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FY23 QUARTER #4 PERFORMANCE REPORT

Aging and Long-Term Services Department



Adult Protective Services

Program Description, Purpose, and Objectives:

To investigate reports of abuse, neglect, or exploitation of adults who do not have the capacity to protect themselves and to provide short-term services to prevent continued abuse, neglect, or exploitation.

APS is mandated by state law to provide a system of protective services and to ensure availability of those services to abused, neglected, or exploited adults 18 years of age or older, who do not have the ability to self-care or self-protect. APS responds to situations in which functionally incapacitated adults are being harmed, are in danger of mistreatment, are unable to protect themselves, and have no one else to assist them. There are five APS regions serving all 33 counties of New Mexico.

Program Budget (in thousands):

FY22	General Fund	Other State Funds	Federal Funds	Other Transfers	TOTAL	FTE
200	7,508.1	-	-	2,200.00	9,708.1	128
300	1,242.3	-	-	2,176.30	3,418.6	
400	721.4	-	-		721.4	
TOTAL	9,471.8	-	-	4,376.30	13,848.1	

FY23	General Fund	Other State Funds	Federal Funds	Other Transfers	TOTAL	FTE
200	8,068.8			2,200.00	10,268.8	128
300	1,242.3			2,176.30	3,418.6	
400	721.4				721.4	
TOTAL	10,032.5	-	-	4,376.30	14,408.8	

Program Performance Measures:

1. Number of Adult Protective Services investigations of abuse, neglect, or exploitation.
2. Percent of emergency or priority one investigations in which a caseworker makes initial face-to-face contact with the alleged victim within prescribed timeframes.
3. Percentage of repeat abuse, neglect, or exploitation cases within six months of a substantiation of an investigation.
4. Number of outreach presentations conducted in the community within adult protective services' jurisdiction.
5. Percentage of contractor referrals in which services were implemented within two weeks of the initial referral.
6. Number of referrals made to and enrollments in home care and adult day care services as a result of an investigation of abuse, neglect, or exploitation.
7. Percentage of priority two investigations in which a caseworker makes initial face to face contact with the alleged victim within prescribed time frames.

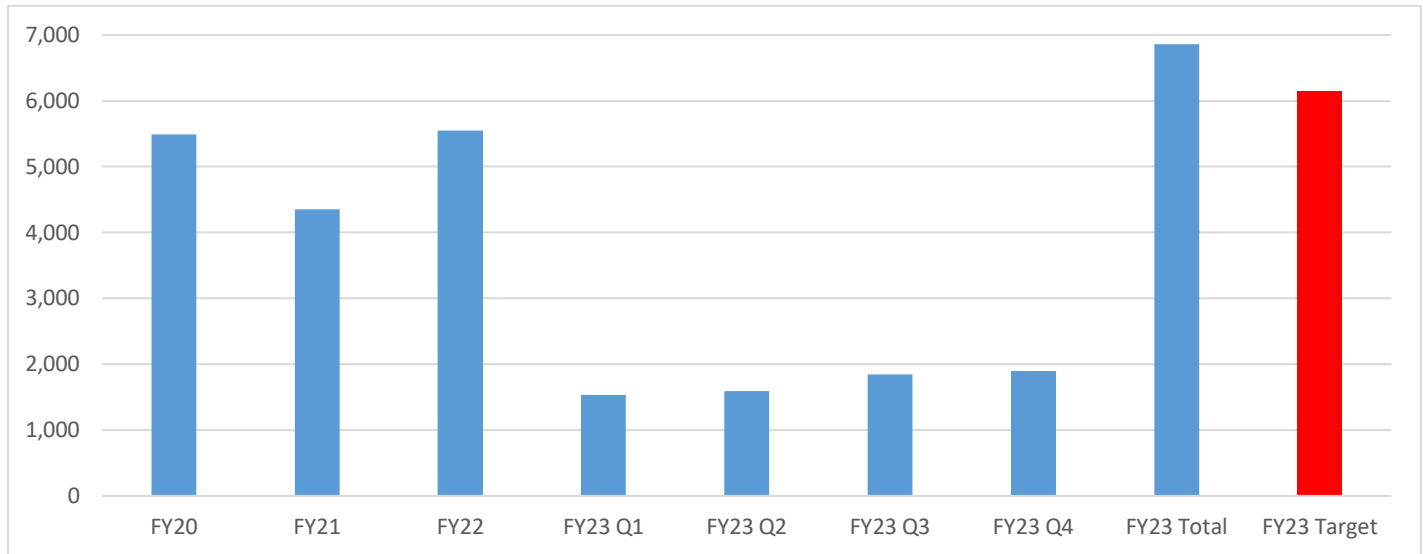
PERFORMANCE MEASURE #1

Number of Adult Protective Services investigations of abuse, neglect, or exploitation

