



**Human
Services**

Wake County Human Services Quarterly Report Operational Performance Measures & Indicators

**Five Quarter Trend Ending With
Fiscal Year 2019 Quarter 4**

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

Prepared by: WCHS Business Analytics Unit, 10/10/2019

Service	Division/ Measure #	Measure/Indicator	State Standard (if applic)	FY18Q4	FY19Q1	FY19Q2	FY19Q3	FY19Q4	% Change Prior to Current Yr/Q	Highlights	
Child Welfare											
CPS Assessments	CW1	Percent of CPS reports screened in for assessment		58%	61%	62%	66%	60%	3%		
	CW1.2	Number of Child Protective Services (CPS) reports received		1,876	1,547	1,755	1,778	1,775	-5%		
	CW2	Percent of screened-in CPS assessments initiated timely	95%	91.6%	90.1%	92.9%	93.8%	90.9%	-1%		
	CW3	Percent of CPS assessments closed within defined time frame		64.6%	57.8%	57.4%	51.4%	54.8%	-15%	Lag time for data entry into NCDHSS Central Registry may delay visibility of any changes in program performance/ consumer outcomes.	
	Permanency Planning	CW4	Median LOS for all children/youth who were discharged from out-of-home placement during reporting period (in months)		34.5	30.5	22	24	16	-54%	The continued decrease in comparison to prior year coincides with increased efforts placed on family engagement practices to support timely permanence. Examples include targeted father engagement, parent coaching and parent support groups, LOS consultations, 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)		19.4	20.1	20.5	21.3	19.9	3%	
		CW6	Number of children/youth in out-of-home placement on the last day of the reporting period		578	553	506	488	501	-13%	This decrease coincides with an increase in collaboration with community stakeholders around obtaining timely permanence, including child-specific adoption recruitment, quarterly planning with the Administration of the Courts, improved partnership with the County Attorney's Office to secure timely Adoption Decrees. Additionally, programmatic changes have placed emphasis on family engagement services and permanency planning. ***Updated SFY18Q1 - SFY19Q4
		CW7	Percent of children/youth discharged during the reporting period who achieved reunification		7.4%	13.6%	32.1%	41.5%	15.8%	113%	
		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%	15.9%	12.7%	12.6%	10.6%	11.6%	-27%	The reporting lag required for this measure, and 12 month rolling reporting period, delays visibility of any changes in program performance/ consumer outcomes.
Prevention Services	CW9	Percent of families with no child welfare involvement for 6 months after completion of prevention services		94.3%	97.2%	98.8%	96.5%	97.3%	3%		

Service	Division/Measure #	Measure/Indicator	State Standard (if applic)	FY18Q4	FY19Q1	FY19Q2	FY19Q3	FY19Q4	% Change Prior to Current Yr/Q	Highlights
Family & Household										
Child Care Subsidy	ES1	Percent of Child Care Subsidy applications processed timely	95%		99.4%	98.9%	98.7%	99.1%		
	ES2	Avg number of children receiving Child Care Subsidy per month, as paid during reporting period (with one month lag)		4,939	4,924	5,257	5,571	6,171	25%	Wake County pulled children from the wait list beginning August 2018 through early March 2019. This enabled us to eliminate the wait list, which started again mid-March 2019 per state directive.
	ES3	Fiscal Year-to-date Percent of Child Care Subsidy allocation expended		97%	20%	42%	70%	100%	3%	
Child Support	ES4	Percent of annual child support collections goal attained	88.39%	100.07%	24.42%	48.80%	74.27%	100.37%	0%	
Energy Assistance	ES5	Fiscal Year-to-date Percent of CIP funds utilized to serve Wake County residents		100%	44%	79%	98%	100%	0%	
Employment										
Capital Area Workforce Center	ES6	Number of consumer visits at the NC Works Career Center for employment services		4,043	3,779	3,356	4,038	3,400	-16%	The strong economy and record low unemployment rate has impacted the number of customer visits and reduced staffing levels at the center have limited ability to perform outreach and marketing.
Senior & Adult										
Adult Protective Services (APS)	ES7	Total Number of APS reports meeting criteria for evaluation during the reporting period		156	175	188	166	135	-13%	
	ES8	Percent of APS evaluations completed timely	95%/85%	100.0%	98.1%	98.9%	98.8%	98.6%	-1%	
Adult Guardianship	ES9	Number of active Wards on last day of reporting period		855	860	863	850	860	1%	
Food & Nutrition										
Food & Nutrition	ES10	Percent of FNS Regular and Expedited applications processed timely	95%	96.4%	96.2%	94.8%	95.1%	93.7%	-3%	
	ES11	Percent of FNS recertifications processed timely	95%	96.0%	95.1%	94.9%	94.1%	94.4%	-2%	
Health Insurance-Medicaid										
Medicaid Adult	ES12	Percent of Adult Medicaid applications processed timely	90%	92.4%	92.0%	91.5%	91.7%	91.4%	-1%	
Medicaid Family & Children	ES13	Percent of Family and Children's Medicaid applications processed timely	90%	92.9%	93.9%	94.4%	91.0%	92.6%	0%	

