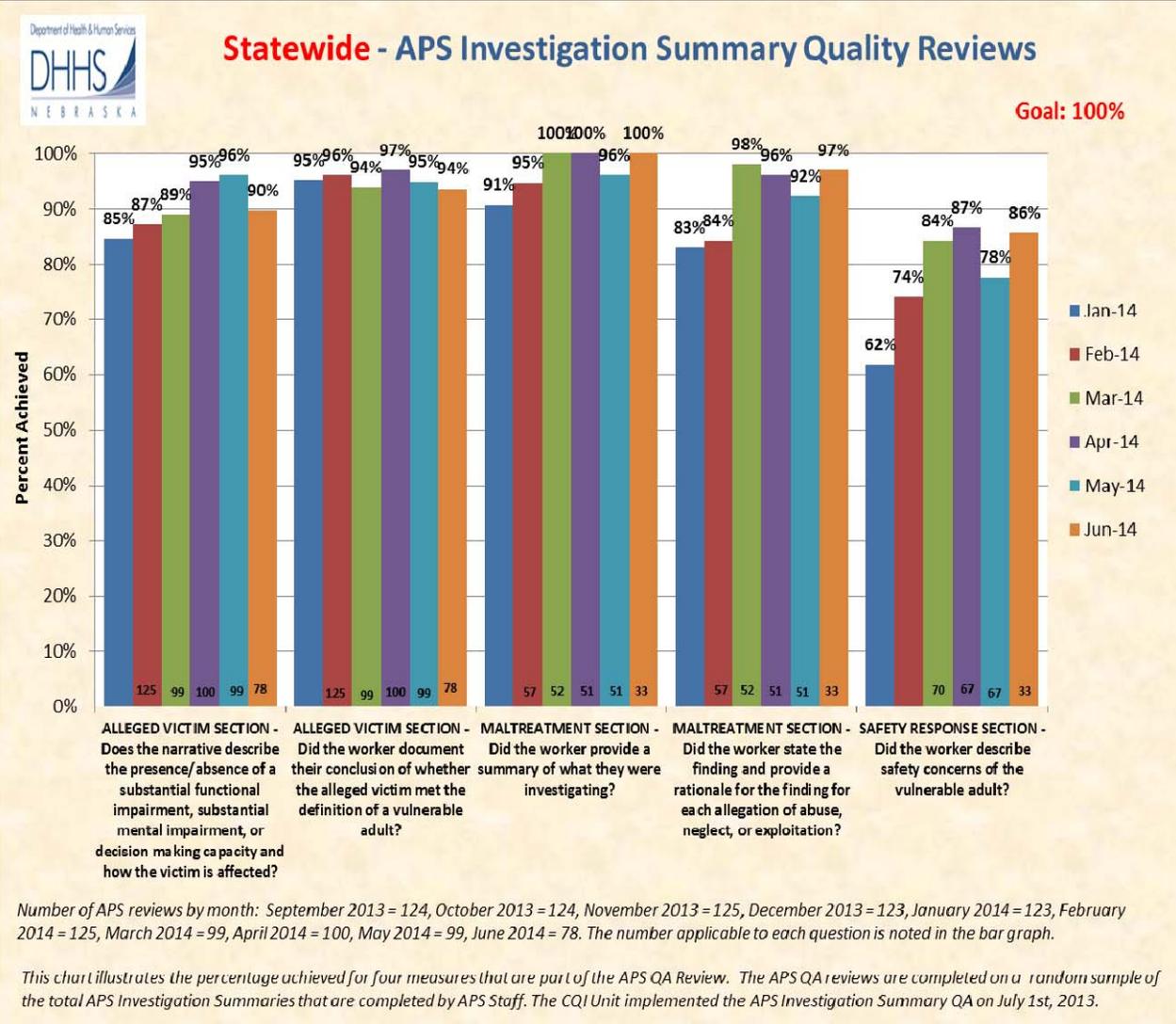
**Barriers:**

**Action Items:**

\*Completed:

\*Planned:

**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.

**Data Review Frequency: Monthly**

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: Increase in 3 out of the 5 areas.