Results

FY20	FY21	FY22	FY23 Q1	FY23 Q2	FY23 Q3	FY23 Q4	FY23 Total	FY23 Target
5,494	4,355	5,550	1,537	1591	1845	1890	6,863	6,150

Graph of Data Above



MEASURE DESCRIPTION: This measure is the number of investigations of abuse, neglect or exploitation initiated by Adult Protective Services in a given time period.

DATA SOURCE/METHODOLOGY: Adult Protective Services uses the WellSky Human Services system to maintain a database of investigation information. To provide data for this performance measure APS uses a report within the WellSky Human Services system to extract the data.

STORY BEHIND THE DATA: Throughout FY23, APS consistently demonstrated its commitment to protecting vulnerable adults and providing efficient services. In Q1, APS conducted 1,537 investigations, setting a solid foundation for the year. Q2 saw further progress with 1,591 investigations, followed by Q3's significant increase to 1,845 investigations. Finally, in Q4, APS concluded the fiscal year with a high of 1,890 investigations.

With a cumulative total of 6,863 investigations conducted over the year, APS showcased its responsiveness, professionalism, and ability to adapt to evolving needs. These achievements underscore APS's dedication to safeguarding vulnerable adults and addressing cases of abuse, neglect, and exploitation.

IMPROVEMENT ACTION PLAN: As FY23 closed, APS looks ahead to the next fiscal year, committed to continuously improving response times, strengthening partnerships, and making a lasting positive impact on the lives of those it serves.

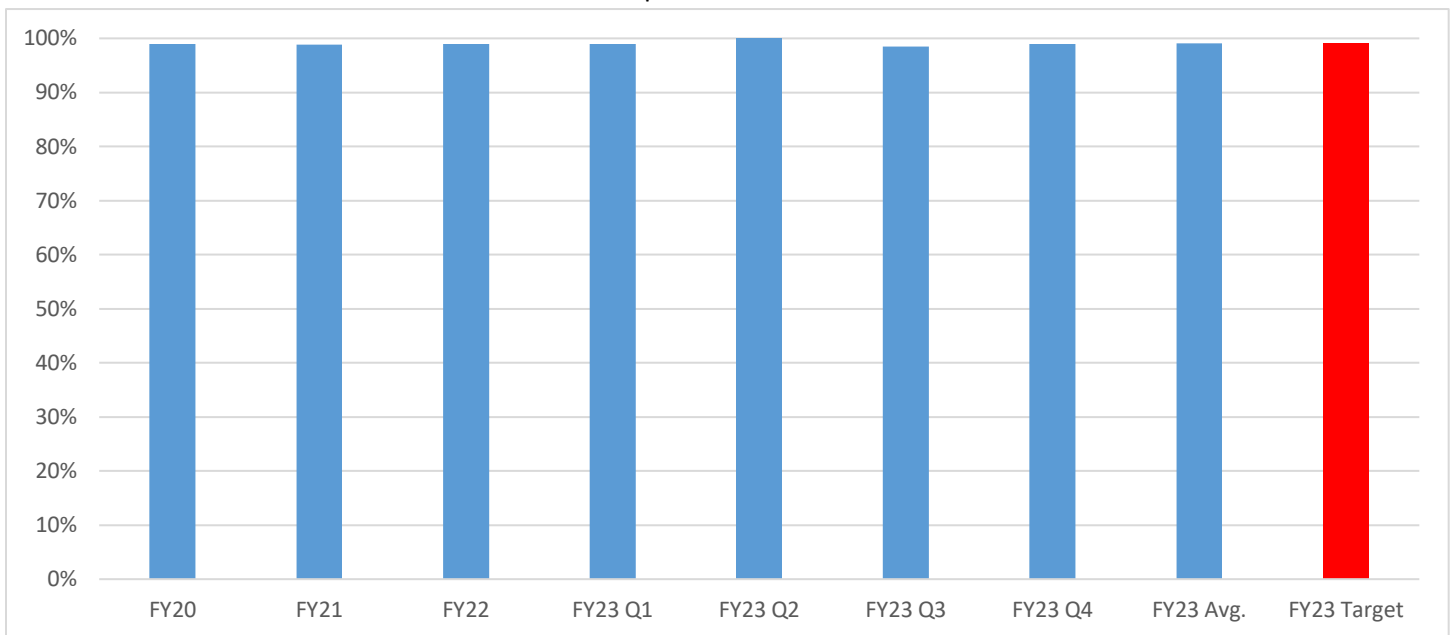
PERFORMANCE MEASURE #2

Percent of emergency or priority one investigations in which a caseworker makes initial face-to-face contact with the alleged victim within prescribed timeframes.

