



**Human
Services**

Wake County Human Services Quarterly Report Operational Performance Measures & Indicators

**Five Quarter Trend Ending With
Fiscal Year 2020 Quarter 2**

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

Prepared by: WCHS Business Analytics Unit, 3/16/2020

Service	Division/ Measure #	Measure/Indicator	State Standard (if applic)	FY19Q2	FY19Q3	FY19Q4	FY20Q1	FY20Q2	% Change Prior to Current Yr/Q	Highlights
Child Welfare										
CPS Assessments	CW1	Percent of CPS reports screened in for assessment		62%	66%	60%	60%	60%	-4%	
	CW1.2	Number of Child Protective Services (CPS) reports received		1,755	1,772	1,766	1,642	1,842	5%	
Permanency Planning	CW2	Percent of screened-in CPS assessments initiated timely	95%	93.0%	93.6%	90.6%	90.3%	92.4%	-1%	
	CW3	Percent of CPS assessments closed within defined time frame		57.4%	51.4%	54.5%	59.8%	71.4%	24%	Timeliness of closing CPS assessments was improved by providing CPS staff with practical and policy training in November 2019, including the use of Onsite Support to reinforce needed change.
	CW4	Median LOS for all children/youth who were discharged from out-of-home placement during reporting period (in months)		22	24	16	22.8	35	59%	The Median LOS temporarily increased in FY20Q2 because efforts focused on finalizing adoption of 38 "long-stayers".
	CW5	Median LOS for all children/youth in out-of-home placement on the last day of the reporting period (in months)		20.5	21.3	19.9	21.7	20.2	-1%	
	CW6	Number of children/youth in out-of-home placement on the last day of the reporting period		506	488	501	446	398	-21%	The number of children in foster care decreased as exits continue to be greater than entries – 62 entries vs. 45 entries. This is attributed to increased family engagement, prevention services, and reunification.
	CW7	Percent of children/youth discharged during the reporting period who achieved reunification		32.1%	41.5%	15.8%	12.8%	16.9%	-47%	There was an increase in children discharged to guardianship, adoption, and emancipation, thus the percentage reunified remains less than the target.
	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%	12.6%	10.6%	11.6%	12.5%	14.6%	16%	FY20Q2 shows a slight upward trend relative to the prior five quarters.
	Prevention Services	CW9	Percent of families with no child welfare involvement for 6 months after completion of prevention services		98.8%	96.5%	97.3%	97.6%	98.8%	0%
Family & Household										
Child Care Subsidy	ES1	Percent of Child Care Subsidy applications processed timely	95%	99%	99%	99%	97%	96%	-3%	
	ES2	Avg number of children receiving Child Care Subsidy per month, as paid during reporting period (with one month lag)		5,257	5,571	6,171	5,879	5,543	5%	
	ES3	Fiscal Year-to-date Percent of Child Care Subsidy allocation expended		42%	70%	100%	30%	56%	34%	For 6 months of FY 2019 children were being removed from the waiting list and were being added to the program. This contributed to higher spending during the first half of FY20.
Child Support	ES4	Percent of annual child support collections goal attained		48.80%	74.27%	100.37%	24.99%	49.74%	2%	

