



**Human
Services**

Wake County Human Services Quarterly Report Operational Performance Measures & Indicators

**Five Quarter Trend Ending With
Fiscal Year 2020 Quarter 3**

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

Prepared by: WCHS Business Analytics Unit, 6/15/2020

Service	Division/ Measure #	Measure/Indicator	State Standard (if applic)	FY19Q3	FY19Q4	FY20Q1	FY20Q2	FY20Q3	% Change Prior to Current Yr/Q	Highlights
Child Welfare										
CPS Assessments	CW1	Percent of CPS reports screened in for assessment		66%	60%	60%	60%	61%	-8%	
	CW1.2	Number of Child Protective Services (CPS) reports received		1,772	1,766	1,642	1,844	1,630	-8%	Reports received from primary report/referral sources started decreasing in March 2020, as COVID-19 community strategies were implemented.
	CW2	Percent of screened-in CPS assessments initiated timely	95%	93.5%	90.4%	90.8%	92.7%	94.4%	1%	
Permanency Planning	CW3	Percent of CPS assessments closed within defined time frame		51.2%	54.4%	59.0%	71.4%	66.8%	30%	Closure rates decreased slightly due to changes in the work environment and the impact of the EOC activation for COVID-19 response. CPS is tracking improvements in quarterly closures, and projects that the five quarter trend of increased closure rates will rebound.
	CW4	Median LOS for all children/youth who were discharged from out-of-home placement during reporting period (in months)		24	16	22.5	35	24	0%	
	CW5	Median LOS for all children/youth in out-of-home placement on the last day of the reporting period (in months)		21.3	19.9	21.7	20	18.75	-12%	Efforts to decrease time spent in foster care are resulting in fewer months in out-of-home placement for all children/youth.
	CW6	Number of children/youth in out-of-home placement on the last day of the reporting period		488	501	445	394	374	-23%	Efforts toward timely achievement of permanency and decreasing 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		41.5%	15.8%	12.8%	16.0%	15.4%	-63%	Reunification is becoming more challenging with the closure of court and virtual visitation. Child Welfare is working with the County Attorney to assess children able to return home to lessen the impact of COVID-19.
	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%	10.6%	11.6%	12.5%	14.6%	20.7%	97%	FY20Q3 shows an upward trend relative to the five prior quarters. A combined effort to ensure more timely permanency continues to result in improvements.
Prevention Services	CW9	Percent of families with no child welfare involvement for 6 months after completion of prevention services		96.5%	97.3%	97.6%	98.8%	98.8%	2%	
Family & Household										
Child Care Subsidy	ES1	Percent of Child Care Subsidy applications processed timely	95%	99%	99%	97%	96%	99%	0%	
	ES2	Avg number of children receiving Child Care Subsidy per month, as paid during reporting period (with one month lag)		5,571	6,171	5,879	5,543	5,345	-4%	
	ES3	Fiscal Year-to-date Percent of Child Care Subsidy allocation expended		70%	100%	30%	56%	71%	1%	
Child Support	ES4	Percent of annual child support collections goal attained	88.39%	74.27%	100.37%	24.99%	49.74%	75.02%	1%	