Results

FY20	FY21	FY22	FY23 Q1	FY23 Q2	FY23 Q3	FY23 Q4	FY23 Avg.	FY23 Target
99%	98.86%	99%	99%	100%	99.2%	99%	99.13%	>99%

Graph of Data Above



MEASURE DESCRIPTION: Reports to APS are assessed to determine priority. Cases assigned to emergency priority are when an alleged victim in a situation of serious harm or danger of death from abuse or neglect. Cases assigned to Emergency priority require that an APS caseworker make face-to-face contact with the alleged victim within three hours of assignment of the case. Cases assigned a Priority One status require an APS caseworker to make face-to-face contact within 24 hours of the assignment of the case. This measure reports how successful APS is in meeting these requirements.

DATA SOURCE/METHODOLOGY: Adult Protective Services uses the WellSky Human Services system to maintain a database of investigation information. To provide data for this performance measure APS uses a report within the WellSky Human Services system to extract the data. The calculation used in this measure in each quarter is based off an average of the emergency investigations and priority one investigations.

STORY BEHIND THE DATA: In the current quarter, APS has achieved exceptional performance by surpassing both the targeted rate for the fourth quarter and the year-to-date target rate. Notably, APS conducted a total of 1,890 investigations, out of which 1,072 cases (15.6%) necessitated immediate face-to-face contact within 24 hours or less.

Among these investigations, 147 cases (2.1%) were flagged as emergencies (E), requiring immediate attention, while 925 cases (13.5%) were classified as priority one (P1). Demonstrating exemplary efficiency, APS promptly responded to nearly all 1,072 P1/E investigations within the specified timeframes.

This outstanding level of responsiveness is further exemplified by APS successfully addressing 99% of emergency and priority one investigations within the established response times. By meeting these crucial deadlines, APS showcases its commitment to swift action and ensuring the safety and well-being of vulnerable individuals in a timely manner.

APS's ability to consistently exceed expectations, both in terms of quarterly targets and year-to-date performance, underscores its dedication to providing effective and efficient services. This accomplishment speaks to the agency's professionalism, adherence to established protocols, and ongoing efforts to enhance the responsiveness and quality of its interventions.

IMPROVEMENT ACTION PLAN: Adult Protective Services uses the WellSky system to track intakes and investigations. WellSky can aid in our ability to track and monitor response times with case workers. APS is proud of our 99% success rate in addressing emergency and priority one cases on time. It demonstrates how committed we are to making sure vulnerable individuals are safe and taken care of as quickly as possible. This quarter's performance and our year-to-date results show we're dedicated to delivering services and constantly improving our response times and intervention quality. APS will continue to utilize the case time response through WellSky, to maintain a 99% or better response.

