Monthly Performance Update for Senior Leadership Team
Adult Protective Services Program Office

Adult Protection - Program Scorecard
April 2022

Region	Circuit	Reports Received[1]		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[2]	Current	Previous	Current	Previous	Current	Previous	Current	Previous
NWR	1	139	141	100.00%	100.00%	100.00%	97.76%	99.12%	100.00%	98.25%	96.18%
NWR	2	67	88	100.00%	97.92%	100.00%	96.67%	98.25%	100.00%	100.00%	100.00%
NWR	14	54	69	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	86.84%	100.00%
NWR		260	298	100.00%	99.54%	100.00%	97.90%	99.19%	100.00%	95.14%	97.72%
NER	3 & 8	129	131	100.00%	100.00%	96.05%	98.00%	100.00%	100.00%	97.18%	98.86%
NER	4	182	167	100.00%	100.00%	97.20%	97.27%	100.00%	99.42%	100.00%	100.00%
NER	7	194	189	99.36%	100.00%	99.39%	100.00%	100.00%	100.00%	100.00%	100.00%
NER		505	487	99.73%	100.00%	97.91%	98.56%	100.00%	99.77%	99.46%	99.77%
CNR	5	202	250	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR	9	211	249	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR	10	152	154	100.00%	100.00%	99.08%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR	18	189	166	100.00%	100.00%	99.35%	97.52%	100.00%	100.00%	100.00%	100.00%
CNR		754	819	100.00%	100.00%	99.73%	99.46%	100.00%	100.00%	100.00%	100.00%
SCR	6	311	341	99.62%	100.00%	99.28%	99.71%	100.00%	100.00%	100.00%	100.00%
SCR	12	131	125	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
SCR	13	149	202	99.34%	100.00%	96.77%	94.41%	100.00%	100.00%	100.00%	100.00%
SCR	20	185	196	100.00%	100.00%	99.47%	99.44%	100.00%	100.00%	100.00%	100.00%
SCR		776	864	99.72%	100.00%	98.93%	98.69%	100.00%	100.00%	100.00%	100.00%
SER	15	151	205	100.00%	100.00%	97.78%	94.39%	99.39%	100.00%	100.00%	100.00%
SER	17	197	225	100.00%	100.00%	95.50%	98.22%	100.00%	100.00%	100.00%	99.52%
SER	19	89	124	100.00%	100.00%	97.75%	100.00%	100.00%	100.00%	100.00%	100.00%
SER		437	554	100.00%	100.00%	96.74%	97.00%	99.78%	100.00%	100.00%	99.79%
SNR	11	220	284	100.00%	100.00%	98.88%	96.28%	100.00%	100.00%	100.00%	100.00%
SNR	16	8	7	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
SNR		228	291	100.00%	100.00%	98.91%	96.44%	100.00%	100.00%	100.00%	100.00%
State		2,960	3,313	99.89%	99.96%	98.72%	98.34%	99.89%	99.96%	99.47%	99.74%

% Inc./Dec. vs. Prev. Month	-10.65%

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 20/21 & 19/20	
Current	Previous	Current	Previous	Current	Previous	Current	Previous		
396	381	926	936	773	756	229	225	99.99%	99.16%

Per Capita Abuse Rates for Adults with Disabilities, Age 18-59 and Elderly Persons, 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
0.06	0.08	0.06	0.07

[1] Data in "Previous" columns represents prior month, unless otherwise noted.

[2] Reports received is a workload measure counting Initial and Additional reports, excluding Supplemental reports

◻ (yellow) indicates missing target by one-half percent or less
◻ (red) indicates missing target by more than one-half percent

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Adult Protective Services -- Monthly Key Indicators
April 2022

	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%	98.78%	4/22	0.35%	98.44%	3/22	98.90%	98.10%	98.65%	98.43%	100.00%	99.66%
	# Reabused / # In Cohort after Verified	M		31/2,542	4/22		39/2,508	3/22	4/363	8/420	9/666	9/573	0/230	1/290
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	99.72%	4/22	0.26%	99.46%	3/22	100.00%	100.00%	100.00%	100.00%	100.00%	99.44%
	# Reabused / # In Cohort After PS	M		1/363	4/22		2/371	3/22	0/25	0/71	0/16	0/5	0/66	1/180
API Workload	Initial + Additional Reports Received	M		2,960	4/22	-10.7%	3,313	3/22	260	505	754	776	437	228
	Investigations (Initial Reports) Completed	M		2,876	4/22	-4.2%	3,003	3/22	283	400	741	790	472	190
	Average Active Investigations per API	M-PIT	15.0	14.7	4/22	5.0%	14.0	3/22	12.0	13.9	14.6	11.7	17.7	16.4
	Active Investigations	M-PIT		2,743	5/9/2022	1.9%	2,692	4/5/2022	180	516	803	469	479	296
	Investigations Open Over 60 Days "Backlog"	M-PIT		0	5/9/2022	-100.0%	1	4/5/2022	0	0	0	0	0	0
	API Vacancies	M-PIT		62	5/9/2022	-6.1%	66	4/5/2022	8	2	9	25	9	9
	Total API FTEs			291	5/9/2022	0.0%	291	4/5/2022	29	44	69	73	49	27
	% Vacant			21.3%	5/9/2022	21.3%	22.7%	4/5/2022	27.6%	4.5%	13.0%	34.2%	18.4%	33.3%
	Actual Operational Capacity			186.0	5/9/2022	-3.0%	191.8	4/5/2022	15	37	55	40	27	12
	Percent Total Workforce Capacity			63.92%	5/9/2022	-3.0%	65.9%	4/5/2022	51.72%	84.09%	79.71%	54.79%	55.10%	44.44%