

# Performance Update for Senior Leadership Team - August 2019

## Adult Protective Services Program Office

### Adult Protection - Program Scorecard

August 2019

Region	Circuit	Reports Received <sup>1</sup>		Investigations Commenced Within 24 Hours (Target = 99%)		Victims Seen Within 24 Hours (Target = 93%)		Initial ASAs Submitted Within 6 Days (Target = 98%)		Investigations Closed Within 60 Days (Target = 99%)	
		Current	Previous <sup>2</sup>	Current	Previous	Current	Previous	Current	Previous	Current	Previous
NWR	1	176	187	100.00%	99.47%	95.00%	93.33%	100.00%	100.00%	99.40%	100.00%
NWR	2	108	137	98.92%	99.21%	89.31%	92.72%	100.00%	100.00%	100.00%	97.64%
NWR	14	80	75	100.00%	100.00%	93.15%	97.06%	100.00%	100.00%	100.00%	100.00%
NWR		364	399	99.69%	99.51%	92.71%	93.95%	100.00%	100.00%	99.69%	99.26%
NER	3 & 8	187	237	100.00%	100.00%	98.48%	95.12%	98.94%	100.00%	88.30%	83.05%
NER	4	255	259	100.00%	100.00%	98.28%	99.62%	99.55%	100.00%	100.00%	100.00%
NER	7	234	287	100.00%	99.55%	97.23%	97.07%	100.00%	100.00%	99.57%	99.10%
NER		676	783	100.00%	99.83%	97.95%	97.76%	99.53%	100.00%	96.42%	96.26%
CNR	5	318	333	100.00%	100.00%	100.00%	99.68%	100.00%	100.00%	100.00%	99.66%
CNR	9	276	289	100.00%	100.00%	94.18%	97.77%	100.00%	99.61%	100.00%	100.00%
CNR	10	182	206	100.00%	100.00%	100.00%	99.38%	100.00%	100.00%	100.00%	100.00%
CNR	18	219	240	100.00%	100.00%	100.00%	99.00%	99.47%	100.00%	100.00%	100.00%
CNR		995	1068	100.00%	100.00%	98.34%	99.89%	99.89%	99.89%	100.00%	99.89%
SCR	6	475	476	100.00%	100.00%	97.82%	96.87%	99.76%	100.00%	100.00%	100.00%
SCR	12	173	184	100.00%	99.32%	97.41%	94.74%	100.00%	99.32%	100.00%	100.00%
SCR	13	263	269	100.00%	100.00%	97.96%	93.93%	100.00%	100.00%	100.00%	100.00%
SCR	20	201	213	100.00%	100.00%	99.44%	99.04%	100.00%	100.00%	100.00%	100.00%
SCR		1112	1142	100.00%	99.90%	98.05%	96.21%	99.90%	99.90%	100.00%	100.00%
SER	15	233	271	100.00%	99.59%	93.10%	96.05%	96.40%	98.37%	100.00%	97.97%
SER	17	286	313	100.00%	100.00%	97.73%	95.68%	100.00%	100.00%	100.00%	100.00%
SER	19	136	146	100.00%	100.00%	97.81%	97.74%	100.00%	100.00%	100.00%	100.00%
SER		655	730	100.00%	99.84%	96.17%	96.23%	98.71%	99.36%	100.00%	99.20%
SNR	11	305	328	99.17%	100.00%	96.28%	96.81%	100.00%	99.68%	100.00%	100.00%
SNR	16	15	10	100.00%	100.00%	100.00%	90.91%	100.00%	100.00%	88.89%	100.00%
SNR		320	338	99.20%	100.00%	96.40%	96.63%	100.00%	99.69%	99.60%	100.00%
State		4,122	4,460	99.92%	99.87%	97.17%	96.85%	99.65%	99.82%	99.32%	99.18%
	% Inc./Dec. vs. Prev. Month	-7.58%									

### Statewide Services and Wait Lists

HCDA Waitlist Population		HCDA Clients Being Served		CCDA Waitlist Population		CCDA Clients Being Served		% of Adults with Disabilities Receiving Services Who are Not Placed in a Nursing Home, FY 18/19 & 17/18	
Current	Previous	Current	Previous	Current	Previous	Current	Previous		
715	718	924	942	1,398	1,427	273	277	99.24%	98.84%

### Per Capita Abuse Rates for Adults with Disabilities, Age 18-59 and Elderly Person, per 1,000/Population

Abuse Rate Among Persons with Disabilities per 1,000		Abuse Rate Among Elderly Persons, per 1,000	
Current	Previous	Current	Previous
0.13	0.13	0.13	0.12

<sup>1</sup> Data in "Previous" columns represents July 2019, unless otherwise noted.

<sup>2</sup> Reports received is a workload measure counting Initial and Additional reports, excluding Supplemental reports

  indicates missing target by one-half percent or less  
  indicates missing target by more than one-half percent

## Performance Update for Senior Leadership Team - August 2019

### Adult Protective Services Program Office

Adult Protective Services -- Monthly Key Indicators  
August 2019

	Indicator	Period	Standard	Statewide Current/Recent			Previous		Regions -- Current					
				Level	Period	% Change	Level	Period	NW	NE	Central	SC	SE	Southern
API Safety	No Recurrence Verified Maltreatment within 6 Mo. of Verified Investigation	M	95.0%	98.4%	8/19	0.0%	98.3%	7/19	96.5%	98.4%	96.5%	98.6%	99.5%	98.9%
	# Reabused / # In Cohort after Verified	M		65/4,061	8/19		68/4,101	7/19	20/1,244	12/739	16/458	11/759	2/415	4/446
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	98.2%	8/19	-1.1%	99.3%	7/19	96.6%	98.9%	100.0%	100.0%	99.0%	97.4%
	# Reabused / # In Cohort After PS	M		10/555	8/19		4/559	7/19	1/29	1/88	0/46	0/19	1/101	7/272
API Workload	Initial + Additional Reports Received	M		4,122	8/19	-7.6%	4,460	7/19	364	676	995	1,112	655	320
	Investigations (Initial Reports) Completed	M		4,081	8/19	-1.5%	4,142	7/19	343	762	962	1,078	662	274
	Average Active Investigations per API	M-PIT	15.0	13.6	9/10/19	-2.2%	13.9	8/5/2019	12.3	17.1	15.7	7.8	15.2	20.4
	Active Investigations	M-PIT		3,207	9/10/19	→ -2.3%	3,284	8/5/2019	307	518	942	503	591	346
	Investigations Open Over 60 Days "Backlog"	M-PIT		2	9/10/19	↘ -87.5%	16	8/5/2019	2	0	0	0	0	0
	API Vacancies	M-PIT		13	9/10/19	↗ 62.5%	8	8/5/2019	1	2	1	2	1	6
	Total API FTEs			290	9/10/19	→ 0.0%	290	8/5/2019	29	43	69	73	49	27
	% Vacant			4.5%	9/10/19	↗ 4.5%	2.8%	8/5/2019	3.4%	4.7%	1.4%	2.7%	2.0%	22.2%
	Actual Operational Capacity			235.5	9/10/19		236.3	8/5/2019	25	30.25	60	64.25	39	17
Percent Total Workforce Capacity			81.2%	9/10/19		81.5%	8/5/2019	86.21%	70.35%	86.96%	88.01%	79.59%	62.96%	