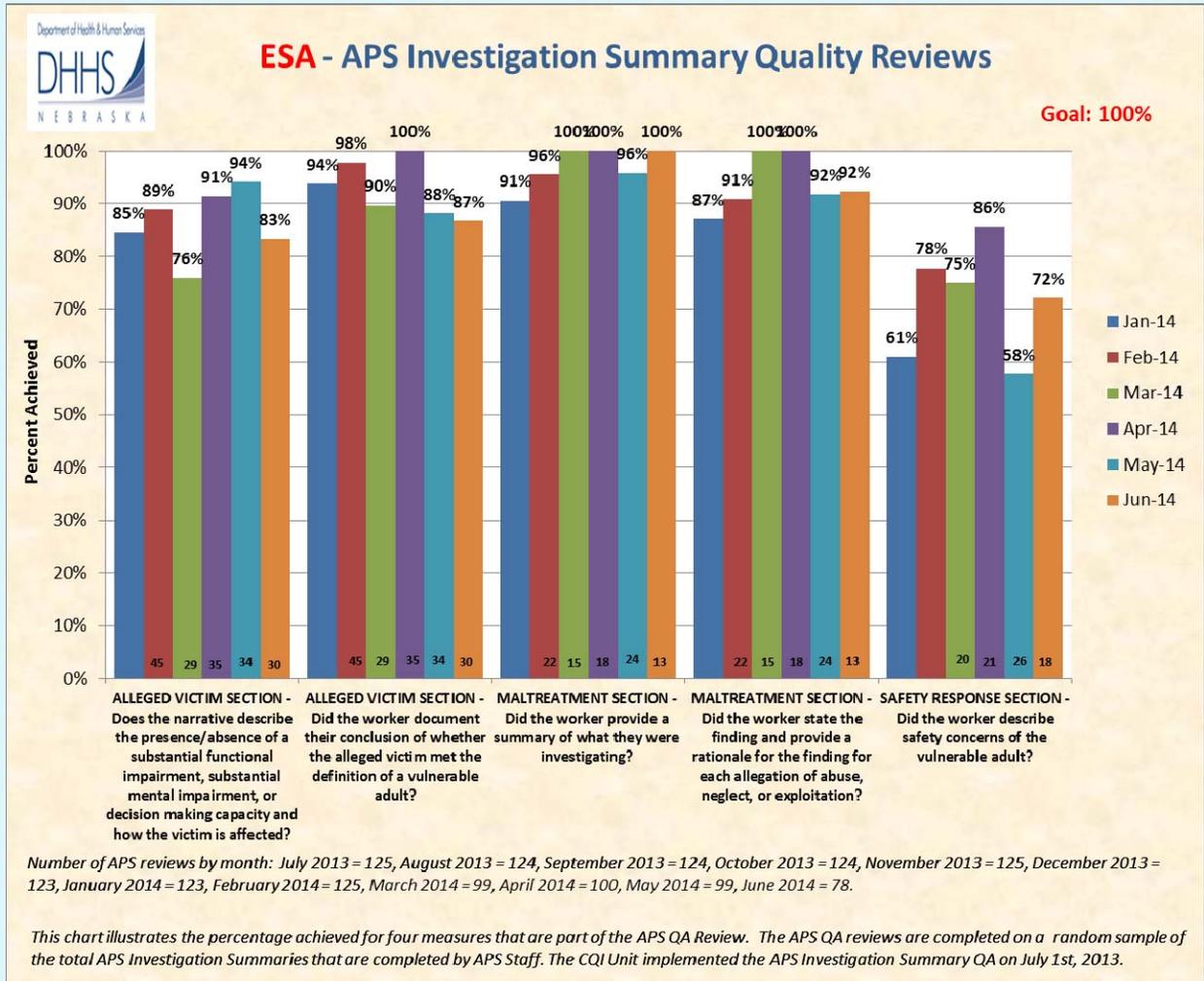
**Barriers:**

**Action Items:**

\*Completed:

\*Planned:

**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.

Data Review Frequency: Monthly

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!

