



**Human
Services**

Wake County Human Services Quarterly Report Operational Performance Measures & Indicators

**Five Quarter Trend Ending With
Fiscal Year 2019 Quarter 2**

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

Prepared by: WCHS Business Analytics Unit, 03/14/2019

Service	Division/ Measure #	Measure/Indicator	State Standard (if applic)	FY18Q2	FY18Q3	FY18Q4	FY19Q1	FY19Q2	% Change Prior to Current Yr/Q	Highlights	
Child Welfare											
CPS Assessments	CW1	Percent of CPS reports screened in for assessment		58%	56%	58%	61%	62%	6%		
	CW1.2	Number of Child Protective Services (CPS) reports received		1,745	1,727	1,876	1,547	1,755	1%		
	CW2	Percent of screened-in CPS assessments initiated timely	95%	89.5%	92.7%	91.5%	90.3%	92.6%	3%		
	CW3	Percent of CPS assessments closed within defined time frame		59.5%	50.8%	64.9%	57.9%	58.3%	-2%		
	Permanency Planning	CW4	Median LOS for all children/youth who were discharged from out-of-home placement during reporting period (in months)		29.6	28.4	34.4	30.8	22.2	-25%	
		CW5	Median LOS for all children/youth in out-of-home placement on the last day of the reporting period (in months)		18.4	19.2	19.4	20.1	20.5	11%	
		CW6	Number of children/youth in out-of-home placement on the last day of the reporting period		612	588	578	552	506	-17%	
		CW7	Percent of children/youth discharged during the reporting period who achieved reunification		18.3%	23.8%	7.4%	13.6%	32.1%	75%	Variability is in part due to low numbers in numerator/denominator; however, in second quarter, 26 of 81 children were reunified, which is an improvement over prior quarters.
Prevention Services	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%	16.7%	19.0%	15.9%	15.9%	14.1%	-15%	Note: The reporting lag required for this measure, and 12 month rolling reporting period, delays visibility of any changes in program performance/consumer outcomes.	
	CW9	Percent of families with no child welfare involvement for 6 months after completion of prevention services		92.3%	96.9%	94.3%	98.1%	98.8%	7%		
Family & Household											
Child Care Subsidy	ES1	Percent of Child Care Subsidy applications processed timely	95%				98%	N/A		State MOU measure; December report has not yet been made available.	
	ES2	Avg number of children receiving Child Care Subsidy per month, as paid during reporting period (with one month lag)		5,252	5,122	4,939	4,924	5,257	0%		
	ES3	Fiscal Year-to-date Percent of Child Care Subsidy allocation expended		49%	73%	97%	20%	42%	-14%		

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Child Support	ES4	Percent of quarterly child support collections goal attained	88.39%	95.54%	103.19%	105.07%	97.66%	95.20%	0%	
Energy Assistance	ES5	Fiscal Year-to-date Percent of CIP funds utilized to serve Wake County residents		75%	100%	100%	44%	79%	6%	
Employment										
Capital Area Workforce Center	ES6	Number of consumer visits at the NC Works Career Center for employment services		3,664	4,137	4,043	3,779	3,356	-8%	
Senior & Adult										
Adult Protective Services (APS)	ES7	Total Number of APS reports meeting criteria for evaluation during the reporting period		126	161	156	175	188	49%	The number of reports has consistently increased since FY15 due to increase in aging population and change in criteria for reports requiring that an evaluation be completed.
	ES8	Percent of APS evaluations completed timely	95%/85%	96%	98%	99%	99%	N/A		State MOU measure; December report has not yet been made available.
Adult Guardianship	ES9	Number of active Wards on last day of reporting period		846	856	855	860	863	2%	
Food & Nutrition										
Food & Nutrition	ES10	Percent of FNS Regular and Expedited applications processed timely	95%	95%	97%	96%	96%	N/A		State MOU measure; December report has not yet been made available.
	ES11	Percent of FNS recertifications processed timely	95%	95%	92%	96%	95%	N/A		State MOU measure; December report has not yet been made available.
Health Insurance-Medicaid										
Medicaid Adult	ES12	Percent of Adult Medicaid applications processed timely	90%	93%	91%	92%	92%	91%	-1%	
Medicaid Family & Children	ES13	Percent of Family and Children's Medicaid applications procesed timely	90%	92%	93%	93%	94%	94%	3%	
Health-Medical										
Immunization	PH1	Total vaccine doses provided by WCHS (except Yellow Fever)		11,906	9,163	7,379	9,076	12,430	4%	Flu immunization for the 2018-2019 season began. Oct 1, 2018.
	PH2	Number of individuals who received vaccines from WCHS		6,239	4,280	3,272	4,251	6,684	7%	
Women Infants & Children (WIC)	PH3.2	State determined base caseload for Wake WIC		49,275	49,275	49,275	46,209	46,209	-6%	
	PH4	Number of drug overdose referrals outbound fm peer support to recovery svcs			19	70	49	58		

