



**Human
Services**

Wake County Human Services Quarterly Report Operational Performance Measures & Indicators

**Five Quarter Trend Ending With
Fiscal Year 2019 Quarter 3**

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

Prepared by: WCHS Business Analytics Unit, 05/15/2019

Service	Division/ Measure #	Measure/Indicator	State Standard (if applic)	FY18Q1	FY18Q2	FY18Q3	FY18Q4	FY19Q1	FY19Q2	FY19Q3	% 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%	62%	66%	18%	Increased staffing and improved training may have resulted in the increase in the percent of reports being screened in. Quality assurance reviews and inter-rater reliability training are being implemented to ensure cases are screened-in appropriately.
	CW1.2	Number of Child Protective Services (CPS) reports received		1,541	1,745	1,727	1,876	1,547	1,755	1,772	3%	
	CW2	Percent of screened-in CPS assessments initiated timely	95%	91.9%	89.8%	92.7%	91.6%	90.2%	92.7%	94.6%	2%	The increase in the percentage of assessments initiated timely coincides with an increase in after-hours assessor positions, and 18 assessor vacancies being filled.
	CW3	Percent of CPS assessments closed within defined time frame		65.6%	59.7%	49.9%	64.8%	58.0%	57.6%	51.2%	3%	
Permanency Planning	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	22.2	24.6	-13%	The decrease in LOS by 13% in comparison to SFY18Q3 coincides with increased efforts placed on family engagement practices to support permanence. Examples include targeted father engagement, shared parenting practices, increased utilization of Child and Family Team Meetings, and visitation services.
	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	20.5	21.3	11%	
	CW6	Number of children/youth in out-of-home placement on the last day of the reporting period		606	612	588	578	552	506	490	-17%	The number of children/youth entering out-of-home placements (47) was less than the number exiting (65). Additionally, there was an increase in collaboration with community stakeholders pertaining to permanency planning. Such efforts include child-specific adoption recruitment, quarterly planning with Administration of the Courts, improved partnership with the County Attorney Office and Clerk to secure timely Adoption Decrees
	CW7	Percent of children/youth discharged during the reporting period who achieved reunification		14.8%	18.3%	23.8%	7.4%	13.6%	32.1%	41.5%	74%	Programmatic changes, including those listed above, are positively impacting the percent of children reunified with their families. YTD, 29% of children discharged have been reunified, a significant increase over the prior two years' annual figures (~16%).
	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%	20.3%	17.0%	18.9%	15.9%	12.7%	12.6%	11.2%	-41%	Note: The reporting lag required for this measure, and 12 month rolling reporting period, delays visibility of any changes in program performance/consumer outcomes.

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Prevention Services	CW9	Percent of families with no child welfare involvement for 6 months after completion of prevention services		98.4%	92.3%	96.8%	94.3%	97.2%	98.8%	96.5%	0%	
Family & Household												
Child Care Subsidy	ES1	Percent of Child Care Subsidy applications processed timely	95%					98%				Data is currently unavailable from the State system.
	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	5,257	5,571	9%	
	ES3	Fiscal Year-to-date Percent of Child Care Subsidy allocation expended		24%	49%	73%	97%	20%	42%	70%	-4%	
Child Support	ES4	Percent of annual child support collections goal attained	88.39%	24.12%	48.00%	73.80%	100.07%	24.42%	48.80%	74.27%	1%	This item is now presented as fiscal-year-to-date percentage, instead of individual quarters.
Energy Assistance	ES5	Fiscal Year-to-date Percent of CIP funds utilized to serve Wake County residents		36%	75%	100%	100%	44%	79%	98%	-2%	In March 2019, Energy Neighbor increased annual allocation
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	3,356	4,038	-2%	
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	188	166	3%	
	ES8	Percent of APS evaluations completed timely	95%/85%	92.6%	96.7%	96.1%	100.0%	98.1%	98.9%	98.8%	3%	
Adult Guardianship	ES9	Number of active Wards on last day of reporting period		844	846	856	855	860	863	850	-1%	
Food & Nutrition												
Food & Nutrition	ES10	Percent of FNS Regular and Expedited applications processed timely	95%	94.67%	95.1%	96.8%	96.4%	96.2%	94.8%	95.1%	-2%	
	ES11	Percent of FNS recertifications processed timely	95%		95.4%	92.1%	96.0%	95.1%	94.9%	94.1%	2%	Due to the government shutdown in January, 2019, the USDA extended all January recertification periods to February 28, 2019. This required Wake County to process additional recertifications during the month of February, resulting in 304 of these cases to be processed late.
Health Insurance-Medicaid												
Medicaid Adult	ES12	Percent of Adult Medicaid applications processed timely	90%	90.8%	92.9%	91.0%	92.4%	92.0%	91.5%	91.7%	1%	
Medicaid Family & Children	ES13	Percent of Family and Children's Medicaid applications processed timely	90%	92.8%	91.7%	92.7%	92.9%	93.9%	94.4%	91.0%	-2%	