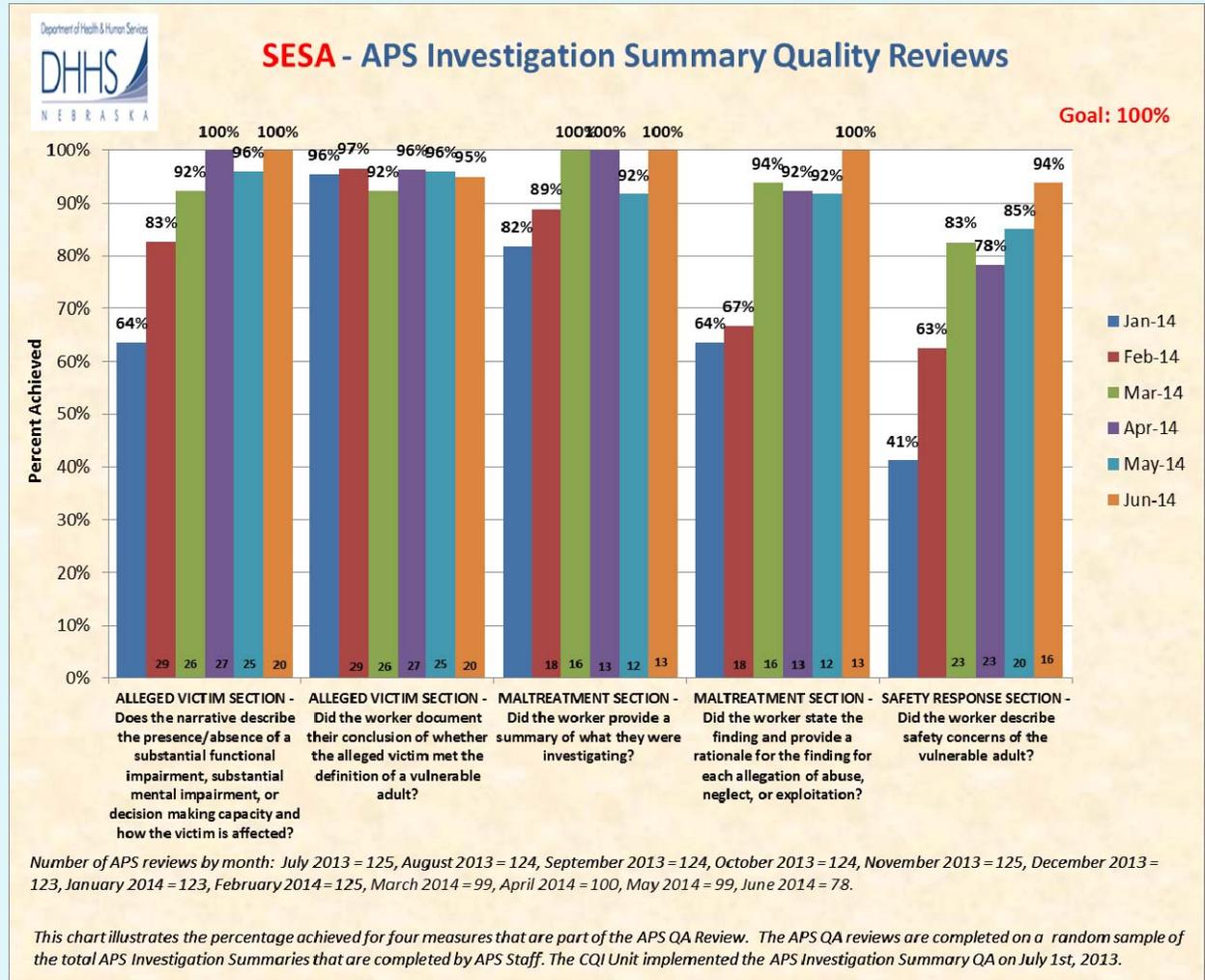
**Barriers:**

**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!

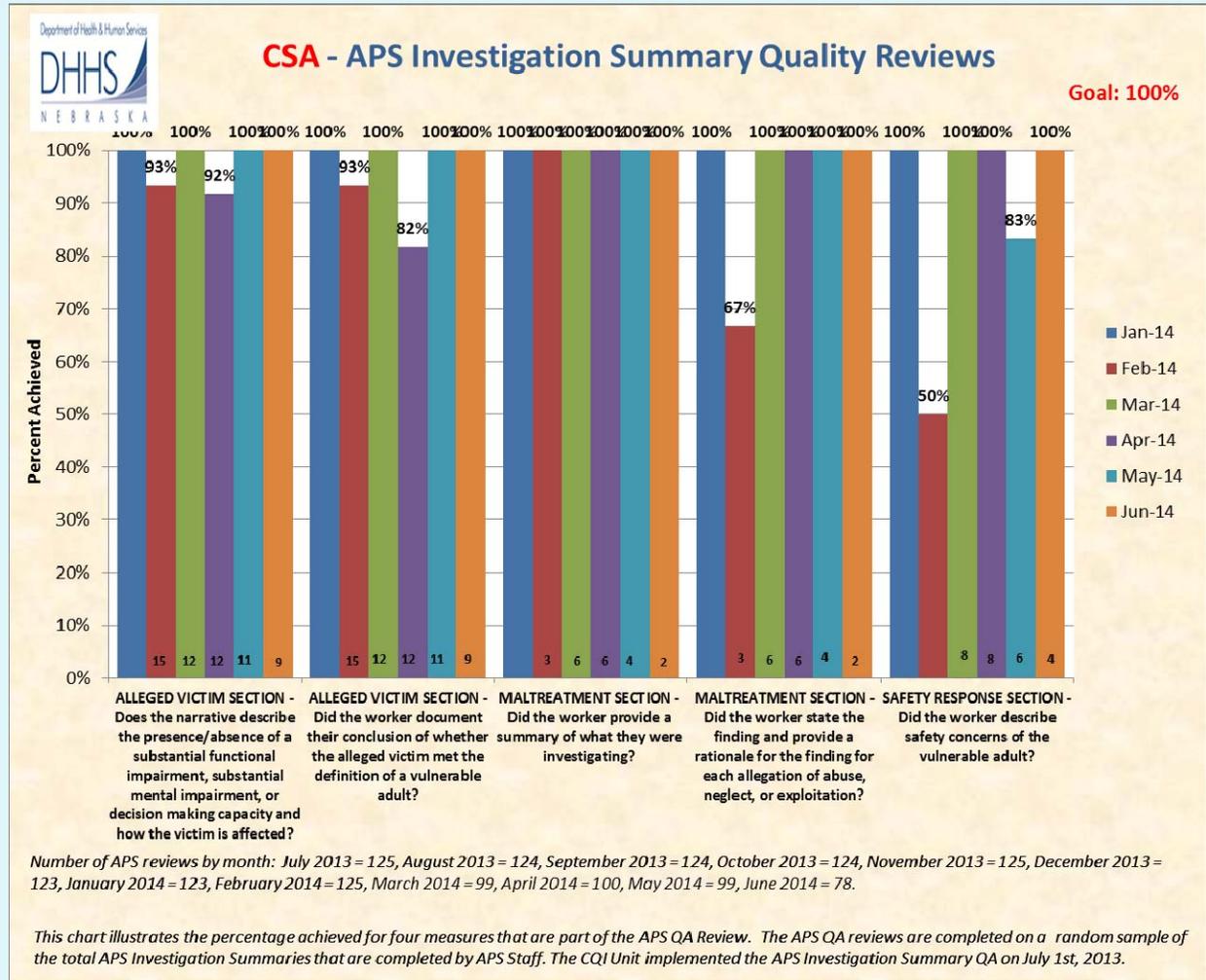
