



# Arkansas Adult Protective Services

An Update on the Unit's Closure Backlog

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*September 12, 2018*



# Recap: APS Jurisdiction

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- ❖ Adult Protective Services (APS) is responsible for investigating cases of suspected adult maltreatment when:
  - ❖ The alleged maltreatment occurred somewhere other than a long-term care facility; or
  - ❖ The suspected offender is a family member of the alleged victim, regardless of whether the victim resides in a long-term care facility.
- ❖ Adult maltreatment includes exploitation, caregiver neglect, self neglect, physical abuse, psychological abuse, and sexual abuse.



# Recap: APS Jurisdiction

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- ❖ APS may investigate and take action on an allegation of adult maltreatment only when the adult:
  - ❖ Demonstrates a lack of capacity to comprehend the nature and consequences of remaining in a situation or condition; or
  - ❖ Is unable to protect themselves from maltreatment due to a mental or physical impairment.



# Recap: Defining the Problem

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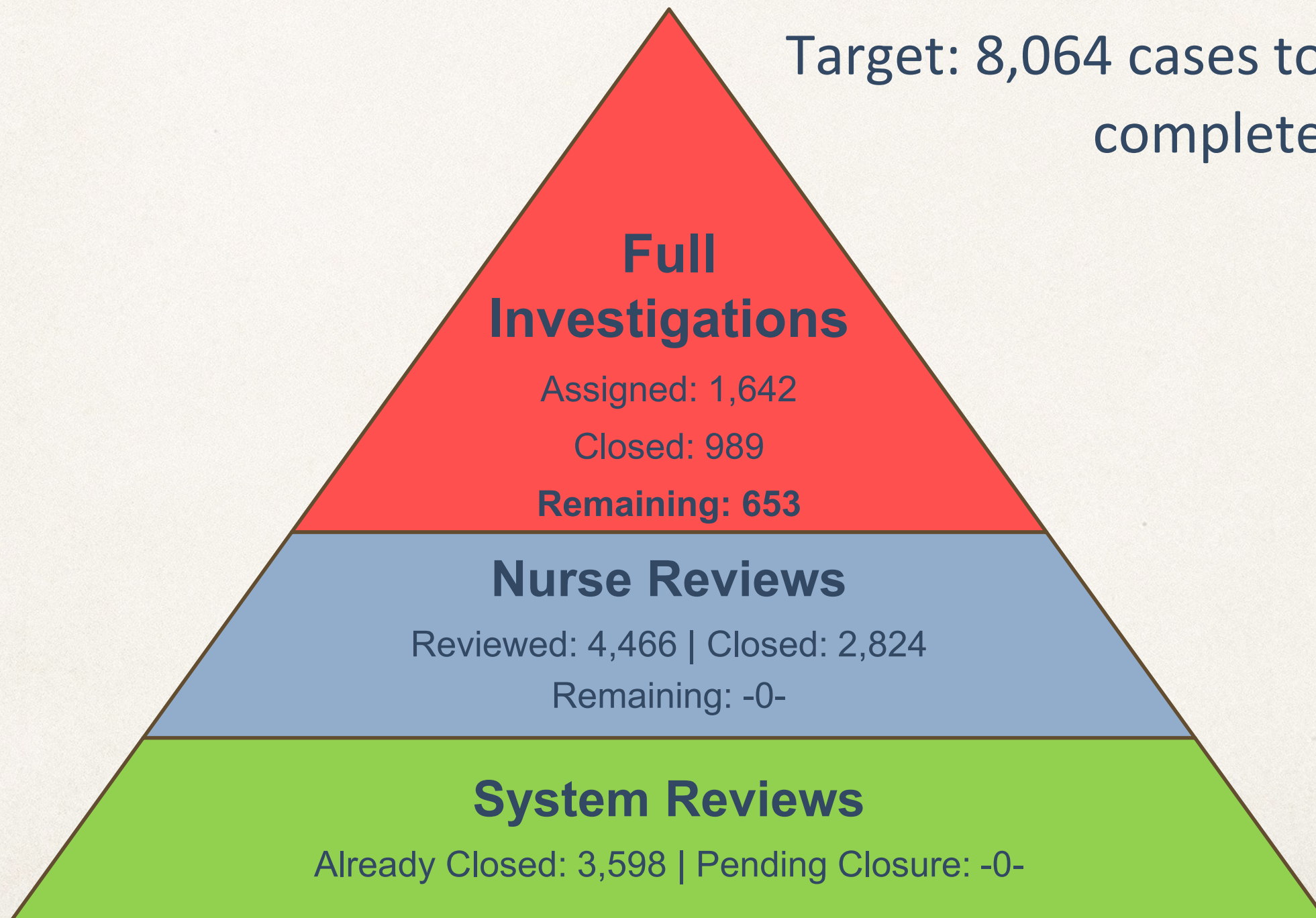
- ❖ Prior to 2015, APS was overly aggressive in screening out complaints, resulting in qualified complaints not being investigated.
- ❖ To remedy this situation, APS began to accept all complaints for investigation without screening them. This resulted in a significant increase in the number of investigations.
- ❖ Over several years, APS developed an investigation closure backlog that grew progressively worse, reaching a high of 8,893 investigations as of December 2017.