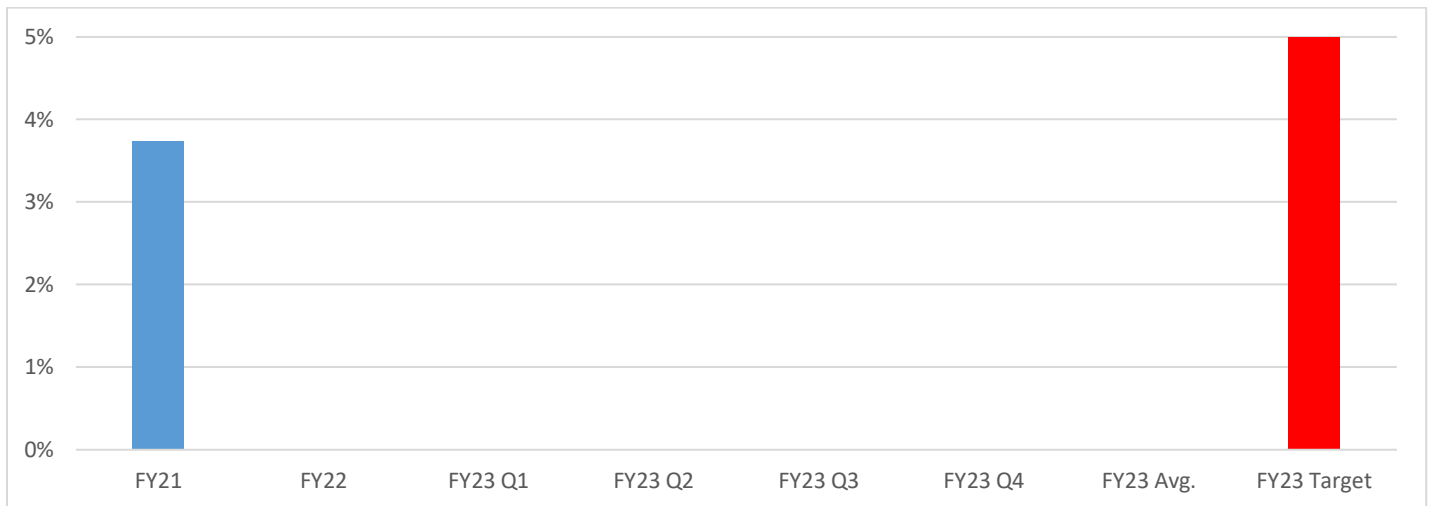
PERFORMANCE MEASURE #3

Percentage of repeat abuse, neglect, or exploitation cases within six months of a substantiation of an investigation.

Results

FY20	FY21	FY22	FY23 Q1	FY23 Q2	FY23 Q3	FY23 Q4	FY23 Avg.	FY23 Target
N/A	3.74%	0%	0%	0%	0%	0%	0%	5%

Graph of Data Above



MEASURE DESCRIPTION: The percentage of those repeat cases of abuse, neglect, or exploitation that occur within six months of a substantiation of an investigation.

DATA SOURCE/METHODOLOGY: Adult Protective Services uses the WellSky Human Services system to maintain a database of investigation information. To provide data for this performance measure APS uses a report within the WellSky Human Services system to extract the data.

STORY BEHIND THE DATA: APS has achieved an exceptional track record in preventing repeat cases of abuse, neglect, or exploitation within six months of substantiated investigations. In FY22, as well as throughout all quarters of FY23, APS successfully maintained a 0% rate of repeat maltreatment cases. This outstanding performance far surpasses the target of keeping the percentage under 5%.

By consistently achieving a rate of 0% for repeat maltreatment, APS has demonstrated its effectiveness in alleviating concerns and ensuring the safety of vulnerable adults. This accomplishment is a testament to the agency's comprehensive interventions, proactive measures, and commitment to providing ongoing support to individuals in need.

APS's ability to remain below the target of 5% further emphasizes its dedication to preventing the recurrence of maltreatment and promoting the well-being of those under its care. The agency's success in maintaining such a low percentage affirms its professionalism, expertise, and commitment to delivering high-quality services.

IMPROVEMENT ACTION PLAN: Moving forward, APS will continue to prioritize the prevention of repeat maltreatment cases, employing evidence-based practices and leveraging community collaborations to ensure the sustained safety and protection of vulnerable adults.