Service	Division/ Measure #	Measure/Indicator	State Standard (if applic)	FY19Q3	FY19Q4	FY20Q1	FY20Q2	FY20Q3	% Change Prior to Current Yr/Q	Highlights
Energy Assistance	ES5	Fiscal Year-to-date Percent of CIP funds utilized to serve Wake County residents		98%	100%	39%	83%	99%	1%	
Employment										
Capital Area Workforce Center	ES6	Number of consumer visits at the NC Works Career Center for employment services		4,038	3,400	3,272	3,651	3,066	-24%	3 Hiring events were held in FY20Q3 that served 28 employers and 138 participants. Updated FY20Q2 totals to reflect an Amazon hiring event in November 2019.
Senior & Adult										
Adult Protective Services (APS)	ES7	Total Number of APS reports meeting criteria for evaluation during the reporting period		166	135	174	175	196	18%	Increase due to increased outreach and improved responsiveness to reports.
	ES8	Percent of APS evaluations completed timely	95%/85%	98.8%	98.6%	98.8%	99.3%	98.8%	0%	
Adult Guardianship	ES9	Number of active Wards on last day of reporting period		850	860	870	869	869	2%	
Food & Nutrition										
Food & Nutrition	ES10	Percent of FNS Regular and Expedited applications processed timely	95%	95.1%	93.7%	92.4%	88.1%	91.0%	-4%	Applications increased 33% compared to FY19Q3. In addition, staff turnover contributed to the inability to process applications in a timely manner.
	ES11	Percent of FNS recertifications processed timely	95%	94.1%	94.4%	96.2%	95.1%	94.9%	1%	
Health Insurance-Medicaid										
Medicaid Adult	ES12	Percent of Adult Medicaid applications processed timely	90%	91.7%	91.4%	93.3%	95.1%	94.8%	3%	
Medicaid Family & Children	ES13	Percent of Family and Children's Medicaid applications processed timely	90%	91.0%	92.6%	93.6%	94.5%	92.3%	1%	
Health-Medical										
Immunization	PH1	Total vaccine doses provided by WCHS (except Yellow Fever)		8898	7732	8927	13068	7447	-16%	Clinic services closed due to COVID-19 beginning March 1, 2020.
	PH2	Number of individuals who received vaccines from WCHS		4,064	3,606	3,935	6,564	3,312	-19%	
Women Infants & Children (WIC)	PH3	Percent of base caseload receiving WIC services		87%	89%	96%	97%	102%	18%	Services increased more than the state estimated. Increased participation due to COVID-19 strategies of extending and issuing benefits, and offering remote benefit issuance for all certified participants.
	PH3.1	Avg monthly number of individuals who received WIC services		13,376	13,679	13,981	14,079	14,918	12%	Increase in participation due to COVID-19 strategies of extending and issuing benefits, and offering remote benefit issuance for all certified participants.
Health Promotion Education	PH4	Number of drug overdose referrals outbound fm peer support to recovery svcs		19	26	55	47	32	68%	
	PH5	Number of drug overdose referrals linked to certified peer support		94	88	90	104	99	5%	
Maternal Health-Pregnancy Care Management	PH6	Number of unduplicated active patients of the pregnancy care management program				363	268	437		Reporting to resume after COVID-19 response.

Service	Division/ Measure #	Measure/Indicator	State Standard (if applic)	FY19Q3	FY19Q4	FY20Q1	FY20Q2	FY20Q3	% Change Prior to Current Yr/Q	Highlights
Child Health Clinic	PH7	Number of unduplicated active patients of the Care Coordination for Children program				222	268	300		Reporting to resume after COVID-19 response.
	HC1	Number of child health visits in all WCHS Clinics		3,875	3,259	2,970	3,854	3,742	-3%	
Dental Clinic	HC2	Number of well child visits for all ages in all WCHS Clinics		1,710	1,746	1,367	1,679	1,432	-16%	Services impacted by COVID-19.
	HC3	Number of dental patient visits		2,342	1,904	2,032	2,141	1,722	-26%	Services impacted by COVID-19.
Lab Services	HC4	Number of lab tests performed by WCHS or contract		39,909	44,477	43,664	44,293			Reporting to resume after COVID-19 response.
Maternal Health Clinics-Prenatal	HC5	Percent of Maternal Health Clinic patients who delivered full term (=>37 weeks)		89%	86%	89%	86%			Reporting to resume after COVID-19 response.
	HC6	Number of prenatal visits		3,438	3,475	3,558	4,527	3,671	7%	Services impacted by COVID-19.
Women's Health Clinic	HC7	Number of Family Planning visits in WCHS clinics		2,427	2,118	2,919	2,715	2,166	-11%	Services impacted by COVID-19.
Health-Comm. Diseases										
Communicable Disease	PH8	Number new Syphilis cases in Wake County		72	65	81	85	81	13%	
	PH9	Number new HIV/AIDS cases in Wake County		31	35	34	39	42	35%	
	PH10	Number new Gonorrhea cases in Wake County		525	493	564	572	453	-14%	
	PH11	Number new Chlamydia cases in Wake County		1,622	1,469	1,670	1,618	1,504	-7%	
	PH12	Number of new Hepatitis C cases, mono- and co-infected, diagnosed by WCHS		37	49	46	36	47	27%	
	PH13	Number tested in non-traditional sites for HIV, Gonorrhea, Syphilis, Chlamydia, and Hepatitis C		4,907	5,289	5,759	4,975	4,140	-16%	
Communicable Disease Clinics- HIV/STD	HC9	Number of STD clinic visits at Sunnybrook		2,633	2,513	2,626	2,571	2,396	-9%	
	HC10	Number of visits in HIV clinic		1,826	2,107	2,415	2,207	2,422	33%	
	HC11	Number of Sexually Transmitted diseases diagnosed in WCHS clinics		652	666	652	680	589	-10%	
	HC12	Percent of active HIV clients who are sustaining viral load suppression		83%	86%	85%	86%	87%	5%	
Communicable Disease Clinics- Immunizations	HC13	Number of foreign travel clinic visits		364	377	288	248	211	-42%	Services impacted by COVID-19.