



**Human
Services**

Wake County Human Services Quarterly Report Operational Performance Measures & Indicators

**Five Quarter Trend Ending With
Fiscal Year 2019 Quarter 1**

Report to Wake County Human Services Board and Human Services Director,
Regina Petteway

Prepared by: WCHS Business Analytics Unit, 12/10/2018

Service	Division/ Measure #	Measure/Indicator	State Standard (if applic)	FY18Q1	FY18Q2	FY18Q3	FY18Q4	FY19Q1	% Change Prior to Current Yr/Q	Highlights
Child Welfare										
CPS Assessments	CW1	Percent of CPS reports screened in for assessment		57%	58%	56%	58%	61%	8%	
	CW1.2	Number of Child Protective Services (CPS) reports received		1,541	1,745	1,727	1,876	1,547	0%	
Permanency Planning	CW2	Percent of screened-in CPS assessments initiated timely	95%	92.2%	90.0%	92.9%	91.5%	90.7%	-2%	State MOU measure. Measure is still being validated by State.
	CW3	Percent of CPS assessments closed within defined time frame		69.5%	68.8%	55.9%	66.0%	63.7%	-8%	
	CW4	Median LOS for all children/youth who were discharged from out-of-home placement during reporting period (in months)		27.8	29.6	28.4	34.4	30.8	11%	
	CW5	Median LOS for all children/youth in out-of-home placement on the last day of the reporting period (in months)		18.7	18.4	19.2	19.4	20.1	7%	
	CW6	Number of children/youth in out-of-home placement on the last day of the reporting period		606	612	588	578	553	-9%	
	CW7	Percent of children/youth discharged during the reporting period who achieved reunification		14.8%	18.3%	23.8%	7.4%	13.6%	-8%	
	CW8	Percent of children/youth who achieved permanency within 12 months of entering out-of-home placement (rolling 12 month entry cohort for 1yr prior to end of quarter)	40.5%	20.6%	16.7%	19.0%	15.9%	15.9%	-23%	Efforts are underway to improve performance on this measure; topic can be discussed further in the meeting.
	Prevention Services	CW9	Percent of families with no child welfare involvement for 6 months after completion of prevention services		98.4%	92.3%	96.9%	94.3%	98.1%	-0%

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Family & Household										
Child Care Subsidy	ES1	Percent of Child Care Subsidy applications processed timely	95%					98%		New State measure.
	ES2	Avg number of children receiving Child Care Subsidy per month, as paid during reporting period (with one month lag)		5,723	5,252	5,122	4,939	4,924	-14%	The FY19Q1 average reflects the months of June-August, prior to impact of increased budget.
	ES3	Fiscal Year-to-date Percent of Child Care Subsidy allocation expended		24%	49%	73%	97%	20%	-19%	Funding Allocation increased in FY19 and efforts are underway to expand services.
Child Support	ES4	Percent of quarterly child support collections goal attained	88.39%	96.47%	95.54%	103.19%	105.07%	97.66%	1.0%	
Energy Assistance	ES5	Fiscal Year-to-date Percent of CIP funds utilized to serve Wake County residents		36%	75%	100%	100%	44%	24%	On track to spend allocation prior to year end; State may transfer funds to Wake based on expenditures.
Employment										
Capital Area Workforce Center	ES6	Number of consumer visits at the NC Works Career Center for employment services		4,911	3,664	4,137	4,043	3,779	-23%	Reduction may be linked to low unemployment rate.
Senior & Adult										
Adult Protective Services (APS)	ES7	Total Number of APS reports meeting criteria for evaluation during the reporting period		124	126	161	156	175	41%	APS reports that meet criteria for evaluation continues the upward trend begun in FY15.
	ES8	Percent of APS evaluations completed timely	95%/85%	92%	96%	98%	99%	98%	6%	
Adult Guardianship	ES9	Number of active Wards on last day of reporting period		844	846	856	855	860	2%	
Food & Nutrition										
Food & Nutrition	ES10	Percent of FNS Regular and Expedited applications processed timely	95%	95%	95%	97%	96%	96%	2%	
	ES11	Percent of FNS recertifications processed timely	95%		95%	92%	96%	95%		Report was not available in FY18Q1.
Health Insurance-Medicaid										
Medicaid Adult	ES12	Percent of Adult Medicaid applications processed timely	90%	91%	93%	91%	92%	92%	1%	