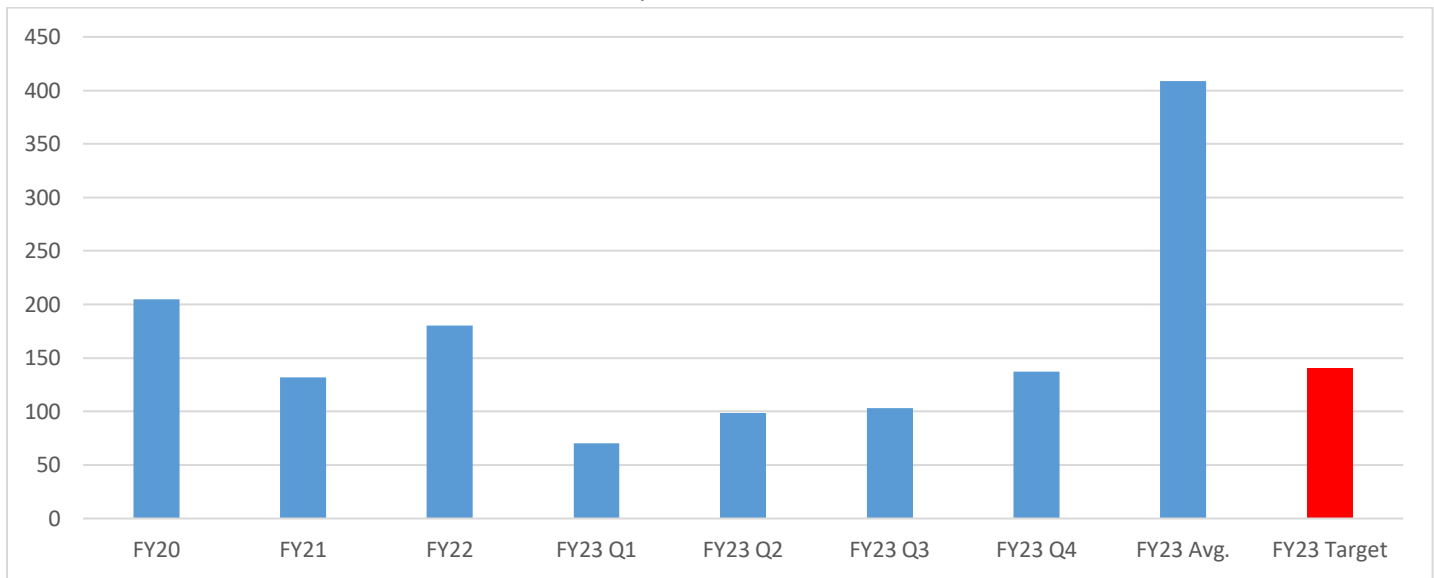
PERFORMANCE MEASURE #4

Number of Outreach Presentations conducted in the community within Adult Protective Services' jurisdiction.

Results

FY20	FY21	FY22	FY23 Q1	FY23 Q2	FY23 Q3	FY23 Q4	FY23 Total	FY22 Target
205	132	180	70	99	103	137	409	141

Graph of Data Above



MEASURE DESCRIPTION: The amount of outreach presentations conducted by APS staff within communities that align under APS jurisdiction.

DATA SOURCE/METHODOLOGY: Adult Protective Services uses the WellSky Human Services system to maintain a database of information. To provide data for this performance measure APS uses a report within the WellSky Human Services system to extract the data. Staff reports are also utilized to identify community outreach presentations.

STORY BEHIND THE DATA: APS significantly increased its outreach efforts in FY23, with Q4 standing out as the quarter with the highest number of outreach presentations compared to previous quarters and FY22. FY22 saw 180 presentations conducted, while Q1, Q2, and Q3 of FY23 witnessed 70, 99, and 103 presentations respectively. Notably, Q4 of FY23 recorded an impressive total of 137 presentations. This was an outstanding achievement for supervisors as the result was an impressive 409 presentations for the end of the year. This substantial increase highlights APS's commitment to educating the community about abuse, neglect, and exploitation, as well as the importance of prompt reporting.

IMPROVEMENT ACTION PLAN: APS aims to continue fostering community involvement and awareness to protect vulnerable adults effectively. FY23 saw great outreach progress by APS, especially in Q4. As we hit a high of 137 presentations in Q4, we raised our yearly total to an impressive 409. This reflects our commitment to combating abuse, neglect, and exploitation. To build on this success, we plan on analyzing the most impactful presentations for future strategies, explore innovative formats or guest speakers, and partner with local groups for wider reach. Our focus should be on the impact of presentations, not just their quantity. This will ensure both goals are met by APS.

