



Division of Aging, Adult, and Behavioral Health Services



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October 29, 2018

Hon. Stephanie Flowers, Chair
Senate Committee on Children and Youth
Arkansas Legislative Council
315 State Capitol Building
Little Rock, AR 72201

Hon. Charlene Fite, Chair
House Committee on Aging, Children and Youth,
Legislative and Military Affairs
Arkansas Legislative Council
315 State Capitol Building
Little Rock, AR 72201

Dear Representative Fite and Senator Flowers:

I am pleased to report to you that APS staff have successfully eliminated the investigation closure backlog. As we discussed with the Committees on July 16, over the last several years APS had developed an investigation closure backlog that had grown progressively worse, reaching a high of 8,893 overdue investigations as of December 2017. All of those overdue investigations have been reviewed to ensure that the investigations have been completed, and all of the investigations are now slated for closure. This successful effort was possible only with extensive help from staff across the Department, and with the expertise and valuable assistance of the Department's information system support vendor, Deloitte Consulting.

In the course of reviewing these investigations, we identified 168 investigations where we still have potential concerns about the safety of the alleged victim, even though the investigation itself may now be complete. We are conducting in-person visits with each of these alleged victims to ensure that they are in a safe environment and that no additional dangers have arisen since the original investigation.

I am attaching the APS Quarterly Performance Report for the 1st Quarter of State Fiscal Year 2019. This Report still shows a closure backlog, but only because the Report is current through September 30, and the final IT work to close the remaining cases was completed shortly thereafter.

APS Director Shannon Halijan and I will be happy to appear before the Committees to discuss this Report. And if you or any of the members of the Committees have questions regarding APS, please feel free to give me a call at (501) 320-6009, or e-mail to Mark.White@DHS.Arkansas.gov.

Sincerely,

Mark White
Deputy Director
Division of Aging, Adult, and Behavioral Health Services

cc: Cindy Gillespie, Director
Arkansas Department of Human Services