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Medicaid Family & Children	ES13	Percent of Family and Children's Medicaid applications procesed timely	90%	93%	92%	93%	93%	94%	1%	
Health-Medical										
Immunization	PH1	Total vaccine doses provided by WCHS (except Yellow Fever)		9153	11906	9163	7379	9076	-1%	
	PH2	Number of individuals who received vaccines from WCHS		4,332	6,239	4,280	3,272	4,251	-2%	
Women Infants & Children (WIC)	PH3	Percent of base caseload receiving WIC services		93.7%	91.2%	89.1%	89.4%	94.5%	1%	
	PH3.1	Number of individuals who received WIC services		46,153	44,939	43,925	44,065	43,675	-5%	
Health Promotion Education	PH4	Number of drug overdose referrals outbound fm peer support to recovery svcs				19	70	49		Program began Jan. 2018.
	PH5	Number of drug overdose referrals linked to certified peer support				33	99	129		Program began Jan. 2018.
Maternal Health-Pregnancy Care Management	PH6	Number of unduplicated active patients of the pregnancy care management program		3,607	3,469	3,296	3,288	3,351	-7%	
	PH7	Number of unduplicated active patients of the Care Coordination for Children program		1,597	1,773	1,990	1,924	1,560	-2%	
Child Health Clinic	HC1	Number of child health visits in all WCHS Clinics		3,574	3,694	3,781	3,769	3,674	3%	
	HC2	Number of well child visits for all ages in all WCHS Clinics		1,895	1,803	1,695	1,834	1,940	2%	
Dental Clinic	HC3	Number of dental patient visits		2,099	2,017	2,003	2,205	2,033	-3%	
Lab Services	HC4	Number of lab tests performed by WCHS or contract		47,762	36,293	44,260	45,905	42,713	-11%	Laboratory visits fluctuate based on patient visits.
Maternal Health Clinics-Prenatal	HC5	Percent of Maternal Health Clinic patients who delivered full term (=>37 weeks)		89%	88%	89%	88%	87%	-3%	
	HC6	Number of prenatal visits		4,343	3,923	4,005	3,814	3,647	-16%	Overall prenatal visits are down, possibly due to lower birthrate, increased use of long acting birth control, and patients accessing services elsewhere.

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Women's Health Clinic	HC7	Number of Family Planning visits in WCHS clinics		2,692	2,738	2,851	3,021	2,701	0%	
Health-Comm. Diseases										
Communicable Disease	PH8	Number new Syphilis cases in Wake County		55	60	63	46	69	25%	Syphilis case numbers had been stable (248 in CY2015, 242 in CY2016 and 240 in CY2017), so PH staff are closely monitoring factors that might indicate the FY19 Q1 number is a true increase.
	PH9	Number new HIV/AIDS cases in Wake County		32	31	27	27	29	-9%	
	PH10	Number new Gonorrhea cases in Wake County		605	567	453	520	566	-6%	
	PH11	Number new Chlamydia cases in Wake County		1,519	1,611	1,401	1,412	1,531	1%	
	PH12	Number of new Hepatitis C cases, mono- and co-infected, served by WCHS		57	47	52	56	59	4%	
	PH13	Number tested in non-traditional sites for HIV, Gonorrhea, Syphilis, Chlamydia, and Hepatitis C		5,118	4,369	4,845	5,224	4,706	-8%	
Communicable Disease Clinics- HIV/STD	HC9	Number of STD clinic visits at Sunnybrook		2,700	2,326	2,547	2,678	2,569	-5%	
	HC10	Number of visits in HIV clinic		2,796	2,274	2,884	2,421	1,801	-36%	The HIV Clinic had two vacant provider positions in FY19Q1.
	HC11	Number of Sexually Transmitted diseases diagnosed in WCHS clinics		665	628	630	703	616	-7%	
	HC12	Percent of active HIV clients who are sustaining viral load suppression		83%	84%	83%	82%	84%	1%	
Communicable Disease Clinics- Immunizations	HC13	Number of foreign travel clinic visits		164	165	183	349	310	89%	Additional nurses have been trained to provide this service and have increased access/appointments.