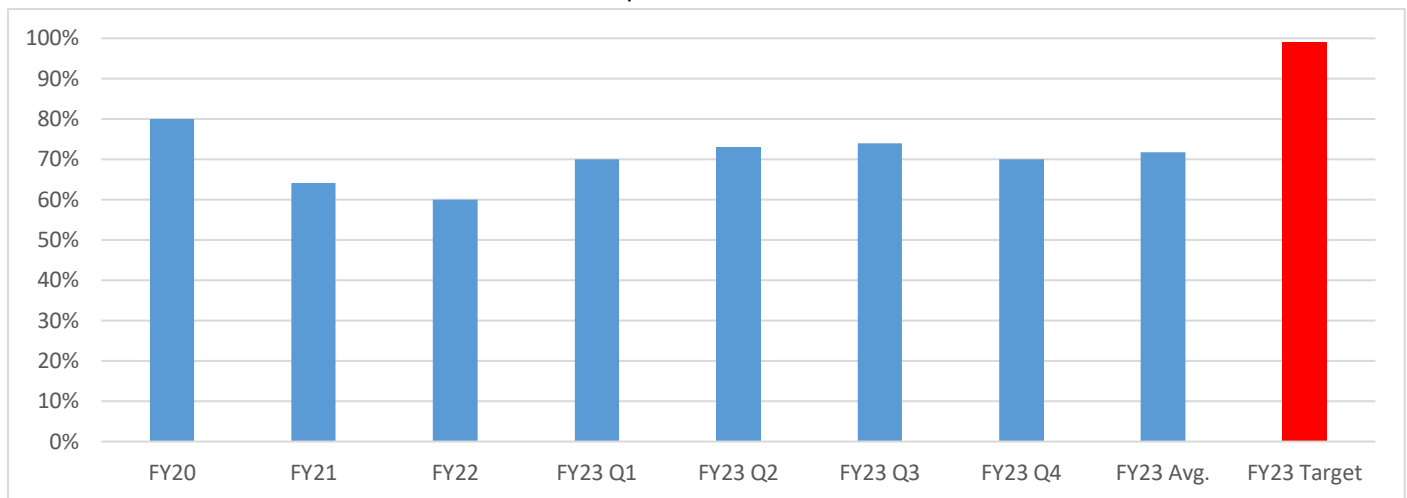
PERFORMANCE MEASURE #5

Percentage of contractor referrals in which services were implemented within two weeks of the initial referral.

Results

FY20	FY21	FY22	FY23 Q1	FY23 Q2	FY23 Q3	FY23 Q4	FY23 Avg.	FY23 Target
80%	64.19%	60%	70%	73%	74%	70%	71.75%	99%

Graph of Data Above



MEASURE DESCRIPTION: The number of contractor referrals in which services were implemented within two weeks/total number of referrals in which services were implemented.

DATA SOURCE/METHODOLOGY: Adult Protective Services uses the WellSky Human Services system to maintain a database of Investigation information. To provide data for this performance measure APS uses a report within the WellSky Human Services system to extract the data.

STORY BEHIND THE DATA: Regrettably, the 4th Quarter and overall FY23 results for this measure did not meet expectations. Like the preceding quarters in FY23, the 4th quarter encountered challenges with vendor initiation within the two-week timeframe. While APS continues to help vendors in this area, vendors continued to struggle in meeting the requirements of APS and their clients.

Throughout the preceding goals, the 4th quarter showed a consistent lack of progress, mainly due to vendors facing staffing issues and unstable leadership within their organizations. As long as vendors continue to encounter difficulties in offering competitive wages, better benefits, and fostering supportive work environments, the initiation processes will likely continue to hover around the 70% mark.

In the past, APS provided incentive money to assist vendors in their recruitment and hiring efforts. APS also maintained open communication with vendor leadership to identify and address barriers and challenges in initiating referrals with the public. Additionally, APS offered ongoing support to vendors in their efforts to improve initiation times. However, it is essential to recognize that there are limitations to how much APS can aid vendors in this regard. Ultimately, vendors bear the responsibility of providing the necessary staff to meet the goals for this measure.

APS acknowledges the progress made thus far and will continue fostering strong partnerships with vendors, reinforcing the importance of prompt service implementation, and striving for even greater efficiency in the future.

IMPROVEMENT ACTION PLAN:

Building on the significant strides made in FY23, there are several key strategies we could adopt to enhance the speed of service implementation by our vendors. APS has increased the number of home care providers we work with so we can increase the availability of caregivers and reduce the time taken for our clients to receive services. We increased the number of providers from 8 to 19. APS will collaborate with vendors to enhance staffing by encouraging them to hire more personnel to fill positions promptly. This will ensure efficient service delivery and enable vendors to meet the increased referral volumes effectively.

