



**Human  
Services**

# **Wake County Human Services Quarterly Report Operational Performance Measures & Indicators**

**Five Quarter Trend Ending With  
Fiscal Year 2020 Quarter 1**

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

Prepared by: WCHS Business Analytics Unit, 12/09/2019

Service	Division/ Measure #	Measure/Indicator	State Standard (if applic)	FY19Q1	FY19Q2	FY19Q3	FY19Q4	FY20Q1	% Change Prior to Current Yr/Q	Highlights
<b>Child Welfare</b>										
CPS Assessments	CW1	Percent of CPS reports screened in for assessment		61%	62%	66%	60%	60%	-3%	
	CW1.2	Number of Child Protective Services (CPS) reports received		1,548	1,755	1,772	1,766	1,642	6%	
	CW2	Percent of screened-in CPS assessments initiated timely	95%	90.1%	93.0%	93.6%	90.6%	90.3%	0%	
Permanency Planning	CW3	Percent of CPS assessments closed within defined time frame		57.8%	57.4%	51.4%	54.5%	59.1%	2%	CPS has implemented a quarterly tracking method to further assess untimely case closures. Training will be developed based on findings to address identified needs, as well as staff coaching.
	CW4	Median LOS for all children/youth who were discharged from out-of-home placement during reporting period (in months)		30.5	22	24	16	22.8	-25%	Efforts continue to result in an overall reduction in the length of stay for children exiting care.
	CW5	Median LOS for all children/youth in out-of-home placement on the last day of the reporting period (in months)		20.1	20.5	21.3	19.9	21.7	8%	
	CW6	Number of children/youth in out-of-home placement on the last day of the reporting period		553	506	488	501	446	-19%	Efforts to achieve permanency timely and to prevent the need for out-of-home care are resulting in fewer children, overall, in out-of-home placement.
	CW7	Percent of children/youth discharged during the reporting period who achieved reunification		13.6%	32.1%	41.5%	15.8%	12.8%	-6%	The projected number of children who will achieve permanency in the next six months is approximately 86.
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%	13.2%	12.6%	10.6%	11.6%	12.5%	-5%	Efforts to improve timeliness of permanency include: Adding 4 FTE Positions in FY 2020, realigning case type assignments to lower caseload numbers; implementation of the Wake House Family Visitation Center; facilitation of Reunification Support Groups; Vision 2020 expanding access to services, increasing staff retention, and improving consistent practice; and collaboration with GAL office, judges, parent attorneys, county counsel, and court clerks.
	CW9	Percent of families with no child welfare involvement for 6 months after completion of prevention services		97.2%	98.8%	96.5%	97.3%	97.6%	0%	
<b>Family &amp; Household</b>										
Child Care Subsidy	ES1	Percent of Child Care Subsidy applications processed timely	95%	99%	99%	99%	99%	97%	-2%	
	ES2	Avg number of children receiving Child Care Subsidy per month, as paid during reporting period (with one month lag)		4,924	5,257	5,571	6,171	5,879	19%	
	ES3	Fiscal Year-to-date Percent of Child Care Subsidy allocation expended		20%	42%	70%	100%	30%	52%	
Child Support	ES4	Percent of annual child support collections goal attained	88.39%	24.42%	48.80%	74.27%	100.37%	24.99%	2%	
Energy Assistance	ES5	Fiscal Year-to-date Percent of CIP funds utilized to serve Wake County residents		44%	79%	98%	100%	39%	-13%	