# Resolving the Closure Backlog

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Target: 8,064 cases to complete





Filter for Overdue Investigations

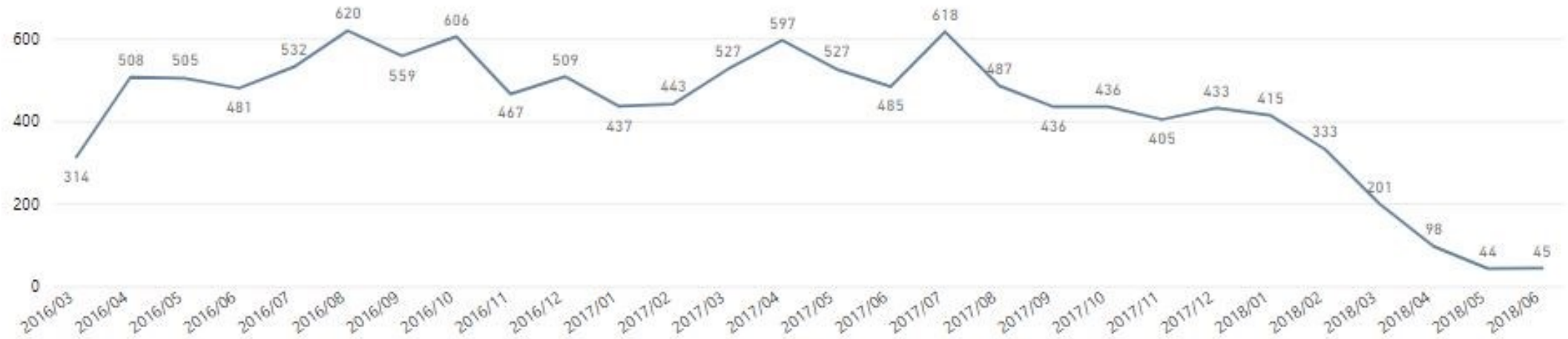
Date

1/1/2016 12/31/2018

Resident County

All

Overdue Investigations by Month (Non Cumulative)



Filter for Cumulative Backlog

Year & Month

- Select All
- 2016/01
- 2016/02
- 2016/03
- 2016/04
- 2016/05
- 2016/06
- 2016/07
- 2016/08
- 2016/09
- 2016/10

Cumulative Backlog





Total Complaints Received	Total Screened Out	Percent Screened Out	Investigations Opened	Investigations Closed	Active Investigations	Cumulative Backlog
<b>21969</b>	<b>13938</b>	<b>63.44%</b>	<b>8029</b>	<b>6049</b>	<b>1976</b>	<b>1228</b>

**Filters**

Date: 1/1/2016 to 8/31/2018

Resident County: All





# Open Investigation Details

Filters

Date

1/1/2016

12/31/2018

Resident County

All

Investigations Grouped in the Month they were Created Broken Down by Closure Status





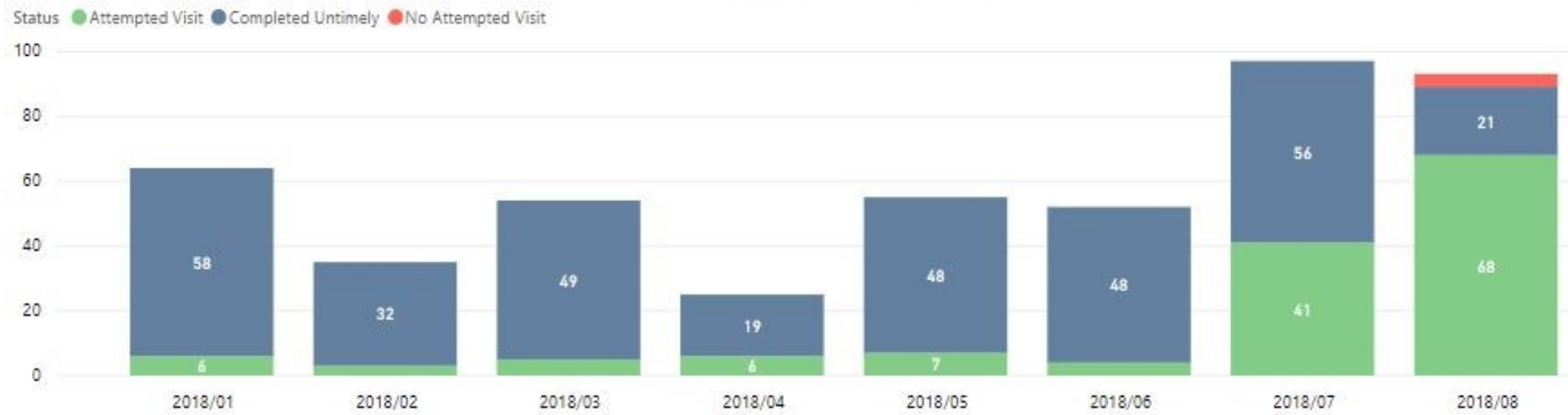
**Filters**

Date: 1/1/2018 to 8/31/2018

Resident County: All

For Priority 1: Timely means initial visit <=1 business day  
For Priority 2: Timely means initial visit <=5 business days

Untimely Initial Visits Breakdown



Priority 1 - Untimely Initial Visits Breakdown



Priority 2 - Untimely Initial Visits Breakdown