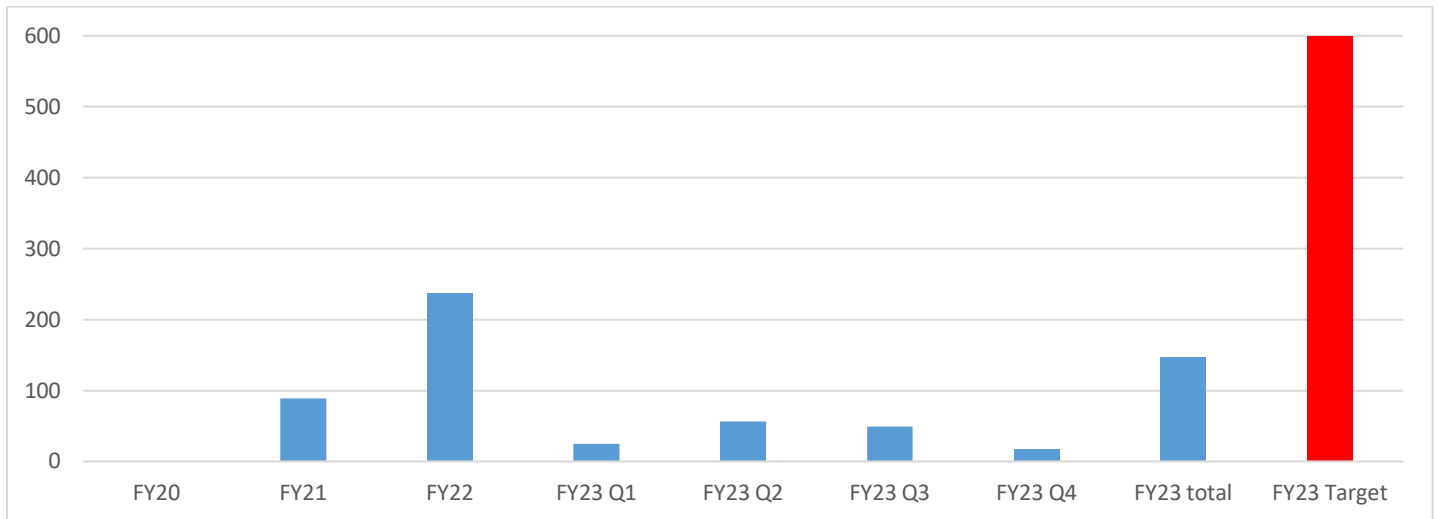
PERFORMANCE MEASURE #6

Number of referrals made to and enrollments in home care and adult day care services as a result of an investigation of abuse, neglect, or exploitation

Results

FY20	FY21	FY22	FY23 Q1	FY23 Q2	FY23 Q3	FY23 Q4	FY23 Total	FY23 Target
N/A	89	238	25	56	49	17	147	600

Graph of Data Above



MEASURE DESCRIPTION: This measure identifies the number of referrals and enrollments into home care and adult day services, as a result of an APS investigation into abuse, neglect, or exploitation.

DATA SOURCE/METHODOLOGY: Adult Protective Services uses the WellSky Human Services system to maintain a database of Investigation information. To provide data for this performance measure APS uses a report within the WellSky Human Services system to extract the data.

STORY BEHIND THE DATA: The number of referrals and enrollments in home care and adult day care services resulting from investigations of abuse, neglect, or exploitation exhibited a notable decrease in FY23 compared to FY22. In FY22, there were 238 referrals, with an increased demand for home care due to COVID-19 restrictions. However, in FY23, we saw a decline in the numbers: Q1 had 25 referrals, Q2 had 56, Q3 had 49, and Q4 had 17.

This decline in referrals can be attributed to several challenges faced by APS. Vendors experienced difficulty in providing sufficient staff to meet the high volume of referrals sent by APS, leading to a strain on their capacity. Additionally, vendor turnover contributed to the lower numbers observed in FY23.

Despite these challenges, APS remains committed to ensuring that eligible clients receive the necessary services. Caseworkers and supervisors meticulously review each case, considering the unique circumstances and client needs to make appropriate referrals. APS diligently submits referrals for all eligible clients and those who accept the services.

APS recognizes the importance of addressing the challenges faced in service provision and continues to work towards overcoming these obstacles. By collaborating with vendors, exploring strategies to address staffing and turnover concerns, and maintaining a thorough case-by-case review process, APS aims to improve referral numbers and ensure that vulnerable individuals receive the vital care and support they require.

Lastly, APS has implemented different processes to refer clients to services, which has decreased referrals to APS funded home and day care services. This includes identification of other resources, home and community-based waiver services, and others which some APS clients are eligible for. APS strives to provide duplication and services and reviews other avenues before implementing APS funded resources, when possible.

IMPROVEMENT ACTION PLAN: APS has developed a comprehensive improvement plan for the upcoming year. The plan includes expanding the vendor network by establishing contracts with 16 new vendors across the state. This expansion will enhance APS's capacity to meet expectations and serve a larger number of vulnerable individuals.

To support caseworkers in the field, APS will provide education and equip them with effective selling points to promote the benefits of home care and adult day care services. Additionally, targeted marketing efforts will be employed to raise client awareness about the advantages of these services, emphasizing the positive impact on well-being and independence.