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<b>Employment</b>										
Capital Area Workforce Center	ES6	Number of consumer visits at the NC Works Career Center for employment services		3,779	3,356	4,038	3,400	3,272	-13%	
<b>Senior &amp; Adult</b>										
Adult Protective Services (APS)	ES7	Total Number of APS reports meeting criteria for evaluation during the reporting period		175	188	166	140	174	-1%	
Adult Guardianship	ES8	Percent of APS evaluations completed timely	95%/85%	98.1%	98.9%	98.8%	98.6%	98.8%	1%	
	ES9	Number of active Wards on last day of reporting period		860	863	850	859	870	1%	
<b>Food &amp; Nutrition</b>										
Food & Nutrition	ES10	Percent of FNS Regular and Expedited applications processed timely	95%	96.2%	94.8%	95.1%	93.7%	NA		Currently Not Available, pending a policy change at the state in calculation of timeliness to include weekend and holiday processing.
	ES11	Percent of FNS recertifications processed timely	95%	95.1%	94.9%	94.1%	94.4%	96.2%	1%	FNS exceeded 95% timely in July and August, and was at 94.9% in September, averaging 96.2%.
<b>Health Insurance-Medicaid</b>										
Medicaid Adult	ES12	Percent of Adult Medicaid applications processed timely	90%	92.0%	91.5%	91.7%	91.4%	93.3%	1%	
Medicaid Family & Children	ES13	Percent of Family and Children's Medicaid applications processed timely	90%	93.9%	94.4%	91.0%	92.6%	93.6%	0%	
<b>Health-Medical</b>										
Immunization	PH1	Total vaccine doses provided by WCHS (except Yellow Fever)		9,076	12,430	8898	7732	8927	-2%	
	PH2	Number of individuals who received vaccines from WCHS		4,251	6,684	4,064	3,606	3,935	-7%	
Women Infants & Children (WIC)	PH3	Percent of base caseload receiving WIC services		95%	91%	87%	89%	96%	2%	
	PH3.1	Avg monthly number of individuals who received WIC services		14,558	13,967	13,376	13,679	13,981	-4%	Use of Online WIC referrals, leveraging eWIC capability to issue remotely to clients with barriers, the State media campaign, outreach efforts, serving prenatal in prenatal clinic have had a positive impact on participation. Launching WIChealth.org and Express WIC this month is expected to increase participation. We have also started having Mobile at Piney Grove Church once a month.
Health Promotion Education	PH4	Number of drug overdose referrals outbound fm peer support to recovery svcs		49	58	19	26	55	12%	
	PH5	Number of drug overdose referrals linked to certified peer support		129	103	94	88	90	-30%	The Rapid Response Team has continued to be faced with reduced staffing of Certified Peer Support Specialists, with the team supervisor often stepping in to make these referrals.
Maternal Health-Pregnancy Care Management	PH6	Number of unduplicated active patients of the pregnancy care management program			458	521	381	363		OBCM program transitioned to a new data collection system FY19Q2.

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Child Health Clinic	PH7	Number of unduplicated active patients of the Care Coordination for Children program				171	263	222		CC4C transitioned to a new data collection system FY19Q2. Data is based on new episodes within each month; an episode opens a referral. FY19Q2 data is inaccurate due to the transition and so is not shown.
	HC1	Number of child health visits in all WCHS Clinics		3,674	3,946	3,875	3,259	2,970	-19%	New providers are orientating and we expect them to be up to speed in 3-6 months.
	HC2	Number of well child visits for all ages in all WCHS Clinics		1,940	1,773	1,710	1,746	1,367	-30%	New providers are orientating and we expect them to be up to speed in 3-6 months.
Dental Clinic	HC3	Number of dental patient visits		2,033	1,875	2,342	1,904	2,032	0%	
Lab Services	HC4	Number of lab tests performed by WCHS or contract		42,713	42,048	39,909	44,477	43,664	2%	
Maternal Health Clinics-Prenatal	HC5	Percent of Maternal Health Clinic patients who delivered full term (=>37 weeks)		87%	87%	89%	86%	89%	2%	
	HC6	Number of prenatal visits		3,669	3,327	3,438	3,475	3,558	-3%	
Women's Health Clinic	HC7	Number of Family Planning visits in WCHS clinics		2,701	2,232	2,427	2,118	2,919	8%	
<b>Health-Comm. Diseases</b>										
Communicable Disease	PH8	Number new Syphilis cases in Wake County		69	65	72	65	81	17%	PH and Clinic staff continue to monitor the increase in syphilis cases, and adjust testing, counseling and education efforts accordingly.
	PH9	Number new HIV/AIDS cases in Wake County		29	33	31	35	34	17%	
	PH10	Number new Gonorrhea cases in Wake County		545	518	525	493	564	3%	
	PH11	Number new Chlamydia cases in Wake County		1,543	1,693	1,622	1,469	1,670	8%	
	PH12	Number of new Hepatitis C cases, mono- and co-infected, diagnosed by WCHS		43	43	37	49	46	7%	
	PH13	Number tested in non-traditional sites for HIV, Gonorrhea, Syphilis, Chlamydia, and Hepatitis C		4,706	4,508	4,907	5,289	5,759	22%	The HIV/STD Community Program participated in more community testing events in FY20Q1 than in previous quarters, so testing numbers increased.
Communicable Disease Clinics- HIV/STD	HC9	Number of STD clinic visits at Sunnybrook		2,569	2,461	2,633	2,513	2,626	2%	
	HC10	Number of visits in HIV clinic		1,801	1,826	1,826	2,107	2,415	34%	The HIV clinic is now fully staffed with providers and so has increased total number of visits over previous year.
	HC11	Number of Sexually Transmitted diseases diagnosed in WCHS clinics		616	671	652	666	652	6%	
	HC12	Percent of active HIV clients who are sustaining viral load suppression		84%	84%	83%	86%	85%	1%	
Communicable Disease Clinics- Immunizations	HC13	Number of foreign travel clinic visits		315	260	365	370	314	0%	