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Health-Medical												
Immunization	PH1	Total vaccine doses provided by WCHS (except Yellow Fever)		9,153	11,906	9,163	7,379	9,076	12,430	8,898	-3%	2,097 Flu vaccine doses administered during FY19 Q3 and 80% (1,683) were to children < 19 yrs of age.
	PH2	Number of individuals who received vaccines from WCHS		4,332	6,239	4,280	3,272	4,251	6,684	4,064	-5%	
Women Infants & Children (WIC)	PH3	Percent of base caseload receiving WIC services		1	91%	89%	89%	95%	91%	1	-3%	
	PH3.1	Avg monthly number of individuals who received WIC services		15,384	14,980	14,642	14,688	14,558	13,967	13,376	-9%	Program staff indicate factors influencing the downward trend in participants include the government shutdown which gave the perception that WIC is closed for business. Note: Counts are now provided as a monthly average number of participants; previous reports included erroneous duplication.
Health Promotion Education	PH4	Number of drug overdose referrals outbound fm peer support to recovery svcs				19	70	49	58	19	0%	The FY19Q3 drop in outbound referrals is due to a reduction in Healing Transition peer support specialists from three to two FTEs.
	PH5	Number of drug overdose referrals linked to certified peer support				33	99	129	103	94	185%	The program was just implemented in the comparison year, thus growth was expected.
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				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		1,597	1,773	1,990	1,924	1,560				Data currently unavailable due to transition to a new documentation system for counting active patients.
Child Health Clinic	HC1	Number of child health visits in all WCHS Clinics		3,574	3,694	3,781	3,769	3,674	3,946	3,875	2%	
	HC2	Number of well child visits for all ages in all WCHS Clinics		1,895	1,803	1,695	1,834	1,940	1,773	1,710	1%	
Dental Clinic	HC3	Number of dental patient visits		2,099	2,017	2,003	2,205	2,033	1,875	2,342	17%	During FY19Q3 the dental clinic was fully staffed with no vacancies. This allowed optimal clinical scheduling with increased patient access. Additionally, the no show rate has reduced from 22% to 17%.
Lab Services	HC4	Number of lab tests performed by WCHS or contract		47,762	36,293	44,260	45,905	42,713	42,048	39,909	-10%	
Maternal Health Clinics-Prenatal	HC5	Percent of Maternal Health Clinic patients who delivered full term (=>37 weeks)		89%	88%	89%	88%	87%	87%	89%	-1%	
	HC6	Number of prenatal visits		4,343	3,923	4,005	3,821	3,669	3,327	3,438	-14%	Staff vacancies and FMLA leave have impacted the number of prenatal visits provided.
Women's Health Clinic	HC7	Number of Family Planning visits in WCHS clinics		2,692	2,738	2,851	3,021	2,701	2,232	2,427	-15%	Two provider vacancies have reduced available appointments for family planning.

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Health-Comm. Diseases												
Communicable Disease	PH8	Number new Syphilis cases in Wake County		55	60	63	46	69	65	72	14%	The small upward trend is a concern; staff are closely monitoring the increase and identifying current/existing resources to address it.
	PH9	Number new HIV/AIDS cases in Wake County		32	31	27	27	29	33	31	15%	Low N results in more variability of % Change.
	PH10	Number new Gonorrhea cases in Wake County		605	567	453	520	566	585	458	1%	
	PH11	Number new Chlamydia cases in Wake County		1,519	1,611	1,401	1,412	1,531	2,046	1,316	-6%	These counts are based on a State report and appear to reflect lab results processed and reported to CDC during the report period, and not the date of the diagnosis, which may explain the fluctuation in FY19Q2.
	PH12	Number of new Hepatitis C cases, mono- and co-infected, diagnosed by WCHS		54	32	37	35	43	43	37	0%	
	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	4,508	4,907	1%	
Communicable Disease Clinics- HIV/STD	HC9	Number of STD clinic visits at Sunnybrook		2,700	2,326	2,547	2,678	2,569	2,461	2,633	3%	
	HC10	Number of visits in HIV clinic		2,796	2,274	2,884	2,421	1,801	1,826	1,826	-37%	WCHS has provided fewer HIV clinic visits due to staff vacancies. It is expected that the number of visits will increase in future quarters as new staff complete training.
	HC11	Number of Sexually Transmitted diseases diagnosed in WCHS clinics		665	628	630	703	616	671	652	3%	
	HC12	Percent of active HIV clients who are sustaining viral load suppression		83%	84%	83%	82%	84%	84%	83%	0%	
Communicable Disease Clinics- Immunizations	HC13	Number of foreign travel clinic visits		177	182	191	366	315	260	365	91%	FY18Q1-3 visits were down relative to the 224 visit avg in FY17; recent increases are due to increased staffing, increased availability of vaccines, increased travel with improved economy.