**Barriers:**

**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.

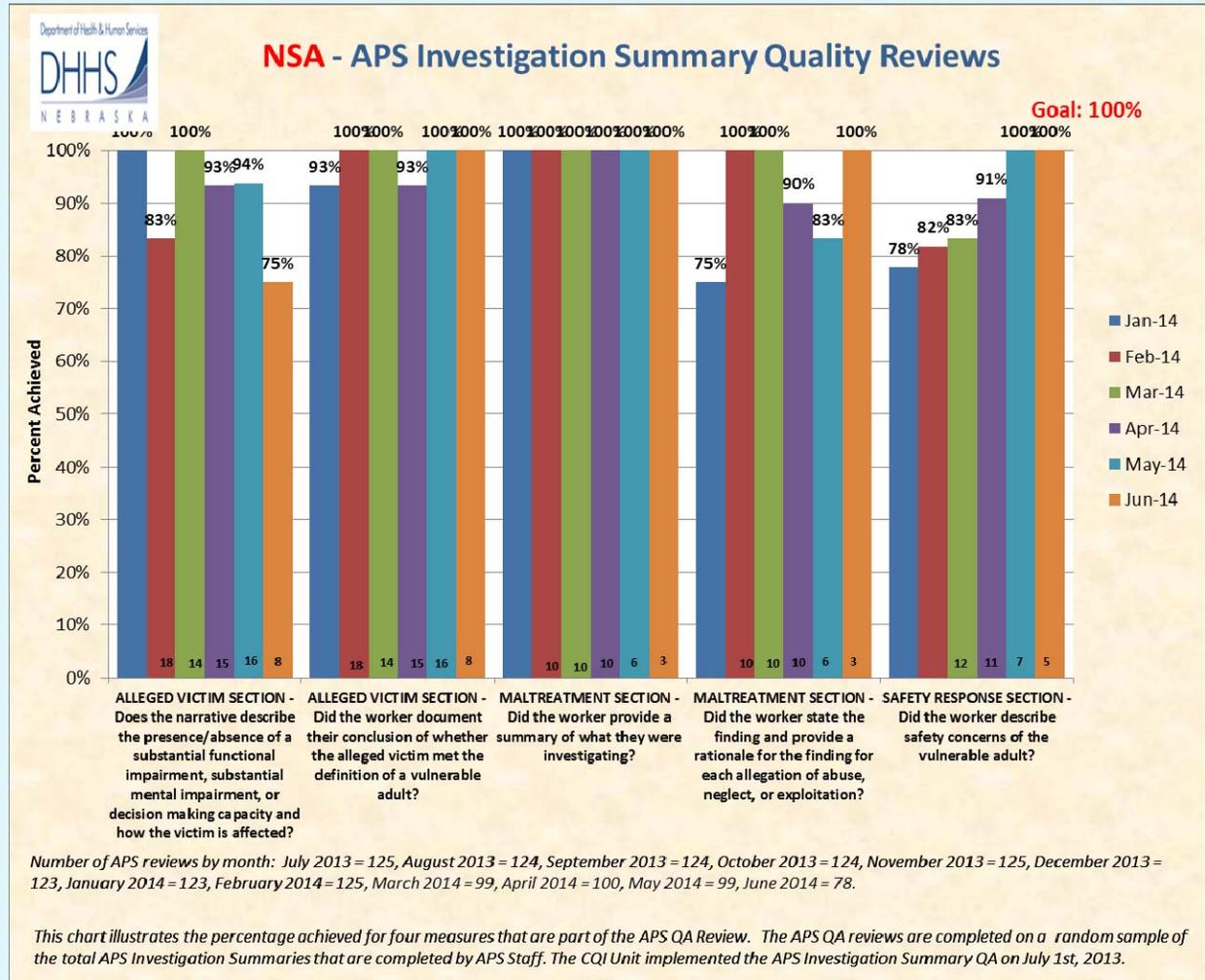
**Barriers:**