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Energy Assistance	ES5	Fiscal Year-to-date Percent of CIP funds utilized to serve Wake County residents		79%	98%	100%	39%	83%	5%	
Employment										
Capital Area Workforce Center	ES6	Number of consumer visits at the NC Works Career Center for employment services		3,356	4,038	3,400	3,272	2,539	-24%	4 Hiring events were held so far this FY that served 40 employers and 164 participants. Additionally, the Census Bureau as well as Amazon have set up site-specific Information sessions and business days.
Senior & Adult										
Adult Protective Services (APS)	ES7	Total Number of APS reports meeting criteria for evaluation during the reporting period		188	166	135	174	175	-7%	
	ES8	Percent of APS evaluations completed timely	95%/85%	98.9%	98.8%	98.6%	98.8%	99.3%	0%	
Adult Guardianship	ES9	Number of active Wards on last day of reporting period		863	850	860	870	870	1%	
Food & Nutrition										
Food & Nutrition	ES10	Percent of FNS Regular and Expedited applications processed timely	95%	94.8%	95.1%	93.7%	92.4%	88.1%	-7%	Updated FY20Q1 totals as they became available in October 2019.
	ES11	Percent of FNS recertifications processed timely	95%	94.9%	94.1%	94.4%	96.2%	95.1%	0%	
Health Insurance-Medicaid										
Medicaid Adult	ES12	Percent of Adult Medicaid applications processed timely	90%	91.5%	91.7%	91.4%	93.3%	95.1%	4%	
Medicaid Family & Children	ES13	Percent of Family and Children's Medicaid applications processed timely	90%	94.4%	91.0%	92.6%	93.6%	94.5%	0%	
Health-Medical										
Immunization	PH1	Total vaccine doses provided by WCHS (except Yellow Fever)		12,430	8898	7732	8927	13068	5%	Includes 5,618 doses of Flu vaccine.
	PH2	Number of individuals who received vaccines from WCHS		6,684	4,064	3,606	3,935	6,564	-2%	
Women Infants & Children (WIC)	PH3	Percent of base caseload receiving WIC services		91%	87%	89%	96%	97%	7%	Increased participation by implementing innovative strategies including online referrals, outreach, and appointment reminders.
	PH3.1	Avg monthly number of individuals who received WIC services		13,967	13,376	13,679	13,981	14,079	1%	
Health Promotion Education	PH4	Number of drug overdose referrals outbound fm peer support to recovery svcs		58	19	26	55	47	-19%	In FY20Q2, Certified Peer Support Specialist (CPSS) staffing again decreased to one staff, thereby limiting the number of referrals out to recovery services.
	PH5	Number of drug overdose referrals linked to certified peer support		103	94	88	90	104	1%	
Maternal Health-Pregnancy Care Management	PH6	Number of unduplicated active patients of the pregnancy care management program					363	268		
	PH7	Number of unduplicated active patients of the Care Coordination for Children program					222	268		

Service	Division/ Measure #	Measure/Indicator	State Standard (if applic)	FY19Q2	FY19Q3	FY19Q4	FY20Q1	FY20Q2	% Change Prior to Current Yr/Q	Highlights
Child Health Clinic	HC1	Number of child health visits in all WCHS Clinics		3,946	3,875	3,259	2,970	3,854	-2%	
	HC2	Number of well child visits for all ages in all WCHS Clinics		1,773	1,710	1,746	1,367	1,679	-5%	
Dental Clinic	HC3	Number of dental patient visits		1,875	2,342	1,904	2,032	2,141	14%	
Lab Services	HC4	Number of lab tests performed by WCHS or contract		42,048	39,909	44,477	43,664	44,293	5%	
Maternal Health Clinics-Prenatal	HC5	Percent of Maternal Health Clinic patients who delivered full term (=>37 weeks)		87%	89%	86%	89%	86%	-1%	
	HC6	Number of prenatal visits		3,327	3,438	3,475	3,558	3,192	-4%	
Women's Health Clinic	HC7	Number of Family Planning visits in WCHS clinics		2,232	2,427	2,118	2,919	2,715	22%	
Health-Comm. Diseases										
Communicable Disease	PH8	Number new Syphilis cases in Wake County		65	72	65	81	85	31%	Syphilis cases exceeded 300 in CY2019. The continued increase bears further monitoring by clinic, outreach, and epi staff in CY2020.
	PH9	Number new HIV/AIDS cases in Wake County		33	31	35	34	39	18%	For the last 6 quarters, Wake has averaged 33.5 HIV/AIDS cases per quarter, so the FY20Q2 case count is not anomalous.
	PH10	Number new Gonorrhea cases in Wake County		518	525	493	564	572	10%	For the last 6 quarters, Wake has averaged 536 gonorrhea cases per quarter, so the FY20Q2 case count is not anomalous.
	PH11	Number new Chlamydia cases in Wake County		1,693	1,622	1,469	1,670	1,618	-4%	
	PH12	Number of new Hepatitis C cases, mono- and co-infected, diagnosed by WCHS		43	37	49	46	36	-16%	The decrease in diagnoses was particularly apparent in December 2019, so clinic closures associated with the holidays may have factored in the decrease.
	PH13	Number tested in non-traditional sites for HIV, Gonorrhea, Syphilis, Chlamydia, and Hepatitis C		4,508	4,907	5,289	5,759	4,975	10%	Program staff increased gonorrhea and chlamydia testing throughout 2019.
Communicable Disease Clinics- HIV/STD	HC9	Number of STD clinic visits at Sunnybrook		2,461	2,633	2,513	2,626	2,571	4%	
	HC10	Number of visits in HIV clinic		1,826	1,826	2,107	2,415	2,207	21%	
	HC11	Number of Sexually Transmitted diseases diagnosed in WCHS clinics		671	652	666	652	680	1%	
	HC12	Percent of active HIV clients who are sustaining viral load suppression		84%	83%	86%	85%	86%	3%	
Communicable Disease Clinics- Immunizations	HC13	Number of foreign travel clinic visits		261	364	377	288	248	-5%	