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Health Promotion Education	PH6	Number of unduplicated active patients of the pregnancy care management program		3,469	3,296	3,288	3,351	N/A		Data currently unavailable due to transition to a new documentation system for counting active patients.
	PH7	Number of unduplicated active patients of the Care Coordination for Children program		1,773	1,990	1,924	1,560	N/A		Data currently unavailable due to transition to a new documentation system for counting active patients.
Maternal Health- Pregnancy Care Management	HC1	Number of child health visits in all WCHS Clinics		3,694	3,781	3,769	3,674	3,946	7%	
	HC2	Number of well child visits for all ages in all WCHS Clinics		1,803	1,695	1,834	1,940	2,356	31%	Reason for increase is not known.
Child Health Clinic	HC9	Number of STD clinic visits at Sunnybrook		2,326	2,547	2,678	2,569	2,461	6%	
	HC10	Number of visits in HIV clinic		2,274	2,884	2,421	1,801	1,826	-20%	The HIV Clinic experienced two provider vacancies during the year which greatly reduced the number of clinic appointments.
Dental Clinic	HC3	Number of dental patient visits		2,017	2,003	2,205	2,033	1,875	-7%	
Lab Services	HC4	Number of lab tests performed by WCHS or contract		36,293	44,260	45,905	42,713	42,048	16%	
Maternal Health Clinics-Prenatal	HC5	Percent of Maternal Health Clinic patients who delivered full term (=>37 weeks)		88%	89%	88%	87%	87%	-1%	
	HC6	Number of prenatal visits		3,923	4,005	3,814	3,647	3,327	-15%	Reduction may be related to effective birth control, and an overall decline in birth rate nationally.
Women's Health Clinic	HC7	Number of Family Planning visits in WCHS clinics		2,738	2,851	3,021	2,701	2,232	-18%	Decrease may be due to effective education and long term methods i.e. IUD's
Health-Comm. Diseases										
Communicable Disease	PH10	Number new Gonorrhea cases in Wake County		567	453	520	566	585	3%	
	PH11	Number new Chlamydia cases in Wake County		1,611	1,401	1,412	1,531	2,046	27%	In February, staff began an analysis of transmission patterns and other factors influencing this increase; an intervention plan will be developed.
	PH12	Number of new Hepatitis C cases, mono- and co-infected, served by WCHS		47	52	56	59	44	-6%	
	PH13	Number tested in non-traditional sites for HIV, Gonorrhea, Syphilis, Chlamydia, and Hepatitis C		4,369	4,845	5,224	4,706	4,508	3%	

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Communicable Disease Clinics- HIV/STD	PH3	Percent of base caseload receiving WIC services		91%	89%	89%	95%	91%	-1%	
	PH3.1	Number of individuals who received WIC services		44,939	43,925	44,065	43,675	41,900	-7%	
	HC11	Number of Sexually Transmitted diseases diagnosed in WCHS clinics		628	630	703	616	671	7%	
	PH8	Number new Syphilis cases in Wake County		60	63	46	69	65	8%	
	PH9	Number new HIV/AIDS cases in Wake County		31	27	27	29	33	6%	
	HC12	Percent of active HIV clients who are sustaining viral load suppression		84%	83%	82%	84%	84%	0%	
Communicable Disease Clinics- Immunizations	HC13	Number of foreign travel clinic visits		165	183	349	310	258	56%	Increase is likely due to increased travel to destinations requiring immunizations, as a result of the improving economy.