To drive referrals, APS will consider implementing quotas on field staff, setting realistic targets to encourage active identification and appropriate referrals for eligible clients. Continuous monitoring and evaluation will be conducted to assess the progress of the improvement plan, gather feedback, and make necessary adjustments for ongoing enhancements. By executing this improvement plan, APS aims to strengthen service provision, increase referrals, and meet the needs of vulnerable individuals more effectively.

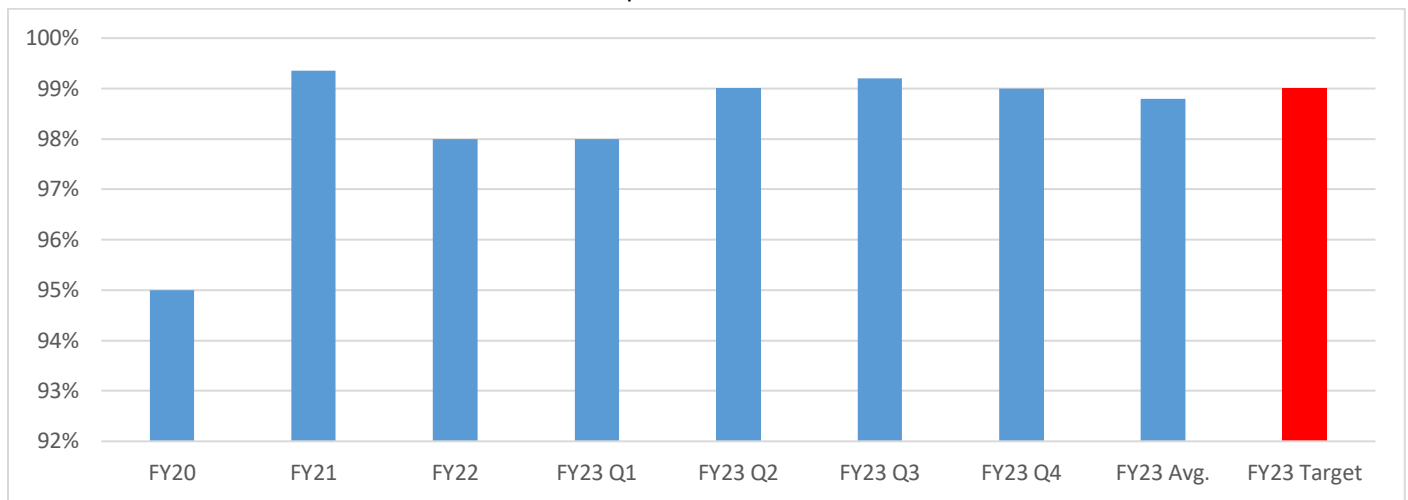
PERFORMANCE MEASURE #7

Percentage of Priority two investigations in which a case worker makes initial face to face contact with the alleged victim within prescribed time frames.

Results

FY20	FY21	FY22	FY23 Q1	FY22 Q2	FY22 Q3	FY23 Q4	FY23 Avg.	FY23 Target
95%	99.36%	98%	98%	99%	99.2%	99%	99%	99%

Graph of Data Above



MEASURE DESCRIPTION: Percentage of priority two investigations where a case worker has made initial face-to-face contact with the alleged victim within the priority two investigative time frames. A priority two investigation is assigned no later than twenty-four hours from the time the referral is received and face to face contact with the alleged victim must be made no later than 5 calendar days after being received by the screening supervisor.

DATA SOURCE/METHODOLOGY: Adult Protective Services uses the WellSky Human Services system to maintain a database of investigation information. To provide data for this performance measure APS uses a report within the WellSky Human Services system to extract the data.

STORY BEHIND THE DATA: Out of the 5,799 cases that required face-to-face contact within 5 days or less, a total of 69 cases (approximately 1.19%) were reported as late. Despite this small percentage of cases experiencing delays, APS remains dedicated to addressing these instances and continuously improving its performance in making timely initial face-to-face contact with alleged victims. Through reminders, close supervision, and constructive feedback, APS managers and supervisors strive to minimize delays and ensure that the vast majority of cases adhere to the prescribed time frames. This commitment to prompt and thorough investigations reflects APS's unwavering dedication to the safety and well-being of alleged victims and its pursuit of excellence in service delivery.

IMPROVEMENT ACTION PLAN:

APS emphasizes the importance of punctuality and underscores this value through ongoing quality enhancement efforts. Our objective is to sustain this focus and guarantee the fulfillment of our commitments within the established deadlines and timeframes.