**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.

**Barriers:**

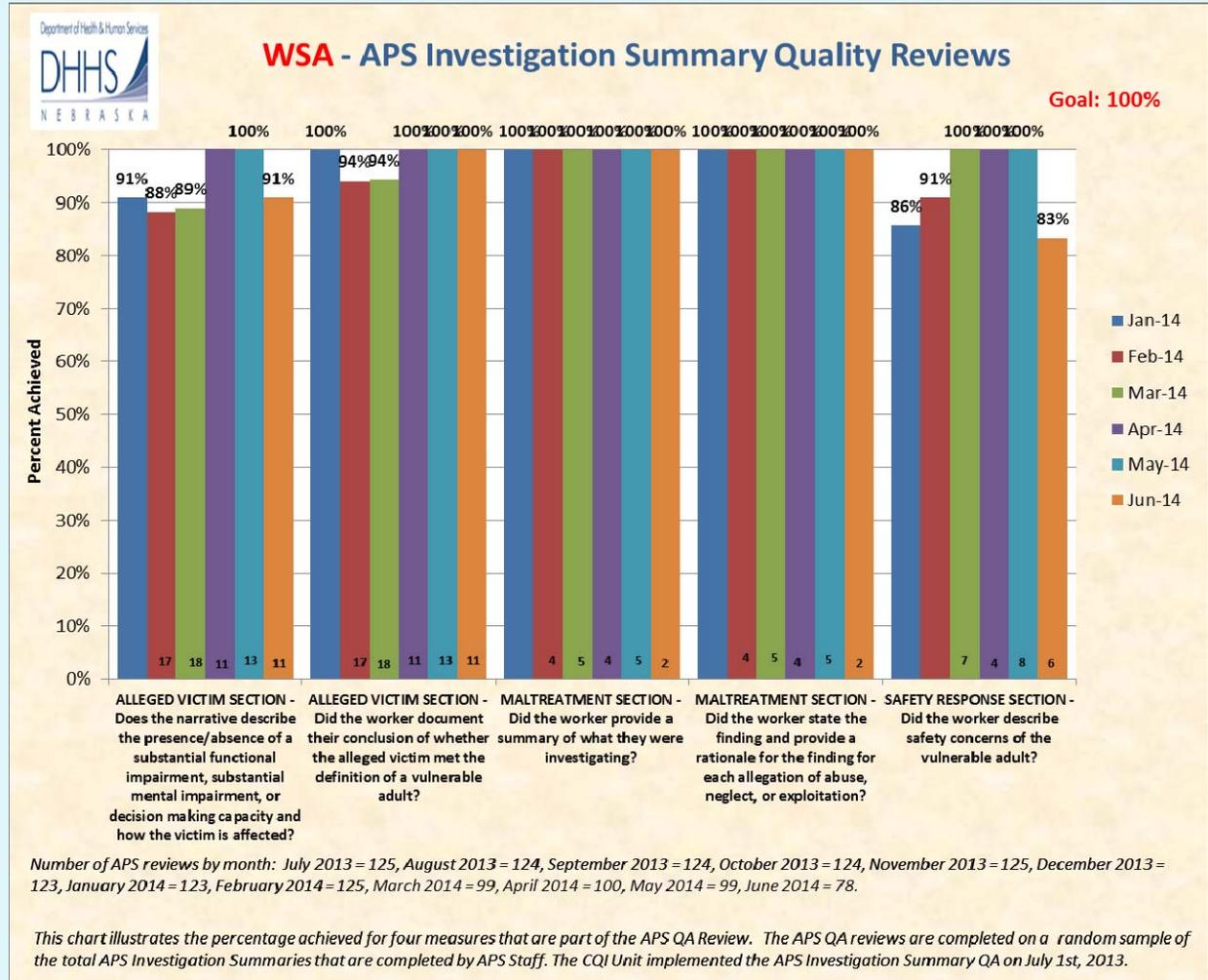
**Action Items:**

*\*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

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- **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:*