Service	Division/ Measure #	Measure/Indicator	State Standard (if applic)	FY18Q4	FY19Q1	FY19Q2	FY19Q3	FY19Q4	% Change Prior to Current Yr/Q	Highlights
Health-Medical										
Immunization	PH1	Total vaccine doses provided by WCHS (except Yellow Fever)		7,379	9,076	12,430	8,898	7,732	5%	The Stamaril Yellow Fever Vaccine program at WCHS provided doses to 690 clients during FY19
	PH2	Number of individuals who received vaccines from WCHS		3,272	4,251	6,684	4,064	3,606	10%	57% of clients immunized in Q4 (2,068) were younger than 19 years of age.
Women Infants & Children (WIC)	PH3	Percent of base caseload receiving WIC services		89%	95%	91%	1	1	-1%	
	PH3.1	Avg monthly number of individuals who received WIC services		14,688	14,558	13,967	13,376	13,679	-7%	
Health Promotion Education	PH4	Number of drug overdose referrals outbound fm peer support to recovery svcs		70	49	58	19	26	-63%	The number of referrals decreased further as Healing Transitions experienced another reduction in staffing in FY19Q4; there was one FTE certified peer support specialist on staff during this quarter.
	PH5	Number of drug overdose referrals linked to certified peer support		99	129	103	94	88	-11%	The number of clients who could be linked to Certified Peer Support Specialists decreased further as Healing Transitions experienced another reduction in staffing in FY19Q4; there was one FTE certified peer support specialist on staff during this quarter.
Maternal Health-Pregnancy Care Management	PH6	Number of unduplicated active patients of the pregnancy care management program		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		1,924	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		3,769	3,674	3,946	3,875	3,259	-14%	Provider vacancies both in Sunnybrook and Regional Centers impact the provision of services.
	HC2	Number of well child visits for all ages in all WCHS Clinics		1,834	1,940	1,773	1,710	1,746	-5%	
Dental Clinic	HC3	Number of dental patient visits		2,205	2,033	1,875	2,342	1,904	-14%	Two vacant Dentist positions in this clinic impact the provision of dental services.
Lab Services	HC4	Number of lab tests performed by WCHS or contract		45,905	42,713	42,048	39,909	44,477	-3%	
Maternal Health Clinics-Prenatal	HC5	Percent of Maternal Health Clinic patients who delivered full term (=>37 weeks)		88%	87%	87%	89%	86%	-2%	
	HC6	Number of prenatal visits		3,821	3,669	3,327	3,438	3,475	-9%	
Women's Health Clinic	HC7	Number of Family Planning visits in WCHS clinics		3,021	2,701	2,232	2,427	2,118	-30%	Provider vacancies impact the provision of family planning services.

Service	Division/ Measure #	Measure/Indicator	State Standard (if applic)	FY18Q4	FY19Q1	FY19Q2	FY19Q3	FY19Q4	% Change Prior to Current Yr/Q	Highlights
Health-Comm. Diseases										
Communicable Disease	PH8	Number new Syphilis cases in Wake County		46	69	65	72	65	41%	PH staff continue to monitor the upward trend in syphilis; additional outreach activities are planned during the next quarter.
	PH9	Number new HIV/AIDS cases in Wake County		27	29	33	31	35	30%	Low N impacts % change.
	PH10	Number new Gonorrhea cases in Wake County		585	545	518	525	493	-16%	Beginning FY19 Q4 we have changed the case count methodology
	PH11	Number new Chlamydia cases in Wake County		1,621	1,543	1,693	1,622	1,469	-9%	Beginning FY19 Q4 we have changed the case count methodology
	PH12	Number of new Hepatitis C cases, mono- and co-infected, diagnosed by WCHS		35	43	43	37	49	40%	The upward trend in Hep C cases is being monitored, and PH staff are identifying current/existing resources to address the increase.
	PH13	Number tested in non-traditional sites for HIV, Gonorrhea, Syphilis, Chlamydia, and Hepatitis C		5,224	4,706	4,508	4,907	5,289	1%	
Communicable Disease Clinics- HIV/STD	HC9	Number of STD clinic visits at Sunnybrook		2,678	2,569	2,461	2,633	2,513	-6%	
	HC10	Number of visits in HIV clinic		2,421	1,801	1,826	1,826	2,107	-13%	Visit volume has increased relative to last three quarters.
	HC11	Number of Sexually Transmitted diseases diagnosed in WCHS clinics		703	616	671	652	666	-5%	
	HC12	Percent of active HIV clients who are sustaining viral load suppression		82%	84%	84%	83%	86%	5%	
Communicable Disease Clinics- Immunizations	HC13	Number of foreign travel clinic visits		366	315	260	365	370	1%	