**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%
<b>Total</b>	<b>5.8%</b>	<b>5.4%</b>	<b>6.4%</b>	<b>10.0%</b>	<b>9.4%</b>	<b>6.6%</b>	<b>4.6%</b>	<b>6.0%</b>	<b>5.1%</b>	<b>6.0%</b>	<b>7.7%</b>	<b>9.8%</b>	<b>12.1%</b>	<b>11.0%</b>

**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:**

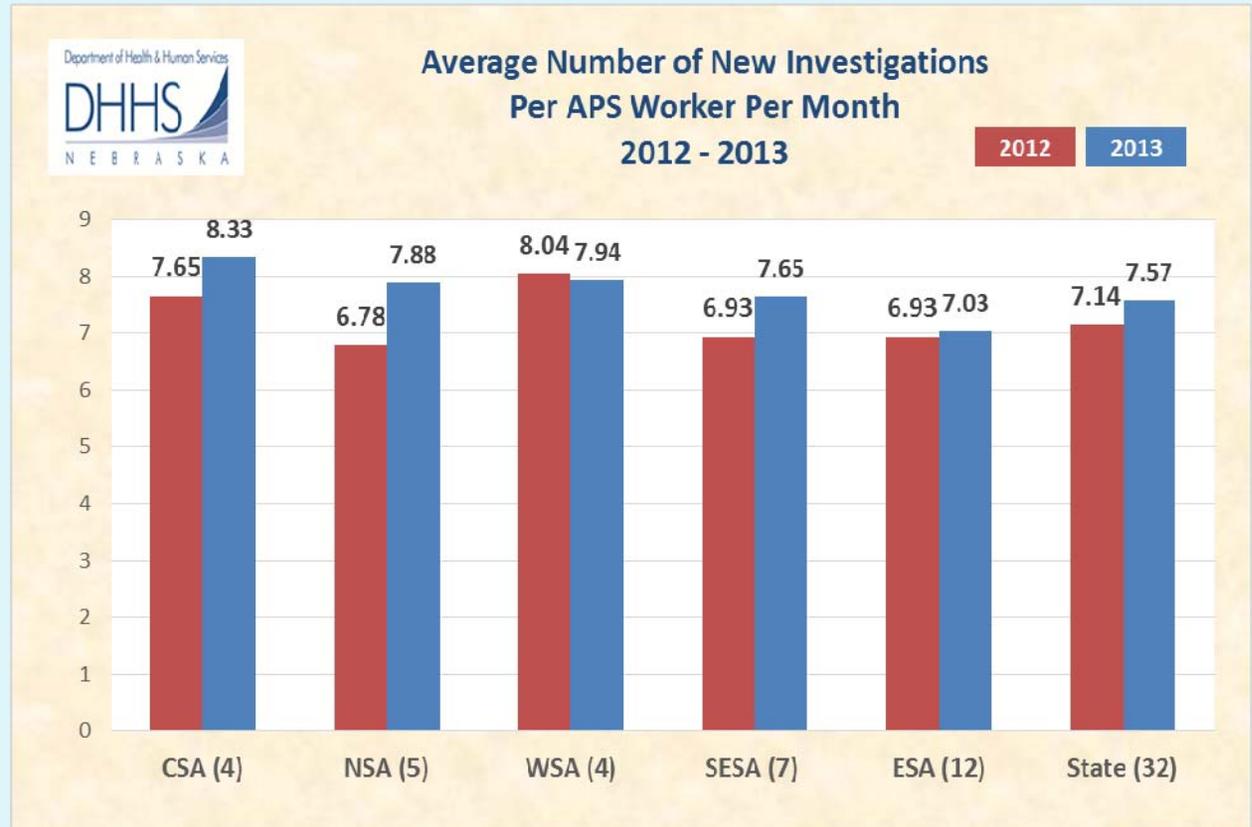
**Action Items:**

*\*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**

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